

# Signia Stretta

Your hearing aid  
information booklet



**Kingston Hospital**  
NHS Foundation Trust  
Audiology Services



Living our values *every day*



8271



# Using your new Signia Stretta hearing aids

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## Introduction

Congratulations on getting your hearing aids today and taking the first step towards better hearing. There is no doubt that with practice they will make a real difference to your quality of life because hearing plays such an enormously important part of all aspects of life.

Please read this booklet carefully before starting your hearing journey.





Digital hearing aids supplied by the NHS come in different shapes and sizes, and with different functions. So not all hearing aids are suitable for everyone.

The hearing aids you have been prescribed today have been chosen and programmed by the Audiologist to suit your individual level of hearing and your hearing needs.

However, to get the most benefit from them it is important to use and care for them regularly. Please therefore take the time to read this guide because it will help you to do this.

If you have any difficulties that are not solved by this guide, we are here to help or advise you.

# How to use your Signia Stretta hearing aids

Hearing aids are basically miniature amplification systems which selectively increase the volume of some speech sounds to help improve your hearing. They help make soft sounds easier to hear, whilst at the same time making loud sounds more comfortable. The technology in hearing aids is such that they will automatically adjust themselves to provide you with a comfortable level of speech. Pretty neat!



1 Battery Compartment (on/off)\*

2 Rocker Switch

3 Microphone Openings

4 Hearing aid coupling attached here—selected as ThinTube or earmould depending on your hearing loss type

● Red - Right Ear

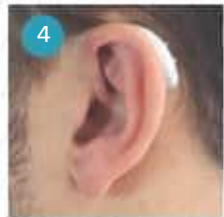
● Blue - Left Ear

\*button battery operated devices only

For more guidance on using your hearing aid, please refer to the Stretta user guide. Follow the safety guide to avoid damage or injury.

# Putting your LifeTip hearing aid in

1. Gently place the hearing aid over the back of the ear.
2. Gently grip the ThinTube between your thumb and forefinger to guide the LifeTip into the ear canal, and gently working it into position.
3. Take the anchor of the LifeTip and flick it into the bowl of your ear to aid retention.

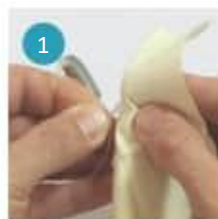


## Cleaning and maintenance of your ThinTube/LifeTip

1. Carefully wipe the LifeTip with a soft damp cloth.
2. Grip the ThinTube near the join to the hearing aid and carefully turn the hearing aid anticlockwise to detach.
3. To remove any blockages insert the cleaning wire into the ThinTube from the end that has been unscrewed from the hearing aid.
4. Wipe the cleaning wire with a soft cloth.
5. Reattach the ThinTube by carefully gripping the ThinTube at the connection point. Align the hearing aid and rotate in a clockwise until the connection is tight and ThinTube is aligned with the hearing aid.

### Please note:

- LifeTip tubing will need to be replaced every 3-6 months. Spare tubing can be issued from the Audiology Department.





# Earmould Hearing Aids

Earmoulds are made of either plastic or silicone and are custom-fit so that they sit snugly and precisely within the ear.

## Putting your hearing aid in

1. Raise the aid to your ear as shown. Tuck the top point of the mould into the fold of your ear.
2. Put the bottom half of the mould down into your ear.
3. Press the mould piece firmly into your ear.
4. You may need to use your other hand to stretch your ear to ease fitting.
5. Hook the aid over the top of your ear.



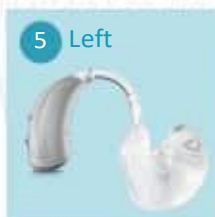
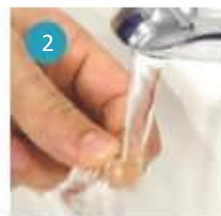
Please refer to your user / safety guide for specific safety information and your user control configuration. Follow the safety information to avoid damage or injury.

## Cleaning and maintenance of your earmould

1. Carefully remove the earmould from the hearing aid by pinching the soft tube connecting to the earhook and pulling gently.
2. Wash the earmould under a running tap.
3. Dry the earmould either with a soft cloth or a gentleshake.
4. Carefully line up the soft tubing to the earhook again and reconnect.
5. Ensure a firm connection and align the earmould to the hearing aid (earmould curve to the inside curve of the hearing aid).

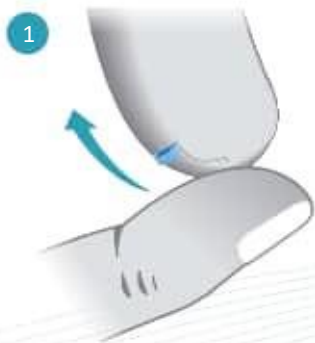
### Please note:

When the tubing becomes hard and discoloured – contact the Audiology Department and they will replace it for you. If you feel confident you can replace the tubing yourself, just ask for spare tubing when you are collecting batteries.



# Turning your hearing aids on & off

## Batteryoperated devices



- 1 On**  
To switch the hearing aid on close the battery compartment.



- 2 Off**  
To switch the hearing aid off open the battery compartment.

## Rechargeable devices

When placed in the charging station your Signia Stretta hearing aids will automatically switch off and start charging. To reactivate simply remove from the charging station. (A full charge takes approximately 4 hours).

An alternative option to switching the hearing aids on/off is a long press of the button on the back of your Signia Stretta device.



For more guidance on using your Stretta hearing aid or charger please refer to the user guides. Follow the safety guide to avoid damage or injury.

# Removing & replacing the battery

Button battery operated devices only\*

1



1

Open the battery compartment completely using your finger as shown in the illustration.

2



2

Normally, the battery drops out when the compartment is completely open. If the battery does not come out, lightly tap the instrument or use a magnetic stick or push out the battery from behind if needed.

**Do not use a pen (or similar) as this may damage your hearing aid.**

3



3

Insert the correct sized battery. Make sure that the “+” symbol on the battery points up as shown in the picture.

4



4

Close the battery compartment. When the battery door is completely closed, your hearing aid is ready for use.

**If the battery door doesn't close easily do not force it: check the battery has been inserted correctly.**

Please note: Keep your battery supply away from children and pets. If you swallow a battery, go to the A&E department of your local hospital immediately.

\*If your products are rechargeable please refer to information on page 9.

## Volume control

Manual control can be fitted on some aids.

Can I use manual volume control? Left  Right

To adjust the volume:

- Press up to increase the volume.
- Press down to decrease the volume.

Please note: Your volume adjustment is limited.

The upper and lower limit is indicated when you hear several beeps in succession.

When you hear the beeps you cannot adjust the volume any further.

Opening and closing the battery drawer will reset the volume to the mid-point.

## Program change

Can I use manual program control? Left  Right

To change the program using the rocker switch:

- Press up / down to change the program.

- 1 Everyday listening = You will hear 1 beep
- 2 \_\_\_\_\_ = You will hear 2 beeps
- 3 \_\_\_\_\_ = You will hear 3 beeps
- 4 \_\_\_\_\_ = You will hear 4 beeps
- 5 \_\_\_\_\_ = You will hear 5 beeps
- 6 \_\_\_\_\_ = You will hear 6 beeps

## Using your Stretta hearing aids with other devices

There are various ways to improve hearing on the telephone depending on the features available on the particular telephone model.

### Telephones (landlines and mobiles)



Sounds from the telephone/mobile receiver need to pass through the hearing aid for you to be able to hear them more clearly. Therefore, if you are using the handset:

- Leave your hearing aids in your ears, with the volume set to suit you.
- Put the telephone receiver on the hearing aid towards the top of your ear as shown in the picture to the left.
- This position will help you to hear the caller far more clearly.



Alternatively, if your telephone/mobile has a speakerphone, you can listen to the conversation through the speaker and take advantage of the fact that you have two hearing aids.

For connection to Bluetooth<sup>®</sup> phones please see overleaf.

For more guidance on using your hearing aid, please refer to the Stretta user guide. Follow the safety guide to avoid damage or injury.

## Signia App

Personalise your hearing experience by using the Signia App.

Download the Signia app free of charge from Google Play or the Apple App Store and follow the on screen instruction to set up.



## Bluetooth Connections

Your Signia Stretta hearing aids are Made for iPhone hearing aids. This means you can receive phone calls and listen to music from your iPhone directly into your hearing aid.

Simply download the Signia App, select Bluetooth pairing, and you will be guided how to pair this up with your iPhone.



## Other devices (Available to purchase)

StreamLine Mic for hands-free phonecalls, music and more in premium stereo quality.

StreamLine TV feeds audio from your television directly into your hearing aids in Dolby-Digital quality.

miniPocket for discreet and convenient control, without the need for a large remote control or smartphone.



(We can also offer a referral to Sight and Hearing Services within Kingston and Richmond for assistive listening devices such as doorbells, telephone and tele loops. For further information, speak to your Audiologist)

# Troubleshooting

Has your hearing aid stopped amplifying sound?

- Turn the aid off and on again. You may have accidentally altered the programme or volume. This should reset the aid.
- Try a new battery. Battery power can vary between 1-2 weeks.
- Try separating the tubing from the aid and cup the aid in your hand. The aid should whistle:
  - If it whistles, check the tubing and mould/ LifeTip for signs of blockage. You may need to contact the Audiology Department to change tubing/LifeTip.
  - If it does not whistle, please contact us.

Does your hearing aid whistle when it is in your ear?

Check that the ear mould/LifeTip is inserted correctly and fully into your ear.

- You may have excess wax, which can cause your hearing aid to feedback. See your GP or local wax removal specialists about removal.
- Check your tubing for discolouration or cracks. The tubing may need to be changed.





# Battery Replacement Service

Please call or email us to request new batteries to be sent to you via post or come in to collect some from the reception desk at Kingston Hospital, Queen Mary's Hospital, Dorking Hospital Outpatients or the following locations:

## Age Concern (Raleigh House)

Nelson Road  
New Malden KT3 5EA

## Holmwood Corner Surgery

Malden Road  
New Malden KT3 6DR

## Manor Drive Clinic

Manor Drive  
Worcester Park KT4 7LG

## Alfriston Centre

Berrylands Road  
Surbiton KT5 8RB

## Claremont Medical Centre

Glenbuck Road  
Surbiton KT6 6BS

## Surbiton Health Centre

Ewell Road  
Surbiton KT6 6EZ

## Moseley Centre for the Community

Bishop Fox Way  
West Molesey KT8 2AS

## Molesey Clinic

Walton Road  
East Molesey KT8 2HZ

## The Orchard Practice

Orchard Gardens  
Chessington KT9 1AG

## Claygate Centre

Elm Road  
Claygate KT10 0EH

## Groves Surgery

Station Approach  
Hinchley Wood KT10 0SP

## The Civic Centre (Elmbridge Council)

High Street  
Esher KT10 9DS

## Cobham Centre

Oakdene Road  
Cobham KT11 2LY

## Centre House

Sheen Lane  
East Sheen SW14 8LP

## Whitton Corner Health and Social Care Centre

Percy Road  
Whitton TW2 6JL

## Richmond Rehabilitation Unit

Evelyn Road  
Richmond TW9 2TF

## Ham Clinic

Ashburnham Road  
Richmond TW10 7NF

## Teddington Health & Social Care Centre

Queens Road  
Teddington TW11 0LR

## Repair & Maintenance Service

Post your hearing aids to us or leave it in a sealed envelope with your contact details at the reception desk at Kingston Hospital or at Queen Mary's Hospital or please contact us for a face to face appointment.

## What to do if you lose your hearing aids

NHS instruments are issued on a loan basis for a period of use (usually life-long). Damaged hearing aids are usually repaired free of charge. Lost hearing aids are usually subject to an administration charge. Further guidance is available from your audiologist.

## What to do if your hearing seems to have worsened

If your hearing suddenly gets worse contact your GP or the NHS 111 as soon as possible.

If you feel your hearing is gradually worsening contact the department for help and advice

**Be  
Brilliant™**

# Sources of further information

## RNID

(formerly known as Action on Hearing Loss)

Telephone: 0808 808 0123 (freephone)

Textphone: 0808 808 9000 (freephone)

Text Message: 0780 000 0360

Head Office:

Brightfield Business Hubb, Bakewell Road,  
Orton Southgate, Peterborough PE2 6XU

Email: [information@rnid.org.uk](mailto:information@rnid.org.uk)

Website: [www.rnid.org.uk](http://www.rnid.org.uk)

## British Tinnitus Association

Telephone:

0800 018 0527 free of charge within the UK

0114 250 9933 national rate within the UK

Text Message: 0753 741 6841

Head Office:

Ground Floor, Unit 5, Acorn Business Park,  
Woodseats Close, Sheffield S8 0TB

Email: [helpline@tinnitus.org.uk](mailto:helpline@tinnitus.org.uk)

Website: [www.tinnitus.org.uk](http://www.tinnitus.org.uk)

## C2 Hear Online

Website: [www.c2hearonline.com](http://www.c2hearonline.com)

offers interactive multimedia videos on general  
use of hearing aids and how to hear well.

## Hearing Link

Hearing Link is here to give you advice,  
information and support.

Head Office:

The Grange, Wycombe Road, Saunderton,  
Princes Risborough, Buckinghamshire HP27 9NS

Email: [helpdesk@hearinglink.org](mailto:helpdesk@hearinglink.org)

Website: [www.hearinglink.org/contactus](http://www.hearinglink.org/contactus)

## Sense (for deafblind people)

Telephone:

0300 330 9256

Textphone:

18001 0300 330 9256

Head Office:

101 Pentonville Road, London N1 9LG

Email: [info@sense.org.uk](mailto:info@sense.org.uk)

Website: [www.sense.org.uk](http://www.sense.org.uk)

# Contact Audiology

Audiology

**Kingston Hospital NHS Foundation Trust**

Galsworthy Road,  
Kingston Upon Thames,  
Surrey KT2 7QB

Audiology

**Queen Mary's Hospital**

Roehampton Lane, Suite 1,  
Roehampton,  
London SW15 5PN

Email: [khft.audiology@nhs.net](mailto:khft.audiology@nhs.net)

Website: [www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

Audiology

**Dorking Community Hospital**

Horsham Road Dorking,  
Surrey RH4 2AA

Tel: 01483 362619

Email: [khft.aqpaudiology@nhs.net](mailto:khft.aqpaudiology@nhs.net)

Audiology

**Westmoor Clinic**

Mayfield Surgery,  
246 Roehampton Lane,  
London SW15 4AA

Audiology

**Cobham Day Surgery Hospital**

168 Portsmouth Road,  
Cobham KT11 1HS

Tel: **020 8934 6406 (option 1)**

Fax: **020 8934 3380**

## About Signia

Signia is one of the leading hearing aid brands in the world. Our goal is to enhance human performance through iconic innovations that shape the prescription audio category. We refuse to accept hearing loss as a limitation. It's not about correcting a loss; it's about gaining an edge. Not just performing, performing brilliantly. Not just hearing again but hearing better than ever.

Hearing every word, beat, and breath.

**With Signia, you can Be Brilliant.**

[www.signia.net/en.gb/nhs-public-sector](http://www.signia.net/en.gb/nhs-public-sector)

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