

# CALIFORNIA EAR INSTITUTE

Hear For Your  
Future!



HEARING DEVICE CENTER

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## THE HDC TEAM

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# WE'RE ALL EARS!

HEARING DEVICE CENTER EDITION

*RING IN THE NEW YEAR!*



LET THEM HEAR FOUNDATION



MEDICAL/SURGICAL SERVICES



AUDIOLOGY



CALIFORNIA EAR INSTITUTE



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## Let Your Cell Phone Ring

Do nasty buzzing noises make it difficult to use your cell phone with your hearing aid? That means your hearing aid and cell phone might not be compatible. The problem comes because cell phones can emit radio frequency (RF) emissions. These frequencies can be picked up by your hearing aid and create interference, like a buzzing sound, making it difficult to hear anything else on your cell phone. FCC regulations require that cell phone companies publish ratings of their phones. These ratings tell you the phone's RF emissions and how well it works with microphone (acoustic) and/or telecoil coupling. (**Definition:** "**Acoustic**" means you use your phone with your hearing aid in the regular listening program. "**Telecoil**" means you switch your aid [some devices do it automatically] to a telephone-only program – not a listening program. When you look at the ratings, remember that telecoil is sometimes referred to as T-coil.)

**What to look for in your new phone.** Cell phones are considered to be "good" or "excellent" when used with a hearing aid in the acoustic setting when the phones have ratings of M3 or M4. When

used with a telecoil, the settings are T3 or T4 for good or excellent coupling to the telecoil in your device. In either case, the higher the rating, the better the sound quality will be on the cell phone because there will be less interference. Phones that meet these FCC guidelines should have their rating posted on the phone's packaging or say they are hearing aid compatible. **NOTE:** these ratings do not guarantee good performance so *you should always test the cell phone with your hearing aid* before you buy it.

**Hands-free devices:** If you have interference and telecoils in one or two hearing aids, most cell phones have a telecoil neck loop accessory available. This wire loop plugs into the bottom of the cell phone and goes around your neck, so the cell phone hangs at waist level or rests on your lap. The distance between the cell phone and the hearing aids is what prevents that nasty buzzing interference. The microphone that picks up your voice is on the neck loop.

You put one or both hearing aids in the telecoil program, enabling you to hear your caller directly through your hearing aids. And there's an extra bonus: if you have two aids with telecoil programs, you will hear your caller with both ears in stereo!

**Hot off the manufacturer's presses:** The Phonak My Link® and Easy Link®! I'm including a short discussion of this new product here because the My Link® is a neck loop similar to the one described above, although it's for a whole different purpose. As described above with cell phones, the My Link® has a loop of wire going around the wearer's neck (usually concealed under their clothes).

**IF YOU'RE HEADED OUT TO THE CELL PHONE STORE TO SORT THROUGH THE MAZE OF CHOICES, HERE ARE SOME IMPORTANT TIPS FROM THE HEARING DEVICE CENTER:**

- 1. TRY TO SELECT A HEARING AID-COMPATIBLE PHONE WITH AN M3 OR M4 RATING OR A T3 OR T4 RATING.**
- 2. MAKE SURE THE PHONE HAS AN EASY-TO-USE VOLUME CONTROL.**
- 3. AND ALWAYS TRY IT OUT WITH YOUR HEARING DEVICE(S) BEFORE YOU BUY THE CELL PHONE.**

## COMPLIMENTARY HEARING AID CHECK

1900 University Avenue, Suite 101, E. Palo Alto, CA 94303

CONTACT THE HEARING DEVICE CENTER IN PALO ALTO, (650) 462-3139 AND SCHEDULE A FREE HEARING AID CHECK WITH JULIE BELTON. HOT APPLE CIDER WILL BE SERVED DURING THE MONTH OF DECEMBER WHILE YOUR DEVICE HAS ITS CHECK-UP.

*Wishing you and yours  
a happy holiday and  
prosperous New Year!*

### Let your cell phone ring continued

Instead of being connected to a cell phone, it is connected wirelessly to a transmitter microphone called the Easy Link®. This transmitter mike can be worn by a person in a noisy restaurant or connected to a television or stereo, or placed on a holiday dinner table. By strategically placing the microphone, the listener hears more of the desired sounds and much less of the background noise. Does this really work? Yes! All you need are the one or two hearing aids you already own to have telecoil capability. For less money by far than traditional FM systems, you can use this innovative way to connect to the sounds you want.

If you're not sure whether your aid(s) have telecoil capability – please call Lindsey Hernandez in the Hearing Device Center in Palo Alto (650) 462-3139 or Colleen Lafayette in San Ramon (925)807-1140 for an appointment to find out!

### Do your ears ring?

So your ears ring? You say you've had this problem for more than a year? It keeps you awake, interferes with your daily activities and generally drives you crazy? You may experience relief from this very disturbing phenomenon through participation in one of the clinical studies for tinnitus treatment or through a new innovative treatment called "neuromonics". Contact Lindsey in Palo Alto at (650) 462-3139 or Colleen in San Ramon at (925) 807-1140 for more information.

### Introducing the newest members of the HDC team

**Rupa Balachandran**, an audiologist with many years of experience brings her warmth and great smile to San Ramon on Mondays and Fridays. Lisa Olson and Melodie Griffanti continue to be available on their regular schedule of Monday & Thursday: Lisa Olson and Tues PM & Thursday: Melodie Griffanti. With our new colleague, Rupa, we are delighted to announce the addition of 12 more office hours there to serve you now on Mondays, Tuesdays, Thursdays and Fridays. Colleen Lafayette continues to take care of you and us during all working hours: please call her to make an appointment at (925) 807-1140.



Rupa Balachandran



Julie Belton

**Julie Belton** has joined Kelly Long, Emily Hensarling, Lisa Olson and Lindsey Hernandez on the Palo Alto team. If you have not had the pleasure of meeting Julie yet, please contact the Hearing Device Center at (650) 462-3139 to schedule a complimentary hearing aid check. We'll have hot apple cider during December to take the winter chill off while Julie cleans or re-tubes your device(s). Get into tip-top shape for your holiday gatherings! Julie is available on Tuesdays, Wednesdays and Thursdays. Of special note, Julie is running the tinnitus research. Please call the hearing device center at the number above for more information.