EYES OPEN EARS ON HANDBOOK

TECHNOLOGY - HEARING AIDS

HEARING AID OVERVIEW
EARMOLD TRIMMING
EARMOLD TROUBLESHOOTING
HEARING AID BASIC TROUBLESHOOTING GUIDE
PHONAK MARVEL USER GUIDE - RECHARGEABLE
PHONAK MARVEL USER GUIDE
VERIFIT AND RECD INFO
REMOTE MICHCOPHONE TECHNOLOGY
APPS & STREAMING
ADDITIONAL RESOURCES

HEARTSFORHEARING.ORG
OKC 405.548.4300 | TULSA 918.392.7600
Hearing aids amplify sounds, making them louder, and are programmed specifically for your child based on their hearing loss. They are typically recommended for children with sensorineural hearing loss but may also be used in cases of conductive or mixed hearing loss. Hearing aids come in a variety of styles, however the most common for infants and young children is a behind-the-ear (BTE) device. Sounds travel into the hearing aid via the microphones, the hearing aid makes those sounds louder based on your child’s specific hearing loss, and the amplified sound then travels out through the tone hook, down the tubing, and into your child’s ear through the earmold.
EARMOLD TRIMMING

New earmolds come with long tubing so you can cut to size. Follow these steps to trim your child’s earmold tubing to best secure their hearing aid. Remember, it’s always best to take off less if you are unsure. You can trim more off, but you can’t put more back on!

1. LINE UP LONG TUBING WITH HEARING AID EARHOOK
   - Insert earmold into the ear.
   - Place hearing aid on ear as it normally sits.
   - Line up the (long) tubing of the mold with the earhook of the hearing aid.

2. MARK THE TUBING
   With a pen or sharpie, mark where the tubing just hits the top of the earhook notch.
3. CUT TUBING

- Take the earmold off of your child and place it on the counter. Do not cut the tubing with the earmold on your child.
- Use scissors to cut just above where you marked. Cut conservatively, above the line you drew. Again, you can always trim more tubing off if it’s still too long, but you can’t add it back on!

4. ATTACH NEWLY TRIMMED TUBING TO THE EARHOOK OF THE HEARING AID

- Attach newly trimmed (short) tubing from the earmold to the top notch of the earhook of the hearing aid.
- Sometimes the new tubes are too tight to fit on the earhook. You may need to gently stretch the trimmed tubing with a tool, such as needle nose pliers, then attach tubing to the earhook.
5. CHECK THAT THE CORRECT EARMOLD IS ATTACHED TO THE CORRECT HEARING AID

- Blue dotted hearing aid goes with left earmold
- Red dotted hearing aid goes with right earmold

6. CHECK FIT

- Check the fit. The image at the right shows a good fit. If the tubing is too long, you will notice the hearing aid “flopping off” easily. If the tubing is too short, the ear will develop a red mark.
An earmold is a custom-made piece that allows sound to be delivered from the hearing aid into your child’s ear. For children, it is typically made of soft, medical-grade silicone.

TROUBLESHOOTING

If you notice that your child’s hearing aid is powered on but there is no sound, separate the earmold from the hearing aid by gently pulling on the tubing near the earhook. If you now hear sound from the hearing aid, let’s troubleshoot the earmold:

1. Inspect the earmold and tubing for visible signs of blockage (ear wax is a common culprit!)
2. You can use an alcohol wipe to wipe away any large amounts of ear wax or debris on the outside of the earmold.
3. Thread floss through the tubing to free any debris built up inside the tubing. This works very well!
EARMOLD TROUBLESHOOTING

4. If you notice moisture build-up inside the tubing, use the earmold blower to help dry it out
5. Reconnect the earmold and the hearing aid and perform a listening check

Let your audiologist, LSL provider, or an audiologist assistant know if these steps not fix the problem, and we can help troubleshoot further.

If you notice feedback (whistling) while the hearing aid is in your child’s ear...

1. Inspect the earmold and tubing for any cracks or tears
2. Check for any gaps between the earmold and your child’s ear. If the earmold does not fit snugly and you hear feedback, it’s probably time for a new earmold!

Don’t forget! Earmolds come with a 30-day remake period.
HEARING AID TROUBLESHOOTING

NO POWER

- If using rechargeable devices:
  - Is the device powered on?
  - Put hearing aids in charger. Does the indicator light turn on?
    - Make sure charger is plugged into the outlet securely and hearing aids are fully inserted into the dock.

- If using disposable batteries:
  - Try a new battery
  - Make sure the battery is inserted correctly in the battery door
  - Is the battery door shut all the way?

NO SOUND

- Check batteries as indicated above
- Is there wax clogging the earmold and/or tubing?
- Check the tone hook and tubing for moisture build-up.
  - Try twisting off the tone hook or removing the earmold. Do you hear squealing? This could mean there is something blocking the sound from getting to the ear. Contact us for replacement parts/cleaning.
HEARING AID TROUBLESHOOTING

EXCESSIVE WHISTLING

- Check that the earmold is properly fitted in your child’s ear. Do you see any gaping or does the earmold seem too small/loose?
  - If so, it may be time for a new earmold.
- Do you see excessive wax or debris in the earmold?
  - If so, try removing the debris with your cleaning tools. Did this help at all?
- Do you see any cracks or tears in the tubing?
  - If so, it may need a new tube. Contact the clinic for additional help.

STREAMING ISSUES

- Check the Bluetooth settings on your phone. Do you see the hearing aid(s) on the list of available devices?
  - If not, try re-pairing: turn the hearing aids off and back on, wait for a few seconds, they should now appear in the Bluetooth device list. Click to pair and follow any instructions on the phone.
- Once paired, the hearing aids will automatically connect to the Bluetooth device any time both devices are on and within range. If your child’s hearing aids are connected to your phone, it is recommended to turn off Bluetooth or “forget” the hearing aids unless your child is actively streaming, otherwise they will hear phone calls, text and app notifications, etc. in their hearing aids.
PHONAK MARVEL
USER GUIDE – RECHARGEABLE

Multi-function button with indicator light

Possible earpieces

Classic earmold
Universal earmold
Dome
SlimTip

Status hearing aid
- Hearing aid is powered on
- Hearing aid is powered on and Roger is accessible
- Low battery
- Volume level change (either initiated by a remote control or by the multi-function button)
- Program change (either initiated by a remote control or by the multi-function button)

Indicator light pattern
- Repeating single blink
- Repeating double blink
- Continuous blink
- Single blink per volume change
- Single blink per program change

Hearing aid charging slots with left/right indicators

USB port to external power supply

Indicator light for power

<table>
<thead>
<tr>
<th>Indicator light</th>
<th>Charging state</th>
<th>Approx. charging times</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0 – 10%</td>
<td>30 min (30%)</td>
</tr>
<tr>
<td></td>
<td>11 – 80%</td>
<td>60 min (50%)</td>
</tr>
<tr>
<td></td>
<td>81 – 99%</td>
<td>90 min (80%)</td>
</tr>
<tr>
<td></td>
<td>100%</td>
<td>3 h</td>
</tr>
</tbody>
</table>
PHONAK MARVEL USER GUIDE – RECHARGEABLE

GENERAL

- **RED** is for right, **BLUE** is for left
- Turn the device **ON** by pressing the multi-function button for a few seconds until the indicator light turns **green**
- Turn the device **OFF** by pressing the multi-function button for 3-4 seconds or until the indicator light turns **red**

BATTERIES

- Once you see/hear the low battery indicator, you have approximately 60 minutes before you will need to charge the battery.
- Oops! I forgot to charge the hearing aids last night. How much battery life can I get before I need to leave for school/work?
  - 15 minutes charging = 3 hours battery life
  - 30 minutes charging = 6 hours battery life
  - 60 minutes charging = 12 hours battery life
- The devices fully charge in 3 hours
- Estimated battery life (full charge):
  - 36 hours (without streaming, Roger, etc.)
  - Approximately 17 hours with 10 hours of Roger or media streaming
WIRELESS FEATURES

- Flight mode (wireless functions disabled):
  - Turn the hearing aid(s) off
  - Press and hold the lower part of the multi-function button. The indicator light will start to flash green. KEEP PRESSING the button for approximately 7 more seconds until the indicator light turns orange. The orange light indicates that flight mode is enabled.
  - To exit flight mode, turn the hearing aid off and back on.

- Bluetooth Pairing:
  - Turn the hearing aid(s) off
  - Ensure that Bluetooth is enabled on your device. Search for Bluetooth devices in your settings.
  - Turn the hearing aid(s) on
  - Select the hearing aid from the Bluetooth list. This will pair to both devices.
  - You can be PAIRED to up to 2 devices, however you can only connect (e.g. stream) from one device at a time
  - The hearing aids will remain paired to the Bluetooth-enabled device as long as the hearing aids are powered on and in range of the device with Bluetooth enabled
GENERAL

- **RED** is for right, **BLUE** is for left
- Turn the device **ON** by closing the battery door
- Turn the device **OFF** by opening the battery door
BATTERIES

- Once you see/hear the low battery indicator, you have approximately 60 minutes before you will need to change the battery.

WIRELESS FEATURES

- Flight mode (wireless functions disabled):
  - Turn the hearing aid(s) off
  - Press and hold the lower part of the multi-function button. The indicator light will start to flash green. KEEP PRESSING the button for approximately 7 more seconds until the indicator light turns orange. The orange light indicates that flight mode is enabled.
  - To exit flight mode, turn the hearing aid off and back on.

BLUETOOTH PAIRING

- Turn the hearing aid(s) off
- Ensure that Bluetooth is enabled on your device. Search for Bluetooth devices in your settings.
- Turn the hearing aid(s) on
- Select the hearing aid from the Bluetooth list. This will pair to both devices.
- You can be PAIRED to up to 2 devices; however, you can only connect (e.g. stream) from one device at a time
- The hearing aids will remain paired to the Bluetooth-enabled device as long as the hearing aids are powered on an in range of the device with Bluetooth enabled
**VERIFIT AND RECD INFO**

**Did you know?** Audiologists can use a machine, called the Verifit, to be sure your child’s hearing aids are programmed perfectly for their ear.

We do not want the hearing aids to be too loud or too quiet. The audiologist will enter your child’s hearing loss into the computer, take a measurement of your child’s ear, and play soft, comfortable, and loud sounds into the hearing aids. The hearing aids will hear the sound and will show a colored line on the screen, called the prescription target. The audiologist adjusts the settings in the hearing aid to make sure the measurements meet the targets. The story that the machine plays talks about carrots, so you will often hear your audiologist or child talk about “the carrot story”.

**As a parent, I can**
- help hold my child on my lap while the audiologist takes a measurement of the child’s ear. This does not hurt, but it can tickle the ear.
- Feel free to ask questions while your audiologist is programming the hearing aids.