





Auditory Outreach

Provincial Resource Program

Staffing & Services

Multidisciplinary team to work collaboratively with other service providers:

- Dr. Jay Yule, SD47 Superintendent – Administration/Policy
- Carrie Siu, Audiologist
- Nadine Ewanchyshyn, Speech Language Pathologist
- Rayna Rumley, Hearing Resource Teacher
- Melanie Gosselin, Program Manager
- Technician & Clerical Support



Staffing & Services

Services

- ▶ Audiology, Speech Language Pathology, & Hearing Resource Teacher outreach for CI students
- ▶ Consultation and support, including troubleshooting, for assistive listening devices
- ▶ Assistance with assessments and establishment of goals for individual education plans for CI students



Developing. . .

AO-PRP is working on the (re)development of:

- ▶ Additional equipment information addressing the need to provide technical support to a wide range of users from classroom teachers and education assistants new to devices, to experienced hearing resource teachers and audiologists
- ▶ Up-to-date website with the most current device information and access to equipment resources, including instructional videos and easy sheets
- ▶ Revised request forms and processes → User friendly! Fewer forms!
- ▶ Clearly defined equipment and outreach request procedures



New Technology

Equipment

- Digital equipment added to loan bank in June 2015 including policy introduced by then administrator, Joe Coelho
- Digital equipment made available for new fittings; defined as students new to the program or with no loaned receivers within 12 month period
- Current loan policy under consideration with necessity to balance equitable, sustainable introduction of digital platform with needs and desires of students, hearing resource teachers, classroom teachers, parents, and audiologists
- **Feedback welcomed** to assist program in development of loan criteria → info@auditoryoutreach.ca

Equipment Overview



Transmitters:

- Three versions of inspiro loaned by PRP – classic, Premium and Roger
- Premium may be upgraded to digital using free Roger Upgrader provided by Phonak (5V 750mA & 5V 1A)
- Upgrade only beneficial if used with other Roger devices
- Inspiro with Roger software will transmit FM and digital signals concurrently
- User Guides are underestimated → EXCELLENT resources!
- Various other transmitters still available including EasyLink+

Equipment Overview



Receivers:

- Most commonly loaned - Roger X, Roger Focus, MLxi and iSense
- iSense and MLxi FM receivers now discontinued by manufacturer are still widely distributed through our loan bank
- Replacement of faulty receivers will be with same make and model at this time

Audio Shoes:

Variety of colours added to reflect diversity of student population and general preferences. Silver usually issued as default if colour choice not stated. Replaced due to damage or loss.

General Troubleshooting →



- Confirm battery placement is correct
- Try a new battery (allow new battery time to activate – approx. two mins)
- Reattach audio shoe and hearing instrument
- Reattach the receiver to the audio shoe
- Verify all contact points are free of residue
 - Regular cleaning of the contacts and pins will prevent corrosion.
- Check that the transmitter is on the correct default channel
- Does the receiver need to be ‘Synced’ or ‘Connected’ to this channel?
 - Close enough proximity for the transmitter and receiver(s)?
 - If having to sync or connect, does a new default channel need to be found?

Intermittent or Static

- Wiggle the audio shoe and receiver.
- Listen to the HI and FM as you move around the classroom.
- Is there something in the room generating the interference?
- Change the transmitter channel and sync/connect the receiver to the new channel.
- Check for static on the new channel.
- Is the antenna/microphone being used at full length (not wound or knotted up)?
- Ensure the microphone plug is completely inserted (transmitter should be off when removing/inserting the mic)
- Ensure mic holes are facing out and not covered
- Regularly check mic cord for damage
- Regularly clean all equipment

General Considerations

- Determine if the problem can be isolated to a specific component of the system, such as using headset checker to determine if problem is with audio shoe or receiver.
- If both receivers stop working at the same time, troubleshoot the transmitter.
- If one receiver stops working, try exchanging the audio shoe from the working receiver.
- Two same channel transmitters cannot be used at the same time in the same room, *except* Inspiro in MultiTalker, or Roger Inspiro in classroom network (Primary Talker) or conference network (Equal Network)

✓ **inspiro classic & Premium Monitoring Function**

- Indicates how low hearing aid battery is
- Indicates whether audio shoe needs replacing
- Provides troubleshooting tips
- Specifies problem receiver – displays results for Left and Right

✓ **Find channel**

- Selecting **Find channel** on Inspiro causes signal to transmit to MLxi to automatically search for *interference-free channels*.
- MLxi relays information to Inspiro, making results visible on screen for teacher to select free channel if desired.
- Up to 30 channels can be programmed into Inspiro and only these channels will be scanned.

MLxi



- ✓ For use with all versions of inspiro or EasyLink+
 - ✓ Roger+FM application mode for all versions running 4.0 or greater software
- ✓ Compatible with classic transmitters but Dynamic FM features aren't functional
- ✓ Has on/off button on bottom of receiver
 - Deactivated by audiologist to prevent younger students from forgetting to turn on receiver
 - If button is enabled, receiver will start up in OFF position so student will need to push button to turn on receiver.

MLxi Troubleshooting

- ✓ Is the push button deactivated (locked)?
- ✓ Are the pins free of residue?
- ✓ Are the pins properly aligned?
- ✓ Is there a firm connection with the audio shoe?



Troubleshooting iSense Micro

- ✓ Is wax guard blocked?
- ✓ Is battery inserted correctly?
- ✓ Is the battery dead?



Troubleshooting FM for N5 Users

- ✓ Ensure Plug-In order is correct
 - Turn OFF processor, then turn back ON
 - Plug receiver into adaptor
 - Plug adaptor/receiver into accessory socket
- ✓ When listening with Monitor Earphones
 - Plug Earphones into accessory socket
 - Plug FM receiver into Earphones
- ✓ Check batteries
- ✓ Use N5 remote to check integrity of CI and FM connection
 - Press centre Cochlear button while holding remote within two metres of CI
 - Confirm default FM Channel
 - Recommended channels – 16, 17, 18, 52, 64, 73, 77, 79



✓ Scan for Channels

- Scan the room for another transmitter *at a different frequency* and change receiver's channel to the other frequency
- Can be useful when there are multiple educators in one room, each wearing a transmitter. When EA finishes with student, s/he can change student to classroom teacher's channel
- Eliminates “re-syncing” between student and classroom teacher/EA