Oticon hearing aid
troubleshooting guide

oticon
life-changing **technology**

Troubleshooting issues

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Troubleshooting
noise or static complaints in a hearing aid

Below are some suggestions that may help troubleshoot a hearing aid with noise or static.

Ask your patient:
- When did the noise/static begin?
- Under what circumstances does it sound noisy or staticky?

As you troubleshoot, ask yourself:
- Is there an obstruction blocking the sound such as wax, moisture or debris?
- Is there a faulty or damaged component?
- Is there a sound quality issue related to gain or settings?

Check fit and positioning	Ensure the hearing aid is properly positioned in the ear canal and on the pinna. Ensure the earpiece is fitting appropriately.
Perform otoscopy	Check the patient's ear canals for obstructive wax, foreign body, drainage or middle ear issue. If necessary, refer for further evaluation.
Perform a listening check	Perform a listening check using different speech sounds: oo, ee, ah, s, sh, m. Gently move the speaker unit around. Listen for intermittency.
Check the microphones	Check the hearing aid microphone(s) for damage or debris. Clean the microphone ports with a small brush and vacuum off any debris.
Replace parts	Replace parts including the wax guard, dome, and earmold tubing. Replace the speaker unit for RITE instruments. Perform listening check again.
Check firmware version	Check the firmware version of the hearing aids and accessories in the fitting software. Update if needed.
Perform an electroacoustic analysis (EAA)	In the fitting software, under Technical Measurements, set hearing aid to full-on gain (AO). Attach the hearing aid to the appropriate coupler in the HIT and run test*. Compare results to the technical data sheet. If outside tolerances, send in for service.
Send in for repair	After troubleshooting, if the issue persists, we recommend sending the hearing aid in for repair. Please note the hearing aid's firmware version to ensure faster and easier programming after the repair.

Did you know? You can quickly find the firmware version by accessing the Report Viewer in Noah 👁. Firmware versions are also available in the Oticon Companion app or on the End Fitting Screen.

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*Refer to the instruction manual of your manufacturer's Hearing Instrument Test Box (HIT)

Troubleshooting
an intermittent hearing aid

Below are some suggestions that may help troubleshoot an intermittent hearing aid.

Ask your patient:
- For how long has this been an issue?
- In which circumstances do you notice the intermittency?

As you troubleshoot, ask yourself:
- Is there an obstruction blocking the sound such as wax, moisture or debris?
- Is there a sound quality issue related to power, programming or connectivity?
- Is there a faulty or damaged component?

	Perform otoscopy	Check the patient's ear canals for obstructive wax, foreign body, drainage or middle ear issue. If necessary, refer for further evaluation.
	Perform a listening check	Perform a listening check using different speech sounds: oo, ee, ah, s, sh, m. Gently move the speaker unit around. Listen for intermittency.
	Check the microphones	Check the hearing aid microphone(s) for damage or debris. Clean the microphone ports with a small brush and vacuum off any debris.
	Replace parts	Replace parts including the wax guard, dome, and earmold tubing. Replace the speaker unit for RITE instruments. Perform listening check again.
	Check firmware version	Check the firmware version of the hearing aids and accessories in the fitting software. Update if needed.
	Check connectivity	Turn Bluetooth® OFF, then back ON again on the phone. Unpair and re-pair the hearing aids to the phone.
	Send in for repair	After troubleshooting, if the issue persists, we recommend sending the hearing aid in for repair. Please note the hearing aid's firmware version to ensure faster and easier programming after the repair.

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Troubleshooting
a weak hearing aid

Below are some suggestions that may help troubleshoot a weak hearing aid.

Ask your patient:
- Did it start sounding weak suddenly or gradually?
- Does it sound weak all the time now or just intermittently? If intermittently, under what circumstances does it sound weak?

As you troubleshoot, ask yourself:
- Is there an obstruction blocking the sound such as wax, moisture or debris?
- Is there a faulty or damaged component?
- Is there a sound quality issue related to gain or settings?

Perform otoscopy	Check the patient's ear canals for obstructive wax, foreign body, drainage or middle ear issue. If necessary, refer for further evaluation.
Perform a listening check	Perform a listening check using different speech sounds: oo, ee, ah, s, sh, m. Gently move the speaker unit around. Listen for intermittency.
Check the microphones	Check the hearing aid microphone(s) for damage or debris. Clean the microphone ports with a small brush and vacuum off any debris.
Replace parts	Replace parts including the wax guard, dome, and earmold tubing. Replace the speaker unit for RITE instruments. Perform listening check again.
Replace the battery (disposable batteries)	Peel the sticker off the new battery and allow it to aerate for at least 1 minute before inserting it into the hearing aid. Check that the patient's batteries are not expired. Advise the patient to do the same.
Check the battery (rechargeable batteries)	Charge the hearing aids for 15 mins. Confirm charger is functional – check charger LEDs for power status. Check that the hearing aid LEDs indicate charging. Check the battery health in the fitting software.
Check firmware version	Check the firmware version of the hearing aids and accessories in the fitting software. Update if needed.
Perform an electroacoustic analysis (EAA)	In the fitting software, under Technical Measurements, set hearing aid to full-on gain (AO). Attach the hearing aid to the appropriate coupler in the HIT and run test*. Compare results to the technical data sheet. If outside tolerances, send in for service.
Send in for repair	After troubleshooting, if the issue persists, we recommend sending the hearing aid in for repair. Please note the hearing aid's firmware version to ensure faster and easier programming after the repair.

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Troubleshooting
hearing aid battery issues

Below are some suggestions that may help troubleshoot a dead hearing aid.

Ask your patient:
- For hearing aids with disposable batteries:
  Have they checked the battery expiration date?
  Were the batteries purchased from a reliable source?
- For hearing aids with rechargeable batteries:
  Is the charger in good condition and functioning properly?
  Ask your patient to bring the charger in for troubleshooting.

As you troubleshoot, ask yourself:
- For hearing aids with disposable batteries:
  Are the patient's batteries problematic?
  Are the battery contacts and drawer clean and in good condition?
- For hearing aids with rechargeable batteries:
  Is there a problem with the battery contacts, health of the rechargeable battery or charger?
  Is the charger cord, plug and outlet functioning properly?

Perform otoscopy	Check the patient's ear canals for obstructive wax, foreign body, drainage or middle ear issue. If necessary, refer for further evaluation.
Clean and inspect the hearing aid	Clean the hearing aid components. Inspect the battery contacts for damage or corrosion. Clean the contacts and battery drawer, if possible.
Replace the battery (disposable batteries)	Peel the sticker off the new battery and allow it to aerate for at least 1 minute before inserting it into the hearing aid. Check that the patient's batteries are not expired. Advise the patient to do the same.
Check the battery (rechargeable batteries)	Charge the hearing aids for 15 mins. Confirm charger is functional – check charger LEDs for power status. Check that the hearing aid LEDs indicate charging. Check the battery health in the fitting software.
Check firmware version	Check the firmware version of the hearing aids and accessories in the fitting software. Update if needed.
Send in for repair	After troubleshooting, if the issue persists, we recommend sending the hearing aid in for repair. Please note the hearing aid's firmware version to ensure faster and easier programming after the repair.

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Troubleshooting
a dead hearing aid

Below are some suggestions that may help troubleshoot a hearing aid that the patient reports is not working.

Ask your patient:
- When did your hearing aid stop working?
- Under what circumstances?

As you troubleshoot, ask yourself:
- Is there an obstruction blocking the sound such as wax, moisture or debris?
- Is there insufficient power or insufficient gain?
- Is there a faulty or damaged component?

Perform otoscopy	Check the patient's ear canals for obstructive wax, foreign body, drainage or middle ear issue. If necessary, refer for further evaluation.
Perform a listening check	Perform a listening check using different speech sounds: oo, ee, ah, s, sh, m. Gently move the speaker unit around. Listen for intermittency.
Check the microphones	Check the hearing aid microphone(s) for damage or debris. Clean the microphone ports with a small brush and vacuum off any debris.
Replace parts	Replace parts including the wax guard, dome, and earmold tubing. Replace the speaker unit for RITE instruments. Perform listening check again.
Replace the battery (disposable batteries)	Peel the sticker off the new battery and allow it to aerate for at least 1 minute before inserting it into the hearing aid. Check that the patient's batteries are not expired. Advise the patient to do the same.
Check the battery (rechargeable batteries)	Charge the hearing aids for 15 mins. Confirm charger is functional – check charger LEDs for power status. Check that the hearing aid LEDs indicate charging. Check the battery health in the fitting software.
Check firmware version	Check the firmware version of the hearing aids and accessories in the fitting software. Update if needed.
Send in for repair	After troubleshooting, if the issue persists, we recommend sending the hearing aid in for repair. Please note the hearing aid's firmware version to ensure faster and easier programming after the repair.

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