



Tips and Hints!

Faye Yarroll received her first cochlear implant in 2005 and her second in 2007. Today, Faye has bilateral cochlear implants and is an active member of the Cochlear Awareness Network in Australia. Faye shares her tips and hints to help other recipients.

Telephone Headsets to use at work

Using a good Binaural Headset may help Cochlear Implant recipients hear better on the telephone at work.

Getting a good headset to work with your PABX and telephone handset is important. Do you use Voice of IP (VoIP) for your work telephone system? If so make sure you get the correct headset for VoIP compatibility.

Netcom and Plantronics make high tech and reliable headsets that work with most office PABX's.

Note: Before you embark on purchasing a new headset, you should always refer to your "IT and Telecommunications department" for correct compatibility with your companies telephone system.

Choosing the right headset

When choosing the right headset to work with your Cochlear Implant, I have found (after managing a high tech IT Call Centre for more than 20 years) that BINAURAL headsets (two ear headsets) seem to work the best for Cochlear Implant users giving the best hearing outcome.

Netcom and Plantronics products both work well with Freedom Implants. I have outlined some details below that you may wish to investigate if you are looking for a suitable headset.

[Netcom GN 2125 Noise Cancelling BINAURAL Telecoil Headset for Hearing Impaired \(two ear headset\).](#)

The GN 2125 headset works well with Freedom Processors and your Cochlear implant. Do not get the Mono Single Ear Headset. Binaural headset will give you a better overall sound quality and comfort. If you use Telecoil with your Cochlear implant, you should hear better with this headset.

You might like to have Telecoil set up with MIXED (Microphone and Telecoil) at your next mapping session so you can still utilise the telecoil feature on your headset as well as hear via the microphone if someone comes up to talk to you. Maybe have one program mapped on your processor for EVERDAY PROGRAM with TELECOIL ONLY, and a 2nd program for TELECOIL MIXED. Speak to your audiologist regards what is best for you.

The Netcom GB2125 Telecoil Binaural Headset can also be used in conjunction with Netcom GN 8000 Amplifier. This gives you an even further advantage of being able to increase/decrease the volume of a call via the amplifier in addition to using your Telecoil.



Netcom GN 2125 Telecoil Headset



Netcom GN 8000 Amplifier

[Plantronics SupraPlus Binaural Headsets](#)

I have used this headset for many years and find it very good with my office telephone. I also purchased leatherette (donut shape) ear cushions which are soft against your Freedom processor and I can use this headset for hours at a time with no problems at all. Excellent and reliable product.

HW261N SupraPlus Wideband Binaural Headset (VoIP)

<http://www.plantronics.com/australia/aus/products/office/corded-office-headsets/supraplus-hw261n>

Working with the latest in wideband VoIP technology, the Plantronics SupraPlus Wideband headset delivers the highest level of audio performance even in noisy environments. The SupraPlus Wideband helps overcome the challenges posed by traditional technology, delivering heightened speech clarity and life-like fidelity.



H261 SupraPlus Voice Tube (Good all rounder headset)

<http://www.plantronics.com/australia/aus/products/office/corded-office-headsets/supraplus-h261>

The Plantronics SupraPlus headset family brings new standards in all-day comfort and reliability to telephone professionals. Enhanced receive-side audio quality, intelligent flexible boom and stylish design provide greater headset flexibility. SupraPlus offers monaural or binaural versions, voice tube or noise-cancelling microphones and is compatible with Plantronics amplifiers and USB-to-headset adapters.



PLANTRONICS Vista M22 Amplifier with Clearline audio

<http://www.plantronics.com/australia/aus/products/office/headset-connectors/m22>



Ideal for professionals—particularly VoIP users—the Vista M22 amplifier delivers precise levels of listening comfort, sophisticated hearing protection, and superior audio performance. The Vista M22 includes Clearline audio to improve call quality in any environment, especially wideband VoIP. The amplifier includes near-universal compatibility with single and multi-line telephones, as well as ergonomically designed volume, headset/handset and mute controls. The Quick Disconnect feature between the amplifier and headset lets you move away from your phone without removing your headset or disconnecting the call. The Vista M22 comes complete with a lightweight 10-foot coil cord for freedom of movement at your desk.

A MUST HAVE: Leatherette ear cushions

Make sure you get the **donut style Leatherette Ear Cushions**, regardless of Netcom or Plantronics. These help with cushioning the headset against your Processor.



I found the leatherette to be more comfortable than the foam cushions and more durable. It also must have the donut shape (hole in the middle) and not be a full foam pad. By having the hole in the middle, it allows the sound to come through to your processor and not muffle it...giving you better clarity. I find using the foam ear cushions (full cushions) makes it much harder to hear. Again, it comes down to personal preference here.

POSITION OF HEADSET ON YOUR EAR

This is really important!

To get maximum benefit from your Processor and a Headset, the Cushion ear pads need to be at the top of your ear where the Microphone is on your Freedom Processor. Sometimes you just can't get the ear pads to sit nicely over your Freedom Microphones at the correct height. So, what you can do is, get a small piece of Coolite or Cardboard and fold it up to make like a ½ inch thick SPACER and tape it to the top of your headset. This then sits on top of your head and allows the positioning of the headset to be perfect to allow you to hear well. Might look funny, but hey, who cares if you can hear.



What advice would you offer to other implant recipients?

Always check with the "IT or Telecommunications department in your organisation" first before embarking on purchasing a new headset. The information provided in this Tips and Hints has been compiled by my personal experience in working in and managing an IT Technical Call Centre for many years.

Mastering the use of the Telephone also takes some time for Cochlear Implant users and not all users are the same. Practice with telephone listening at home before embarking on using your office telephone or going out to purchase new equipment.

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