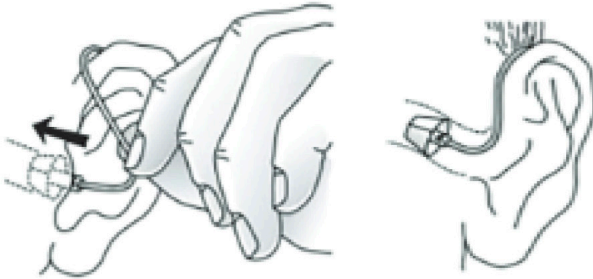


Not loud enough

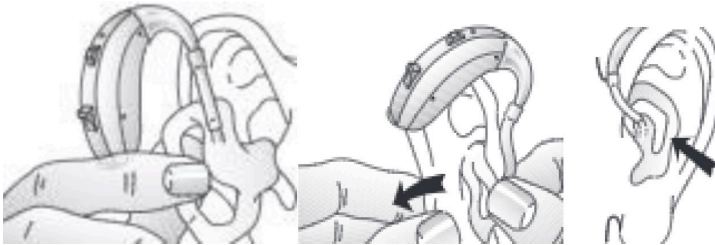
Possible Solutions – No Sound

- Re-insert slim tube / ear mould in case it wasn't quite positioned correctly.

Slim tube insertion

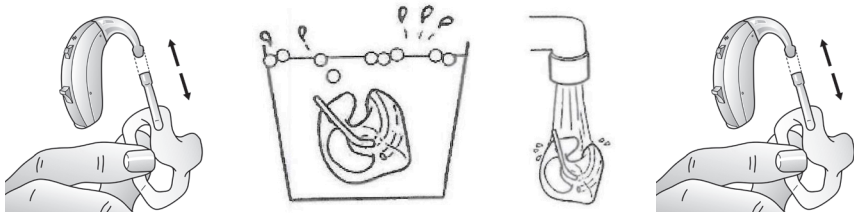


Ear mould insertion

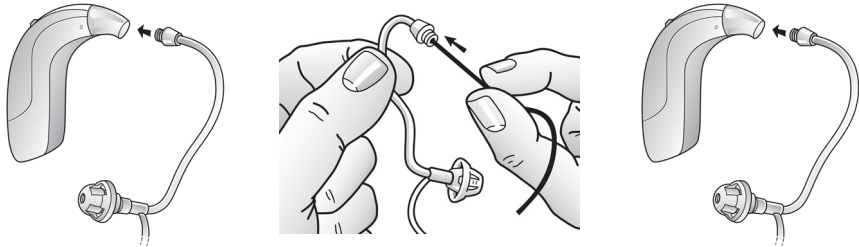


Ensure the ear mould or Slim Tube is clean as wax may be blocking the sound, do this by following the steps in the pictures below – ensure the tubing and ear mould are dry before reconnecting together. Do this by washing the ear mould or using the wire to clear a slim tube pushing it through till the tube is clear.

Ear Mould Cleaning



Slim Tube Cleaning



- Try replacing the dome in case wax is trapped within the dome itself.
- Blocked wax filter, replace wax filter (only on RIE devices).
- If you have been fitted with Ambio hearing aids, you can try adjusting the volume on the BeMore App, if you have a compatible smartphone.
- Other possible causes are excess ear wax, volume set too low or that your hearing may have changed – for these you would need to contact your hearing care provider.



Audiologist contact details:

Videos are available for all of the above suggestions, please visit:

<https://www.danalogic.co.uk/for-patients/instructional-videos>