

# Troubleshooting hearing device problems

Hopefully these tips will help when you hit a bump in the road on your hearing journey. However, if you continue to have problems don't hesitate to contact us for an appointment.

Problem	Possible Cause and Solution
<b>No sound</b>	Battery may be low or dead – Replace the battery OR if rechargeable device, place on recharger.
	Device may not be switched on – Switch on the hearing device or check the battery door is properly closed.
	Sound channel may be blocked – Clean the sound channel or replace the wax protection system.
<b>Intermittent sound</b>	Battery may be low – Replace the battery OR if rechargeable device, place on recharger.
	Sound channel may be blocked – Clean the sound channel.
	Battery may not be making contact – Wipe the battery with a soft dry cloth.
<b>Static noise (buzzing or crackling)</b>	Battery may be low – Replace the battery OR if rechargeable device, place on recharger.
	Battery may not be making contact – Wipe the battery with a soft dry cloth.
	You may be close to interference from an electromagnetic field, such as a digital or cellular tower – Try moving away from the electromagnetic field and make sure your hearing device is on the correct program.
	Your hearing device may require a repair – Contact your local Audika clinic.
<b>Volume not loud enough</b>	Battery may be low – Replace the battery and check it is inserted correctly. Or if rechargeable device, place on recharger.
	Sound channel may be blocked – Clean the sound channel.
	Hearing device may not be inserted correctly – Remove the hearing device and reinsert into the ear. Check if it is inserted correctly using a mirror.
	You may not be on the correct setting – Check the volume control and programs to make sure it is correctly set.
	You may have excessive earwax – Contact your G.P.
	Your hearing may have deteriorated – Contact your Audika clinic.
<b>Sound is distorted or not clear</b>	Battery may be low – Replace the battery OR if rechargeable device, place on recharger.
	Battery may not be making contact – Wipe the battery with a soft dry cloth.
	Hearing device may need to be reprogrammed – Contact your Audika clinic.
<b>Whistling or feedback</b>	You may have excessive earwax – Contact your G.P.
	Hearing device may not be sitting properly – Reinsert the hearing device and check if it is inserted correctly using a mirror.
	Hearing device may be loose – Contact your Audika clinic.
	Tubing may be split if it is a behind-the-ear hearing device – Take it to your Audika clinic for a repair which can be done over the counter.