



Audiological Bulletin No. 2

Diva Self-test

When a hearing aid user reports problems with his or her hearing aid it can be difficult to determine whether the problems are related to the use of the hearing aid or to hearing aid malfunctions. In order to determine the actual cause as quickly and easily as possible Widex has developed a new software tool that enables hearing healthcare professionals to make a quick check of any *Senso Diva* hearing aid. The Diva Self-test is intended as a troubleshooting tool and can be performed using both the SP3 programmer and the Compass program (via HI-PRO). It should be noticed that the Self-test is *not* intended as a tool for repairing and servicing the instruments, since a detailed verification of correct functioning requires both measuring equipment and a more advanced test setup.

Things to do before activating the Diva Self-test

The Diva Self-test is optimised to be carried out with the hearing aid placed in the Widex Self-test cylinder. This metallic cylinder has a small volume and hard walls, which ensures good acoustical coupling between the receiver and the microphone(s) in the hearing aid.

Before the Diva Self-test is activated, go through the following steps:

- Connect the *Senso Diva* to SP3 or HI-PRO by means of the programming cable and appropriate adaptor
- Place the hearing aid carefully at the bottom of the Self-test cylinder
- In order to maximise the reliability of the Self-test results, make sure that the environmental noise is as low as possible during the test

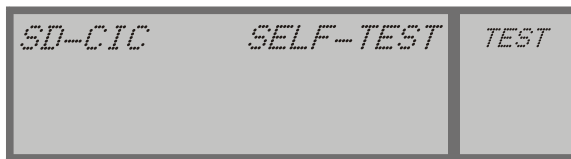




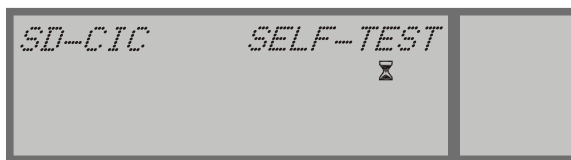
How to activate the Diva Self-test from the SP3 programmer

When the *Senso Diva* instrument has been connected to the SP3 programmer and placed in the Self-test cylinder as described in the previous section, go through the following steps:

1. Hold down the lower menu key while pressing the relevant On key (On R or On L) to turn the SP3 programmer on. Release both keys. The SP3 now detects the connected instrument and reads the necessary data. When ready, the SP3 programmer shows the following display:



2. To activate the Diva Self-test, press the key next to “TEST” in the menu display. The hourglass symbol is displayed during the test:



3. After a few seconds the result of the test is displayed in the main display. If no abnormalities were found, the display will look as shown in the figure below. If one or more problems were detected, the most significant problem will be indicated in the main display.



4. Press any key to return to the Self-test start menu.

How to activate the Diva Self-test from Compass

When the *Senso Diva* instrument has been connected to the HI-PRO box and placed in the Self-test cylinder as described previously, go through the following steps:

1. Ensure that online programming is active.
2. Select *Test Modes* from the *Tools* menu.
3. Select *Self-test*. Compass displays a brief description of the Diva Self-test and the required setup.
4. Press *Start Test*.
5. When the test is completed, Compass displays a message about the test result. Select *OK* to close the message box.



How to interpret the result of the Diva Self-test

Upon completion of the test a message is displayed indicating whether abnormalities were found during the test. If no problems were detected it is very likely that the client's complaints are related to the fitting or to the use of the hearing aid. However, if no other cause for the problems can be found it is recommended that the instrument should be checked by the local service organisation.

If one or more problems are detected, the most significant problem will be indicated upon completion of the test. In the illustrated example, problems were detected in the microphone. Earwax or dirt is the most likely cause (but other problems with the microphone could produce the same message).



When the earwax/dirt has been removed, the Diva Self-test should be repeated in order to ensure that there are no further problems. If the problem persists, the microphone may be defect and should be checked by the local service organisation.

A complete list of possible error messages and suggested actions will be available in the *Senso Diva* Fitting Manual. The same information is available online in Compass V3.1.