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Cardiff and Vale
University Health Board



A Guide to Your Hearing Aid **RIE 62**

Department contact information:

Phone: 029 218 43179

Mobile: 07805670359 (text only)

Email: Audiology.Helpline.CAV@wales.nhs.uk

Address: Audiology Clinic, Clinic 9, Outpatients
Department, University Hospital of Wales, Heath Park Way,
Cardiff, CF14 4XW

Walk in repairs are OPEN

UHW Monday - Friday

(excluding bank holidays)

9am – 12pm and 1.30pm – 4pm

Please check in on arrival.

Barry West Quay Medical Centre - Tuesday & Thursday

9am – 12pm and 1.30pm – 4pm

Please take a number and a seat.

Hearing aid information (RIE)



A marker is located at the bottom of the hearing aid
Red = Right
Blue = Left

Volume Control and Programme Button

Volume up (Short press)

Programme change (press and hold for 3 seconds)

1 beep

2 beeps

3 beeps

Volume down (short press)

Pair with additional accessories (press and hold for 3 seconds)

On/Off
To turn the hearing aid off open up the battery compartment.
Closed = hearing aid on.
Open = hearing aid off.

Battery information

- Each battery should last 7-10 days
- Open battery compartment and remove old battery
- Peel sticker away from new battery
- Insert battery with flat side facing up
- Switch on hearing aid by closing battery drawer



Getting used to your hearing aid

Perseverance is key!

- Getting used to your hearing aid takes time and requires regular use.
- It may help to build up usage of the hearing aid by wearing it for short periods of time to begin with and increase wearing time gradually
- This process may take several months for you to fully adjust to your new hearing aid.

Hearing aid alarms and warnings

- The hearing aid will make a sound (Beethoven's 5th) when running out of battery. Please change the battery when you hear this.
- Sometimes a hearing aid will beep 10 times before it turns on; this is a normal feature of the hearing aid and will not affect the output of the hearing aid.

HEARING AID BATTERIES ARE DANGEROUS TO INGEST, IF SWALLOWED PLEASE SEEK MEDICAL ADVICE AT YOUR LOCAL A&E

Inserting your thin tube and hearing aid



Place the hearing aid behind your ear.



Place the dome, at the tip of the tube, into your ear canal.



Press your finger over the tube and make sure the dome is fully inserted. If the dome is not fully inserted then you may not hear so well and the aid may make a whistling noise.



Correct:
Correctly fitted hearing aid.



Cleaning and maintenance

Wipe the hearing aid and thin tube with a wet wipe or a damp cloth to keep clean.

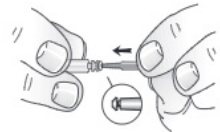
Changing the Wax Guard on your RIC hearing aid

This will need to be changed every 2-3 months or when a blockage is noticed

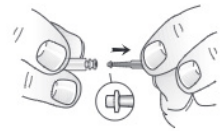
Step 1: these are your wax guards, this has two functions, to remove your used filter and holds your new filter.



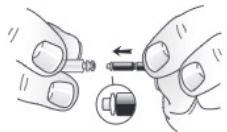
Step 2: remove your dome by pinching the end and pulling it off. Then insert the black end of the rod into the white wax guard. Pull this wax guard out.



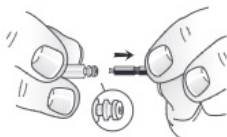
Step 3: Push the new wax guard onto the receiver (other end of the black stick). Push until the new guard is flush with the end of the receiver.



Step 4: Pull the black stick back out and the wax guard should remain on the hearing aid. The dome can now be placed back on the hearing aid.



Youtube video: *"How to change your ReSound Filters and Wax Guards"*



Telephone and Loop System information

- You may find it easier to hear on the telephone if you hold the telephone towards the top of the ear (closer to the microphone, see picture)
- TOP TIP: Hold the telephone slightly away from the ear to prevent whistling.



Telecoil Loop

- This is found in public places (wherever you see the symbol).
- Change to your loop programme (if active on your hearing aid) and you will hear through the loop system.



Reminder

- Take your hearing aid out before going to bed and when having a shower/bath
- DO NOT get hearing aid wet!

Lost aids

- If the hearing aid is lost or damaged through negligence there will be a £65 charge per hearing aid to replace

Thin Tube Trouble Shooting Guide

Problem	Solution
No Sound	<ul style="list-style-type: none">• Replace battery• Turn aid on• Check for blockages and change wax guard• If hearing aid is still not working contact department for aid to be checked / replacement hearing aid.
Whistling when dome is in your ear.	<ul style="list-style-type: none">• Ensure that dome is inserted correctly.• Check if tubing and change wax guard if needed• Check for any cracks or breaks in the tubing/dome. If so contact department for replacements.• Excessive wax can cause whistling. Use wax removal drops if your ears are blocked.• If none of the above contact department as aid may need to be calibrated or replaced.

Top Tip

To reset your hearing aids back to original settings switch off and back on.