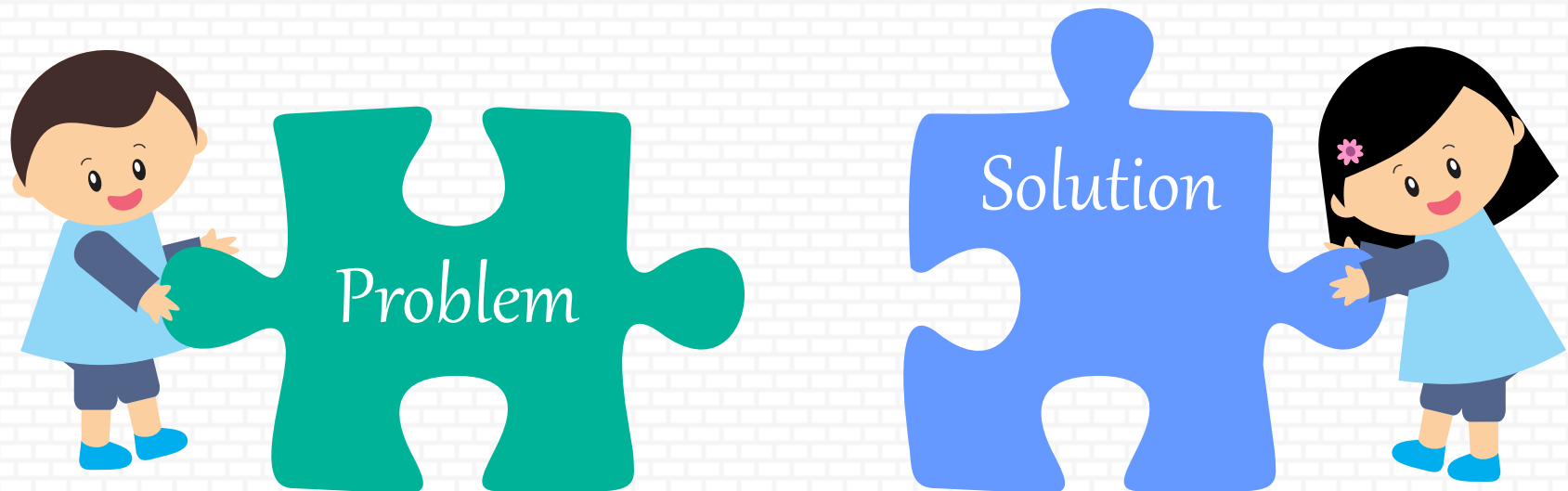


How to solve problems of the FM System





Problem

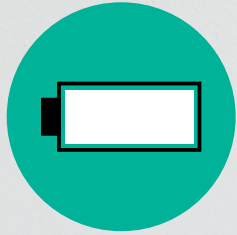
- 1 The FM system stopped working or presented an intermittent performance. It does not transmit sounds of the microphone (transmitter) to the FM receiver attached to the patient's electronic device (HA and/or CI) or to the neck loop's receiver.



Solution

1

- Verify:
 - the battery from the HA and/or CI and the FM System (transmitter and receiver): Are they fully charged? Do they need to be replaced or recharged? Are the battery compartments completely shut?
 - the electronic device performance (HA and/or CI): Is it working without the FM System? Are there any signs of oxidation?
 - the earmolds and tube: Are there any cracks? Is there an occlusion? Are they qualified for FM system usage? (automatic or hand-operated program to enable the direct audio input or telecoil)
 - each component of the FM System:
 - transmitter: Check the position of the on/off buttons;
 - microphone: Check the performance using a backup;
 - each connection accessory (DAI shoe and adaptor): Are terminals broken or presenting oxidation? Test with backup DAI Shoe and adaptors. For the ones attached to HAs, check if there is oxidation on the terminals and also verify if the performance indicator light (LED) is on (for receptors that contain this feature).
 - neck loop: Is it wrinkled or broken (fold)? Is it on and charged? Test with a backup/test receiver.
- Perform a new synchronization between the FM transmitter and the receiver attached to the patient's electronic device. Test the microphone performance, if the option is available on the transmitter, or using a backup/test microphone.
- For HAs users, their family can hear the FM transmission signal with the stetoclip, check if there is any transmission and the sound quality of the selected channel.
- Send the FM System to technical support.

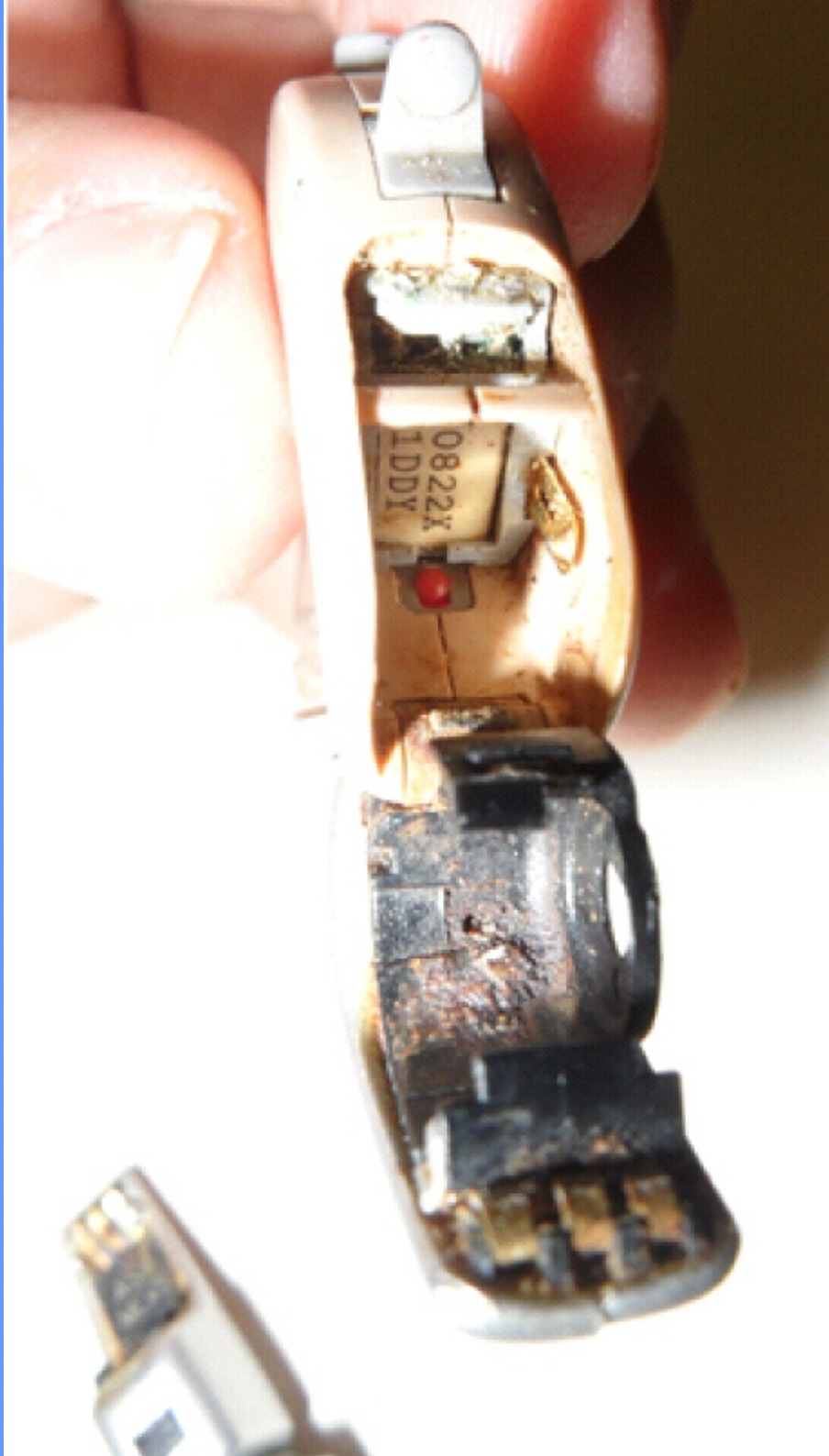


Problem

2 The battery of the FM System lasts less than 4 hours after fully recharged.

Solution

- Check the charger: Is it working? Test with a backup charger.
- Check the plug in which you charged it: Is it working?
- Change transmitter's battery for a new one and, if the problem persists, send the FM System to technical support.



Problem

3 The sound of the FM System is distorted, hissing.

Solution

- Verify:
 - the HA and/or CI and the radio-frequency battery: change it or recharge it.
 - the transmitter microphone performance using a backup microphone.
 - each connection accessories between the FM System and the HA/CI (antennas, cables, DAI Shoes, adaptors and strings): test with backups; check if they are broken or presenting oxidation.
- Change the channel of the FM System and synchronize it again.



Problem

4 The FM System “beeps” or “hisses”.

Solution

- Verify occlusion or cracks on the earmold.
- Verify if the transmitter and the HA are too close, checking with the user in different positions in the room.
- Send the FM System to technical support.



Problem

5 I cannot connect my FM to music, phone, TV.



Solution

- Verify the audio cable: Is it wrinkled or with folds?
- If it does not work on the phone only, verify the phone settings to the earphone input (same location of the audio cable connection).
- Test with a new backup audio cable.



References

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