

Troubleshoot Hearing Aid Problems

When a student seems to be having difficulty with a hearing aid, some of the following signs may help you find or eliminate the problem. If you uncover any hearing aid problems that cannot be resolved in the classroom, let the student's family know so the aid can be repaired or replaced as necessary.

Problem: No Sound

- Try a new battery.
- Make sure the battery is properly placed. Match the positive (+) on the battery to the positive (+) in the battery compartment.
- The battery compartment may be corroded. Clean it gently with a pencil eraser, then try a new battery.
- Make sure the hearing aid is set at ON, not at T for telephone.
- Look for wax or dirt in the earmold. Clean the mold with a pipe cleaner, then with warm soapy water. Dry it completely before reattaching it to the aid. Do not use alcohol.
- Look for twists in the tubing.

Problem: Squealing/Feedback

- Check to see if the earmold fits properly. If it looks too small, inform the student's parent or audiologist.
- Check the volume and turn it down to the appropriate setting. If it still squeals, the mold is too small or there is an internal problem in the aid.
- Check for loose tubing, or for cracks in the tubing attached to the aid or mold.

SOURCE: Laurent Clerc National Deaf Education Center, Gallaudet University, *How to Check a Hearing Aid, Series #5004*. Available at <http://clerccenter.gallaudet.edu/>

Also see *About Hearing Aids* at <https://www.gallaudet.edu/clerc-center/info-to-go/hearing-aids/about-hearing-aids.html>