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# USING THE TELEPHONE

The Royal Wolverhampton   
NHS Trust



## With a Behind-The-Ear (BTE) Hearing Aid



The microphone on a behind-the-ear (BTE) hearing aid is at the top of the aid. In order to use a telephone hold the receiver above the ear as shown in the picture, and slightly away from the hearing aid.

Do **NOT** hold the receiver directly to the ear as the earmould will block the sound and make it more difficult to hear.

### Points to remember:

- ◆ Using a hearing aid with the telephone can take a little practice; try asking a friend or relative to phone you so that you can practice without too much pressure.
- ◆ If your telephone has a loop system fitted you can switch your hearing aid to the T-position. You may need to move the receiver around a little in order to find the best reception.
- ◆ Body-worn hearing aids are rarely used on the NHS now but if you are given one, either permanently or temporarily, the audiologist should explain how to use the telephone with it.
- ◆ Mobile phones often cause interference when used with a hearing aid. Loop systems are available for most telephones, which can be a big help, for more information you should contact the Hearing Services Department or your mobile phone retailer.