

uHear™ Troubleshooting Tips

Many variables can influence your uHear test results.

Earphones

All earphones are different and those differences affect the uHear tests. If you have earphones that fit loosely over your ears, retake the test while pressing them lightly against your ear. Note: DO NOT TRY THIS WITH EARBUDS THAT FIT INSIDE YOUR EAR CANALS. If you think your earphones are still the problem, take the test again with a different set.

Noise

If you take the test in a noisy environment, or even in a moderately noisy room, your results can be affected. Move to the quietest place you can and retake the test.

If you have been listening to loud music or working in a very noisy environment just before taking the test, the noise exposure can affect your results. Put the system away and let your ears rest overnight. In the morning, find a quiet room and retake the test.

If your hearing sensitivity improves after several hours of rest in quiet, the noise exposure may have caused a temporary hearing loss that affected the previous tests. Repeated exposure to loud noise can eventually make hearing loss permanent. Limit your noise exposure and remember Dr. Brian Filgor's 60/120 rule: wearing a MP3 player at 60% volume for 120 minutes a day gives you half of your daily noise exposure.

iPhone™ and iPod touch® Settings

Personalized sound settings on your iPhone™ or iPod touch® can affect your results. Ensure that your Volume Limiter, Equalizer and Sound Check are turned off before retaking the tests.

Fullness in the Ear

If you have pain or fullness in your ears, you should see a qualified hearing healthcare professional.

Hearing Loss

If your family or co-workers complain that you make them repeat themselves or they comment that the TV is too loud for their listening comfort, you may have a hearing loss. If your hearing sensitivity is outside the normal range on the uHear Sensitivity and Speech in Noise tests, you may have a hearing loss. Consult a trained Hearing Healthcare Professional for an assessment under a controlled environment. Use uHear's Locate screen to find a professional in your area.

Please note: A self-administered hearing test is not a final diagnosis for a hearing loss. You should visit a Hearing Healthcare Professional for further testing if a hearing loss is suspected.