

YOUR THIN TUBE HEARING AID FITTING INFORMATION LEAFLET

Please take the time to read this guide, as it will help you get the best out of your new hearing aid. It will remind you of what your audiologist explained at your appointment. It also contains extra information about how to use and look after your aid.



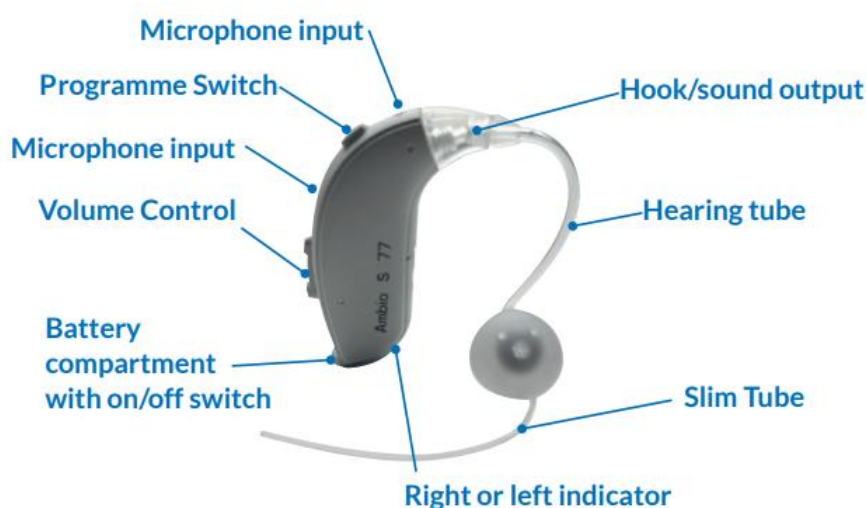
Contents

1. Which Hearing Aid have I been fitted with?	3
2. What do the buttons on the back of the hearing aid do?	3
3. How do I tell the left and right hearing aids apart?	3
4. How do I switch the hearing aid on and off?	4
5. How do I change the batteries?	4
6. Where can I get replacement batteries?	5
7. How do I put my hearing aid in?	5
8. How do I clean my tube and dome?	6
9. Do the tubes and domes need replacing?	7
10. Getting Extra Help in Public Places (The Loop System)	7
11. Using the telephone with your hearing aid	8
12. The BeMore App: A Remote Control in Your Pocket	8
13. Connecting to your devices -Bluetooth streaming.....	9
14. Taking your first steps to better hearing.....	9
15. What to expect from your aids.....	10
16. Keep them safe and dry	10
17. What if I have problems with my hearing aid?	10
18. What if my hearing aid stops working?	11
19. How we can help.....	11
20. What to do if your hearing aid sounds quiet or keeps cutting out.....	11
21. Common Noises: Whistling, Squealing, or Buzzing	11
22. Arranging a Repair	12
23. Ear Health: Wax and Infections	12
24. ⚠ Important Battery Safety.....	12
25. Lost or Damaged Aids.....	12
26. Communication Tips for Success	12
27. Additional Resources available	13

1. Which Hearing Aid have I been fitted with?

Your hearing aid(s) have been programmed and set up for you based on your hearing test results, needs and preferences. The settings and controls differ from person to person. This leaflet will provide you with information about fitting, caring and maintaining your hearing aids.

Your hearing aid will look like this with the following compartments:



The tube and dome are vital parts of the hearing aid system. They not only hold your hearing aid in place, but they channel sound from the aid into your ear.

2. What do the buttons on the back of the hearing aid do?

The rocker switch indicated on diagram as 'Volume Up' and 'Volume Down' can be set up to adjust the volume the hearing aid.

It may be that in discussion with your audiologist that you did not have this activated, in which case pressing the buttons does not alter the volume. If you do have this activated the volume can be increased by pressing the upper part (UP) or decreased by pressing the lower part (DOWN). It may make small click sounds to indicate that it has changed.

Your hearing aid has a standard programme which adjusts to your listening situation (e.g. If you are in noise or quiet). You can also be given additional programmes which may help you hear better in different situations. You may or may not have had these added at your fitting, and your audiologist will have discussed these with you and based them on your hearing needs. The programme can be changed by pressing the button. The hearing aid will indicate that you have changed programme by either playing a tune or beep. This button can also be set to do nothing but will have discussed this with you at your fitting appointment.

When the hearing aid is switched off and back on again it will come back on to the default (first) programme and the original volume setting.

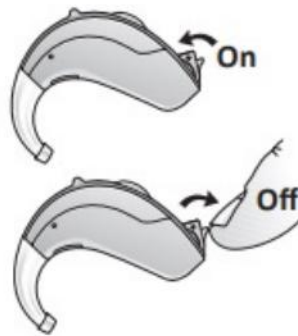
3. How do I tell the left and right hearing aids apart?

The hearing aids are likely to be set up differently for each ear. The **right hearing aid has a red marker**, and the **left hearing aid has a blue maker**.



4. How do I switch the hearing aid on and off?

Turn ON your hearing instrument by closing the battery door completely with the battery in place. Turn OFF your hearing instrument by opening the battery door slightly until a “click” is felt.



To ensure the battery is not being used all the time, make sure your hearing instrument is switched off when you are not wearing it.

5. How do I change the batteries?

Batteries will usually last for 1-2 weeks, depending on how much the aid is used and the type of hearing aid. Your hearing aid may begin beeping as the battery runs down. To replace the battery:

- Open the battery door completely by pushing the raised edge on the bottom of the instrument.
- Remove the sticky label from the + side of the new battery (if there is one).
- Ensure that the positive (+) marking faces the positive (+) sign printed on the battery door. If you cannot see a positive sign on the battery, it is also the flat shiny side.
- Close the battery door.

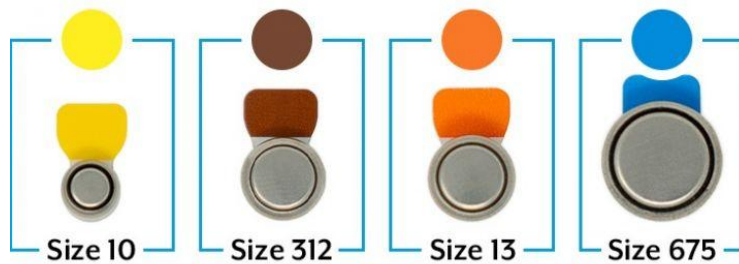


A battery has two sides. If it is put in the wrong way round, the drawer won't close easily. If the battery door does not close easily, do not force it – the battery is probably the wrong way round. Try turning it over and inserting this way round and then closing the drawer.

6. Where can I get replacement batteries?

New batteries are supplied free of charge by the audiology service. The type of battery your hearing aid uses will be discussed with you at your audiology fitting appointment or written down and issued with spare batteries you are given at your fitting appointment.

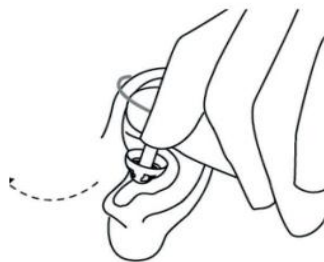
You can request batteries or tubing for your hearing aids by emailing us and we will send a supply to you in the post. Batteries can be collected from King Edward VII Hospital in Windsor between 8 am to 4 pm Monday-Friday. Someone else can get the batteries for you too. You may return your used batteries to the battery centres for recycling or dispose of them in a battery recycling container in many grocery shops.



7. How do I put my hearing aid in?



1. Start by hanging the hearing aid over the top of your ear.



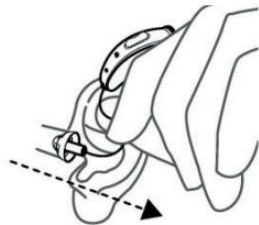
2. Next, hold the tube where it bends and gently push the dome into your ear canal.



3. Push the dome far enough into your ear canal so that the tube rests flush against your head.
4. Finally, there is are tention cable on each tube which should be placed into the bowl of your ear.



5. To remove the hearing aid, first lift the hearing aid off your ear.



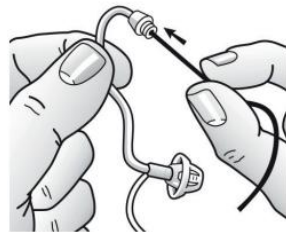
6. Next, hold the tube where it bends and gently pull it out of your ear canal.

8. How do I clean my tube and dome?

Wax or debris can block your slim-tube and prevent the sound from going through. If wax is visible on the dome this should be wiped off with a clean dry tissue or baby wipe (ensuring the moisture does not enter the tube). The slim-tube should not be got wet, and the dome should not be removed from the tube.

For all the slim tube hearing aids we fit we recommend that most of the time, you simply wipe the dome with a tissue or wet wipe.

If you do notice wax in the tube, you can pull a cleaning wire through the tubing by:



Cleaning

1. Remove the slim tube from your hearing aid by unscrewing it anticlockwise.
2. Wipe down the slim tube and dome with a damp cloth.
3. Now, push the cleaning wire through the top of the slim tube where it connects to the hearing aid. Thread the cleaning wire completely through to fully remove any debris.



Slim tube and domes should be replaced when the components become stiff, brittle or kinked.



Replacing

1. Remove the slim tube from your hearing aid by unscrewing it anticlockwise.
2. Attach the replacement slim tube by screwing clockwise.



New cleaning wires can be obtained when you collect or request new tubing to be sent to you.

Please note:

- The dome should not be removed from the tube. If it becomes loose replace the tube and dome.
- As the tubes are thin it takes only a small amount of wax to block them. Please ensure you use the cleaning wire regularly.
- The hearing aid and slim tubes must never be washed or immersed in water.

9. Do the tubes and domes need replacing?

The tube and dome should be replaced at least every 4 months or sooner if they are damaged or twisted.

Important

The dome is made of a soft, medically approved rubber material. If the dome comes off in the ear canal, it will not cause any harm. If you can, carefully take it out.

If necessary, let another person help you. Do not push them into the ear canal. Do not push the tube into the ear again before the dome is removed from the ear. If you have any doubts, contact your doctor.

- Domes should only ever be attached to a tube once. Always discard a dome after removing it from the tube.
- The cleaning tools should only be used for cleaning the tubing when it is detached from the hearing instrument and not on the ear.

- The dome must be properly attached to the sound tube before inserting it in your ear. Failure to follow the instructions could result in injury.
- If the dome is not correctly attached and falls off in the ear: Please seek medical attention.
- The tube should never be used without a dome attached.
- Proper preventive care and maintenance will go a long way toward ensuring reliability and safe performance. Clean your sound tube on a regularly basis.

10. Getting Extra Help in Public Places (The Loop System)

Have you ever seen a sign with a large ear symbol and the letter 'T'? This means the building has a "Hearing Loop" installed.

A Loop System acts like a private wireless signal, sending sound (like a play, a sermon, or a bank teller's voice) directly into your hearing aids. This cuts out background noise and makes everything much clearer.



How to use it:

- The 'T' Setting: To use a loop, your audiologist needs to turn on the "Telecoil" or "T" programme on your hearing aid.
- Switching it on: Once activated, you just press your hearing aid button to switch to the 'T' setting when you see the sign.
- Where to find it: You'll often find these in banks, churches, theatres, and cinemas.

Top Tips for the Best Sound:

- Loops in public buildings aren't always switched on automatically—ask a member of staff to turn it on for you!
- Theatres: Some theatres hand out "neckloops" or special headsets. It's always worth asking about this when you book your tickets.
- Electronics: Sometimes, the 'T' setting can pick up a "buzzing" sound from computers or strip lights. If this happens, try moving a few steps away from the device, and the buzzing should stop.
- At Home: You can even get a personal loop for your own TV or mobile phone from specialists like **Connevens**.

11. Using the telephone with your hearing aid

- Because your hearing aid sits behind your ear, its "ears" (the microphones) are actually at the very top of the device, near the plastic hook.
- The Trick: Hold the phone receiver slightly higher than usual. Instead of putting it over your ear hole, aim it towards the top of the hearing aid. This lets the sound flow directly into the microphone.



Why does the quality change?

Not all phones are made the same way. You might find that some phones sound crystal clear while others seem a bit fuzzy. This is usually down to the phone itself rather than your hearing aid.

12. The BeMore App: A Remote Control in Your Pocket

If you have Danalogic hearing aids, you can use the BeMore app on your smartphone. It's a bit like having a remote control for your ears! Once your

hearing aids are connected to your phone via Bluetooth, you can discreetly tweak your settings without even touching your hearing aids.

With the BeMore app, you can:

- Adjust the volume: Perfect for when you need a little boost or a bit of quiet.
- Switch programmes: Move from "Everyday" to "Restaurant" mode with one tap.
- Fine-tune your sound: Gently adjust the bass or treble to suit your preference.
- Check your battery: See exactly how much power you have left.
- Find "lost" hearing aids: If you misplace them, the app can help you track them down!

Ready to try it?

Simply scan the **QR Code** below to download the app from the Apple App Store or Google Play Store:




13. Connecting to your devices -Bluetooth streaming

Many of today’s hearing aids come with Bluetooth technology. This means your hearing aids can act just like wireless headphones, connecting directly to your smartphone, tablet, or even some televisions.

What are the benefits?

When you "stream" audio via Bluetooth, the sound goes straight into your hearing aids. This makes the sound much clearer and helps block out any distracting noise in the room. You can use this for:

- Phone and Video Calls: Hear your friends and family clearly in both ears.
- Music and Videos: Listen to your favourite songs or watch YouTube without needing extra headphones.
- TV and Sat-Nav: Get clear directions or enjoy your favourite shows at a volume that suits you.



Check if your device is compatible with your hearing aids

Scan this QR code to check your devices direct streaming compatibility with Danalogic hearing aids. Or check the devices listed below.

How do I get started?

To use this feature, you will need to "pair" your hearing aids with your phone’s Bluetooth settings.



A quick note: While your audiologist is an expert on your hearing aids, they aren't able to change your personal phone settings or fix technical issues with your mobile device.

Top Tip: Streaming audio via Bluetooth uses a bit more battery power than usual. If you use this feature a lot, you might find you need to change your batteries slightly more often!

<https://www.danalogic.co.uk/patient-portal-ambio-smart-bluetooth>

14. Taking your first steps to better hearing

Getting used to hearing aids is a journey. It’s best to take it one step at a time so you don’t feel overwhelmed.



1. Start at home: Begin in a quiet room, either by yourself or with just one or two others, for an hour or two at a time.
2. Explore quiet outdoors: Once you feel ready, try wearing them on a quiet walk or in a small local shop.
3. Build up to busier places: Gradually increase your time until you're ready for louder environments, like public transport or busy supermarkets.

Everyone is different—some people feel comfortable within a few days, while for others it can take a few months. The secret to success is practice and consistency; your goal is to eventually wear them comfortably all day.

15. What to expect from your aids

It's important to remember that hearing aids don't "restore" normal hearing in the way glasses can restore 20/20 vision. Instead, they are a powerful tool to help you make the very most of the hearing you have.

- Adjustment period: Your aids have been set to a level that matches your specific hearing loss. However, if some sounds still feel bothersome after a few months of regular use, please book an appointment so your [Audiologist](#) can make fine-tuning adjustments for you.
- When to stop: If you experience any unusual headaches, dizziness, or a significant increase in tinnitus (ringing in the ears), please stop wearing the aids and contact us for advice.

16. Keep them safe and dry

To keep your hearing aids in top condition:

- Take them out for bed: Give your ears (and your batteries) a rest overnight.
- Avoid water: Always remove your aids before bathing, showering, or swimming, as moisture can damage the delicate electronics inside.

17. What if I have problems with my hearing aid?

- If it feels uncomfortable:
Most discomfort is caused by the earmould not being tucked in quite right. Try taking it out and following the insertion guide earlier in this booklet. If the skin feels irritated or you notice a crack in the mould, please book an appointment so we can take a look for you.
- If it keeps falling out:
This usually means the aid isn't sitting deep enough in the ear. Give your earlobe a gentle tug downwards as you slide the mould in to help it "lock" into place. If it still won't stay put, let your audiologist know.
- Dry or itchy skin:
Having something new in your ear can sometimes make the skin a bit dry. A gentle moisturising cream can help—your local pharmacist will be happy to recommend one that is safe for ears.
- Extra earwax:
It is perfectly natural for your ears to produce more wax when you start wearing aids. If you feel a blockage is affecting your hearing, check with your GP surgery to see if they offer wax removal or can recommend a local clinic.
- Wearing glasses:
Most people find that their aids and glasses sit happily together. However, if it feels a bit "crowded" behind your ear, your optician can often slightly adjust the arms of your glasses to make everything much more comfortable.
- Wearing face masks:
Be extra careful when taking off a face mask, as the elastic can easily snag your hearing aid. A good tip is to remove the mask loops slowly and away from your ears. You can also buy "hearing aid retainers" (from retailers like **Connevans**) which act like a safety string to stop them from falling to the floor.



18. What if my hearing aid stops working?

If your hearing aid isn't sounding quite right—or has stopped working altogether—don't worry! Most of the time, it is a very simple fix that you can manage at home.

Before booking an appointment, it is always worth checking these common causes:

1. The Battery: Is it in the right way? Is it time for a fresh one? (Even new batteries can occasionally be duds!)
2. The Tubing: Is there a tiny droplet of moisture or a "kink" in the tube blocking the sound?
3. The Wax: Is there a small bit of earwax blocking the tip of the earmould?

19. How we can help

If you've tried the basics and your aid still isn't working, our team is here to help you get back to hearing clearly.

- Repair Clinics: Many simple issues (like a broken hook or blocked tube) can be fixed quickly at one of our dedicated repair clinics.
- Booking a Repair: Please see the next page, "How to arrange a repair appointment," for details on how to book a slot.
- Longer Fixes: Occasionally, if the fault is more complex, we might need to keep your aid for a few days or book you in for a longer follow-up appointment to make sure everything is perfect.

Top Tip: If you have two hearing aids and only one is working, try swapping the battery from the "good" one into the "quiet" one. This is the quickest way to tell if the battery is the culprit!

20. What to do if your hearing aid sounds quiet or keeps cutting out

If your hearing aid isn't sounding quite right, don't worry! Most of the time, it's a very simple fix. Before you book a repair, try these quick checks:

- Fresh Power: Try putting in a brand-new battery. Make sure the sticky label is peeled off and that it's sitting the right way up in the drawer.
- Wax Check: Take your earmould out and look closely at the tip. Even a tiny bit of earwax can block the sound from getting through.
- Tubing Check: Have a look at the plastic tube. Is it twisted, squashed, or starting to split? A "kink" in the tube acts like a garden hose—if it's pinched, the sound can't flow through.
- Moisture and Mist: Sometimes, tiny droplets of condensation (moisture) can get trapped inside the tube or the plastic hook.
 - The Fix: Gently pull the soft tubing off the hook and leave them apart for a few hours to air-dry.
- Volume Settings: If your aid has a volume button, double-check that it hasn't been accidentally turned down too low.
- A "Blocked" Ear: If the hearing aid is working fine but things still sound muffled, your ear might be blocked with wax. Take a look at our "*Ear Wax Management*" section on the next page for advice.

21. Common Noises: Whistling, Squealing, or Buzzing

"Feedback" (that high-pitched whistling sound) happens when sound escapes your ear and gets picked up again by the microphone. Here's how to stop it:

- Check the fit: Most whistling is caused by the earmould not being pushed in quite right. Try re-inserting it.
- Check for wax: If your ear canal is blocked with wax, the sound bounces off the wax and back out of the ear.
- Volume check: If your volume is turned up very high, it can sometimes cause a squeal.
- Low Battery: If you hear a repetitive beeping, your hearing aid is telling you the battery is running low. Time for a fresh one!

22. Arranging a Repair

If you can't fix the problem at home, we are here to help. At a booked repair appointment, we can:

- Fix or replace faulty and broken aids.
- Update your settings (like adding a new programme).
- Replace lost aids or earmoulds.
- Fit new tubing or adjust your earmould for comfort.

To book: Please phone or email us. You can also check our website for the latest clinic times and any updates to our service.

Email: hearingandbalance@berkshire.nhs.uk or hearingaidrepairs@berkshire.nhs.uk

Telephone: 0300 365 6222

23. Ear Health: Wax and Infections

- **Managing Wax:** It is natural for ears to make wax, but it can block the sound. If your wax is hard, your doctor may suggest using olive oil drops to soften it. Always check with a professional before using drops if you have had ear surgery or a perforated eardrum.
- **Ear Infections:** If your ear feels painful, itchy, or has a discharge, stop wearing your aid immediately and see your GP. Once the infection has cleared, replace your tubing and tip before wearing the aid again to keep everything hygienic.

24. ⚠ Important Battery Safety

Hearing aid batteries are small and can be dangerous if swallowed or misplaced.

- **Keep out of reach:** Always store new and used batteries away from children, pets, and confused adults. They can easily be mistaken for pills.
- **Emergency:** If a battery is swallowed or pushed into a nose/ear, go to A&E immediately.
- **Never Recharge:** Standard batteries can explode if you try to charge them. Only use the type recommended by your audiologist.
- **Stay Dry:** Keep batteries in a cool, dry place. If you aren't using your aid for a few days, take the battery out.

25. Lost or Damaged Aids

Your hearing aids are provided free on loan, but they remain NHS property. If an aid is lost or damaged through neglect, there may be a replacement charge. Some patients (such as those under 18 or those with specific medical diagnoses) are exempt from this charge—please ask us if you are unsure.

26. Communication Tips for Success

- **Stay Close:** Aim for a "two-arm's length" distance (1–2 metres) from the person speaking.
- **Be Specific:** Instead of saying "What?", try: "I caught the first bit, but could you repeat the time?"
- **Pick Your Spot:** In a restaurant, sit with your back to the wall. This helps your aids focus on the people in front of you rather than the noise behind you.
- **Face the Speaker:** Remind friends and family that you "listen with your eyes" too! Seeing their face makes a huge difference.

27. Additional Resources available

- Royal National Institute for Deaf People (RNID)
RNID (previously called Action on Hearing Loss) The UK charity supporting deaf people and those with hearing loss and tinnitus. It has information pages and can be contacted for advice. It also has a shop of accessories and other products to assist with hearing loss. Tel 0808 808 0123 rnid.org.uk Shop: Tel: 01737 247571 rnidconnevans.co.uk
- C2Hear c2hearonline.com Interactive multimedia videos on hearing aids and how to hear well, using hearing aids, trouble shooting and many more.
- GN Danalogic Information - If you were fitted with an Ambio Smart aid. Follow the link to information about the technology you may find interesting: <https://www.danalogic.co.uk/hearing-devices/danalogicambio-smart>
- Patient Support page: <https://www.danalogic.co.uk/patient-portal-ambio-smart>
- Website: [Berkshire Healthcare NHS Foundation Trust](#)

