



ALL INDIA INSTITUTE OF SPEECH AND HEARING
Manasagangothri, Mysore - 570 006



Correcting Simple Problems of Body-Level Hearing Aids

Correcting Simple Problems of Body-Level Hearing Aids

You may come across certain problems during the daily usage of your hearing aid, such as low or no sound from the hearing aid, a disturbing sound from the hearing aid, unclear sound, etc. Some of these problems can be checked by the users themselves.

This handout describes some of the common defects in body-level hearing aids, the most common reasons for these problems, and how to solve the problem, to a certain extent.

| DEFECT | REASON | SOLUTION |
|---------------------------|---|---|
| No Sound | Hearing aid is set to 'T' or 'O' | Set it to 'M' position |
| | Low battery | Replace with new batteries |
| | Battery put in wrongly | Change + and – terminals of the battery |
| | Battery is leaking | Change the batteries |
| | Broken battery contacts | Send for repair/ replace |
| | Hearing aid cord is not connected at one or both ends | Connect cord to the hearing aid and the receiver |
| | Cord is broken/damaged* | Replace cord |
| | Earmold is blocked with wax/debris | Clean earmold by washing it with warm water and soap or shampoo |
| | Broken switches | Send for repair |
| Broken receiver | Send for repair | |
| Intermittent Sound | Cord is broken/damaged* | Replace cord |
| | Battery contact problems | <ul style="list-style-type: none"> • Check battery size. • Send for repair if battery size is correct but contacts are loose. |
| | Loose connections between the cord and the socket | Send for repair |
| Soft Sound | Low battery | Change batteries |
| | Partially blocked earmold | Clean earmold by washing With warm water and soap/shampoo |
| | Volume has been turned down | Set volume to said level |
| | Broken switches/electronic fault | Send for repair |
| | Tone control switch is at | Set the tone control switch to the said position |

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| <u>Distorted Sound</u> | Microphone covered with clothing | Keep the microphone port/ grid open |
| | Crack in receiver | Replace receiver |
| | Dirty/dusty microphone | Clean the microphone |
| | Loose/broken switches | Send for repair |
| | Low battery | Replace batteries |
| | | |
| <u>Squeal/ feedback from the hearing aid</u> | The microphone is too close to the receiver | Wear the aid lower, or on the side opposite to the receiver. In case of children, use a harness. |
| | Volume is too high | Set volume to said level |
| | Washer on receiver is missing | Get a washer for the receiver |
| | Earmold does not fit properly | Change earmold, especially in case of children |
| | Earmold is not placed properly** | Position earmold correctly in the ear canal |
| | | |
| <u>Battery drains off faster</u> | Battery left in the hearing aid for too long | Remove the batteries from the hearing aid if it will not be used for a long time |
| | Batteries stored in too much heat/moisture | Store batteries in a cool and dry place |
| | Excessive feedback/whistling problems | Correct any feedback problems, as battery will drain much faster if the hearing aid is allowed to squeal/feedback |
| | | |
| <u>Hearing aid does not work with telephone</u> | Switch is not at 'T' position | Switch the hearing aid to 'T' position |
| | Volume is too low | Turn up the volume of the hearing aid |
| | Telephone not positioned properly | <ul style="list-style-type: none"> • Hold the ear piece of the telephone handset near the hearing aid telecoil, and the mouth piece of the telephone handset near the mouth. • Center the earpiece of the telephone over the hearing aid |

If you cannot solve the problem yourself, get your hearing aid repaired by a qualified engineer/technician. To prevent problems, get your hearing aid serviced once in a year.

* To check if the cord of the hearing aid is damaged, gently twist the cord between your fingers throughout its length. If there is an intermittent sound output, it indicates a damaged cord.

**To place earmold correctly, gently pull the ear upwards and backwards, and then insert earmold into the canal

If you have any questions/comments, or need any help, feel free to contact us:

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