

# HELP WITH HEARING AIDS

## Batteries

- **Change batteries about once a week.** The wearer will hear their digital hearing aids beep when batteries are low.
- **Is the battery in the right way?** – remove sticker; match the ‘+’ on the battery to the ‘+’ on the battery compartment.
- **Batteries for NHS hearing aids are free** – ask the health centre or audiology department.
- **There are different battery types** – check they’re the right kind.
- **Turn hearing aids off at night** – batteries last longer.

## Controls

- **On/off** – turn hearing aids on/off by opening and closing the battery door.
- **Volume** – some hearing aids have a control wheel, that’s sometimes numbered (generally, up is louder, down quieter).
- **Programmes** – hearing aids may have a switch or button to change programmes in different environments (noisy places or to work with a loop).
- **Loop setting** – this is used with loop systems – often found in banks, post offices and theatres. Loops can also be installed for use with televisions.

*Controls vary between hearing aids – check instructions or with the hearing service provider if unsure.*

## Common problems

### Hearing aids not working? Check that:

- hearing aids are on
- hearing aids are in the main programme by turning them off and on again
- volume is turned up
- tubing is not squashed, split or blocked with ear wax
- tubing is clear of water droplets. If not, gently pull the tubing off the hooked part of the aid and shake to remove.

### Hearing aids whistling?

- Check the earmould is in the ear properly (see right).
- Decrease the volume slightly.
- Check hearing aids are not on the loop setting.
- Wax blocking the ears can make hearing aids whistle – a GP can check this.

