## Correcting Simple Problems of Body Level Hearing Aids

by Audiology 12

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## **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
241-1-1-1-1		
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	Clean earmold by washing it with warm water
Contraction of the lot	with wax/debris	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> <li>Check battery size.</li> <li>Send for repair if battery size is correct but contacts are loose.</li> </ul>
	Loose connections between the cord and the socket	Send for repair
Soft Sound	Low battery	Change batteries
Son Sound	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

Distorted Sound	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	
Squeal/ feedback	The microphone is too	Wear the aid lower, or on the side opposite to the	
from the hearing aid	close to the receiver	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</u> <u>faster</u>	Battery left in the hearing aid for too long	Remove the batteries from the hearing aid if it will 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	
Hearing aid does not work with	Switch is not at 'T' position	Switch the hearing aid to 'T' position	
telephone			
	Volume is too low	Turn up the volume of the hearing aid	
	Telephone not positioned properly	<ul> <li>Hold the ear piece of the telephone handset near the hearing aid telecoil, and the mouth piece of the telephone handset near the mouth.</li> <li>Center the earpiece of the telephone over the hearing aid</li> </ul>	

If you cannot solve the problem yourself, get your hearing aid repaired by a qualified engineer/technicion. 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.

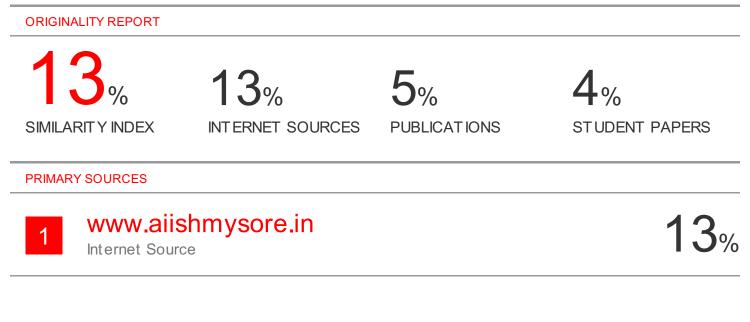
\*\*To place earmold correctly, gently pull the ear upwards and backwards, and then insert earmold into the canal

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

All India Institute of Speech and Hearing, Manasagangothri, Mysore - 570 006

Ph. No : 1221)-2514449, 2514449, 2515805, 2514618 Telefax : 0821-2510515 Email : aiish\_dir@yahoo.com Working hours : 9.00 am to 5.30 pm- Monday to Friday (Except on Central Govt Holidays)

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