Earliest Interactions
A MAINE EHDI PROGRAM

A FAMILY'S GUIDE TO

Hearing Technology

Care & Troubleshooting

Because of the many possible models and ever changing options of hearing technology on the market, it is impossible to list details specific to each one. If you have a problem that cannot be resolved using the tips listed below, please contact your child's audiologist for further assistance.

Problem There is no sound from my child's hearing aid/bone conduction device/cochlear implant processor.

Solution: Check battery. When replacing a disposable battery, be sure to wait 60 seconds after removing the sticker from the battery before placing it in the hearing device.

Check for obvious signs of damage.

Check for blockage at microphone ports.

For a hearing aid, remove earmold and check for wax. If sound is present only when the earmold is removed from the hearing aid, this would indicate a blockage in the mold/tubing. Use a tube blower to remove moisture and debris from the earmold tubing.

For a CI, use spare parts to replace headpiece/cable.

0-12 mo. 12-24 mo. 2-5 years

Problem My child's hearing technology does not stay in their ear/on their head.

Solution: Scan the codes above to see retention guides. Additionally, for cochlear implant (CI) users, an earmold can be made to support better retention.

Problem My child's hearing aid/bone conduction device squeals all the time!

Solution: It may be time for a new earmold—check the fit. Make sure the tubing is not hard or cracked. If there are no obvious issues with the earmold, it is possible that wax or middle ear fluid could be causing the hearing device feedback. See your child's audiologist to resolve this issue. However, if you suspect wax or fluid could be the issue, bring your child to their primary care provider. For a child using a bone conduction device, squealing can occur if placement is not correct.

Even though the squealing of a hearing aid or bone conduction device can be bothersome to others, the child using the device may not even hear the squealing, and it does not hurt their ears. For some children, the squealing can indicate that they are unable to access sound the way they should, so it is important to troubleshoot any squealing that occurs.

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Problem My child's hearing technology seems to be working, but my child does not seem to be hearing while using it.

Solution: See your child's audiologist for updated hearing testing and possible adjustments to their hearing technology.

Problem My child's hearing technology is causing them pain.

Solution: Check for obvious signs of infection or sore spots. Make sure earmold tubing does not appear to be too short. For cochlear implant users and certain bone conduction device users, a magnet that is too strong can cause pain; if you see redness or an indent where the device connects to the internal magnet, contact your child's audiologist. For bone conduction device users with softbands, make sure the softband is not too tight. For bone conduction device users with a surgically implanted abutment, make sure skin is not growing over the abutment. If the issue is not resolved and the child continues to experience significant pain, the device can be removed until they see their audiologist and/or ENT.

Problem How should I clean my child's earmolds?

Solution: Remove the earmold from the tone hook of the hearing aid. Earmolds can be washed in warm, soapy water. Hearing aids should be kept in a safe, dry place while the earmolds are being washed. Your child's audiologist may also recommend a special wipe or spray to clean the earmold more quickly.

Problem How should I store my child's hearing devices when they are not in use?

Solution: Hearing devices should always be kept in a safe place, away from young children and pets. If your child's hearing technology is rechargeable, you—may be able to keep the device on or in the charger when not in use. Your child's audiologist may also recommend the use of a special drying device overnight, to help reduce issues that can occur when hearing devices become moist due to humidity or sweat. If using a drying device, remove the hearing aid battery and keep the battery door open before placing it in the drying device.

Problem The tubing on my child's hearing aid is too long/too short.

Solution: Contact your child's audiologist. They may need you to return to the office to have the tubes altered or replaced.

Listening checks Daily listening checks of your child's hearing technology are recommended to ensure proper functioning of the device. Listening checks are completed differently depending on the type of technology used:

Hearing aids A listening tube will be provided at your child's hearing aid fitting. This is used to listen directly to the hearing aid via the earmold or tone hook, like a stethoscope.

Bone conduction devices In most cases a special listening rod is provided by the manufacturer, which connects to the device and allows you to listen in the same placement that your child uses when wearing it.

Cochlear implants Most processors have a specific piece of technology used to complete a listening check of the processor microphones. This will be provided with your child's processor(s) at the time of activation.

Your child's audiologist can review listening checks with you if you need additional support.

Find more resources at:
earliestinteractions.com