

Starkey Troubleshooting Solutions

Considerations with Self Check

The goal of the Destiny 1600 Self Check feature is to complete a diagnostic evaluation of hearing aid function. It checks the circuit, the microphone or microphones (if directional) and the receiver. Self Check ensures that these components are performing optimally in each device when performed in a consistent manner.

Situation:

False positive report of poor performance due to inconsistent procedure used during the baseline and test phases.

- Baseline was obtained under one measurement condition, such as in the ear.
- Diagnostic was obtained under a different condition. Variances such as using a stethoscope and positioning the hearing instrument with different orientations on a hard or soft surface can impact the measurement.
- Scenario 1



Baseline on Table



Diagnostic in Ear

Scenario 2



Baseline on Hard Surface



Diagnostic on Soft Surface

Result:

Perceived component failure due to inconsistent measurement conditions resulting in Voice or Tonal Indicator of MAKE APPOINTMENT.

Action:

Establish a stable, repeatable measurement for running the Self Check Baseline and the Diagnostic. **The ear is the best location to conduct these measurements.**

Professional Variables	Professional Actions:
Component issues	Verify with listening check and/or electroacoustic measurements
Different measurement conditions	Establish consistent procedures
Real ear accessories connected	Remove and re-run Baseline
Physical modifications were made	Re-run Baseline
Vent Plugged	Clean vent and re-run Diagnostic
Patient Variables	Professional Actions:
Dirty components or plugged vent	Counsel: Cleaning, care and maintenance
Improper or inconsistent insertion	Counsel: Device Insertion
Performed in noise	Counsel: Self Check requires a quiet environment for correct measurements
Reminder indicator confused for Self Check indicator	Question: When does the Make Appointment indicator occur?



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Considerations with Self Check

How do I obtain a Self Check Baseline?

1. Insert the hearing aid in patient's ear.
2. Via AutoPath, QuickFit, Features, or Data Log; select **Set Baseline** and click the **Begin** button.
3. Hearing device presents a known tonal complex that is measured at the microphone.



How do I obtain a Self Check Diagnostic?

Professional-Initiated Self Check

1. Insert hearing aid in patient's ear.
2. Via QuickFit, Features, or Data Log; select **Run Diagnostic** and click the **Begin** button.
3. Hearing device compares current performance with baseline performance and provides a graphical display of the results in the In-spire OS software.



Patient-Initiated Self Check

1. Open and close the battery door three times in a row.
2. Insert the hearing aid in your ear.
3. A complex tone is presented.
4. Hearing device compares current performance to baseline performance and provides auditory status indicator.

Other Self Check Considerations

What do I do if a component needs attention?

1. Ensure the measurement conditions were consistent.
2. Clean the device and re-run if needed.

When do I need to obtain a new Self Check Baseline?

A new Self Check Baseline should be obtained after:

1. Repair or remake of device.
2. Physical modification of the shell or earmold.
3. Changes to earhook coupling.
4. Excessive fluctuations in weight.