

Custom hearing aid and instant fit hearing aid handling and troubleshooting



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Custom and instant fit cleaning and troubleshooting (for new or replacement hearing aids)

Weak, dead or no sound confirmed with listening check

- Confirm acceptable battery/power level:
 - Battery Operated Aids: Try a new battery from a different pack.
 - Rechargeable Aids: Be sure to use the power supply and cable included with the charger. Leave in the charger for at least 15 minutes if the battery level is low.
- Be sure to use the power supply included with the charger.
- Verify light behavior exhibited while charging
- Even though there appears to be no sound, try detecting the hearing aid/s in the software. After successful detection, confirm software is up to date (Help > Info About...) Select "New Fitting" and apply First Fit. If applicable, previous user settings can be applied once hearing aid function has been confirmed.
- Check to be sure the Hearing Aid Firmware is current via Service menu (Service > Update Firmware of Hearing Aids). Update Firmware if prompted.
- Run Electroacoustic Analysis / Test Box (EAA) if available

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.

Custom and instant fit cleaning and troubleshooting (for hearing aids in for a follow up service)

Weak, dead or no sound confirmed with listening check

- Confirm acceptable battery/power level:
- Battery Operated Aids:
 - Try a new battery from a different pack
- Rechargeable Aids:
 - Be sure to use the power supply included with the charger indented under rechargeable aids
 - Leave hearing aid in the charger for 15 minutes for power cell activation indented under rechargeable aids
 - Verify light behavior exhibited while charging indented under rechargeable aids



See additional charging maintenance below

- Check microphone ports for debris; clean with brush or mild suction
- Check the wax guard and check the receiver for debris, clean with brush or mild suction if necessary
- Replace components as needed
 - Replace the eartip or sleeve
 - Replace the wax guard
- Even though there appears to be no sound, try detecting the hearing aid/s in the software. After successful detection, select “New Fitting” and apply First Fit. If applicable, previous user settings can be applied once hearing aid function has been confirmed.
- Check to be sure the Hearing Aid Firmware is current via Service menu (Service > Update Firmware of Hearing Aids). Update Firmware if prompted.
- Run Electroacoustic Analysis / Test Box (EAA) if available

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.

Replacing wax guards and microphone covers

Wax Guard 3.0 miniReceiver (NanoCare) for Instant Fit, Wax Guard 3.0 HP Receiver (CeruStop XL) for HP and Wax Guard Custom Molds (QuickGuard) for Custom hearing aids:

Insert the bare end of the black stick into the receiver bore to extract the current wax guard – push in to retrieve it, then pull straight out to remove it from the aid. Flip the stick around so that the new wax guard can be placed by inserting and twisting it into the receiver bore. Once in place, simply pull the stick straight out, leaving the new wax guard in the aid.

Wax Spring:

Insert a cleaning wire loop under the top of the existing coil. Gently lift the old spring out of the sound bore. To insert a new wax spring, orient it so that the wider end is outward and the narrow end is deeper into the receiver tubing. Push the wax spring in gently until it is flush with the tip of the sound bore.



Microphone filter (a.k.a. windscreens):

Insert the bare end of the tool into the existing filter to extract the current microphone filter -- push in to retrieve it, then pull straight out to remove from the aid. Flip the stick around so the new microphone filter can be placed by inserting it into the microphone port. Once in place, simply pull the stick straight out, leaving the new microphone filter in the aid.

Test settings for electroacoustic analysis (EAA)

- From the Fitting Software menu at the top of the session page, select Fitting > Test Settings
- Ensure the hearing aid is not in wearing position
- Click the slider control to activate "Full-on gain Setting"
- Accept the pop-up message that the hearing aid is not in the wearing position by selecting "OK"
- Run the hearing aid test box on a full-on gain test. When prompted by the test box, adjust the reference test gain by moving the gain slider (if indicated) to match the required gain displayed on the test box monitor

Verify the test box settings match the specifications noted on the product data sheet.

Checking wireless communication (communication between hearing aids via NFMI)

If using the ConnexxAir programmer, and the hearing aid/s successfully detect, the wireless antennae is functional. To check wireless communication between the aids, be sure to turn off the ConnexxAir programmer.

If using Noahlink Wireless programmer, wireless communication can be tested while connected to the fitting software.

Follow these steps to confirm communication between the hearing aids

- Verify alert tones are enabled in the software for volume and program change, as desired. It may be necessary to uncheck and recheck this option if alerts are not heard as expected
- Verify volume control coupling is enabled in software, as desired
- Be sure to have both hearing aids ear distance apart and properly oriented (i.e. as if in wearing position) to confirm wireless communication
- Listen to the right hearing aid as the volume and/or program is changed in left hearing aid. Repeat the check by listening to the left hearing aid as the volume and/or program is changed in the right hearing aid

If the solution can be determined as a hearing aid or a charger, please only return the impacted device/s for repair.

If the solution is unclear, please include the hearing aid/s and charger together to allow testing and remediation of the concern.



Custom and instant fit charging maintenance

Custom hearing aid chargers

- Disconnect the charger from the power supply to clean the charger with a dry, soft cloth (including the charging cups)
- Ensure the provided power supply is being used (including the cable), plugged into a wall outlet for most effective charging
- Never use running water or immerse the charger in water
- Do not sterilize or disinfect the charger

Instant fit hearing aid chargers

- Disconnect the charger from the power supply to clean the charger with a dry, soft cloth (including the charging cups)
- Gently brush off the charging contacts in the charger and the charging contacts on the hearing aids
- Ensure the provided power supply is being used (including the cable)
- Never use running water or immerse the charger in water
- Do not sterilize or disinfect the charger

Suggestions to improve retention

IIC Make deeper canal length / tighter fit / consider open-mouth impression / canal grip

CIC Make deeper canal length / tighter fit / consider open-mouth impression / canal lock / helix lock / canal grip

ITC Make deeper canal length / tighter fit / consider open-mouth impression / canal lock / helix lock / skeleton lock / canal grip

HS Make deeper canal length / tighter fit / consider open-mouth impression / helix lock / canal grip

ITE Make deeper canal length / tighter fit / consider open-mouth impression / extend helix / canal grip

HP Make deeper canal length / tighter fit / consider open-mouth impression / canal lock / helix lock / skeleton lock / canal grip

IF Change ear coupling (eartip, sleeve or earmold)