

**Kingwell**



## **Kingwell Melodia Hearing Aids User Guide**

**[kingwellhearing.com](http://kingwellhearing.com)**

Click the chat icon in the bottom right corner  
and type 'Talk to human'



## Have Questions About Your Hearing Aids?

Enjoy hassle-free replacement: If your Kingwell Melodia Hearing Aids are defective or damaged, we will ship you a new one totally free. For fast and expert service, please contact one of our customer service specialists today!

**Contact ihealthcare for any assistance. We're here to help.**

1. Go to product list and select "iHealthcare."
2. Select the "Ask a Question" button.
3. Write and send your message. We'll reply within 24 hours.
4. Or click the button below.

**PS:** When starting with new hearing aids, expect an adjustment period. Discomfort should ease within 1 month. Initially, use them no more than 2 hours a day for the first 7 days to adapt slowly.

**Ask a Question**

✉ [support@kingwell.shop](mailto:support@kingwell.shop)

# Frequently Questions & Answers

**Q:** If my hearing aids keep falling out, or the ear tips are too big or too small, what are my options?

**A:** Try different ear tips (S/M/L) or Anti-Loss Ear Fins. ● Contact us for upgraded tips if needed. ● Use smaller or vented tips for plugged ears feeling. ● Choose non-vented tips for severe hearing loss in noise. ● Opt for vented tips for mild to moderate loss and daily use.

**Q:** I'm having trouble using the Kingwell app. What should I do?

**A:** For assistance with the Kingwell app, reach out to our support team via the app's help section. Our customer service representatives are on standby to guide you through the app's features.

**Q:** What to do if feeling dizzy when using the hearing aids?

**A:** Limit hearing aid use to 2 hours a day for the first week. If dizzy, reduce usage until you are fully accustomed to them.

**Q: My APP says my hearing aids aren't connected. What should I do?**

**A:** 1. Check if your phone's Bluetooth permissions are granted. Ensure Bluetooth permissions are all on in your phone settings.

2. If unsure about the first step, uninstall and reinstall the APP, then accept all authorization pop-ups.

**Q: How to deal with background noise?**

**A:** 1. Double-tap the side button for Hear-in-Noise mode.

2. Use the myKingwell APP to adjust the volume of surrounding sounds.

3. Personalize your sound settings in the APP for improved hearing quality.

**Q: What to do if the hearing aids aren't working?**

**A:** Make sure that your hearing loss is under 80dB and your hearing test or audiogram data is precise. Make sure the case lights are on before taking out the aids. Verify to wear proper fit and start-up sound. For malfunctions, reset with a 10-second button press and retry.

# Package Contents

- Kingwell Melodia Hearing Aid × 2
- Charger Case × 1
- Cleaning Cloth × 1
- Varying Eartips × 6 sets
- User Manual × 1
- Anti-Lost Ear Fins × 3 sets
- USB-C Charging Cable × 1



## Download the App

Scan the QR code to download the "myKingwell" app or search for "myKingwell" in the app store.



## Pair Your Device

1. Place both hearing aids in the charger case, close to your phone.
2. Enter pairing mode by **HOLDING DOWN** the oval button for 2 seconds. The LEDs turn blue and slowly flash.
3. Turn on Bluetooth in your phone's settings and select "Kingwell" to connect. (When connecting, make sure to grant Bluetooth permissions, for Android: allow the authorization to search for nearby Bluetooth devices)



2 SECONDS



## Putting On Your Hearing Aids

Ensure all indicator lights are on before taking out the hearing aids.

Take your hearing aids out of the case and hold them by the sides. Avoid touching the touchpad. Insert into your ear, twisting slightly for a secure fit. (You can hear a prompt tone upon successful wearing.)



**PS:** Remember to try the suitable eartips size for you. You can choose S/M/L size. If you experience a plugged feeling when wearing, try small eartips or vented eartips.



Remove Old Eartips



Choose the Suitable Eartips



Install the New Eartips

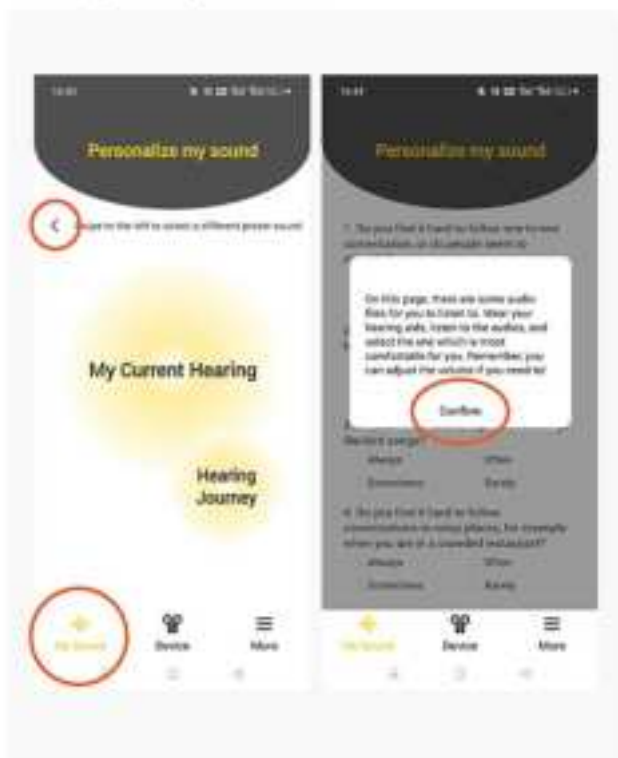


Complete



## Personalize Sound Settings

Navigate to the "My Sound" page in the app. Personalize your own sound settings (which should take approximately 5 minutes). Adjusting this through the app will significantly enhance your experience.





## How to Use Your Hearing Aids

### Power On:

Gently insert the hearing aids into each ear. When each hearing aid is positioned correctly, you will hear a bubble tone indicating that it has been powered on.

### Power Off:

Remove the hearing aids from your ears and place them back in their charging case. Close the lid.



These operations work the same on both the left and right hearing aids.

## Hearing Modes

Switch to the next Mode

Double-tap

## Phone Call

Answer Phone Call

Double-tap

End Call, or Reject an incoming Call

Use your phone screen

## Audio Streaming

Pause Streaming

Double-tap

Resume Streaming

Double-tap again within 5 minutes

Adjust the Volume of Streaming

Use your phone

## Additional Settings

Adjust the Volume of Surroundings

Surroundings Mute

Adjust the Noise Reduction Level

Use the myKingwell app on your phone

## How to Charge Your Device

Place the hearing aids into the charging case and close the lid. They will then begin charging.

Use the charging cable that came with your hearing aids to connect the charging case to a power outlet.





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## When the charging case is plugged in to a power outlet:

 Blinking Orange	<15% charged
 Blinking Green	15%~95% charged
 Solid Green	>95% charged



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## When the charging case is not plugged in to a power outlet:

 Solid Orange	The battery level is <15% Please recharge
 Solid Green	The battery level is >15%

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## Other Cases:

 Blinking Blue	Pairing mode
 Solid Blue	Reset mode

## Solutions Diagram

### Causes

### What to do

#### Hearing Aid Whistles

**1** Hearing aid not inserted correctly into ear

**1** Insert hearing aid correctly

**2** Cerumen in ear canal

**2** Clean the ear canal

**3** Volume too loud

**3** Decrease volume via App

#### Hearing Aid not Loud Enough Much Noise

**1** Volume too low

**1** Increase volume via APP

**2** Low battery

**2** Charge the hearing aid

**3** Speaker/ear-piece blocked

**3** Clean the speaker/earpiece

**4** Much noise

**4** Switch modes by double-clicking/via APP

## Hearing Aid not Functioning

- |                                    |                                       |
|------------------------------------|---------------------------------------|
| <b>1</b> Low battery               | <b>1</b> Charge the hearing aid       |
| <b>2</b> Speaker/ear-piece blocked | <b>2</b> Clean the speaker/earpiece   |
| <b>3</b> Battery fully discharged  | <b>3</b> Contact our customer service |

## Cannot Receive the Verification Code to APP

- |                                   |  |
|-----------------------------------|--|
| <b>1</b> APP Permissions          | <b>1</b> Grant network access in app settings            |
| <b>2</b> Spam/Junk Folders        | <b>2</b> Check for verification messages in spam         |
| <b>3</b> Information not true     | <b>3</b> Confirm correct contact info for code delivery. |
| <b>4</b> Verification Code Delay  | <b>4</b> Wait and retry                                  |
| <b>5</b> Alternate Contact Method | <b>5</b> Use another number/email for the code.          |
| <b>6</b> Weak Signal Area         | <b>6</b> Use mobile data in a high-signal area           |

## Product Care

Always return your hearing aids to the charger when not in use. Avoid extreme temperatures and moisture. Clean your hearing aids with a dry cloth or tissue.

## Troubleshooting

Refer to the LED indicators for charging status. If your hearing aids are not working properly, check the battery, clean the receiver, or adjust settings through the app.

## Support

If you are experiencing any problems with your hearing aids or if you have any questions, please contact our customer service team. They are trained and ready to help.

✉ [support@kingwell.shop](mailto:support@kingwell.shop)

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You can also visit our website or ask for help through the APP by scanning these QR codes:



[kingwellhearing.com](http://kingwellhearing.com)



## Related Videos

- [VIDEO] How to Download the myKingwell App for Kingwell Melodia OTC Hearing Aids
- [VIDEO] Activating Bluetooth and Connecting Your Kingwell Melodia OTC Hearing Aids
- [VIDEO] How to Connect Your Kingwell Melodia OTC Hearing Aids to a PC and Switch Bluetooth Across Devices
- [VIDEO] How to Wear Kingwell Melodia OTC Hearing Aids
- [VIDEO] Adjusting Kingwell Melodia OTC Hearing Aids in Noisy Environments
- [VIDEO] How to Check Your Kingwell Melodia OTC Hearing Aids' Status and Battery Life
- [VIDEO] Charging Your Kingwell Melodia OTC Hearing Aids: A Step-by-Step Guide
- [VIDEO] Choosing the Right Eartips for Your Kingwell Melodia OTC Hearing Aids
- [VIDEO] Using Anti-Drop Accessories with Kingwell Melodia OTC Hearing Aids
- [VIDEO] How to Update Software for Your Kingwell Melodia OTC Hearing Aids
- [VIDEO] Daily Maintenance and Cleaning Tips for Kingwell Melodia OTC Hearing Aids
- [VIDEO] How to Reset Your Kingwell Melodia OTC Hearing Aids to Factory Settings
- [VIDEO] How to Properly Grant Bluetooth Permissions to Hearing Aids

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## **Support**

How To Videos

FAQ

Track Order

## **About**

About Us

## **Policy**

Terms & Conditions

Privacy Policy

Shipping & Delivery

Return & Exchange

Warranty

APP Service Terms

APP Privacy Policy

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**Sun-Thur: 5 a.m. to 10 p.m. ET.**