

Troubleshooting Guide for Hearing Aids



Congrats on your new hearing aids!

Use this helpful guide to get to know your new hearing aids – and get the most out of your hearing experience.

After all, when you hear better, you live better.

Thanks to your new hearing aids.

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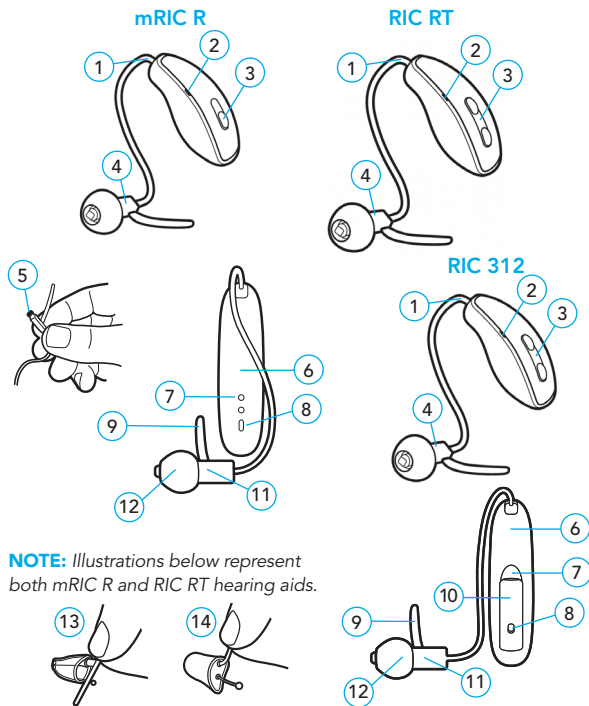
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Meet your Standard hearing aids

Overview

1. Cable
2. Microphones
3. User control
mRIC R: Push button
RIC RT and RIC 312: Rocker switch
4. Receiver
5. Wax guard (included accessory)
6. Manufacturer, model name, & serial number
7. *mRIC R and RIC RT: Charging contacts*
RIC 312: Finger pick (located on battery door)
8. Side indicator
9. Retention lock (optional)
10. Battery compartment (on/off control)
11. Receiver indicator
BLUE is for left ear, RED is for right ear
12. Earbud (included accessory)
13. Custom earmold (optional)
14. Custom power earmold (optional)



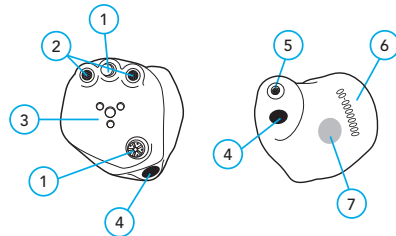
Meet your Custom hearing aids

Overview

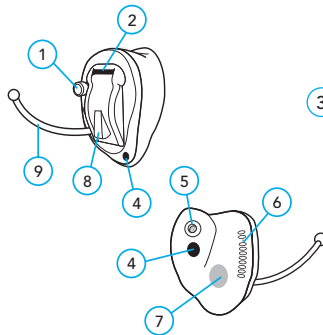
1. User control (optional)
2. Microphone(s) and or cover
3. Charging contacts
4. Vent
5. Wax guard (included accessory) and sound outlet
6. Serial number
7. Side indicator (location may vary)
8. Battery compartment (CIC only)
9. Removal handle antenna (do not remove, cut, or modify)

BLUE is for left ear, RED is for right ear

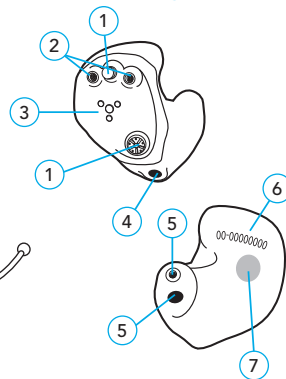
ITC / HS (Rechargeable)



CIC (Non-Rechargeable)



ITE (Rechargeable)



Use your hearing aids

Turn On/Off

Rechargeable Hearing Aids:

- **Turn On:** Rechargeable hearing aids will automatically power on when removed from the charger.
- **Turn Off:** Rechargeable hearing aids will power down automatically and begin to charge, as long as your charger is powered.

Non-Rechargeable Hearing Aids:

- **Turn On:** Place a battery in the battery compartment and close it.
- **Turn Off:** Remove battery from the battery compartment and close it.

User Control

Your hearing aid user control lets you control your hearing aids by hand. This is set up by your hearing care professional, who can also program the button to let you use many smart features.

Your User Control Operates In 3 Ways:

- **Short press:** Press the user control for 1 second and then release.
- **Long press:** Press and hold the user control for 3 seconds and then release.

- **Tap control:** Firmly double-tap on or near the user control on your hearing aid.

Contact your hearing care professional for more features available with your hearing aids. The following smart features have been programmed to your user control by your hearing care professional:

User Control	Function
Short press (1 second)	
Long press (3 seconds)	
Tap control	

Multifunction Switch: Activate different functions with a short press (press and release) or long press (press and hold). Various programs can be set up by hearing care professionals, which can be activated by utilizing the multifunction switch. When changing programs, you will either hear a confirmation tone or voice indicator.

Mute: If configured, a long press and hold of the user control will mute your hearing aid. If enabled by your

hearing care professional, you may hear an indicator prior to the hearing aid muting.

Volume Control

Power On Volume Level: Hearing aids set to specific volume level determined by the hearing care professional.

Sprinkler Volume Control: If configured, each time you press the user control, the volume of the hearing aid changes. Continue to the user control until the desired loudness is reached.

Up/Down Volume Control: If configured, each time the user control is pressed, volume of hearing aid changes in a specific direction (up/down).

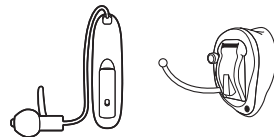
Rotary Volume Control: Use your fingertips to rotate volume control. To make sounds louder rotate the volume control forward, toward your nose. To make sounds softer, rotate the control toward the back of your head.

Changing the Battery (Non-rechargeable Hearing Aids)

Your hearing aid uses a battery as its power source. The battery size can be identified by the color code on the packaging.

To insert or replace the battery:

1. Use the finger pick on the battery door.



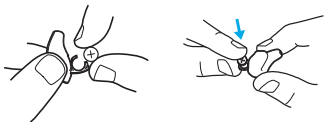
2. Open the battery door gently and remove the old battery.



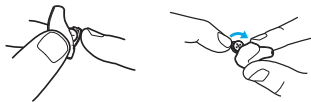
- Remove the colored tab from the new battery.
For best results, wait 3–5 minutes after removing tab before inserting battery.



- Insert into the battery door, "+" side up.



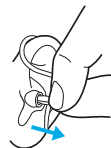
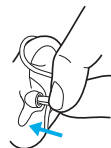
- Close the battery door.



Hearing Aids Insertion And Removal

Standard Hearing Aids Insertion:

- Slide the top hearing aid behind ear, so cable and earbud/earmold hang in front.
- Ease earbud/earmold into ear canal until secure.
- Tuck the optional retention lock into bottom curve of ear, so the tip bends toward back of head.



Standard Hearing Aids Removal:

- Pull optional retention lock from bottom curve of ear then pull earbud/earmold from ear canal.
- Lift hearing aid out from behind ear.



Custom Hearing Aids Insertion:

1. Grip outer edges of hearing aid, gently insert canal tip into ear canal and rotate hearing aid backward.



2. Gently press hearing aid into place.

**Custom Hearing Aids Removal:**

1. Grip outer edges of hearing aid.
2. Rotate hearing aid forward and pull.

**If your hearing aid has a removal handle:**

Grip this and gently remove the hearing aid from your ear.

**Meet your new charger!**

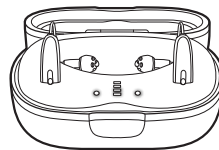
Use this helpful guide to get to know your new charger – and get the most out of every day with reliable charging to power your hearing aids.

Chargers covered in this user guide (select yours):

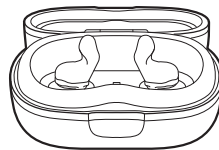
☐ StarLink Premium Charger 2.0

☐ StarLink Premium Custom Charger 2.0

StarLink Premium
Charger 2.0

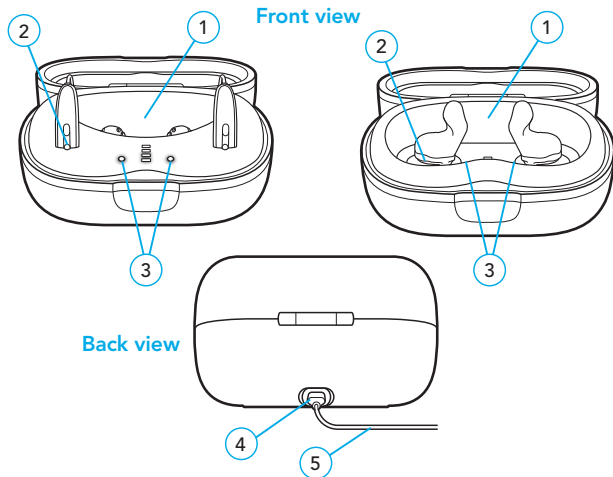


StarLink Premium
Custom Charger 2.0



Overview

1. Earbud/earmold space
2. Charging slots/posts
3. Indicator lights
4. USB-C port
5. Power cord



Use your charger

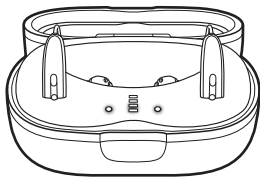
It is recommended that you fully charge your hearing aids before using them.

- StarLink chargers must be plugged into an external power source on first use, to activate the device.
- StarLink chargers let you charge hearing aids cordlessly (Premium version only) or plugged into an external power source.

To charge your hearing aids:



1. Check the indicator lights to confirm the charger's battery level. Reference table on page 19.
Plug your charger into an external power source, like a wall outlet, if the battery level is low.
You're now ready to charge.
2. Place your hearing aids in the charging slots:
 - The right indicator light turns ON for 2 seconds when you insert the right hearing aid.
 - The left indicator light turns ON for 2 seconds when you insert the left hearing aid.
 - Rest the earbuds or earmolds in the open earbud/earmold space. Your hearing aids will power down and start charging.

Charger can be open or closed while charging.



- Check the charging status of your hearing aids using the indicator lights on the inside of the charger. Reference table on following page.

NOTE: If the indicator lights do not turn ON or follow the indicator status behavior in step 3, your charger may need to be plugged in.

LED status	Charging status
 Blinking	Charging in progress
 Solid	Charging complete

Your hearing aids will fully charge in 3.5 hours.






- Take your hearing aids from the charger.
They will turn ON – ready to wear.

Turbo Charging

Your charger comes with onboard turbo charging. Turbo charging automatically occurs when your battery is low. The hearing aid will rapidly charge, giving you approximately 3 hours of use time in only 10 minutes of charging.

To charge your StarLink Premium Charger 2.0

- Plug your charger into an external power source, like a wall outlet.
- Check the indicator lights to confirm the charging status of your charger.

LED indicators	Charger battery level
	Up to 25% charged
	Up to 50% charged
	Up to 75% charged
	Up to 100% charged
	Charging complete

Your charger will fully charge in under 3.5 hours.

Battery Indicators

An indicator will sound when the battery voltage is low. Approximate time is 30 minutes to replace the battery. An indicator may also sound just before the battery stops working.

NOTE: *Actual time between low battery indicator and shutdown will vary depending on environmental noise levels and brand of battery used.*

Expected Battery Life:

Expected battery life depends on the type of battery and features. Refer to performance data sheet on <https://eifu.starkey.com/eifu/> for expected battery life per hearing aid style.

Care for your Hearing Aids

Keep your hearing aids and chargers clean. Heat, moisture, and foreign substances can result in poor performance. See your hearing care professional for more care and maintenance tips.

Follow these Cleaning Tips Below:

Hearing Aids:

- Do not clean using water, solvents, cleaning fluids, or oils. Do not take your hearing aids apart or insert a cleaning tool inside of them.
- Using the cleaning tool included inside your case, brush or wipe debris from microphone, wax guard, and sound outlet.
- Replace earbuds regularly or if loose, misshaped, or discolored from oils and moisture.
- When not wearing your hearing aids, protect them from damage by storing them inside the storage case in a cool, dry location, away from heat and moisture, avoiding sunlight if you can.

Chargers:

Using the provided cleaning brush, keep the charging posts clear of debris.

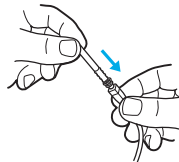
- Do not use water, solvents or cleaning fluids to clean the charging posts or outside of the charging case or USB connection.
- Keep lid closed as much as possible to avoid dust and debris build-up.
- Store your charger in a clean and dry location, such as a dresser or shelf rather than the bathroom or kitchen.
- Fully charge hearing aid batteries every night to ensure longest life of rechargeable hearing aid battery/batteries in charger.

Hear Clear Receiver Wax Guards Replacement (Standard & Custom)

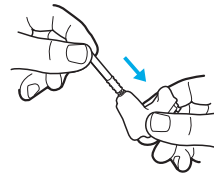
The wax guards prevent earwax from building up in your hearing aids. It's best to replace these if you notice built-up debris or poor sound from your hearing aids.

To replace your wax guards:

1. Insert the empty end of the application stick straight into the used wax guard of your hearing aid.

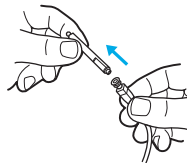


Standard

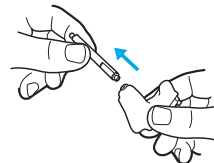


Custom

2. Pull the application stick straight out to remove the used wax guard. Do not twist.

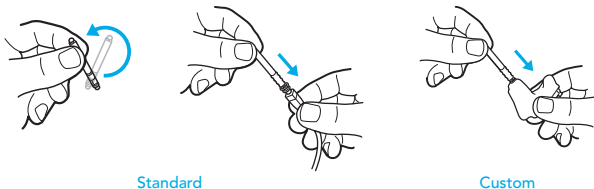


Standard

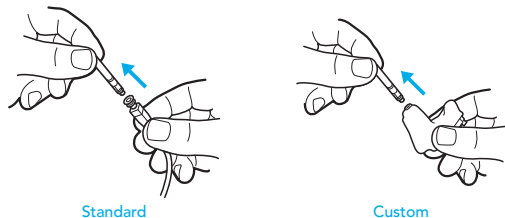


Custom

3. Use the opposite end of the application stick to insert the new wax guard straight into the hearing aid. Push firmly.



4. Pull straight out to remove the application stick. Do not twist. Discard the application stick. Done!



Troubleshooting guide

If, for any reason, your hearing aid does not operate properly, do NOT attempt to fix it yourself. Not only are you likely to violate any applicable warranties or insurance, you could easily cause further damage.



Should your hearing aid fail or perform poorly, check this troubleshooting guide for possible solutions. If problems continue, contact your hearing care professional for advice and assistance. Many common problems may be solved with your hearing care professional's office or clinic.

Hearing Aid Troubleshooting

Symptom	Possible causes	Solutions
Hearing aids are not loud enough.	Blocked microphone or wax guard and sound outlet.	<ol style="list-style-type: none"> 1. Clean your hearing aids. 2. Replace the wax guards as needed.
	Buildup of debris.	Clean the microphone, as well as the wax guard and sound outlet with your cleaning tool brush.
	Change in your hearing.	Contact your hearing care professional.
Inconsistent hearing aid performance.	Blocked microphone or wax guard and sound outlet.	<ol style="list-style-type: none"> 1. Clean your hearing aids. 2. Replace the wax guards as needed.
	A restart is needed.	<ol style="list-style-type: none"> 1. Place your hearing aids in the charger until charging begins. 2. Remove when charging begins. This "power cycles" your hearing aids.

Symptom	Possible causes	Solutions
Unclear and distorted hearing aid performance.	Blocked microphone or wax guard and sound outlet.	<ol style="list-style-type: none"> 1. Clean your hearing aids. 2. Replace the wax guards as needed.
	Blocked vent.	Clean the vent.
	Defective hearing aids.	Contact your hearing care professional.
No sound coming from your hearing aids.	Blocked microphone or wax guard and sound outlet.	<ol style="list-style-type: none"> 1. Clean your hearing aids. 2. Replace the wax guards as needed.
	Charging is needed.	Place your hearing aids in the charger until the charger indicator lights change from blinking to solid.


Charger Troubleshooting

Symptom	Possible causes	Solutions
Applicable chargers: <i>StarLink Charger 2.0 (mRIC R or RIC RT), StarLink Custom Charger 2.0*</i>		
Left indicator light is blinking rapidly 	Left hearing aid has an electrical issue. (This can prevent charging.)	Contact your hearing care professional for help.
	Charger has lost or cannot establish communication with the hearing aid.	<ol style="list-style-type: none"> 1. Take your left hearing aid from the charging slot. 2. Return it to the charging slot.
Right indicator light is blinking rapidly 	Right hearing aid has an electrical issue. (This can prevent charging.)	Contact your hearing care professional for help.
	Charger has lost or cannot establish communication with the hearing aid.	<ol style="list-style-type: none"> 1. Take your right hearing aid from the charging slot. 2. Return it to the charging slot.

*Includes StarLink Premium 2.0 chargers

Symptom	Possible causes	Solutions
Applicable chargers: <i>StarLink Charger 2.0 (mRIC R or RIC RT), StarLink Custom Charger 2.0*</i>		
Indicator light remains OFF when hearing aid is placed into the charging slot.	Charger is not plugged into an external power source or a working external power source.	Test another external power source to ensure your charger has power, or try another power cable.
	Hearing aid is not connecting electrically to the charging contacts in the charging slot.	<ol style="list-style-type: none"> 1. Take your hearing aid from the charging slot. 2. Return it to the charging slot. 3. Ensure proper seating on charging slot.
	Foreign material on hearing aid charge contacts or charger contacts.	Clean the hearing aid charge contacts and charger contacts using the cleaning tool.
	Charger failure.	Contact your hearing care professional for help.

*Includes StarLink Premium 2.0 chargers

Symptom	Possible causes	Solutions
Applicable chargers: <i>Only StarLink Premium Charger 2.0 (mRIC R or RIC RT), StarLink Premium Custom Charger 2.0</i>		
Indicator lights turn ON briefly and then turn OFF.	Charger battery is drained.	<ol style="list-style-type: none"> 1. Connect the power cord to your charger. 2. Plug your charger into an external power source (e.g., a wall outlet). <p>The charger indicator lights will turn solid for 6 seconds and then transition to charging status.</p>
All 4 battery indicator lights are blinking rapidly. 	The charger battery is in an irrecoverable state.	Contact your hearing care professional for help.

Symptom	Possible causes	Solutions
Applicable chargers: <i>Only StarLink Premium Charger 2.0 (mRIC R or RIC RT), StarLink Premium Custom Charger 2.0</i>		
Indicator light remains OFF when hearing aid is placed into the charging slot.	Charger is not plugged into an external power source or a working external power source.	Test another external power source to ensure your charger has power (e.g., a wall outlet or other power supply).
Indicator lights turn OFF while charging cordless.	Hearing aids have finished charging, charger has moved to "power save" mode.	<p>Refresh the charging LEDs:</p> <ol style="list-style-type: none"> 1. Take your hearing aid from the charging slot for 3 seconds. 2. Return it to the charging slot. The indicator lights will show the state of charge.

Tips and Strategies for Friends and Family

1. **Speak clearly, slowly, distinctly, and naturally.**
Do not shout, as shouting distorts the sound of speech. Exaggerating mouth movements may make speech reading more difficult.
2. **Get the listener's attention before speaking.**
Say the person's name before speaking to give the listener a chance to focus attention and reduce the chance of missing words at the beginning of the conversation.
3. **Speak face to face, in good lighting.**
Position yourself so that the light is shining on the speaker's face, not in the eyes of the listener.
4. **Avoid speaking too quickly.**
Slow down slightly and pause between phrases or sentences. Before moving on, wait to make sure you have been understood.
5. **Do not speak from another room.**
Not being able to see each other when talking is a common reason people have difficulty understanding what is said.

6. **Position yourself to the listener's best hearing ear.**
If the listener hears better in one ear than the other, try to remember to sit on that side or speak toward that ear, especially in a noisy restaurant or the car.
7. **Rephrase rather than repeat.**
When the listener has difficulty understanding a phrase or word, rather than repeating the words several times try to find a different way of saying the same thing.
8. **Minimize unnecessary background noise when talking.**
Speech is more difficult to understand when there is noise in the background. Improving the speech signal to noise ratio by turning the TV off in the background, choosing a booth at a restaurant, or picking a quiet meeting place will help the listener understand most clearly.
9. **Fatigue affects auditory processing and attention.**
Understand that everyone, especially individuals with hearing loss, have more trouble understanding when they are tired or sick. Be patient.

Notes

Notes
