All-Day Clear Troubleshooting Guide



If you're not able to resolve your issue, contact our customer support team. We're here to help.

While we have designed All-Day Clear to be easy-to-use and care for, from time to time an issue may come up. Here are a few troubleshooting ideas to help resolve your issue.

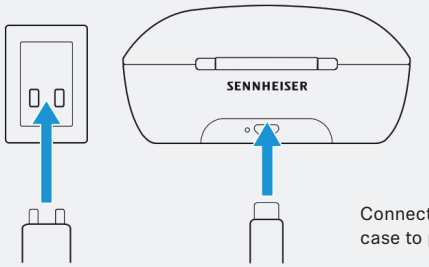
A tip we recommend before you start to troubleshoot is charging and turning on your hearing aids.

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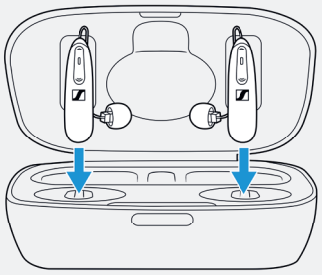
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Charging

Having problems with the power or charging your All-Day Clear hearing aids? Try these suggestions.



Connect charging case to power source



Inserting your hearing aids into the charging case

When I put my hearing aid in the charging case, the indicator light doesn't turn on

Hearing aids may not be inserted correctly in the charging case.
Make sure your hearing aids are inserted correctly into the charging case and the indicator lights are flashing.

Charging case may not be connected to a power source.
Connect the charging case to an external power source.

My All-Day Clear hearing aids won't turn on

The batteries in your hearing aids need to be charged.
Place your hearing aids in the powered charging case. Indicator lights will be flashing while the hearing aids are charging.

The indicator lights on my hearing aids are solid red while in charging case

Hearing aids are out of operating temperature range.
Ensure your hearing aids are within the operating temperature range of 41° to 104° Fahrenheit (+5° and +40° Celsius).

The battery doesn't last the whole day

Hearing aids are not fully charged.
Place your hearing aids in the powered charging case until the indicator light turns solid green.

Battery may need to be replaced.
If it's still not charging and there are no indicator lights on, contact our customer support team or your hearing care professional.

Charging doesn't start (no indicator lights)

Charging case is not connected to the power source.
Connect the charging case to a power source.

Hearing aids are not inserted correctly into the charging case.
Make sure your hearing aids are inserted correctly in the charging case. Remove and insert them until the indicator lights come on.

The indicator light seems to be blinking faster than usual while charging

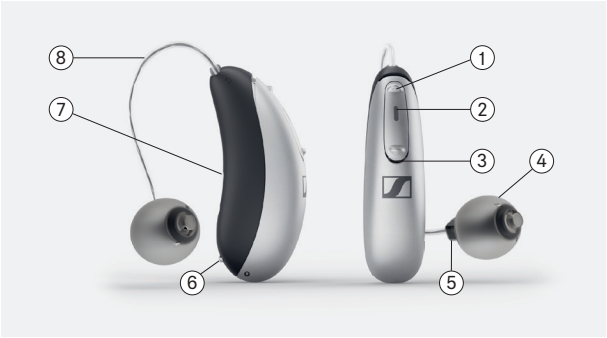
This is a sign of a faulty battery.
Contact our customer support team or your hearing care professional.

Check out the how-to video:
– 'All-Day Clear: How to charge'

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Sound

Having problems with the sound of your All-Day Clear? Try these suggestions and check out the hearing aid labels to guide you.



Parts of your All-Day Clear hearing aids

1 Push button
2 Indicator light
3 Microphones
4 Eartip
5 Earpiece (receiver)
6 Charging contacts
7 Serial number plate
8 Forming wire

Keep hearing two long beeps

Low battery
Place your hearing aids in the powered charging case.

Intermittent sound

Low battery
Place your hearing aids in the powered charging case.

Check out the how-to videos:
- 'All-Day Clear: How to change wax guards'
- 'All-Day Clear: How to wear'
- 'All-Day Clear: How to clean'

Whistling/squealing sound

Hearing aids not put on properly
Remove and place your hearing aids back on your ears carefully, ensuring the eartips are securely in your ears.

Hand or clothing near ears
Move hand/clothing away from your ears.

There is no sound

Your hearing aids may not be turned on
Press and hold the push button on the hearing aid without sound for about 4 seconds until the indicator light turns green.

Eartips are blocked with ear wax
Clean the eartips with a clean/soft cloth. Replace the wax guards on your hearing aids.

Plugged microphones
Clean the microphones on your hearing aids with the cleaning brush provided or with a clean/soft cloth. Contact our customer support team or your hearing care professional.

Sound is not clear, sound is distorted.

Eartips blocked with ear wax
Clean or replace your eartips. Replace the wax guards on your hearing aids.

Low battery
Place hearing aids in the powered charging case.

Plugged microphones
Clean the microphones on your hearing aids with the cleaning brush provided or with a clean/soft cloth. Contact our customer support team or your hearing care professional.

My hearing aids are not loud enough.

Low Volume
Turn up volume of both hearing aids by quickly pressing the upper portion of the push button (<2 seconds) of either hearing aid or in the app on your smartphone. You will hear a short beep.

Low battery
Place your hearing aid in the powered charging case.

Hearing aid not put on properly
Remove and place your hearing aids back on your ears carefully, ensuring the eartips are securely in your ears.

Eartips blocked with ear wax
Replace the wax guards on your hearing aids. Clean your eartips with a clean/soft cloth.

Plugged microphones
Clean the microphones on your hearing aids with the cleaning brush provided or with a clean/soft cloth. Contact our customer support team or your hearing care professional.

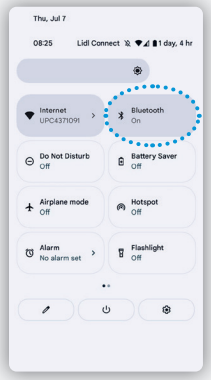
Change in your hearing
Contact your hearing care professional.

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Bluetooth® Connection

Having problems with your All-Day Clear hearing aid connections? Try these suggestions or check out the All-Day Clear Bluetooth Troubleshooting Guide.

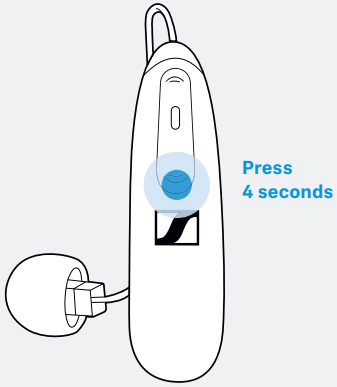
Android



iOS



Check the Bluetooth settings on your phone



Turn your hearing aids off and on again

Smartphone calls not being heard through my hearing aids

Hearing aids are not in Bluetooth mode
Check that Bluetooth is 'on' in your smartphone settings. Depending on smartphone settings, you may need to switch to Bluetooth audio on your call screen when accepting an incoming call with your smartphone.

Hearing aids are no longer paired to your smartphone
Check out 'All-Day Clear Bluetooth Troubleshooting Guide' for how to get your hearing aids paired.

Hearing aids are in flight mode
Turn hearing aids off and back on again.

Check out the how-to video:
– 'All-Day Clear: How to put your hearing aids in and out of flight mode'

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