



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

While we have designed Venus 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.

For the guidance video, you can find it at www.youtube.com/@linnerofficial or scan below QR code.

 YouTube: @linnerofficial



Guidance video

Charging



The charging case fails to charge via a charging cable.

- **Check the charging cable and adapter.**

Make sure the charging cable and adapter is plugged in correctly.

- **Check the LED indicator.**

During charging, the LED will breath and indicate the current battery status.



The hearing aids fails to charge.

- **Check the charging case's battery.**

Make sure the charging case is charged, when you open the lid of charging case, the LED will turn on.

- **Make sure the hearing aids are put properly in the charging case.**

Make sure they are put in place and the charging contact is connected.

- **Make sure the pogo-pin is not covered.**

The hearing aids are charged through the pogo-pin, make sure they are not covered.

Sound



Whistling/squealing sound after putting on hearing aids.

● The sound from the speaker can be re-amplified by the microphone, resulting in whistling/squealing sound, it is normal to occur in the below situations.

1. Hearing aids are not worn properly.
2. High volume / too much treble.
3. Hands near the hearing aid.
4. Answering the phone.

● If you experience whistling/squealing issue, you may consider below solutions.

1. Wear the hearing aids properly in your ear.

Make sure the hearing aids are sealed after you wear them.

2. Choose a suitable dome.

Make sure the hearing aids are fully inserted in your ear.

3. Adjust the volume or tone.

Try lower the volume or reduce treble.



Sound is too loud.

● **Check the volume control.**

You can start with low volume, then increase the volume gradually until you feel comfortable.

● **Adjust the tone.**

You can fine tune with the tone adjustment feature in the app.



No Sound.

- **Check the remaining power of your hearing aids.**

Make sure your hearing aids are charged;

- **Check the microphone, earpiece are free from earwax.**

The microphone/earpiece might be blocked by earwax, you may clean with a clean cloth or cotton swab.



Too much noise.

- **Switch the mode.**

You can switch to different modes by holding and pressing the volume button:

Noise reduction mode (beep x1).

Dialogue mode (beep x2).

Feedback suppression mode (beep x3).

- **Lower the volume.**

Press the volume down button.



Sound is too tiny.

- **Check the volume control.**

You can increase the volume in your hearing aids or the app.

- **Check the microphone, earpiece are free from earwax.**

The microphone/earpiece might be blocked by earwax, you may clean with a clean cloth or cotton swab.

- **Wear hearing aids properly and choose a suitable dome.**

Make sure hearing aids are fully inserted in your ear canal.



Sound is distorted.

- **Check the tone setting.**

You can tune the tone in the app to match your hearing situation.

- **Get used to your hearing aids.**

If this is your first experience with hearing aids, it is suggested to follow our 4P instructions and get used to your hearing aids in a month period.

- **Hearing aids effective voice pick-up range**

The effective voice pick-up range usually 10ft, if you need to hear sound from a distance, you can use LINNER Connect.

Wearing



Comfort and stability.

- **Choose suitable ear tips and ear fins.**

LINNER Mars provides 7 sizes ear tips and 4 sizes ear fins, choose a suitable combination that can provide better comfort and stability.

- **Wear properly.**

Wear hearing aids as shown above, make sure the hearing aids fit the shape of your ear.

- **Ergonomics.**

Ergonomics differ in different people, if you can't find a best fitting, please send us a photo of yourself wearing them, we will recommend a model to you.