

Troubleshooting/Technical information

Your device

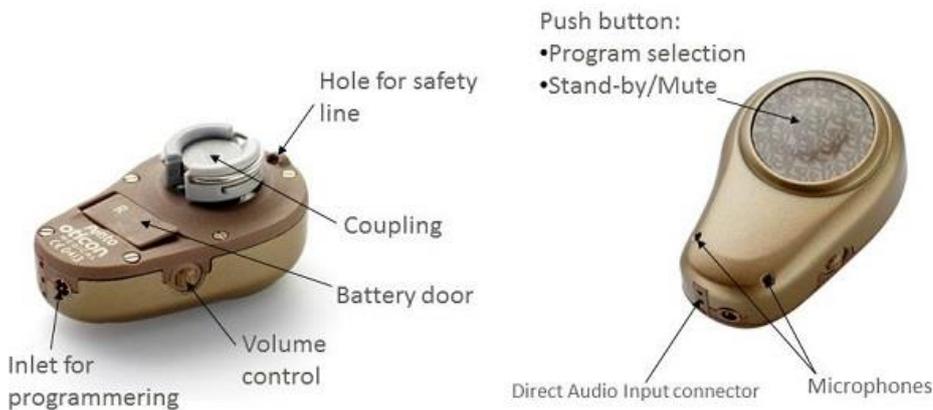


Figure 1: Oticon Bone Anchored hearing device



Figure 2: Cochlear Bone Anchored hearing device

If your child Bone anchored hearing aid stops working, follow the instructions below:

No sound

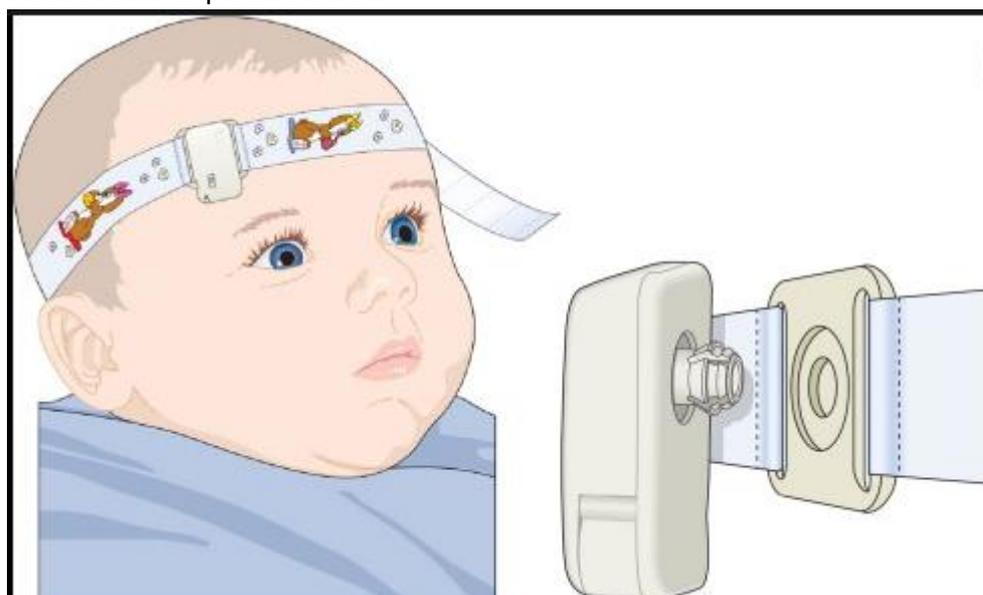
- Change the battery. We also recommend trying a battery from another pack if it was changed recently.
- Check if the battery door is loose or doesn't shut firmly. You should hear a click when you close the battery door.

Intermittent or no reduced sound

- Change the battery. We also recommend trying a battery from another pack if it was changed recently.
- Check if the battery door is loose or doesn't shut firmly. You should hear a click when you close the battery door.
- Check for some dirt in the connector or on the microphones. We recommend using a small brush or a dry cloth to clean it.
- Check for some moisture in the battery door. If any, open the battery door and let it dry or change the battery door.

Whistling/ Feedback

- Bone anchored hearing aid worn on a soft band are more inclined to whistle
- Check if the softband is tight enough on your child head. You should only be able to place two fingers under the softband.
- If the device is worn on an abutment or magnet, check that it is well connected.
- Check that the device is not touching any surface (e.g. ear, hair, babysit or hat). We recommend re-placing the device till the feedback reduces. If your baby is in a push chair, you can place the device more towards the forehead. Please refer to picture below



Please note: Batteries can be very harmful if swallowed, in case of accidents please seek immediate medical attention at your nearest emergency centre.

For further support and some videos please refer to:

Cochlear : [www.cochlear.com/uk /Ongoing care and support/ Device support/ Cochlear Baha portfolio/](http://www.cochlear.com/uk/Ongoing%20care%20and%20support/Device%20support/Cochlear%20Baha%20portfolio/)

Oticon: [How can we help you with your Ponto? \(oticonmedical.com\)](http://oticonmedical.com)

Contact us

Paediatric Audiology Department
Lower Ground, Sight and Sound Centre
40-41 Queen Square
London
WC1N 3AJ

phone: 020 7813 8315, or email: Audiology.info@gosh.nhs.uk

Alternatively, if you have the MyGOSH app, you can directly message the department through the app.