

KS 10.0 with Tcoil Troubleshooting Guide

KS 10.0 with Tcoil hearing aid IN USE

 Blinking green	Hearing aid is switching on
 Solid red for 2 seconds	Hearing aid is switching off
 Solid orange for 2 seconds	Hearing aid enters flight mode How? After switching off, turn the hearing aid on and keep the lower button pressed for 7 seconds until the status indicator lights up orange
 Staying solid red OR No indicator light at all	Battery error Action required – hearing aid must be reset (see instructions below)

KS 10.0 with Tcoil hearing aid IN CHARGER

 Blinking green	81-99% charge
 Blinking orange	11-80% charge
 Blinking red	0-10% charge
 Staying solid red OR no indicator light at all	Battery error Action required – hearing aid must be reset (see instructions below)

Resetting the hearing aid due to a battery error:

Reset the **KS 10.0 with Tcoil** by activating the “Stock Mode”* and putting the hearing aid into the charger.

Entering “Stock Mode”

To enter the “Stock Mode” you have to press the lower part of the multi-function button for at least 15 seconds, it does not matter if the hearing aid is switched on or off. There is no light or acoustic notification indicating that the device entered stock mode.

Leaving “Stock Mode”

To wake the rechargeable hearing aid up or get out of stock mode, place it in the charger case. This is the equivalent of a re-boot with a Zinc-Air hearing aid where you open and close the battery door to re-boot. Please do not remove the rechargeable hearing aid before the multi-color light indicator starts to blink, this can take up to 30 seconds.

If resetting the aid does not solve the problem, please consider the following:

- Clean the contacts of the hearing aid and the charger, then insert the **KS 10.0 with Tcoil** clean and dry into the charger.
- Please remember that **KS 10.0 with Tcoil** should not be charged at temperatures outside 5-40 degrees Celsius.

If error persists, please send the hearing aid for repair.

*KS 10.0 with Tcoil hearing aids are in “Stock Mode” when they are shipped. The “Stock Mode” reduces the current consumption to make sure that the hearing aids do not deep discharge when they are in stock. Stock mode is only used if the devices aren't going to be used for a long time (i.e. sitting in stock on your shelf) or to reboot the devices during troubleshooting.