

# Information for Parents who have a Child with a Hearing Loss

With the advent of online learning in Term 2, your child will be using home electronic devices such as computers, Chromebooks or even iPads to access the curriculum. Some students may be required to listen to a live or recorded session presented by their teachers. Although this is not an exhaustive list and additional accessibility considerations may need to be made based on individual needs, here are some general considerations to keep in mind while planning for your child's online learning.

## Ensure Adequate Auditory Access

When listening to their teachers via Zoom or Google Meet, students who are deaf/hard of hearing will need to have **good quality auditory access**. Because students with hearing aids or cochlear implants will not be able to wear earphones they will need to plug their FM systems into devices to listen to auditory presented information including explicit teaching, videos or individual listening activities. Regardless of the make/model of your child's transmitter, using the FM system is recommended as it provides better quality sound rather than listening over the computer speakers with just their hearing aids or cochlear processors.

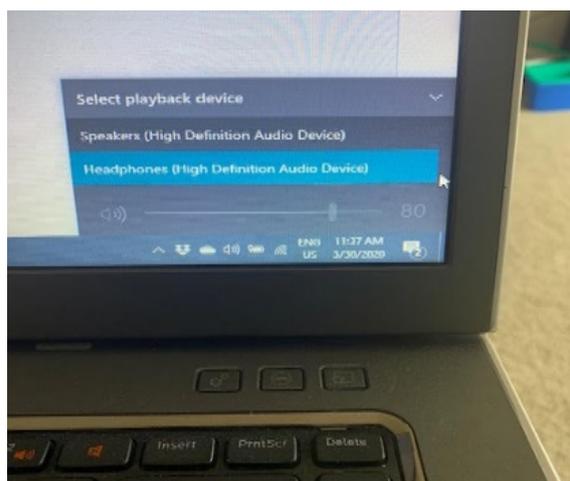
PLEASE be sure that your child has access to their personal FM systems. They will need them to plug into their computers to adequately access online delivery.

If your child is having difficulty understanding their teacher, please let their teacher know so they can adjust and modify how they are recording their sessions (i.e. use of better microphone, include closed captions, etc)

## Connecting the FM System to Computers or Tablets

Your child will need the **audio cord** that came in the box with their FM system. If you are unsure where this is, check the packaging or box that the device came in or call your child's school, it may have been left there last term. You can also purchase them from Kmart for a low cost of \$3.

Simply plug one end of the cord into the headphone port on the computer/device.



*If a pop-up screen occurs on your computer when you plug in a FM system, be sure to select "Headphones" from the list of playback device options.*

## If your child uses a Touchscreen:



The Touchscreen uses a 3.5-to-3.5 cord. ⇨

Once you have plugged one end of the audio cord into the computer, plug the other end into the bottom of the Touchscreen.

- Do NOT change any of the selections when the audio settings screen pops up
- It should remain on 'input' (see image below)
- If changed to the other output settings, your child will not be able to hear the audio from the computer
- The Touchscreen will automatically mute its external microphones (you will see the flashing red light) so the only audio your child will hear will be from the computer



[https://www.phonakpro.com/content/dam/phonakpro/gc\\_hq/en/products\\_solutions/wireless\\_accessories/roger\\_touchscreen\\_mic/documents/user\\_guide\\_roger\\_touchscreen\\_mic\\_029-3222.pdf](https://www.phonakpro.com/content/dam/phonakpro/gc_hq/en/products_solutions/wireless_accessories/roger_touchscreen_mic/documents/user_guide_roger_touchscreen_mic_029-3222.pdf)

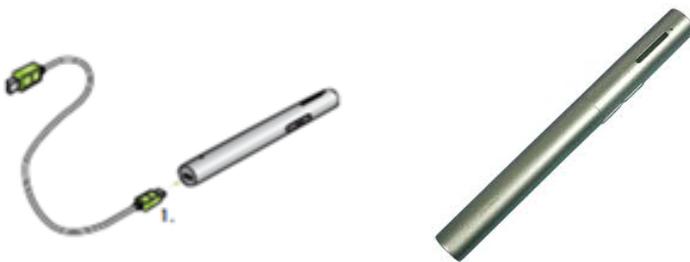
## If your child uses a Roger Pen:



The Roger Pen uses a microUSB-to-3.5 cord. ⇨

Once you have plugged one end of the audio cord into the computer, plug the other end into the bottom of the Roger Pen.

- Make sure the cord is plugged in the correct way so that the port is not damaged
- When plugged in, the Roger Pen will automatically mute (violet light) so that the only the only sound your child will hear through the Roger Pen will be from the computer



<https://www.phonak.com/au/en/support/product-support/accessories/roger-pen/instructional-videos.html>

## If your child uses an Inspiro:

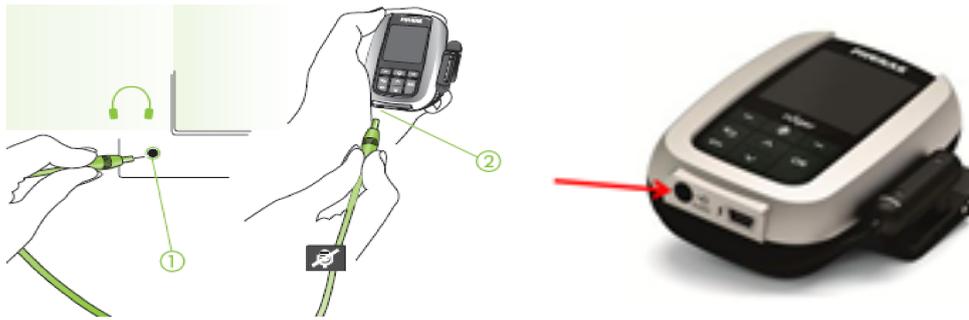


The Inspiro uses a 3.5-to-3.5 cord. ⇨

Once you have plugged one end of the audio cord into the computer, plug the other end into the bottom of the Inspiro.

- The external mic on the Inspiro will automatically mute so when plugged in, the only audio going through the Inspiro will be from the computer.

## Phonak Marvel Hearing Aids with Bluetooth



If your child has the new Marvel hearing aids you may be able to connect their hearing aids directly to your computer/tablet via bluetooth streaming.

1. Ensure that Bluetooth is enabled on your computer or tablet
2. Search for Bluetooth enabled devices in the connectivity settings menu on your computer/tablet
3. To enter Pairing Mode:
  - o If the hearing aids use batteries → open and close the battery doors of the hearing aids
  - o If the hearing aids are rechargeable → switch the hearing aid off and on again
4. You will have 3 minutes to pair the hearing aids with the tablet/computer
5. Your computer/tablet will display a list of Bluetooth enabled devices
6. To complete the pairing, select the hearing aid from the list

If your child is wearing their hearing aid(s) they should hear a confirmation alert

## Nucleus 7 Cochlear Processor

If your child has the new Nucleus 7 cochlear processor, you may be able to connect their processors directly to your ipad, iphone or ipod touch device via Bluetooth streaming.

Please refer to the attachment 'Nucleus 7 Sound Processor: Pairing Guide (for iPhone/iPod touch/iPad)' for instructions on how to pair the sound processor to the device. (snapshot below)

### Pair your processor(s)



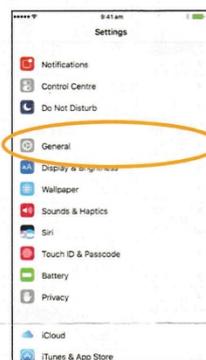
**NOTE**

If you have other sound processor(s) or hearing aid(s) already paired, you need to unpair them first. See page 2 for unpairing instructions.

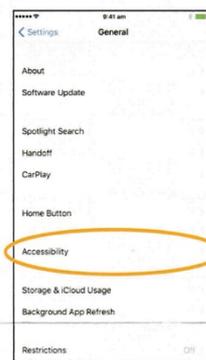
- 1 On your device, open Settings.



- 2 Select General.



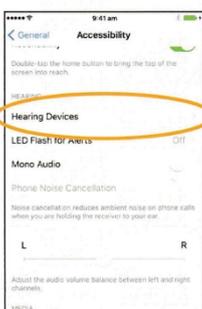
- 3 Select Accessibility.



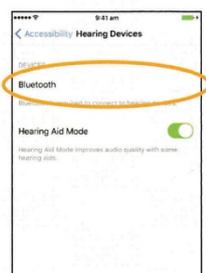
**NOTE**

If the *Hearing Devices* screen opens now, go to Step 5.

- 4 Scroll down and select **Hearing Devices**.



- 5 If **Bluetooth** is not turned on, select it now.



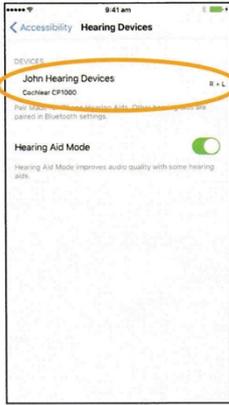
- 6 Turn your sound processor(s) **OFF**, then **ON**.

If you have two processors, do both of them now, one after the other.

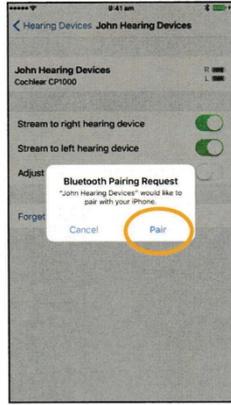


Your device searches for your sound processor(s)...

7 Select your name when it displays on the screen.



8 Tap Pair to confirm pairing. If you have two processors, you will see this message twice.



When pairing starts:



- blue flash for 4 seconds
- 6 beeps.

Pairing may take up to 120 seconds.

When pairing is finished:

- blue flash for 4 seconds
- ripple tone.

NOTE Don't start to stream audio until pairing is finished.

9 Successful pairing!



There are a range of video and printed resources here to cover the product that clients may be using with their Cochlear Implant processor or Bone Anchored Hearing Aid

<https://www.cochlear.com/au/en/home/products-and-accessories/our-accessories/true-wireless-accessories>

## Adjusting the Volume Output

To adjust the computer output volume through any of the above FM systems, use the computer volume settings by clicking on the picture of a speaker in the bottom right corner of your device (typically needs to be set at least three quarters of the way up or higher).

## Multiple Listeners

A parent or sibling may want to listen to the audio from the computer/tablet along with your child. In this case, a 3.5-to-3.5 stereo audio splitter and regular earphones will be required.

- Plug the male end of the splitter into the computer/tablet
- Use one of the female ends to plug in the earphones
- Use the other female end to plug in your child's FM system (see above for how to connect FM systems)



# Enable Closed Captions During Online Teaching



Your child will benefit from being able to read the words while his/her teacher is speaking or while watching videos (both curricular and non-curricular). While some people with normal hearing may consider closed captions (CC) distracting, this feature is of undeniable support to individuals who are deaf or hard of hearing. To enable closed captions on your computer/tablet:

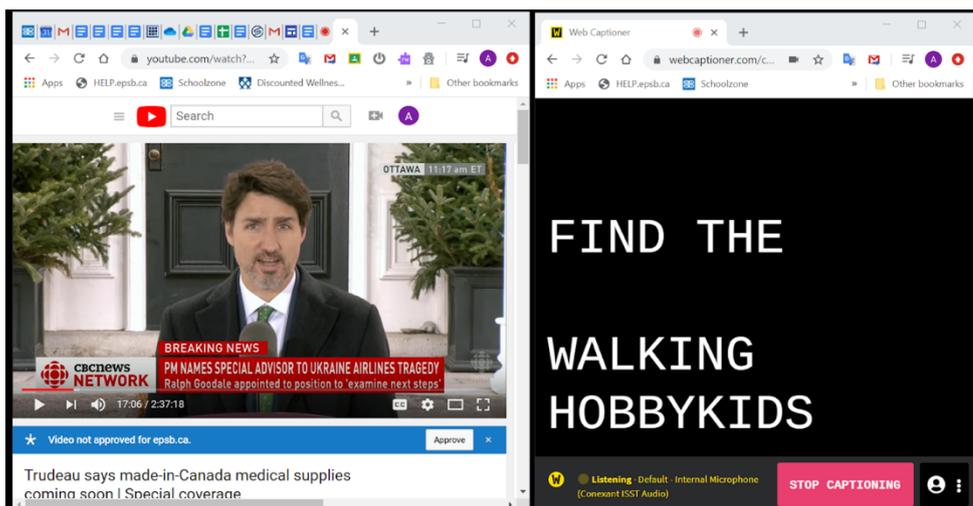
Look for the closed captioning logo on videos and “select”

- It is often found on the toolbar at the bottom of the page
- In some cases, you may need to hover your mouse over the bottom of the page to pull up a toolbar that will have the captioning icon
- If there is no captioning available for the online teaching resources, it is recommended that you contact your child’s teacher to ask for captioning.

If there is no closed captioning option available on online resources or videos:

1. Open the video in one window and in a separate window open [www.webcaptioner.com](http://www.webcaptioner.com)
2. Both the video and the captioning will then be visible at the same time
  - o You will need to ‘minimize’ and resize both windows to fit on the screen
  - o See image below
3. Press “Start Captioning” (twice) and the program will attempt to caption the sounds it hears
  - o This includes both sounds from the computer and in the room so a quiet environment is necessary

If webcaptioner.com says audio "too quiet" go to <chrome://settings/content/microphone> and ensure you select the correct microphone option.



*Note: This website does not require any membership or login and can be used by anyone however, its captioning accuracy is limited.*

## Maintaining ALL DAY Use of Hearing Devices

Continue consistent use of your child’s hearing devices as if they were at school. It is important to keep the routine of wearing their hearing devices ALL day, including weekends and evenings, and not just during online schooling.

Your child’s listening bubble is smaller than other children’s. Hearing isn’t restored to normal with hearing devices, but by wearing their hearing devices for the entire day, your child will be better able to overhear or ‘catch’ more of the language and conversations in your household. This overhearing is how 80-90% of our vocabulary is learned and is necessary for growth in understanding and use of spoken language. Please take a moment to watch this [video](#) of Educational Audiologist, Carol Flexer, describing how hearing aids are ‘doorways to the brain’.

Additionally, consistent hearing builds a sense of trust and bonding. Being able to predict events in their world and the behaviour of those in your child’s life depends on consistent hearing. Click this link for more information about [building trust and confidence](#).

## Self - Advocacy

Take this opportunity to help build your child's self - advocacy skills by teaching them to become more independent with their hearing equipment and an advocate for their hearing needs.

- Encourage them to put in and take out their hearing aids
- Teach them when and how to change hearing aid batteries
- Encourage them to continue to charge their FM systems and to be involved in connecting it to the computer
- If they are struggling to hear or follow along, help them to figure out why
  - **For example**, is it because they cannot see the speaker's face, because the speech is too fast, or is there too much background noise occurring?

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**Please know that you can reach out to me with any questions as we all navigate this challenging time.**

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