

YOUR EAR MOULD 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.



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1. Welcome to your New Hearing Aids

Your new hearing aids have been carefully chosen and programmed just for you. Because everyone's hearing is unique, your settings are tailored to your specific test results and lifestyle needs.

While every model is a little different, most follow a similar design. Here is a look at how your hearing aid is put together:



2. Left and right hearing aid

Because each of your ears hears slightly differently, your hearing aids are programmed with unique settings for each side. To make sure you get the best sound, it is important to wear them in the correct ear.

The easiest way to tell them apart is to look for the coloured markers:

Red is for Right: Look for a small red dot or marker—this goes in your Right ear. (A easy trick to remember: Red starts with R, just like Right!)

Blue is for Left: Look for a blue marker—this one is for your Left ear.

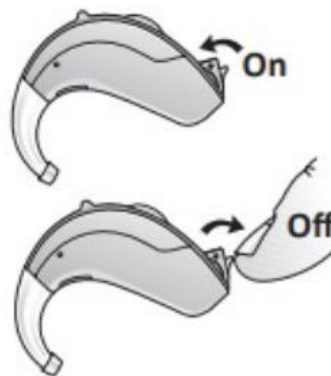


3. Turning your hearing aid on and off

Think of the battery door as your "power switch."

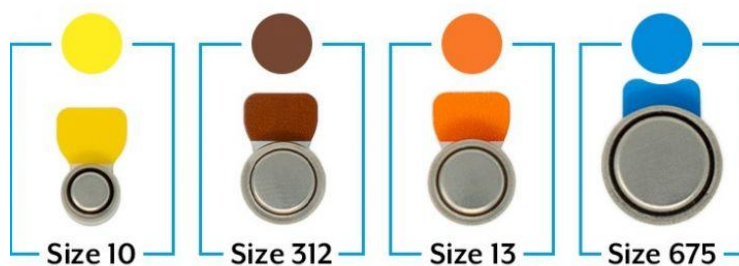
- To turn it ON: Simply close the battery door completely with a battery inside. You'll feel it click shut.
- To turn it OFF: Use your fingernail to gently pull the battery door open until you feel a small "click."

Top Tip: We recommend opening the battery door every night when you go to bed. This saves your battery life and lets any moisture inside the hearing aid dry out while you sleep!



4. Changing your batteries

Most batteries last between 1 and 2 weeks, depending on how often you wear your hearing aid. Your hearing aid is clever—it will usually play a little beeping sound to let you know when the battery is running low.



To change the battery:

Open: Use your fingernail to gently push the raised edge at the bottom of the aid until the battery door swings all the way open.

Prep the new battery: Peel the sticky tab off the new battery. It's best to wait about one minute after peeling the tab before putting it in—this helps the battery reach full power.

Match the '+' sign: Look for the flat, shiny side of the battery (this is the positive '+' side). Place it into the door so the flat side faces up, matching the small '+' sign on the battery door.

Click it shut: Gently close the door. If it feels stuck or won't close easily, the battery might be upside down—just flip it over and try again!

If the battery door feels stuck

If the battery drawer doesn't glide shut easily, **please don't force it**. This is usually just the hearing aid's way of telling you the battery is upside down.

Simply follow these steps:

- Take the battery out.
- Flip it over so the other side is facing up.
- Try closing the drawer again. It should now click shut smoothly.



5. Getting Your New Batteries and Tubes

The specific battery size for your hearing aid will be discussed at your fitting. Simply email us to request a new supply, and we will pop them in the post for you. You can also collect batteries from the [Audiology Department at King Edward VII Hospital](#) in Windsor.

- When: Monday to Friday, between 8 am and 4 pm.

6. Recycling Your Old Batteries

Please don't put your used batteries in your household bin. Instead, you can:

- Bring them back to our battery collection centres when you visit.
- Drop them into the battery recycling bins found in most local supermarkets and grocery shops.

7. Putting in your hearing aid

Learning to fit your earmould can take a little bit of practice—don't worry if it feels a bit fiddly at first! Most people find it helpful to do this in front of a mirror.

How do I know if it's in right?

- Correct: The mould should sit flush and feel snug against your ear. It shouldn't feel "loose" or like it's poking out.
- Incorrect: If the top point is sticking out, the aid might feel uncomfortable or even start to "whistle" (this is called feedback). If this happens, just take it out and try again!



Correctly inserted earmould

Incorrectly inserted earmould

8. Keeping your earmould clean and fresh

Taking a few moments to clean your earmould every day is the best way to prevent ear infections and keep your hearing aid sounding crystal clear.

- Give it a wipe: Each night, gently wipe the earmould with a soft, dry cloth or tissue. This removes any earwax or moisture that has gathered during the day.
- Check the openings: Pay extra attention to the part that sits inside your ear. If you see wax blocking the small sound hole, you can use a tiny interdental brush to gently clear it away.
- Sticky spots: If a dry cloth isn't enough, you can use a slightly damp cloth with plain water. Just be careful not to let any water get inside the tubing or the sound hole.

A few "Don'ts" to remember:

- Skip the chemicals: Please avoid using alcohol, wet wipes, or harsh cleaning sprays. These can damage the material of the mould and might irritate your ear.
- Stay dry: Always make sure your earmould is completely dry before you click it back onto your hearing aid or put it in your ear.

Ordering a New Earmould

If we need to make you a brand-new earmould, we will start by taking a soft "impression" of your ear.

- It usually takes about 3 to 6 weeks for your custom earmould to be hand-crafted and returned to our clinic.
- Once it arrives, our admin team will get in touch to book an appointment. We'll then see you to fit the new mould and make sure your hearing aid is fine-tuned and working exactly as it should.

Top Tip: If your earmould starts to feel a bit loose or "slippery" over time, it might be a sign that it's time for a new one. Don't hesitate to ask us at your next visit!

9. 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 **Connevans**.

10. 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.

11. 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:




12. 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-bluetoothooth>

13. 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.

14. 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.

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.

15. 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 **Connevens**) which act like a safety string to stop them from falling to the floor.

16. 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?

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!

17. 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.

18. 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!

19. 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

20. 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.

21. ⚠ 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.

22. 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.

23. 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.

24. 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](https://www.berkshirehealthcare.nhs.uk)

