

Made easy – Hearing instrument adjustments

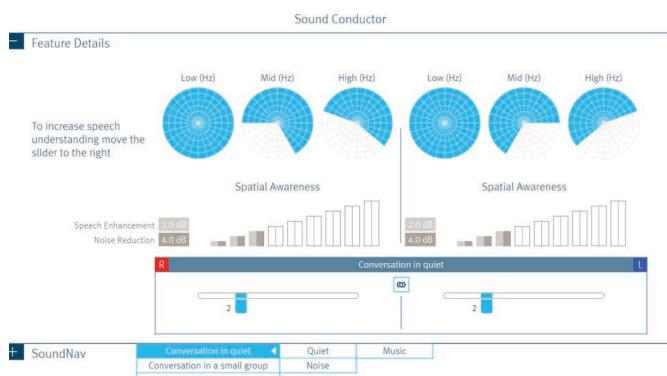
A guide for successful, efficient follow-up visits

Hearing instrument intermittency

- Check for moisture in hearing instrument. If corrosion found, clean corrosion from instrument. Consider recommending a hearing aid dry and store unit such as the Unitron CleanDry*.
- [Fitting > Tuning > MPO/Gain/CR Controls](#).
- Verify that the gain differences between SoundNav destinations are not greater than 2-3 dB.
- Check MPOs to ensure they are not too low.
- Verify compression ratios are not set too high.

MPO / Gain / CR Controls																									
	1.70	340	520	690	860	1k	1.2k	1.4k	1.6k	1.7k				1.70	340	520	690	860	1k	1.2k	1.4k	1.6k	1.7k		
MPO	83	86	87	88	89	91	92	93	96	97			82	87	89	90	90	91	92	94	96	98			
Gain	0	1	1	2	4	5	5	5	6	6			0	1	1	2	4	6	6	6	7	7			
CR	1.1	1.1	1	1.1	1.2	1.3	1.4	1.4	1.5	1.5			1.1	1.1	1	1.1	1.2	1.4	1.4	1.4	1.5	1.5			

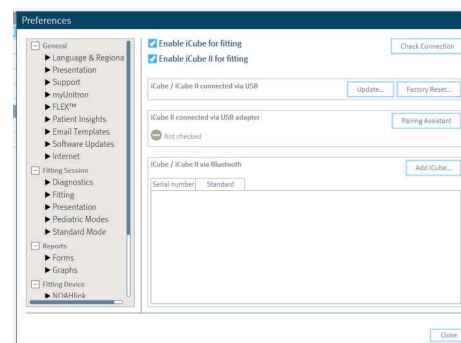
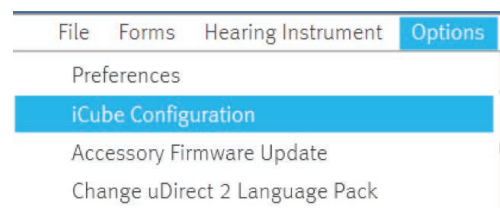
- Verify that the Sound Conductor settings are not significantly different between SoundNav destinations. Look at the Speech Enhancement and Noise Reduction values between each destination. [Fitting > Configure Features > Sound Conductor](#).



- Verify that the Feedback Manager is not limiting gain. [Fitting > Feedback Optimization](#).
- Try different batteries, and leave battery tab off for four minutes before inserting.
- If true intermittency can be duplicated, send for repair.

Connection problems during hearing instrument detection

- Confirm programming interface.
- Troubleshoot the iCube II:
 1. Ensure iCube II is paired to the software. [Options > iCube Configuration](#).

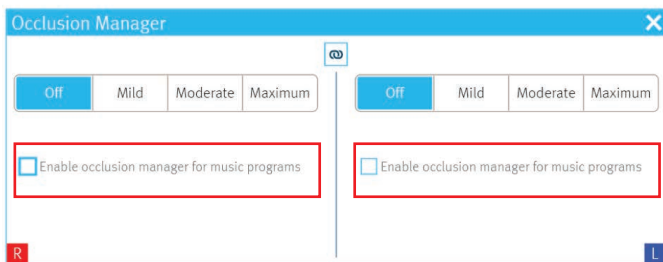


2. Check age of the iCube II. The first two numbers in the serial number indicate the year of manufacture. If more than one year old, replacement is recommended.
3. Is iCube II adapter plugged into a USB hub? This may lead to inconsistent power (USB hubs sometimes spread the power across all USB connections). Plugging the USB directly into the computer may provide a stronger connection.
4. Uncheck iCube for fitting as software may default to iCube versus iCube II.
5. Clean contacts of iCube II adapter. Remove from USB port and clean with keyboard air blower.
6. Try a different neck loop.

*Remove batteries from hearing instruments before placement in Unitron CleanDry.

Volume fluctuations

- Automatic controls – Adjust the sampling rate and speed of transitions between destinations. [Fitting > Configure Features > Automatic Controls](#).
- AntiShock™ 2 – A long term user may notice engagement. Reduce strength or disable. [Fitting > Configure Features > AntiShock 2](#).
- MPO – Values may be too low. [Fitting > Tuning > MPO/Gain/CR Controls](#).
- Occlusion manager – Default is off for music in order to keep music sounding natural. With low frequency losses and closed fittings, patients may hear fluctuations in volume when switching into music.
 - [Fitting > Tuning > Occlusion Manager](#). Check “enable occlusion manager for music programs.”



- Gain/Sound Conductor – Verify that the settings are not significantly different between destinations.
 - Check gain differences between SoundNav destinations. [Fitting > Tuning > MPO/Gain/CR Controls](#).
 - Check Sound Conductor settings between destinations. Look at the Speech Enhancement and Noise Reduction values between each destination. [Fitting > Configure Features > Sound Conductor](#).

Feedback manager best practices

- Running the feedback test is only necessary if feedback is present.
- If feedback is present, first increase phase canceller strength. [Fitting > Configure Features > Phase Canceller](#).

Note: Makes change to all programs.



- If feedback persists, run feedback test. [Fitting > Feedback Optimization](#).



Note: After the test is run, it can be deleted. To add 5 dB of gain, check “Allow gain to exceed feedback threshold by up to 5 dB” under the graph.