



Your new hearing aid

Wearing hearing aids is the first step towards better hearing. There is no doubt that, with practice, they will make a real difference to your quality of life.

Please take the time to read this guide, as it will help you get the most out of your new hearing aids. It will prepare you for what you will be taught as you move forward in the dispensing process, as well as provide extra information about how to use and maintain your aids. It will also give you strategies that will make it easier to understand what other people are saying.

How a hearing aid can help

What you can expect

Hearing aids cannot give you perfect hearing, but they will help you in a variety of different situations, ranging from watching television to being able to follow what people are saying, so that conversation becomes much easier and more relaxed.

Risks of Untreated Hearing Loss

Regardless of age, type of hearing loss, or cause, if left untreated or undetected hearing loss can have negative effects on your well-being. Untreated hearing loss can lead to considerable negative, social, psychological, cognitive, and health effects and can seriously impact professional and personal life, at times leading to isolation and depression.

Here are some other ways hearing loss can affect your overall health:

Falls: Our ears play an important and large role in our balance. One study that found that even a mild hearing loss means you are “three times more likely to fall.” The older someone is the more dangerous these falls can be.

Cognitive Function: Those with mild hearing impairment are nearly twice as likely to develop dementia compared with those with typical hearing. The risk increases threefold for those with moderate hearing loss, and five-fold for those with severe impairment. The connection isn’t yet completely clear, but some researchers believe it may result from those with hearing loss straining to decode sounds, increasing the brain’s cognitive load.

From 2001-2007, a study tested the hearing and cognitive abilities of nearly 2,000 adults between ages 75-84. Those with hearing loss lost cognitive abilities up to 40% more quickly than typical-hearing participants. Additionally, participants with hearing loss developed cognitive issues on average three years sooner than those with typical hearing. The decline of cognitive ability impairs other brain functions, such as thinking and memory retention.

Heart Health: Six decades of research suggests a link between our cardiovascular and hearing health. Raymond Hull, Ph.D., who analyzed 70 scientific studies, believes, “Our entire auditory system, especially the blood vessels of the inner ear, needs an oxygen-rich nutrient supply. If it doesn’t get it due to cardiovascular health problems, then hearing can be affected.” Cardiovascular disease appears to exaggerate the impact of those causes and intensify the degree of hearing decline. This compounded effect not only increases the difficulty a person experiences in perceiving what has been said, but also diminishes their ability to make sense of what they hear with speed and accuracy.

In 2009 David R. Friedland, M.D., found that audiogram pattern correlates strongly with arterial disease, even acting as a heart-health test for those at risk. His study concluded that patients with low-frequency hearing loss may have a greater likelihood of cardiovascular events.

A 2014 study found that the risk of hearing impairment was significantly greater in people with underlying atherosclerosis, or hardening of the arteries, than in those without blood vessel abnormalities, suggesting that hearing loss may be an early sign of cardiovascular disease in outwardly healthy people.

Diabetes: The National Institutes of Health found that hearing loss is twice as common among people with diabetes compared with those who do not have the disease. Also, of the 79 million adults thought to have pre-diabetes, the rate of hearing loss is 30% higher than in those with normal blood sugar levels.

Research suggests that diabetes may lead to hearing loss by damaging the nerves and blood vessels of the inner ear, which has also been shown in autopsies of patients with diabetes.

Get used to the hearing aid

Please wear your hearing aids all day, **except for:**

- while showering
- while swimming
- when hearing protection is required
- while sleeping

You need to take time to get used to wearing a hearing aid and become accustomed to the sound of it.

When you first start wearing hearing aids, the world around you may seem very noisy. You will hear sounds (water running, leaves rustling, paper shuffling) you have not heard at the proper volume for many years. Initially these sounds will be distracting, but over time your brain will learn to identify the important from the unimportant sounds and they will become less distracting.

Your hearing may seem 'dull' when you take your aid off, but that is just because you have become used to hearing much better with it. Using a hearing aid won't make your hearing worse.

Practice inserting and removing your ear piece. This may seem awkward at first, but will become easier with perseverance.

Some people find their own voices sound different. They indicate there is a hollowness to it. This is called the barrel effect. This also passes with extended wear.

Talking on the landline telephone could be challenging. It will feel awkward as you experiment proper receiver placement.



Talking on the cell phone is less challenging if your hearing aids are Bluetooth compatible. The signal will be streamed to both aids which allow you to hear the call in both ears, which allows for greater understanding.

While your hearing aid offers you the best available technology, programmed to your specific needs, it cannot restore normal hearing.

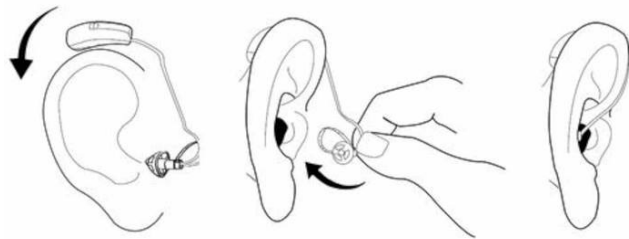
How to tell the right hearing aid from the left

The hearing aid for your right ear has a **red** mark.

(**Red** for Right)

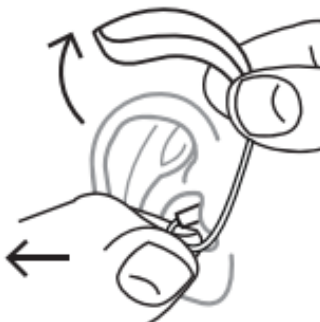
The hearing aid for your left ear has a **blue** mark.

Putting on the hearing aid



1. Place the hearing aid behind the ear. The hearing aid should rest comfortably on the ear, close to your head.

2. Work the earpiece into your ear up to where the wire bends (elbow)



Removing the hearing aid

Remove the hearing aid from behind the ear. Carefully pull until the earpiece is removed from your ear.

Care and Maintenance

Please avoid getting your hearing aid wet at any time as this will damage it. Remove before showering or bathing and before visiting the hairdressers etc.

Charging

We recommend that you charge your hearing aid daily. This illustration shows your charger at a glance:



1. Charging wells
2. Light indicators
3. Hinged cover
4. Micro USB port



Use time and charging time

If you charge your hearing aid for half an hour, you have approximately 4 hours of use. Charging your hearing aid fully will take approximately 4 hours. When the hearing aid is fully charged, you can use it for at least 16 hours in normal hearing environments before the next charge.



Cleaning the hearing aid

Cleaning your hearing aid every day will make it more efficient and more comfortable to wear. Wipe the hearing aid with an alcohol prep pad.

Your Hearing Aid Wax Guard



Most styles of hearing aids use white wax guards to protect the receiver of the hearing aid from damage caused by earwax. Depending on the amount of earwax in an ear, the wax guard may need frequent changing. In some models of hearing aids, the wax guard is hidden underneath the dome, or even embedded inside a custom ear mold attached to the receiver wire.

Change your wax guard if your hearing aid sounds weak or dead.

To Change Your Wax Guard, Follow These Simple Steps:

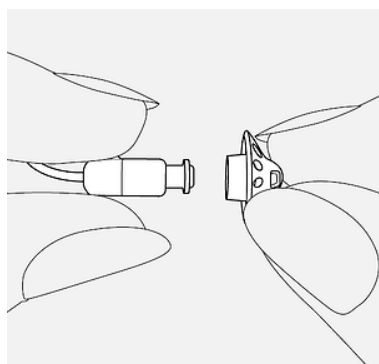
- 1) If your device is a behind the ear style, remove the dome by pinching and wiggling it off the receiver. This will expose the white wax guard underneath.
- 2) Insert the black prong end of the wax guard stick into the soiled white wax guard of your hearing aid. 3) Pull the stick straight out of your hearing aid to remove the soiled wax guard from your device.
- 4) Flip the wax guard stick around so that the end with the fresh wax guard is ready to be inserted into your hearing aid.
- 5) Using the wax guard stick, insert the fresh wax guard into the receiver of your hearing aid.
- 6) Pat the new wax guard in your device lightly with your finger, to ensure the wax guard is seated fully into your device.
- 7) If your device is a behind the ear style, replace the dome by wiggling it back over the receiver. Check to make certain it is securely attached, to avoid it accidentally falling off your ear.



Changing a CeruShield

Your hearing aid is a receiver-in-canal style, and has a wax filter, called a CeruShield, at the end of the receiver which will require regular cleaning and replacement as required.

The CeruShield can block up from time to time, which can make the hearing aid sound softer, or work intermittently, or not work at all, so it's important to check that it is clear to ensure your hearing aid continues to work optimally for you. The CeruShield is the small white filter located at the end of the receiver of your hearing aid.



In order to access the CeruShield, you will need to remove the dome at the end of the receiver.

To remove the dome, grasp the tip of the dome between your thumb and forefinger and pull it off the receiver.

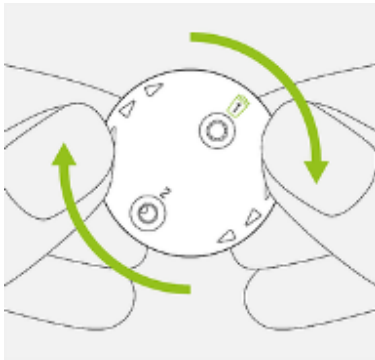


CeruShields come in a black disk, and contain eight cerushields.

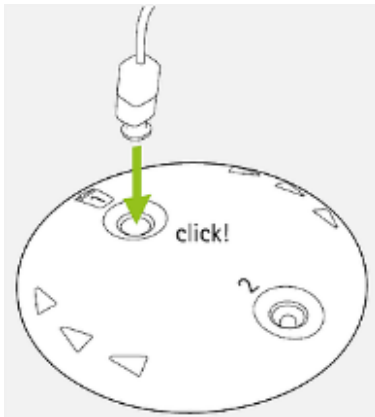
You will notice two openings in the disk, labelled '1' and '2.' You need to turn the top dial of the disc to access a new cerushield, which is located at opening 2. The disc itself is used to remove the existing CeruShield from your hearing aid receiver, located at opening 1 (also marked with the image of a rubbish bin).

Some tips for handling the CeruShield disk:

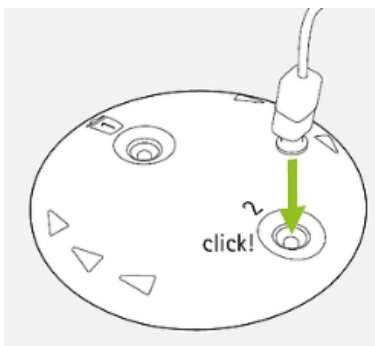
- Do not press the disk when trying to turn it (this makes it harder to turn)
- Place your fingers gently on the arrows or grooves of the disk and turn
- Do not place your fingers on the openings of the disk to turn



To remove and replace the CeruShield in your hearing aid:
Turn the dial clockwise to reveal a new cerushield in opening 2.



Place the end of the hearing aid receiver into opening 1 and push down. You may feel or hear a light click. Remove, and you should see the old CeruShield sitting in opening 1.



Place the end of the hearing aid receiver into opening 2 and push down. You may feel or hear a light click. Remove, and you should see the new CeruShield sitting in the hearing aid receiver.

To reattach the dome, pushing it back onto the end of the receiver until it is secure.

Listening Strategies

Even with the best hearing aid, some situations may still be very difficult. Here are a number of things you can do to make it easier to understand what people are saying. Try telling others about your hearing loss and how they can help you to follow what they are saying.

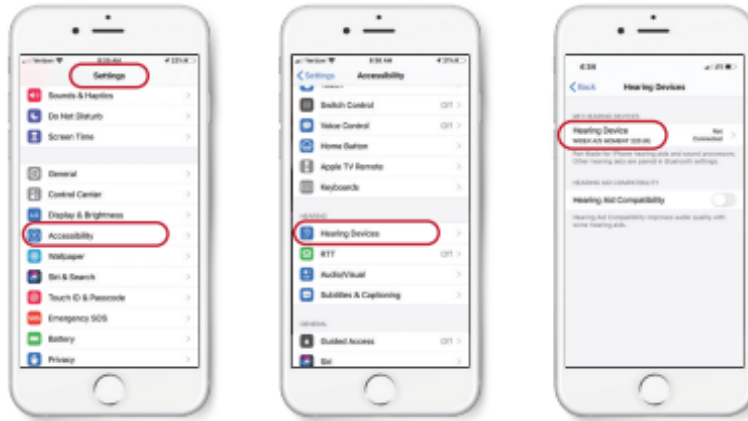
In general:

- Ask people to speak clearly and slowly, but not to shout;
- Be clear about your communication needs from the start. This will make the conversation easier for the other person too;
- 3-6 feet is the ideal distance from the person speaking. Your hearing aid has only a small microphone, so the closer you are to the sound you are listening to, the better;
- Don't be afraid to ask people to repeat or rephrase what they said
- It may be helpful to use questions with yes/no answers to confirm information Try to keep calm, and don't panic; and be patient.

Widex Bluetooth Pairing Guide

For iPhone

Download the Widex Moment App



STEP 1

Confirm **Bluetooth** is On.
Go to **Settings** and select **Accessibility**.

STEP 2

Select **Hearing Devices** and place your **WIDEX MOMENT™** close to the iPhone® or iPad®.

STEP 3

If your hearing aid has a battery door, open and close it. If not, turn it off and on by pressing the push button for three seconds. The device will search for **WIDEX MOMENT™**. Once connected, select the **Hearing Device**.



STEP 4

Select **Pair** for each hearing aid.

STEP 5

Once complete, the hearing aids will appear. **WIDEX MOMENT™** is now paired. Select **Adjust Independently ON** to control each hearing aid separately.

SUGGESTIONS FOR **IMPROVED SOUND STREAMING** (iPHONE ONLY):

- 1 Verify that the hearing aids are actively paired to the iPhone.[®]
- 2 Verify that Bluetooth is turned on.
- 3 Verify that the Audio Routing is set to **Always Hearing Aids** or **Automatic** by going to **Settings > Accessibility > Hearing Devices > Audio Routing**.
- 4 Turn Wi-Fi off on the phone.
- 5 Under **Settings**, scroll down to the app specific settings section (near the bottom). Under **WIDEX MOMENT™**, make sure that **Bluetooth Sharing** is turned on.

For Additional Assistance, follow the below steps in this order:

- 1 Unpair the hearing aids by going to **Settings > General > Accessibility > Hearing Devices**. Select your hearing aids and select **Forget This Device**.
- 2 Close the WIDEX MOMENT™ app.
- 3 Force restart the phone that you are trying to pair.
- 4 Restart the hearing aids:
 - If your hearing aid has a battery door, open and close it.
 - If your hearing aid does not have a battery door, turn it off and on by pressing the push button for three seconds two times or place it in the charger and remove it.

Widex Bluetooth Pairing Guide

For Android

Download the Widex Moment App



ANDROID

Confirm Bluetooth is on.
Search for devices.
Select **Hearing aids** when
they appear.

Phonak Bluetooth Pairing Guide

For iPhone

Download the My Phonak App

1. Go to your iPhone home screen and tap on the “**Settings**” icon.
2. In the settings menu, tap on the “**Bluetooth**” icon.
3. Tap on the slider button next to Bluetooth to turn Bluetooth **On**.
4. First open for 5 seconds and then close the battery doors, or switch the hearing aids off and on again, if you have rechargeable Phonak hearing aids.
5. After several seconds, the name of your Phonak hearing aids will appear on the iPhone screen. Tap on it to select.
6. You will now see a message, “**Bluetooth Pairing Request**” Click “**Pair**”.
7. A connection beep will be heard in the paired hearing aid.

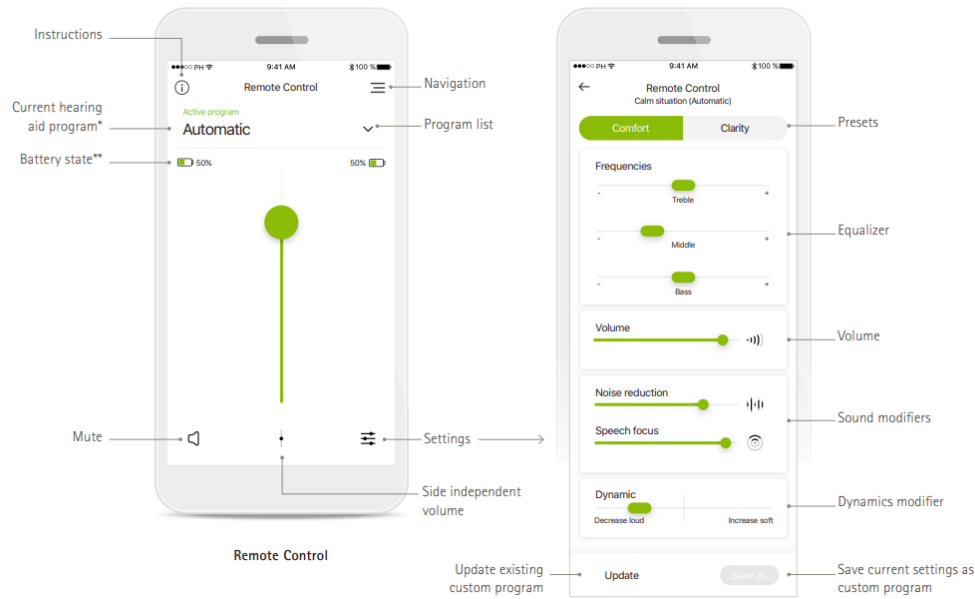
Phonak Bluetooth Pairing Guide

For Android

Download the My Phonak App

1. Go to the Android phone’s home screen and tap on the “Settings” icon.
2. In the settings menu, tap on the Bluetooth icon.
3. Tap on the slider button to turn Bluetooth on.
4. First open for 5 seconds and then close the battery doors, or switch the hearing aids off and on again, if you have rechargeable Phonak hearing aids.
5. On the Android phone, you will now see a message, “Available Devices.”
6. The name of your Phonak hearing aids will appear on the screen with a telephone icon next to it. Tap on it to select.
7. A connection beep will be heard in the paired hearing aid.

Phonak App Overview



If the hearing aid doesn't seem to be working:

- take your hearing aid out and check that the hearing aid is not blocked with wax;
- check that the wire is not twisted, squashed or split;

If you have checked everything but your hearing aid is still not working, make an appointment to see if it needs to be repaired.

If the hearing aid is whistling, squealing, sizzling or buzzing. This could be 'feedback', which happens when sound from your hearing aid leaks out and gets picked up by its microphone;

- you may not have put the ear mold in properly - push it gently to check;
- you may have excess wax in your ears

Please refer to www.parkerhearingcenter.com for video tutorials regarding your hearing aids.

Should you experience any difficulties, please email me at wendy06840@icloud.com

HEARING AID CHEAT SHEET

RED – RIGHT HEARING AID **BLUE – LEFT HEARING AID**

Daily – Wipe off the ear piece with an alcohol prep pad

RECHARGEABLE HEARING AIDS :

Place in charger each night

NON RECHARGEABLE HEARING AIDS –

Weekly – Change batteries

(If one hearing aid alerts you to change the battery then change both of the hearing aid batteries.)

Once a Month – Change the hearing aid wax guard.

Every 3 Months – Change the hearing aid ear piece /dome

If you have any problems please email us

wendy06840@icloud.com