

Troubleshooting Lithium Ion Rechargeable Hearing Aids

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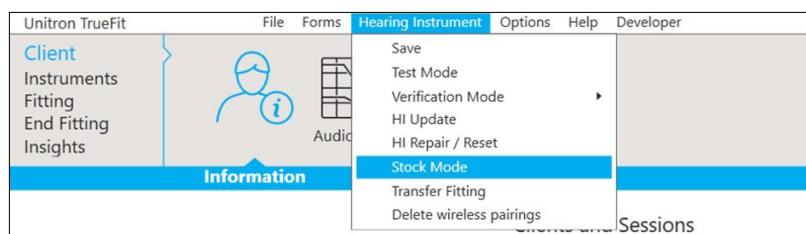
How to perform a Stock Mode reset

Stock Mode

Available only for rechargeable devices, Stock Mode places the device into an ultra-low battery consumption mode to preserve the integrity of the rechargeable Li-ion battery. Stock Mode can be utilised to troubleshoot rechargeable issues, without affecting any of the settings or programming of the device.

To perform a Stock Mode reboot for Smile devices:

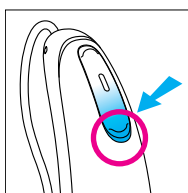
1. Open a new session in TrueFit
2. Navigate to Hearing Instruments > Stock Mode > Follow the prompts (there is no need to connect devices to the software before performing a Stock Mode reboot)



3. Place devices back on charger for a minimum of 30 seconds

To perform a Stock Mode reboot for Vivante, Blu, Discover Next or Discover devices:

1. Remove devices from charger
2. Press and hold the lower part of the rocker switch for a minimum of 14 seconds, then



3. Place back on charge for a minimum of 30 seconds

Scenario

If hearing aid is displaying a solid red light when placed on charge

Troubleshooting steps

1. Disconnect charger from power and clean charging contacts in charger and on hearing aids using a clean and dry cotton tip, cleaning cloth or tissue.
 2. Perform a Stock Mode reboot on the hearing aid:
 - Refer to page 3 for instructions
- > If the above steps don't resolve the issue, send hearing aid for repair.

It is strongly recommended to send hearing aid/s, charger case, USB cable and universal power supply plug to Unitron for repair.



Scenario

If one device is charging but the other isn't



Troubleshooting steps

1. Perform a Stock Mode reboot on the hearing aid:
 - Refer to page 3 for instructions
2. Connect the hearing aids to TrueFit and ensure the hearing aids are updated to the latest firmware version.
3. Ensure USB power supply is plugged into its own dedicated power point (not into a power board/power strip, laptop, or multi-USB charger), and check the LED light on the back of the charger is illuminated green.
4. Try an alternate USB cable and universal power supply plug if one is available on hand.
 - > If 4 resolves the issue, order new USB cable and universal power supply plug from Unitron Australia.
5. If available, try an alternate charger.
 - > If 5 resolves the issue, send charger, USB cable and universal power supply plug for repair OR order a new charger from Unitron Australia. .
6. Swap the hearing aids to opposite sides of the charger:
 - a. If the same hearing aid doesn't charge, clean charging contacts on hearing aid using a clean and dry cleaning cloth or tissue.
 - > If 1, 2, 3, 4, 5 and 6a don't resolve the issue, send hearing aid for repair.
 - b. If the same side of the charger doesn't charge, disconnect charger from power and clean charging contacts on charger using a clean and dry cotton tip.
 - > If steps 1 through 6 don't resolve the issue, send charger, USB cable and universal power supply plug for repair.



Scenario

If neither device charges



Troubleshooting steps

1. Ensure USB power supply is plugged into its own dedicated power point (not into a power board/power strip, laptop, or multi-USB charger), and check the LED light on the back of the charger is illuminated green.
 - > If LED light is not illuminated, send charger, USB cable and universal power supply plug for repair.
 - > If LED light on back of charger is illuminated and steps below don't resolve the issue, send charger, USB cable, universal power supply plug and hearing aids for repair.
2. Disconnect charger from power and clean charging contacts in charger and on hearing aids using a clean and dry cotton tip, cleaning cloth or tissue.
3. Try an alternate USB cable and universal power supply plug if one is available on hand.
 - > If 3 resolves the issue, order new USB cable and universal power supply plug from Unitron Australia.
4. If available, try an alternate charger.
 - > If 4 resolves the issue, send charger, USB cable and universal power supply plug for repair OR order a new charger from Unitron Australia. .



Scenario

If devices are charging at a slower rate than expected (taking over 3 hours to charge fully)



Troubleshooting steps

1. Connect the hearing aids to TrueFit and ensure the hearing aids are updated to the latest firmware version.
2. Ensure USB cable and universal power supply plug provided with the charger is being utilised.
3. Ensure USB power supply is plugged into its own dedicated power point (not into a power board/power strip, laptop, or multi-USB charger), and check the LED light on the back of the charger is illuminated green.
4. Disconnect charger from power and clean charging contacts in charger and on hearing aids using a clean and dry cotton tip, cleaning cloth or tissue.
5. Try an alternate USB cable and universal power supply plug if one is available on hand.
 - > If 5 resolves the issue, order new USB cable and universal power supply plug from Unitron Australia.
6. If available, try an alternate charger.
 - > If 6 resolves the issue, send charger, USB cable and universal power supply plug for repair.
 - > If all the above don't resolve the issue, send charger, USB cable, universal power supply plug and hearing aids for repair.



Scenario

If one of the devices is experiencing high battery drain









Troubleshooting steps

1. If hearing aids are paired with an Android phone and running Android 12.1 or Android 12L, perform an operating system update to Android 13.
 - a. If the phone cannot be updated to Android 13, send both hearing aids in for service and write "Android 12" keyword on the service/repair form. Please note that the fitting data and the Bluetooth pairing need to be restored after service.
2. Connect the hearing aids to TrueFit and ensure the hearing aids are updated to the latest firmware version.
3. Disconnect charger from power and clean charging contacts in charger and on hearing aids using a clean and dry cotton tip, cleaning cloth or tissue.
4. Perform a Stock Mode reboot on the hearing aid:
 - Refer to page 3 for instructions
5. Ensure USB power supply is plugged into its own dedicated power point (not into a power board/power strip, laptop, or multi-USB charger), and check the LED light on the back of the charger is illuminated green.
6. Try an alternate USB cable and universal power supply plug if one is available on hand.
 - > If 6 resolves the issue, order new USB cable and universal power supply plug from Unitron Australia.
7. If available, try an alternate charger.
 - > If 7 resolves the issue, send charger, USB cable and universal power supply plug for repair.
8. Swap the hearing aids to opposite sides of the charger:
 - > If steps 1 through 8 do not resolve the issue, send the hearing aid/s, charger, USB cable and universal power supply plug for repair.

Unitron Lithium-ion Rechargeable LED light behavior

Unitron rechargeable hearing aids offer the convenience of li-ion technology rechargeability. In a very small number of cases we have had reports of irregular LED light behavior. The below troubleshooting matrix will help you.

Pre-Condition	LED behavior	Issue	How did it happen	Recommended action	How to avoid this happening
> Unitron rechargeable aid is in the charger for ≥ 30 sec.	> Orange or green blinking 	> When Unitron rechargeable aid is removed from the charger; LED off, no sound and no startup blinking	> Unitron rechargeable aid was not charged for a sufficient time (discharged too much)	> Place Unitron rechargeable aid in the charger and wait three hours regardless of LED behavior	> Store Unitron rechargeable aid in the charger (plugged into wall outlet) when not in use > If Unitron rechargeable aid is not used for a few weeks, it is recommended to activate Stock Mode. Refer to page 3 for instructions
> Unitron rechargeable aid is in the charger for ≥ 30 sec.	> Constant green 	> When Unitron rechargeable aid is removed from the charger, no sound is audible. (LED remains constantly green)	> Unitron rechargeable aid is switched off and placed in the charger with the LED still red (inserted too early)	> Remove Unitron rechargeable aid from the charger and perform a Stock Mode reboot (refer to page 3 for instructions) > The LED should light up again and Unitron rechargeable aid should work > If not, please return hearing aid	> Place Unitron rechargeable aid in the charger without further user interaction. (It is not necessary to switch off the device)
> Unitron rechargeable aid is in the charger for ≥ 30 sec.	> Red, orange, or green 	> After reinserting Unitron rechargeable aid into the charger, the LED blinks (red, yellow, green)	> Unitron rechargeable aid could not charge to 100%; dirty charging contacts possible	> Clean the contacts of the hearing aid and the charger. If this error occurs again with the same charger, replace the charger > If this doesn't help, send in Unitron rechargeable aid and charger for service	> Clean the contacts and insert Unitron rechargeable aid clean and dry into the charger
> Unitron rechargeable aid is in the charger for ≥ 30 sec.	> Constant red 	> After reinserting Unitron rechargeable aid into the charger, the LED lights up constantly red	> Outside operating temperature (5-40 degrees Celsius)	> Pay attention to temperature range	> Unitron rechargeable aid should not be charged at temperatures outside 5-40 degrees Celsius
> Unitron rechargeable aid is in the charger for ≥ 30 sec.	> No light in charger 	> Unitron rechargeable aid is not charging	> Charger is not connected to the power supply or Power Pack is empty	> Connect charger to power, charge Power Pack if existing	> Connect charger to power, charge Power Pack if existing
> Unitron rechargeable aid is in the charger for ≥ 30 sec.	> No light in charger 	> Unitron rechargeable aid is without function	> Unitron rechargeable aid requires restart	> Remove Unitron rechargeable aid from the charger and perform a Stock Mode reboot (refer to page 3 for instructions) > The LED should light up again and Unitron rechargeable aid should work	> No application error
> Unitron rechargeable aid is not in charger	> Unitron rechargeable aid is without function	> Unitron rechargeable aid is without function	> Attempt to put Unitron rechargeable aid in flight mode. (Unitron rechargeable aid is off or in stock mode)	> Place Unitron rechargeable aid in the charger	> If Unitron rechargeable aid is to be set to Flight Mode, it must first be switched off. After switching off, turn the hearing aid on and keep the lower button pressed until the status indicator lights up orange (7 sec.)