

Information for patients and carers

Xceed SP / UP Hearing Aid

How to use your new hearing aid

Your New Hearing Aid

- Xceed SP
- Xceed UP



Volume

- Press button to increase volume
- Press button to decrease volume



Programme Button

(Press and release programme button)

- ♪ One beep = Programme 1 normal / everyday
- ♪♪ Two beeps = Programme 2 _____
- ♪♪♪ Three beeps = Programme 3 _____
- ♪♪♪♪ Four beeps = Programme 4 _____

Turn ON
Close the battery drawer with the battery in place.



Turn OFF
Open the battery drawer.



Turning your hearing aid ON and OFF

Turn your hearing aid ON by closing the battery door completely with the battery in place. When the battery door is closed the hearing aid will start up by playing a jingle.

This indicates that the battery is working, and the hearing aid is operating. Turn your hearing aid OFF by opening the battery door slightly until a “click” is felt.

To preserve the battery, make sure your hearing aid is switched off when you are not wearing it.

Turn ON
Close the battery
drawer with
the battery
in place.



Turn OFF
Open the
battery
drawer.



Open the battery compartment fully to allow air to circulate whenever you are not using your hearing aid, especially at night. When the hearing aid is switched off it will go back to the default program and volume.

Changing batteries

The Xceed SP battery size is P13.

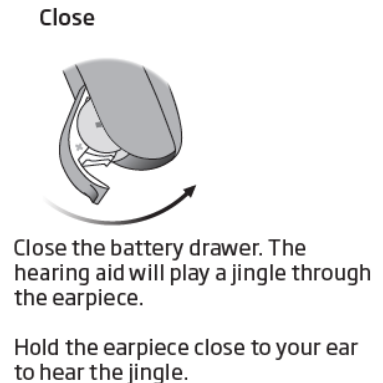
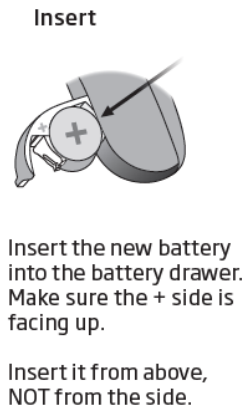
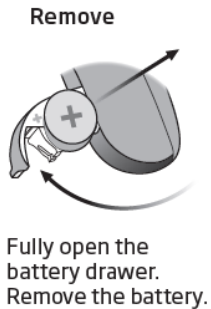
The Xceed UP battery size is P44.

Each battery should last 10 to 14 days. A worn-out battery should be removed immediately.

When the battery power is low, you will hear 2 beeps, this pre-warning starts when the battery has only a few hours of operation left. The pre-warning will be repeated in moderate intervals to indicate it is time to change the battery.

If the battery runs out the hearing aid turns off. When that happens, a series of beeps are played to indicate that the hearing aid is no longer operating.

This is not an indication of a malfunction.

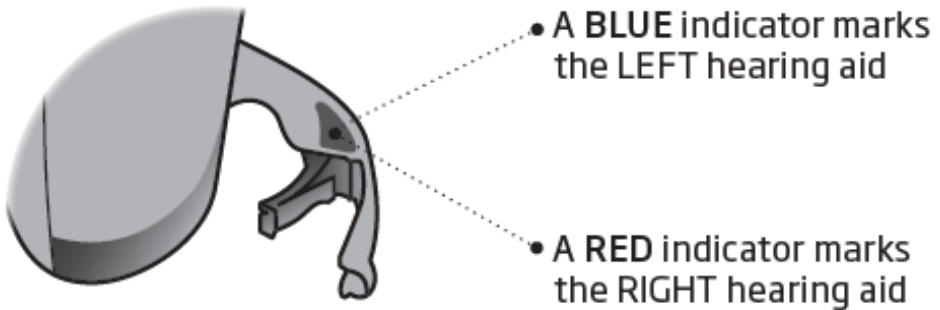


Batteries are available free of charge by contacting the department.

Left/Right ear marking

Hearing aids are fitted to the uniqueness of each ear, which means if you have two hearing aids then your left hearing aid is programmed differently from your right. That is why it is important to distinguish between the left hearing aid and the right.

In order to easily identify whether it is the left ear or right ear hearing aid, colour markings may be applied inside the battery door.



Putting on your hearing aid with mould



Step 1



Gently pull your ear outwards and press the mould in the direction of the ear canal, twisting it slightly.

Step 2



Place the hearing aid behind your ear.

The mould is customised for you and fits your ear shape. The moulds are unique for the left or the right ear.

Place the tip of the earmould in your ear canal, twisting slightly, making sure that the top part of the earmould is pushed behind and under the fold of your ear.

Gently pull up your ear and press the earmould in the direction of the ear canal.

With the earmould positioned correctly in your ear, place the hearing aid behind your ear by lifting its lower part and sliding it over the top of your ear.

Replacing the tubing

The tubing in the earmould should be replaced when it becomes yellow or stiff, usually every 6-8 months. This can be done at the Hearing Aid Repair clinic, please call for an appointment.

Lost Hearing Aids

Take care of your hearing aid/s if they are lost or damaged you may be charged. If this does happen, you will need to call the department for an appointment.

Avoiding heat, humidity and chemicals

Your hearing aid must never be exposed to extreme heat e.g. left inside a parked car in the sun. They must never be exposed to a lot of moisture e.g. steam baths, showers or heavy rain. Nor must they be dried in microwave ovens or other ovens.

Wipe the batteries carefully if moisture is present as it may affect their performance.

The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage your hearing aid. You should always remove your hearing aid before applying such products and allow time for the product to dry before refitting your hearing aid. If you use lotion, be sure to wipe your hands dry before putting on your hearing aid.

Seven easy steps to better hearing

It takes time to adjust to a new hearing aid. How long this adjustment takes differs from person to person. It will depend on a number of factors, such as whether you have had a hearing aid before and the degree of your hearing loss.

1. In the quiet of your home

Try to accustom yourself to all the new sounds. Listen to the many background sounds and try to identify each sound. Bear in mind that

some sounds will seem different from what you are used to. You may have to learn to identify them again. Note that in time you will get accustomed to the sounds in your environment.

If using the hearing aid makes you tired, take them off for a little while and have a rest. Gradually, you will begin to be able to listen for longer periods of time. Soon, you will be able to wear your hearing aids comfortably all day long.

2. Conversation with another person

Sit with someone else in a quiet room. Face each other so you can read facial expressions easily. You may experience new speech sounds, which can seem a little disturbing in the beginning. However, after the brain has adapted to the new speech sounds, you should hear speech clearer.

3. Listen to radio or TV

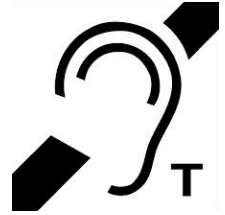
When listening to the TV or the radio, start out by listening to news commentators since they usually speak clearly, then try other programs. If you find it difficult to listen to TV/radio, you may want to refer to the contacts at end of this booklet for advice on assistive devices.

4. In group conversations

Group situations are usually accompanied by a greater degree of background noise, and are, therefore, naturally more difficult to cope with. In such situations, therefore, focus your attention on the person you want to hear. If you miss a word, ask the speaker to repeat.

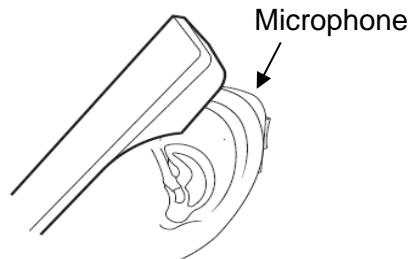
5. Telecoil use in church, theatre or cinema

An increasing number of churches, theatres and public buildings often have loop systems installed. These systems send out wireless sound to be received by the telecoil in your hearing aid. Typically, a sign will let you know whether the place has a telecoil.



6. Using the telephone

When using the telephone, tilt the receiver edge lightly on your cheek-bone and position the phone slightly over the ear close to the hearing aids microphone. The sound then flows directly into the hearing aids microphone opening. This way, the hearing aids will not whistle, and you ensure the best conditions to understand the conversation. When you have the receiver in this position, remember to speak directly into the mouthpiece on the telephone in order to ensure good understanding on the other “end of the line”.



If you find it difficult to use the telephone, you may want to contact one of the suppliers mentioned at the end of this booklet for information and advice.

7. Use your hearing aids all day long

The best way to ensure better hearing is to practice listening until you can wear your hearing aids comfortably all day. In most cases, you will not get the full benefit of the hearing aids if you use them infrequently. Your hearing aids will not restore normal hearing, nor will they prevent or improve a hearing impairment resulting from a physiological condition. What they will give you, however, is help towards making

better use of the hearing ability that you have. If you have two hearing aids always wear both.

The most important benefits of wearing two hearing aids are:

- Your ability to localize sounds will improve
- It will be easier to understand speech in noisy surroundings
- You will experience a fuller, more comfortable sound picture

Common Problems and their Solutions

Symptom	Possible cause	Solution
No Sound	Worn-out battery	Change Battery
	Blocked tube (wax/condensation)	Clean tube
Intermittent or reduced sound	Blocked tube (wax/condensation)	Clean tube
	Worn-out battery	Change Battery
	Build-up of wax in ear canal	Have ear checked by GP
Whistling/Squealing noise whilst in ear	Ear piece not inserted correctly	Reinsert hearing aid
	Build-up of wax in ear canal	Have ear checked by GP
	Tubing split	Make appointment for replacement tubing

If none of the above solutions solves the problem, contact the department for assistance.

What to do if it goes wrong

You can contact the Hearing & Balance Service using the details below:

Telephone: 01772 522751

Email address: hearing.balance@lthtr.nhs.uk

Useful Contacts

Social Services – LCC Adult Social Care:

Hearing Impairment Team, assessment for assistive listening devices

Telephone: 0300 123 6720

Mobile SMS: 07860 031294

Minicom/textphone: 01254 220666

Fax: 01772 533661

Email: csc.acscustomerservices@lancashire.gov.uk

Access to Work:

Self-referral for an assessment at WORK to support with hearing and communication:

Web: www.gov.uk/access-to-work

Telephone: 0800 121 7479

Textphone: 0800 121 7579

RNID

For information on hearing loss, tinnitus, assistive devices

Web: www.rnid.org.uk

Tel: 0808 8080123

Text: 07360 268 988

Email: contact@rnid.org.uk

Hearing Link (previously Hearing Concern)

The Grange, Wycombe Road, Saunderton, Princes Risborough,
Buckinghamshire, HP27 9NS

Telephone/SMS: 07526 123255

Email: Enquiries@hearinglink.org

C2 Hear Online

Interactive multimedia videos on hearing aid use

Web: <http://www.c2hearonline.com/>

Relay UK (formally **Next Generation Text Service**)

Helping anyone with a hearing/speech impairment with communication over the phone

Relay UK Team, Internal Box 14, Telephone House, 170-175 Moor Lane, Preston, Lancashire, PR1 1BA.

Telephone: 0800 7311 888

Textphone/Relay UK app: 0800 500 888

Email: relay.uk.helpdesk@bt.com

Socialising - BSL

Preston Deaf Club every fortnight 11-4pm at St Gerard's Centre, 17a Browndedge Road, Lostock Hall PR5 5AA prestondeafclub@gmail.com

Free Interpreter Drop-in Sessions – support letter writing and phone call service

Preston Deafway, Brockholes Brow, Preston, Lancashire PR1 5BB,
(PR2 5AL for sat nav purposes) – every Friday 1pm - 3pm

Suppliers of Equipment

Connevans

Web: www.connevans.co.uk

Email: info@connevans.com

Telephone: 01737 247571

Sarabec

15 High Force Rd, Middlesbrough, TS2 1RH

Web: www.sarabec.com

Telephone: 01642 247789

Fax: 01642 230827

Mincom/textphone: 01642 251310

E-mail: mail@sarabec.co.uk

Hearing Products Ltd (HPI)

Echo House, 26/27 Haigh Park, Stockport, SK4 1QR

Web: www.hear4you.com

Telephone: 0161 480 8003

Fax: 0161 480 8006

E-mail: info@hear4you.com

Medequip Assistive Technology Limited

Unit G4

Leyland Business Park

Leyland, Preston

PR25 3GR.

Web: www.medequip-uk.com

Telephone: 01772 286573

E-mail: leyland@medequip-uk.com

Products

Doorbells:

Portable Flashing Doorbells – B&Q, Argos, www.sarabec.com, www.hear4you.com

Loop Systems:

Different types dependent on hearing aid, dexterity - ability to press button/switch on hearing aids.

www.sarabec.com, www.hear4you.com

Smoke Alarms:

www.fireangel.co.uk, B&Q, Lancashire Fire and Rescue

Telephones:

www.sarabec.com, www.medequip-uk.com, Argos

Telephone ringers – BT 0800 800 150

Alarm Clocks:

www.sarabec.com, www.medequip-uk.com, Argos,

Emergency Texting Services

66247 (used in Lancashire only) – www.lancashire.police.uk or www.lancsfireescue.org.uk

999 used in UK (mobile must be registered) –

www.emergencysms.org.uk

Warnings

You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your hearing instrument.

Batteries

Hearing instruments and batteries can be dangerous if swallowed or used improperly. Such actions can result in severe injury, permanent hearing loss, or can even be fatal.

- Hearing instruments, their parts, and batteries are not toys and should be kept out of reach of anyone who might swallow these items or otherwise cause injury to themselves
- Never change the battery of the hearing instruments in front of infants, small children or people with learning difficulties
- Discard batteries carefully in a place where infants, small children or people with learning difficulties cannot reach them
- Batteries have occasionally been mistaken for pills. Therefore check your medicine carefully before swallowing any pills
- Never put your hearing instrument or batteries in your mouth for any reason, as they are slippery and could be swallowed by accident
- Most hearing instruments can be supplied with a tamper-resistant battery compartment upon request. This is strongly recommended for infants, small children, and people with learning difficulties
- Always use batteries recommended by your Hearing Care Professional. Batteries of low quality may leak and cause bodily harm
- Never attempt to recharge your batteries. They may explode and cause serious injury
- Never dispose of batteries by burning them. There is a risk that they will explode and cause serious injury

If a battery or hearing instrument is swallowed, see a doctor immediately.

Usage of hearing instruments

- Hearing instruments should be used only as directed and adjusted by your Hearing Care Professional. Misuse can result in sudden and permanent hearing loss
- Never allow others to wear your hearing instrument as incorrect/wrongful usage could cause permanent damage to their hearing

Dysfunction in hearing instruments

- Hearing instruments may stop functioning, for instance if the batteries have expired or if the tubing is blocked by moisture or earwax. You should be aware of this possibility, in particular when you are in traffic or otherwise dependent on warning sounds

Interference

- Your hearing instrument has been thoroughly tested for interference, according to the most stringent international standards. But new technical developments constantly bring new products into society, and some may emit electromagnetic radiation, leading to unforeseen interference in hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile telephones, fax machines, personal computer devices, X-rays, Computer tomography etc.
- Your hearing instruments are designed to comply with the most stringent Standards of International Electromagnetic Compatibility. However, your hearing instrument may cause interference with other medical devices. Such interference can

also be caused by radio signals, power line disturbances, airport metal detectors, electromagnetic fields from other medical devices and electrostatic discharges

Contact details

Should you require further advice or information please contact:

Audiology Department (Hearing and Balance Service)
Royal Preston Hospital
Sharoe Green Lane
Fulwood
Preston
PR2 9HT

Telephone: 01772 522751

Email: hearing.balance@lthtr.nhs.uk

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.patient.co.uk

www.accessable.co.uk

<https://c2hearonline.com/>

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All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets



Oticon Companion
app



Phone Compatibility
Webpage



Patient Marketing
Pack

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**.

Please ask a member of staff if you would like help in understanding this information.

This information can be made available in large print, audio, Braille and in other languages.

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Division: Hearing & Balance Service
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