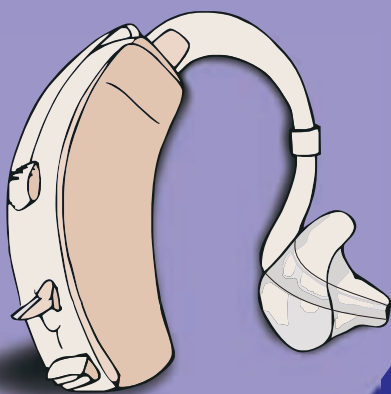


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**All India Institute of Speech and Hearing,**

If you have any questions/comments, or need any help, feel free to contact us:



Correcting Simple Problems of Behind-The-Ear (BTE) Hearing Aids



**ALL INDIA INSTITUTE OF SPEECH AND HEARING**  
Manasagangothri, Mysore - 570 006

## Correcting Simple Problems of Behind-The-Ear (BTE) Hearing Aids

You may come across certain problems during the daily usage of your hearing aid, such as low or no sound from the hearing aid, a disturbing sound from the hearing aid, unclear sound, etc. Some of these problems can be checked by the users themselves.

This handout describes some of the common defects in Behind-The-Ear (BTE) hearing aids, the most common reasons for these problems, and how to solve the problem, to a certain extent.

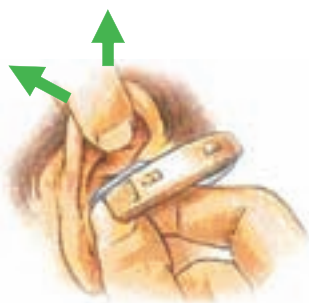
DEFECT	REASON	SOLUTION
<b><u>No Sound</u></b>	Hearing aid set to 'T' or 'O'	Set it to 'M' position
	Low battery	Replace with new batteries
	Battery put in wrongly	Change + and - ends of the battery
	Battery leaking	Replace the batteries
	Broken battery contacts	Send for repair
	Tube connecting the hearing aid to the earmold is flat, twisted or kinked	Replace tubing
	Earmold blocked with wax/dirt	Clean earmold by washing it with warm water and soap or shampoo.
<b><u>Intermittent Sound</u></b>	Broken switches	Send for repair
	Battery contact problems	Check battery size Send for repair if battery size is correct but contacts are loose.
<b><u>Soft Sound</u></b>	Low battery	Replace batteries
	Partially clogged earmold	Clean earmold by washing
	Volume has been turned down	Set volume to recommended level
	Broken switches/electronic fault	Send for repair
<b><u>Distorted Sound</u></b>	Dirty/dusty microphone	Clean the microphone by wiping it carefully with a soft, dry cloth
	Loose/broken switches	Send for repair
	Low battery	Replace batteries
	Hearing aid rattles when shaken	Send for repair
<b><u>Sound leak from the hearing aid</u></b>	Volume is too high	Set volume to said level
	Hole in tubing	Replace tubing
	Earmold is not fitting properly	Change earmold
	Earmold is not placed properly*	Position earmold correctly in the ear canal
<b><u>Aid causes irritation of the ear</u></b>	Short length of tubing	Replace tubing
	Rough finish or earmold	Contact the earmold technician and get the earmold polished/altered
<b><u>Hearing aid does not work with telephone</u></b>	Hearing aid switch not at 'T' position	Set the switch to the 'T' position
	No 'T' position on hearing aid	Place the telephone over the hearing aid such that they are close but do not touch each other
	Volume setting at low level	Increase the volume

If the above steps do not work, consult your audiologist to make additional adjustments.

\* To place earmold correctly :



Insert the tip of the earmold into the ear canal.



Pull the ear pinna upwards and backwards.



Gently rotate the earmold as shown to achieve a snug fit.