



Royal Berkshire
NHS Foundation Trust

Using the telephone

A guide to using the telephone
with your hearing aids

This leaflet is a useful guide for learning how to use the telephone with your hearing aids

Positioning the telephone

The following types of hearing aids require the handset to be held in a special position:

- behind-the-ear hearing aid with an earmould.
- receiver-in-the-ear hearing aid with a closed dome (without holes in it).



This is because your ear is blocked up and you will not be able to hear well if the handset is placed in the

normal position by your ear canal. Instead, position the handset towards the top of your ear where the hearing aid microphones are located. This is illustrated in the figure (below left).

If you have a receiver-in-the-ear hearing aid with an open fitting dome (with holes in it), you may hold the handset as normal.

You may find it helpful to dial '1471' and practise positioning the phone while listening to the recorded message.

Please speak to a clinician if you have any doubts as to what type of hearing aid you have, and what is the most suitable position to hold the handset.

Using a loop telephone

If your telephone's user manual shows the loop symbol (right), then your phone has an inductive coupler. To enable you to listen through the loop system, switch your hearing aid to the 'telecoil loop' program on your hearing aid and hold the handset as normal.



Using the volume control

You may find that phone conversation is clearer when you increase the volume of the caller's voice. A range of phones with extra loud

speech amplifiers are available through companies such as Action on Hearing Loss and Connevens (see overleaf).

Using the speakerphone

This is a hands-free method of using the telephone that is available on many modern telephones. You can listen to the speaker whilst wearing both of your hearing aids. Studies have shown that people frequently find it easier to understand speech when using both ears.

Using blue tooth and wireless devices

Some NHS hearing aids now have blue tooth capability which can be helpful when using a mobile phone. You would need to purchase an additional device to enable

this. These are available through Action on Hearing loss, Connevans and, for some specific models, from Resound Danalogic (ask your audiologist for more details).

Contact details

For more information, please contact the Audiology

Department:

Telephone: 0118 322 7238

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Email: audiology@royalberkshire.nhs.uk

Web: www.royalberkshire.nhs.uk/audiology

Further information

Connevans: www.connevans.com

Action on Hearing Loss: www.actiononhearingloss.org.uk

ReSound Danalogic: www.wirelesshearing.co.uk

If you would like this leaflet in other languages or formats (e.g. large print, Braille or audio), please contact the Audiology Department.

Remember! A caller may not know that you have a hearing loss and people who should already know, may also forget.

Take control! Tell the caller that you have a hearing impairment. Ask them to speak slowly and clearly.

Author: Audiology Department

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