

WINTER
UPDATE
2023

Sound BYTES

INFORMATION FOR YOUR EARS

Thank You, Dr. Gillmore

We'd like to inform our patients that Dr. Kasey Gillmore has left our practice. We appreciate all her hard work and dedication to her patients. We wish her all the best in the future! With the departure of Dr. Gillmore, we want to assure you that your service will be completed as usual by the other doctors of audiology here at Professional Hearing Services. You may continue to schedule your appointments at 262-549-5150. You may also contact us with any questions about the transition. There is nothing required from you as the patient at this time. We look forward to continuing to serve your hearing needs!

Hearing Aid Troubleshooting

Broken or missing parts?

Call (262) 549-5150 to schedule a **drop-off**

Need adjustments?

- Changes to settings
- Firmware updates
- Fit/comfort issues
- Adding programs

Call (262) 549-5150 to schedule a **hearing aid check**

Won't hold a charge?

- Clean charger ports with cotton swab
- Clean contacts on hearing aid with dry cloth
- Put hearing aid in opposite charging port

Still not working?
Call (262) 549-5150 to schedule a **drop-off**



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Hearing Aid Troubleshooting

Issues connecting your hearing aids to your cellphone?

Did you try...

- Turning Bluetooth OFF/ON
- Turning cellphone OFF/ON
- Checking for software updates
- Unpairing/repairing hearing aids to cellphone.

You may also contact the manufacturer's tech support for help.

Tech Support Phone Numbers:



855-400-9766



800-679-4871



800-679-4871



800-679-4871

Still not working?

Call (262) 549-5150 to schedule a **hearing aid check**

Sound Issues

"Dead" or no sound

(No sound when rubbing over microphone)

- Charge or replace battery
- Replace dome and/or wax trap

Weak sound, static, or "fan" noise

- Replace dome and/or wax trap
- Brush microphone port

Squealing

- Squealing that has **started spontaneously** is often attributed to ear wax build-up. You may need to schedule regular ear cleanings with your physician.
- Not wax? Call to schedule a **hearing aid check** appt.



Call (262) 549-5150 to schedule a **drop-off**

Not hearing well or feel your hearing as changed?
Call (262) 549-5150 to schedule a hearing test and hearing aid check today.