

# Sound BYTES

INFORMATION FOR YOUR EARS

## MADE FOR IPHONE:



Apple released IOS 13 in September 2019. The new operating system created a rush of patients calling the office with concerns regarding their hearing aids failing to function properly with their phone. Over the next three months, Apple released multiple updates to remedy Bluetooth related issues, not just related to hearing aids but to any connected device. The hearing aid manufacturers followed suit with updates to the hearing aid firmware to address the connectivity issues that resulted from the operating system updates. Rest assured, there is likely nothing wrong with your hearing aids. Our audiologists have learned a lot over the past three months and would like to share some tips with you so you can navigate this ever-changing world of technology updates.

## NAVIGATING CONNECTIVITY & FUNCTIONALITY WITH APPLE DRIVEN UPDATES

### Smartphone Tips

1. Ensure that you are running on the latest software. Connect to WIFI. Navigate phone as follows: *Settings>General>Software Update>Install Now (follow prompts)*.
2. Close out of all open apps and restart phone. Verify functionality of hearing aid connection.
3. If not functioning, forget pairing. Turn off hearing aids. Navigate phone as follows: *Settings>Accessibility>Hearing Devices>click on your name/hearing aids bar>scroll to bottom>forget device*. Restart phone leaving hearing aids off.
4. Navigate phone as follows: *Settings>Accessibility>Hearing Devices>your name/hearing aids bar should be blank*. If name is still present repeat step 3. If blank return to *accessibility* and turn on hearing aids.
5. This step must be completed within 1 minute of turning on the hearing aids. Navigate phone as follows: *>Hearing Devices>touch the bar with your name/hearing aids>select pair twice (for two devices, once for one device)*. You need to stay on this screen for two minutes. You may hear noises in your devices. The bar with your name will show they are connected.
6. After two minutes, verify functionality of hearing aid connection.
7. If you continue to have trouble after these steps, please contact the office at 262-549-5150 for an appointment.



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Let others know how we are doing and review us on Google. We value and appreciate your feedback and support.



Subscribe to us on YouTube for how to videos about your hearing devices. Don't forget to hit the notification bell so you know when we upload a new video.

## Product Spotlight: Perfect Dry Lux

Professional Hearing Services is now offering the Perfect Dry Lux. It is the “perfect” solution for dehumidification and sterilization for your hearing aids.

Moisture and hearing aids do not go together. Exposure to water, humidity, condensation or sweat can wreak havoc on a pair of hearing aids. Devices are water resistant and nanocoated, but for some, moisture can still cause problems in hearing aids.

The Perfect Dry Lux is an efficient dehumidifier that dries your hearing aids in only 30 minutes. The quick drying time makes it ideal for today’s rechargeable devices. In addition, the Perfect Dry Lux uses UV-C light to kill bacteria. The Lux **kills 99% of bacteria** associated with daily use of hearing aids.

The Lux will dry and disinfect your hearing aids quickly, keeping them clean and reducing the chance of repair. Call our office today to pick up your Perfect Dry Lux. Cost is \$65.00



## HEARING LOSS IN THE HOSPITAL

Hospital stays are a necessary part of life for most everyone at some point. Whether planned or unplanned, navigating an overnight stay in the hospital can be stressful, especially if you have hearing loss. Patients with hearing loss have additional worries about communication with the doctors, nurses and other staff. Trying to answer questions or give consent when you can’t hear clearly can make a person feel scared, overwhelmed, confused or sad. However, there are some things you can do to help make it easier for you or a loved one.

Prior to being admitted, plan to make your stay more comfortable. Take a sign that has in large print: “I am hard of Hearing, please face me when you speak” and hang the sign over your bed where it will be visible to all who enter the room. Also ask for help from the hospital to determine what type of special accommodations the hospital may offer. Some offer captioning on TVs, assistive listening devices such as amplified phones, TTY, pocketalkers, FM systems or other personal amplifiers. Depending upon your degree of hearing loss, it never hurts to take a pad of paper and pen to have the staff write instructions down when you’re struggling to hear.

Finally, hearing aids are often in jeopardy of loss or damage in the hospital. Be sure to take a hard-plastic container with a lid and put your name on it. When the aids are not in your ears, make sure they are in the case or with a trusted family member or friend. If an aid is lost in the hospital, the facility may not assume liability.

As with everything, preparation will help lessen the stress of the entire experience so you can focus on the road to recovery. Need advice or have questions? Feel free to give us a call.