



Hearing the phone ringing



If it is hard for you to hear the phone ringing:



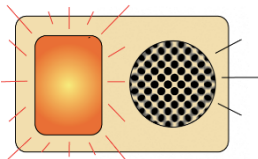
- Check if the phone's sound can be turned up.



- If you put the phone on a hard surface it will make the ring sound louder.



If you still can't hear it ring you may need:



- An **extension bell** or **flashing light**



- An **amplified** phone might help you hear on the phone without your aid.

(If you are thinking of getting a new phone ask for one with an “amplifier” and a “loop programme”.)



The equipment officer at the Sensory Advice and Resource Centre (SARC) Milton Keynes can talk to you about these.

You can contact them yourself on: **01908 401135** or we can ask them to contact you.

Using the telephone with your hearing aid

Using the telephone



1. Hold the phone to the top of your ear:

This is because:

- Your ear is blocked by the earmould.
- The microphone, which picks up the sound of the person talking, is at the top of your hearing aid above your ear.

It may take a bit of practice to hold the phone in the right place. If your aid whistles move the phone handset until it is right for you.



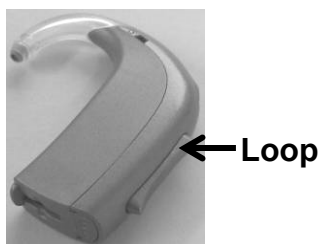
2. If your phone and your hearing aids have the Loop (sometimes called a “telecoil” or “T”):

The phone may have a sign on it to say it has this fitted, if you’re not sure ask your phone company.

All public payphones and roadside emergency phones have a loop.

To use this type of phone you must:

- **Put your hearing aid on the Loop programme** (see your hearing aid instructions on how to do this)
- Hold the phone so that it **touches** the top of your hearing aid.



You need to practice to find the best place to make it touch.

Remember to **put your aid back to Programme 1** when you **finish** on the phone.

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Patient Information – Audiology Services

Using the telephone with your hearing aid

Mobile Phones



Sometimes mobile phones make odd noises with hearing aids.

You can buy extra things (like plug-in neck loops and ear hooks) that may help you hear people on your mobile better.

Your mobile company can tell you if things are available for your mobile.

Further Information



RNID (previously Action on Hearing loss) have useful information and can be contacted on: **0808 808 0123** or through their website at <https://rnid.org.uk/>



BT has useful information on their website about different phones and using phones with hearing aids: <https://www.bt.com/help/including-you>



In the Audiology Department you will see **information leaflets** – please help yourself. If you need further help please ask a member of the Audiology staff

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