

# Troubleshooting/Technical information

## Your device

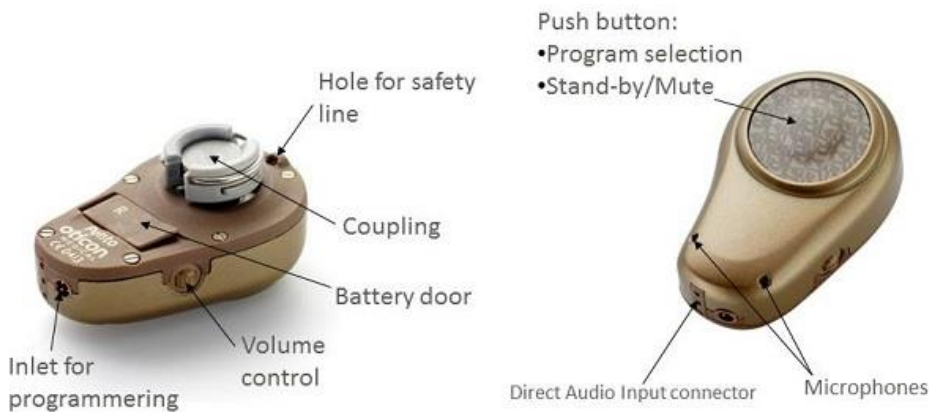


Figure 1: Oticon Bone Anchored hearing device



Figure 2: Cochlear Bone Anchored hearing device

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

### No sound

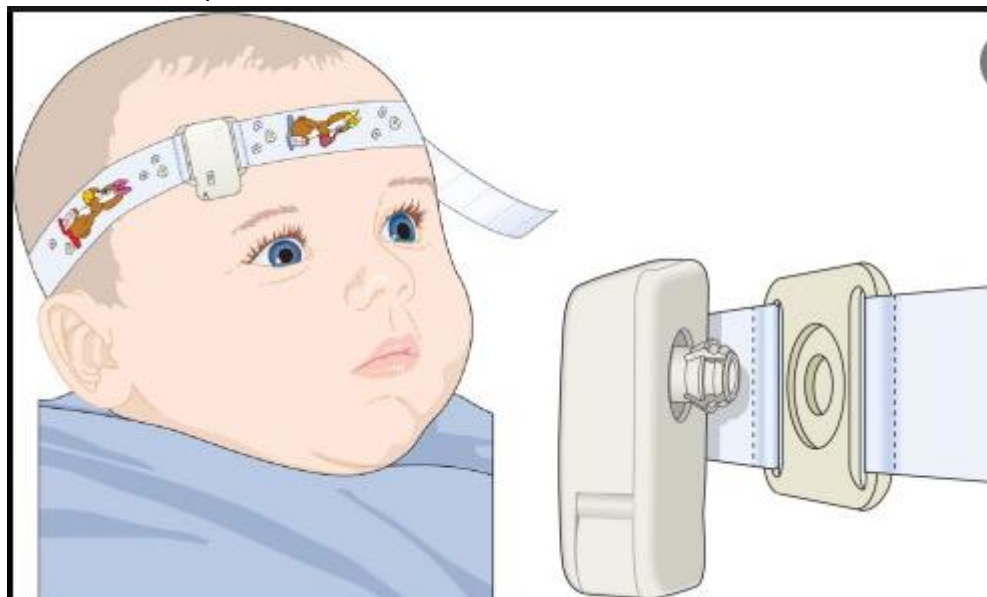
- Change the battery. We also recommend trying a battery from another pack if it was changed recently.
- Check if the battery door is loose or doesn't shut firmly. You should hear a click when you close the battery door.

### 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

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

**This document must be read in conjunction with all  
Great Ormond Street Hospital NHS Trust Policies and Procedures**

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