

Troubleshooting tips

Problem	What to do
Hearing aid not functioning	<ul style="list-style-type: none"><li>Clean speaker opening/earpiece</li><li>Press lower part of multi-function button for 3 seconds (chapter 9)</li><li>Charge hearing aid (chapter 4)</li></ul>
Hearing aid whistles	<ul style="list-style-type: none"><li>Insert hearing aid correctly (chapter 6)</li><li>Contact your ENT/GP or hearing care professional</li></ul>
Hearing aid too loud	<ul style="list-style-type: none"><li>Decrease volume if volume control available (chapter 8)</li></ul>
Hearing aid not loud enough or distorted	<ul style="list-style-type: none"><li>Increase volume if volume control available (chapter 8)</li><li>Charge hearing aid (chapter 4)</li><li>Clean speaker opening/earpiece</li><li>Contact your hearing care professional</li></ul>
Hearing aid plays two beeps	<ul style="list-style-type: none"><li>Charge hearing aid (chapter 4)</li></ul>
Hearing aid will not switch on	<ul style="list-style-type: none"><li>Charge hearing aid (chapter 4)</li><li>Perform step 2 of the rebooting process (chapter 15)</li></ul>
Indicator light on hearing aid does not light up when hearing aid placed in charging inserts	<ul style="list-style-type: none"><li>Insert hearing aid correctly into charger (chapter 4)</li><li>Connect charger to external power supply (chapter 3)</li><li>Wait three hours after placing hearing aid in charger, regardless of LED behavior</li></ul>

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

App to control your hearing aids

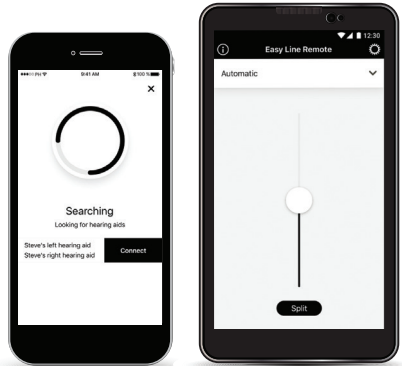
How to download:

- Go to the App Store® or Google Play™
- Search for Easy Line Remote™ app
- Download and install the app on your smartphone
- 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
- Remote support
- Tinnitus
- Speech boost
- Touch control
- Bluetooth connection



Before you start using your hearing aids

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

**Care and maintenance (chapter 17)**  
Read for more details about your hearing aids that are water and dust-resistant under certain conditions.

**Troubleshooting (chapter 22)**  
Helpful support and possible tips in case your hearing aids are not performing well.

**Important safety information (chapter 23)**  
Read about important information for the best performance and safety use.

Find more information and support, including Bluetooth compatibility, at [www.KS10userportal.com](http://www.KS10userportal.com)

  
**Manufacturer:**  
Sonova AG  
Laubisrütistrasse 28  
CH-8712 Stäfa  
Switzerland



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RECHARGEABLE  
**Hearing**  
INSTRUMENTS



**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.

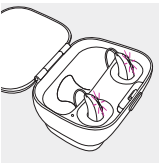
PREMIUM

**10.0T**

Tcoil

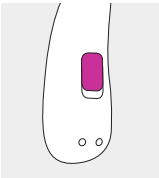
# Quick start: getting started

## 1. Charging your hearing aids

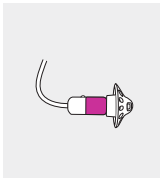


Place your hearing aid in the charger case

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

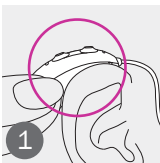


Indicator on the back of the hearing aid

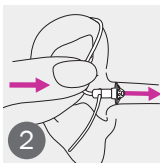


Indicator on the speaker

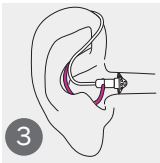
## 3. Putting on the hearing aid:



Place the hearing aid behind your ear

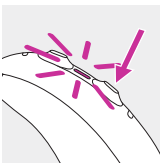


Insert the earpiece into your ear canal



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

## 4. Operating the hearing aid:



Multifunction button  
1. On/off switch  
2. Volume control and/or a  
3. Program change



Touch control: tap to  
1. Accept/end phone call  
2. Pause/resume streaming  
3. Start/stop voice assistant

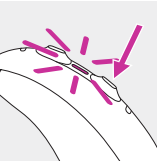
Enjoy easy connectivity to all Bluetooth® enabled phones for hands-free phone calls, streaming music, e-books, etc.

## Step 1: Initial pairing



A. On your device (e.g., a phone), ensure that Bluetooth wireless technology is enabled and 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 both hearing aids. A beep confirms successful pairing.

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

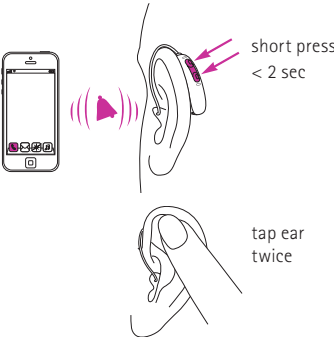
After your hearing aids have been paired to your device, they will automatically connect again when switched on.

For more information about pairing instructions, go to: [www.KS10userportal.com](http://www.KS10userportal.com) or check chapter 12 of your user guide.

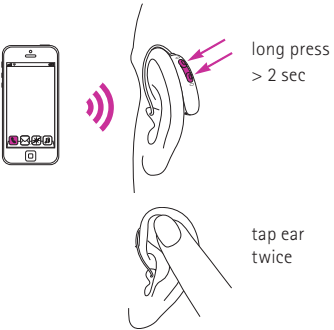
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## Step 2: How to operate hands-free phone calls

**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:** Tapping the top of your ear twice or a 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:** Tapping the top of your ear twice or a 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.