

Troubleshooting tips

Problem	What to do
Hearing aid not functioning	<ul style="list-style-type: none">Switch hearing aid on by completely closing battery door (chapter 3)Insert battery correctly (chapter 4)Change battery (chapter 4)Clean speaker opening/earpiece (chapter 12)
Hearing aid whistles	<ul style="list-style-type: none">Insert hearing aid correctly (chapter 5)
Hearing aid not loud enough or distorted	<ul style="list-style-type: none">Change battery (chapter 4)Increase volume if volume control available (chapter 7)Decrease volume if volume control available (chapter 7)Clean speaker opening/earpiece (chapter 12)Contact your hearing care professional
Hearing aid plays two beeps	<ul style="list-style-type: none">Change battery within the next 30 minutes (chapter 4)
Phone does not work	<ul style="list-style-type: none">Open and close battery door (chapter 3)Pair hearing aid to the phone (chapter 9)

If the problem persists, contact your hearing care professional for assistance.

App to control your hearing aids

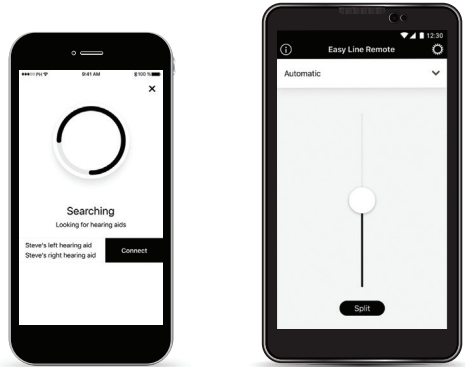
How to download:

1. Go to the App Store® or Google Play™
2. Search for Easy Line Remote™ app
3. Download and install the app on your smartphone
4. Follow the instructions to pair your hearing aids to your phone



Functionalities:

- Adjust hearing aid volume (left/right separately adjustable)
- Manual program change
- Volume balance of external streaming device
- Usage statistics
- FAQs



Before you start using your hearing aids

We strongly recommend reading the complete user guide, specifically about:

Care and maintenance (chapter 12)

Read for more details about your hearing aids that are water and dust-resistant under certain conditions.

Troubleshooting (chapter 17)

Helpful support and possible tips in case your hearing aids are not performing well.

Important safety information (chapter 18)

Read about important information for the best performance and safety use.

Find more information and support, including Bluetooth compatibility, at www.KS9userportal.com



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Switzerland



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DIGITAL
Hearing
INSTRUMENTS



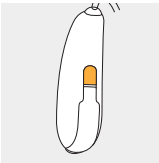
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Quick Start Guide

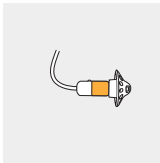
This contains additional useful information and tips, as well as in-depth instructions for the optimal use of your hearing aids. This is not a substitution for reading the user guide included in the kit.

Quick start: inserting and removing your hearing aids

1. Defining the hearing aid for the left/right ear (blue indicator for left, red indicator for right):



Indicator on the back of the hearing aid.

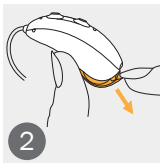


Indicator on the speaker.

2. Placing the battery in the battery door and turning it on:



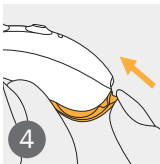
Remove the sticker from the new battery and wait 2 minutes.



Open the battery door.



Place battery in the battery door with the “+” symbol facing upwards.

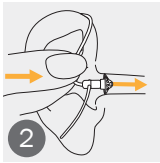


Turn the hearing aid on by closing the battery door.

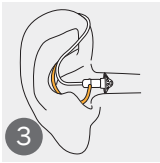
3. Putting on and operating the hearing aid:



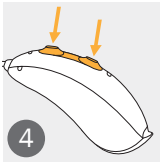
Place the hearing aid behind your ear.



Insert the earpiece into your ear canal.

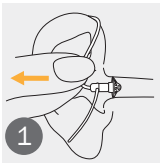


If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing aid.

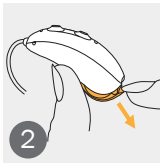


You can change the volume/program, such as when making/receiving phone calls.

4. Removing and turning off the hearing aid:



Pull on the bend of the tube and remove the hearing aid from behind your ear.



Turn off the hearing aid by opening the battery door.

Enjoy easy connectivity to all Bluetooth® enabled phones for hands-free phone calls, streaming music, e-books, etc.

Step 1: Initial pairing



- A. On your device (e.g., a phone), ensure that Bluetooth wireless technology is enabled. Search for Bluetooth enabled devices in the connectivity setting menu.
- B. Switch on both hearing aids. You now have 3 minutes to pair your hearing aids with your device.
- C. Your device shows a list of Bluetooth enabled devices. Select the hearing aid from the list to simultaneously pair hearing aids. A beep confirms successful pairing.

The hearing aids can be connected to iPhone® and Android™ smartphones.

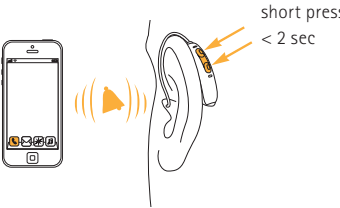
For more information about pairing instructions, go to: www.KS9userportal.com

Also, check chapter 9 of your user guide.

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Step 2: How to operate hands-free phone calls

Making a call: Enter the phone number and press the dial button. You will hear the dial tone through your hearing aids. Your hearing aids pick up your voice through the microphones.



Accepting a call: Short press on the upper or lower part of the multifunction button on the hearing aid (less than 2 seconds) or directly on your phone.



Ending & rejecting a call: Long press on the upper or lower part of the multifunction button on the hearing aid (more than 2 seconds) or directly on your phone.