

Telephone use

Hearing on the telephone can be tricky, particularly as you cannot see the person you are talking to in order to gain information from their gestures or lip reading.

You may find the following tips helpful when listening on the phone.

Positioning the telephone

- Depending on your type of hearing aid and loss you may be able to hear clearly holding the phone as you would normally.
- If you are struggling to hear try positioning the handset slightly higher, towards the top of your ear (as shown in the picture), as this is where the hearing aid microphone is located.
- If whistling occurs, try holding the telephone in the same position for a few seconds as the hearing aid may eliminate this; whistling can also be decreased by holding the telephone slightly away from your ear.



Top tip: Finding the best telephone handset position can require some 'trial and error'. Try using your phone's dialling tone and slowly adjusting the handset placement until you experience a clearer sound, you can then use this position for future reference.

Using the volume control / speakerphone

- You may find phone conversations are made easier by increasing the volume on your phone. A range of phones with extra loud speech amplifiers are available, therefore if you are unable to increase the volume on your phone sufficiently please ask your audiologist for more information.
- Loudspeaker or Speakerphone settings are available on many telephones and allow you listen to the caller hands-free whilst wearing both of your hearing aids. This means you can benefit from the amplification of both hearing aids at once. Studies have shown that people frequently find it easier to understand speech when listening with both ears.

Telecoil loop systems

The aim of a loop system is to reduce unwanted background noise by sending sounds directly to your hearing aids. For example, it could help you to hear the bank cashier from behind the glass more easily by transmitting their speech directly to your hearing aids.

Loop systems can be found in public places such as supermarkets, banks, theatres and places of worship, or can be installed in your home to help you hear your television or audio equipment. Some telephones are also loop enabled. The presence of public loops should be clearly marked by the induction loop symbol.



If you are in the vicinity of a loop system you can access it by changing your hearing aids to the loop or 'T' program. If the loop system does not appear to be working after doing so, check with staff that the loop system is switched on and working.



If you are unsure whether the loop program has been enabled on your hearing aids please consult your hearing aid instruction booklet or audiologist.

Wireless accessories

Many of our newest hearing aids are compatible with various Bluetooth accessories allowing connectivity with external microphones, smartphones and more. Leaflets detailing the accessories available for purchase for your hearing aids can be provided by your audiologist.

