This guide is designed to provide the reader with troubleshooting tips for dealing with problems encountered with the daily use of Assistive Listening Devices (ALD). It is not within the scope of this guide to provide detailed information for every ALD currently on the market. Rather, the ALDs have been grouped together by type as opposed to specific models. In each of the three sections, the reader will find generic troubleshooting tips that apply to that particular group of ALDs. The pictures illustrate the variations of the control layouts for the different types of ALDs. Each section begins with a flowchart of troubleshooting steps. The charts were designed with the intention to provide the reader with a quick reference should a problem arise. If more detailed information is needed than what is provided on the flowchart, the reader is referred to the illustrated text in each section for more information.

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Student reports no sound from ALD.

- Verify hearing aid (HA)/cochlear implant (CI) is working.
  - If HA/CI is not working, insert new batteries.
  - If HA/CI still does not work, contact parent(s) regarding possible problem with HA/CI.

- Ensure FM receiver is connected to HA/CI properly (Use correct audio shoe, if applicable.)

- If applicable, make sure HA/CI is set to appropriate program for FM use.

- If applicable, make sure FM receiver is on appropriate setting.

- Ensure transmitter has been charged.
  - If transmitter has not been charged, plug unit in for at least 1 hour.

- Turn transmitter on.

- Synch transmitter and FM receiver(s) to the same channel.
  - Be sure FM receiver is within 8–12 inches of transmitter when synching.

- Is the system working now?
  - YES: Proceed with instruction as usual.
  - NO: Repeat steps as needed.

- Try an alternate FM receiver and/or audio shoe.

- Is the system working now?
  - YES: Proceed with instruction as usual.
  - NO: Repeat steps as needed.

- Try an alternate transmitter and/or microphone.

- Is the system working now?
  - YES: Proceed with instruction as usual.
  - NO: Contact equipment manufacturer or dispenser regarding additional troubleshooting tips and/or possible repair of unit.
If the student reports no sound from ALD:

- **Verify that the student’s hearing aid(s) and/or cochlear implant(s) are working.**
  - If personal amplification does not appear to be working properly, replace the batteries with new ones.
  - If the student’s amplification is not working after inserting new batteries, contact parent(s) regarding the problem.

- **Connect the FM receiver to the hearing aid(s) or cochlear implant(s).**
  - The majority of hearing aids require the use of an audio shoe to connect the FM receiver to the hearing aid. Some hearing aids have the audio shoe integrated into the shell of the aid. If an audio shoe is needed, be sure you are using the correct one.

  ![Audio Shoe Image]

  This is a picture of an audio shoe. The shoe is produced by the manufacturer of the hearing aid and is model specific. Audio shoes snap onto the bottom of the hearing aid. Audio shoes can only go on one way! Step-by-step directions of how to attach and remove the shoe from the hearing aid can be found in the user guide. Consult with the student's hearing care professional if you wish to view the guide.

  ![Hearing Aid Image]

  This picture illustrates what the hearing aid will look like with the audio shoe and FM receiver attached.

- **Once the FM receiver is connected, make sure that the hearing aid or cochlear implant is set to the correct program.**
  - This may not be necessary for all types of hearing aids or cochlear implants.
  - Consult with the student's hearing care professional to obtain specific program settings.

- **If applicable, switch the FM receiver to the proper setting.**
  - Not all ear-level FM receivers have switches.

  The following pictures depict some of the variations among ear-level receivers:

  ![FM Receiver Images]

  The first two FM receivers pictured have toggle switches. The settings for the receivers are as follows:

  - o = M (hearing aid microphone only)
  - • = FM only (Hearing aid microphone is minimized.)
  - •• = FM + M (FM signal and hearing aid microphone are active.)

  The FM receiver depicted here has no toggle switch. You do not have to worry about the appropriate setting when using this type of FM receiver.
• **Ensure transmitter has been charged.**
  – If the unit does not have enough battery charge, plug unit in for at least 1 hour.
  – After charging, turn on the transmitter. If the transmitter has adequate battery power, proceed to the next steps.

• **Turn transmitter on.**
  – The method for turning on the transmitter varies depending on the model.

  **The following pictures depict some of the possibilities:**

  ![Image of Phonak transmitter with slider](image1)

  On this transmitter from Phonak, the slider needs to be pushed to the left until the green mark appears and the LCD is illuminated. The channel number will be visible when the transmitter is on.

  ![Image of Phonak transmitter with button](image2)

  On this transmitter from Phonak, the button on the front of the unit needs to be pushed down until the LCD on the opposite side is illuminated. The channel number will be visible when the transmitter is turned on.

  ![Image of Oticon transmitter with button](image3)

  On this transmitter from Oticon, the button needs to be pushed down until the LCD is illuminated. The channel number will be visible when the transmitter is on.
The units must now be synched together. This ensures that both the transmitter and receiver are on the same FM channel.

- Synching the units together is done in one of the following ways:
  - Pressing the sync button on the transmitter while holding the hearing aid and/or cochlear implant with connected FM receiver in close proximity to the unit.
  - Turning on the transmitter in close proximity to the FM receiver.

The following pictures depict some of the possibilities on how to synch the units together:

![Phonak Transmitter](image1)

The green arrow indicates the location of the sync button on this transmitter from Phonak. This button is pressed and held for 2–3 seconds to begin the synchronization process.

![Phonak Transmitter On](image2)

On this transmitter model from Phonak, turning the unit on initializes the synching process.

![Oticon Transmitter](image3)

The green arrow indicates the location of the sync button on this transmitter from Oticon. The button is held in for 2–3 seconds to begin the synchronization process.

**NOTE:** The transmitter and the receiver need to be within 8–12 inches of each other during synchronization.

- If the system still does not appear to work, try an alternate FM receiver and/or audio shoe. Repeat the above steps as needed.

- If new receivers and/or audio shoes are tried and the unit still does not work, try an alternate transmitter and/or microphone if available.

- If none of the above steps result in a working FM unit, contact the equipment manufacturer or dispenser regarding additional troubleshooting tips and/or possible repair of unit.
Personal FM Flowchart

Student reports no sound from ALD:

Ensure batteries are fully charged.

If batteries are not charged, try another set of fully charged batteries.

Verify that the charger is plugged in and turned on (if applicable).

Turn on both the transmitter and receiver units.

Is the unit working now?

YES

Proceed with instruction as usual.

NO

Make sure the headphone or induction loop jack is connected properly to the receiver.

If using an induction loop, make sure that the hearing aid is turned on and set on the "MT/T" program.

Is the unit working now?

YES

Proceed with instruction as usual.

NO

Make sure the microphone jack is connected correctly to the transmitter.

If the ALD is still not working, try another microphone.

Is the unit working now?

YES

Proceed with instruction as usual.

NO

If applicable, make sure volume control is turned to an appropriate level.

If manually adjustable, make sure the transmitter and receiver are set to the same channel.

Is the unit working now?

YES

Proceed with instruction as usual.

NO

Contact equipment manufacturer or dispenser regarding additional troubleshooting tips and/or possible repair of unit.
• Be sure that both the transmitter and receiver have fully charged batteries.
  – Verify that the charger is plugged in and turned on (if applicable).
  – Units must be turned off to receive the proper charge.

• Turn both the transmitter and receiver on.
  – Depending upon the type of unit, this can be done in any number of ways.

The following pictures depict some of the possibilities:

Push slider switch in the appropriate direction. In this picture, the slider shifts to the right on the transmitter. There should be a visible "on/off" that indicates which direction the switch should be moved.

To turn the transmitter on, turn volume control in a clockwise direction and set to a comfortable listening level. Notice there is no slider switch on the receiver.

This picture illustrates what the hearing aid will look like with the audio shoe and FM receiver attached.

Push toggle switch in the appropriate direction. In this picture, the toggle shifts up on the transmitter.

To turn this receiver on, push toggle switch in the appropriate direction. In this picture, the toggle shifts up on the receiver. The volume control will then need to be turned in a clockwise direction and set to a comfortable listening level.

NOTE: There may be an indicator light on either the transmitter and/or receiver that will illuminate when the unit is powered on.
• If the unit is still not working, verify that the headphones or induction loop is plugged into the appropriate jack correctly.
  – Depending upon the type of unit, this can be done in any number of ways.

  The following pictures depict some of the possibilities:

  There is only one jack for the headphones and/or induction loop to be inserted into.

  The headphone symbol indicates where to plug the headphones or induction loop. The lightning bolt indicates where to charge the unit.

• If using an induction loop, make sure that the hearing aid is turned on and set on the MT/T program.
  – You may need to consult with the student’s private audiologist to verify this setting.
  – If you are unsure of the sound transmission through the induction loop, you can use a set of headphones to verify if the unit is working.

• Try an alternate set of headphones or induction loop if no sound is audible.

• If the ALD works with the headphones but not the induction loop, contact parents regarding a possible problem with the MT/T setting on the hearing aid.
• If the unit is still not working, verify that the microphone is plugged into the appropriate jack correctly.
  - Depending upon the type of unit, this can be done in any number of ways.
    o Some transmitters have multiple jacks. One jack is typically for the microphone and will have a picture of a microphone or the word **mic**. The other jack is usually for auxiliary input. It may be labeled with the letters **aux**.

  The following pictures depict some of the possibilities:

  ![Microphone and auxiliary jack diagram](image)

  There is only one jack for the microphone and/or auxiliary cord to be inserted into.

  ![Auxiliary jack and channel dial diagram](image)

  The microphone symbol indicates where to plug the microphone in. The circle indicates where to insert the auxiliary cord. The lightening bolt indicates where to charge the unit.

• If the microphone is inserted into the correct location and the unit still does not work, try a different microphone.

• If manually adjustable, make sure the transmitter and receiver are set to the same channel.
  - The location of the channel dial/buttons varies among different types of ALDs.

  The following pictures depict some of the possibilities:

  ![Channel dial on back diagram](image)

  On this unit, the dials are located on the back. A screwdriver is needed to change the channels.

  ![Up/down buttons on front diagram](image)

  This ALD has up/down buttons located on the front of each unit. The appropriate button is pressed to move the channel up or down as needed.

• If all of the above steps have been followed and the unit is still not working properly, contact the manufacturer or dispenser regarding additional troubleshooting tips or possible repair of the unit.
Sound Field FM Flowchart

Student reports no sound from ALD.

- Verify that batteries for all components are fully charged.
- If batteries are not charged, replace with fully charged batteries.
- Be sure battery charger is plugged in and turned off (if applicable).

- Ensure that all components, including speaker and transmitter(s), are turned on.
- Verify that power indicator lights are on and are green in color. (Red lights suggest low battery life.)
- Proceed with instruction as usual.

- Is the unit working now?
  - YES
  - Proceed with instruction as usual.
  - NO
  - Ensure the speaker and transmitter(s) are on the same channel.
  - Verify that the volume controls on the speaker and transmitter(s) are at an appropriate level.

- Is the system working now?
  - YES
  - Proceed with instruction as usual.
  - NO
  - Try an alternate speaker.

- Is the system working now?
  - YES
  - Proceed with instruction as usual.
  - NO
  - Try an alternate transmitter and/or microphone.

- Is the system working now?
  - YES
  - Proceed with instruction as usual.
  - NO
  - Contact equipment manufacturer or dispenser regarding additional troubleshooting tips and/or possible repair of unit.

- Repeat above steps as needed.
Sound Field FM Troubleshooting Guide

• **Verify that all parts of the unit have fully charged batteries.**
  – If any of the batteries are not fully charged, replace with new, charged batteries.
  – Be sure the battery charger is plugged in and turned on (if applicable). Not all units have chargers that are equipped with an on/off switch.

• **Ensure that all necessary components are turned on and that the volume controls on the speaker and transmitter(s) are at an appropriate level.**
  – The speaker and at least one transmitter will need to be turned on. If the sound field system comes equipped with both a body-worn transmitter and a handheld microphone, note that both transmitters **cannot** be used at the same time with most systems.
  – Verify that the power indicator lights are on and are green in color. (Red lights suggest low battery life.)

The following pictures depict two systems that differ mainly in the way the speakers are turned on and off. Please note that while these systems are common, other systems may be available. Yours may not be identical but the basic functions should be the same.

**Front View of Speaker**

This is one type of portable sound field speaker. Note that there are no buttons on the front of this particular unit.

**Top View of Speaker**

On this particular model of sound field, the on/off switch is a volume control located on the top of the unit. To turn the speaker on and to adjust the overall volume, the dial must be turned clockwise. You will feel and hear a click as you turn the dial. A green indicator light will illuminate when the unit is turned on. A red light indicates low battery life.

**Top View of Transmitter**

To turn this body-worn transmitter on, the slider switch must be moved to the left. A green indicator light will illuminate when the unit is on. A red light indicates low battery life.

**Side View of Transmitter**

The volume control dial is located on the side of the transmitter. It must be turned up for sound to be audible through the speaker.

**Front View of Handheld Microphone**

The handheld microphone has a slider switch that moves up and down to turn the transmitter on. A green indicator light will illuminate when the microphone is turned on. The volume control on the speaker must be turned clockwise in order to increase the volume on the handheld microphone.
This is another type of a portable sound field speaker. With this particular model, there is a power switch on the front of the unit. This switch is pressed in to turn the unit on. When the unit is powered up, a number indicating the channel will be visible on the LED screen.

A volume control is located on the top of the unit. It must be adjusted in order for sound to be audible from the speaker. To turn the speaker on, the volume control must be turned clockwise.

To turn the body-worn transmitter on, the slider switch must be moved to the left. A green indicator light will illuminate when the unit is on. A red light indicates low battery life.

The volume control dial is located on the side of the transmitter. It must be turned up for sound to be audible through the speaker.

The handheld microphone has a slider switch that moves up and down to turn the transmitter on. The volume control on the speaker must be turned clockwise in order to increase the volume on the handheld microphone.
• Ensure that speaker and transmitter(s) are on the same channel.

The following pictures depict some of the possibilities for changing the channels on various systems:

On this speaker, the channel dial is located on the back of the speaker. A screwdriver (or a thumbnail) is needed to turn the dial to the desired channel.

On this transmitter, the channel dial is located on the back of the unit. Notice how it looks similar to the one found on the speaker above. A screwdriver (or a thumbnail) is needed to turn the dial to the appropriate channel. The dial should be set to the same channel as the speaker.

On this handheld microphone, the channel dial is located on the front of the unit near the on/off toggle switch. A screwdriver is needed to turn the dial to the appropriate channel. The dial should be set to the same channel as the speaker.

On this speaker, the channel is changed on the front of the unit. This model does not utilize a dial to change the channel. Rather, it has push buttons to digitally move the channel up or down as needed. Once the desired channel is reached, the transmitters need to be synched to the same channel. This is done through an infrared sensor on the front of the unit. The transmitter is held in close proximity to the speaker while the “OK” button is pushed in for approximately 5 seconds.

On this particular transmitter, there are no buttons or dials to change the channel. Rather, there is an infrared sensor that picks up the channel signal from the speaker once the units are synchronized together. The transmitter is held in close proximity to the speaker with the black sensors facing each other. Pressing the appropriate button on the speaker initiates the synching process.
As with the body-worn transmitter, there are no buttons or dials to change the channel on this handheld microphone. The same procedure listed above is utilized to synchronize the handheld microphone to the same channel as the speaker. The infrared sensor is located under the microphone cover on this transmitter.

- If the system is still not working, try an alternate speaker if one is available. Repeat the above steps as needed.
- If that does not result in a working unit, try an alternate body-worn transmitter and/or handheld microphone.
- If the ALD is still not working after all the above steps have been completed, contact the equipment manufacturer or dispenser regarding additional troubleshooting tips and/or possible repair of the unit.

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For more information on Assistive Technology, please go to www.texasat.net.