



Starkey Troubleshooting Solutions

Fading, Cutting Out, or Shutting Down

Destiny is designed to adjust automatically in a variety of situations; complaints are rarely related to hardware failure. Re-counseling may be best course of action; if not, please review recommended adjustments based on patient report.

Situation:

Shuts Down quickly in moderately-loud to loud environments (theater, car)



Feature:

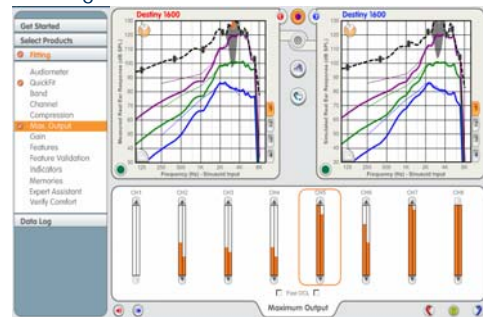
Maximum Output

Actions:

1. Select **Fast OCL** to reduce the release time allowing the hearing aid to recover quickly from compression
2. Increase **Maximum Output** to allow higher input before reaching OCL threshold



1. Fast OCL



2. Increase Maximum Output

Situation:

Cuts out gradually with average or loud speech inputs (restaurant, party, crowd)

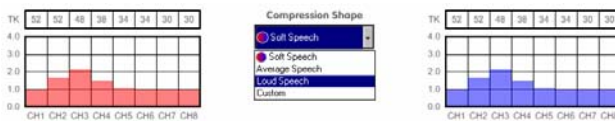


Feature:

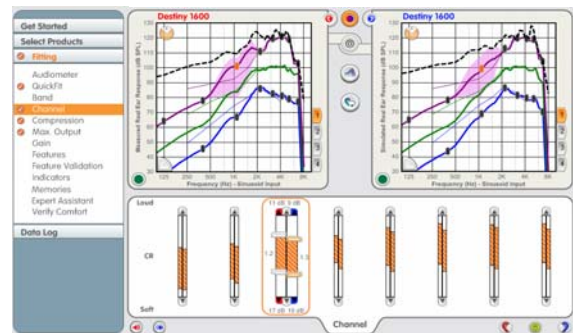
Compression

Actions:

1. Adjust **Compression Shape** to change the level at which compression activates
2. Reduce **Compression Ratio** to alter the perception that speech (own and other's nearby) cuts out while speech at a distance is clearer



1. Adjust Compression Shape



2. Reduce Compression Ratio

Starkey Troubleshooting Solutions

Situation:

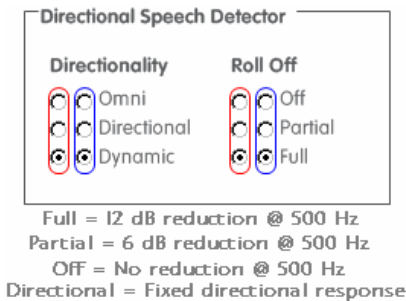
Cuts out gradually with moderately-loud to loud environments (restaurant, car, conference)

Feature:

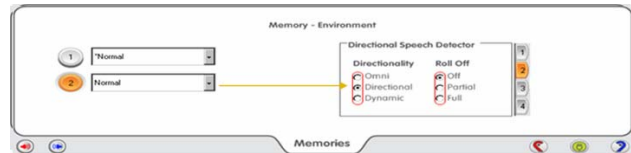
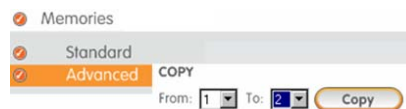
Directional Speech Detector

Actions:

1. Adjust **Low Frequency Roll Off** setting which is Best Fit based on threshold at 500 Hz. Navigate to Features to adjust.
2. Program **Additional Memory** to provide a fixed directional response with a different low frequency roll off setting. Navigate to Memories—Advanced to copy a memory in a multimemory device.



1. Adjust Low Frequency Roll Off



2. Program Additional Memory



Situation:

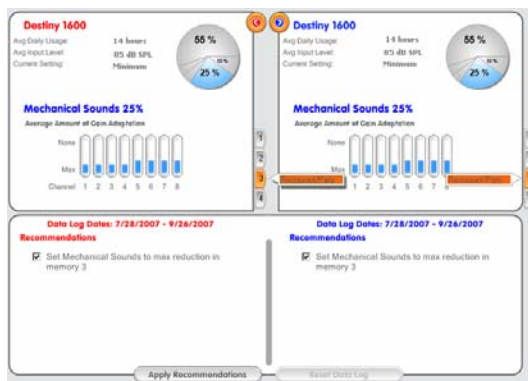
Cuts out gradually with quiet or moderately-loud to loud environments (quiet, restaurant, car)

Feature:

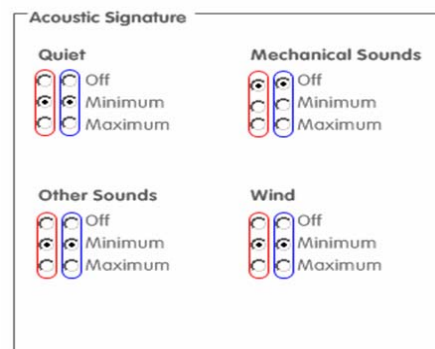
Acoustic Signature

Actions:

1. View **Data Log** to determine input and level causing the fading, shutting down, or cutting out
2. Use **Features** or **Feature Validation** to adjust Acoustic Signature setting based on patient report



1. Determine Input



2. Adjust Acoustic Signature Setting



Fading, Cutting Out, or Shutting Down

For additional information, please view the Starkey Troubleshooting Solutions recorded presentation (course # 9778) on Fading via the following link: http://www.audiologyonline.com/ceus/recordedcoursedetails.asp?wc=1&class_id=9778