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Signia QuickTips: HandsFree & CallControl for iOS

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- [Constance Webb] Welcome to Signia QuickTips. Because this is a brief overview of a particular product feature, there will be no CEUs offered. If you need assistance with the course please contact AudiologyOnline directly at 1-800-753-2160. I encourage you to visit AudiologyOnline for other live and recorded events from Signia, and specifically to learn more about our technology and features that will be mentioned today. My name is Constance Webb, I am a doctor of audiology and a clinical education specialist with Signia. I will be reviewing our latest augmented experience, or AX, for short feature enhancement call control. With a recent firmware update for the AX platform, patients were given the ability to utilize hands-free for iOS, available specifically for Apple iPads and iPhones.

Hands-free provides good streaming sound quality to hearing aid wearers, and also delivers the hearing aid wearer's voice to their conversation partner with good quality. Signia's approach to hands-free communication uniquely leverages the split stream processing of our AX chip to provide the best speech clarity of phone call, even within a noisy environment. Even better, the stream signal is delivered to both ears, not just one. AX wearers with iPhones or iPads no longer need to stop what they're doing to talk on the phone. Our new hands-free feature for iOS lets the hearing aid wearer use their Cigna AX hearing aids for hands-free calls within different environments, even in noisy ones. Now hearing aid wearers will be able to answer incoming calls, and end calls, using only their hearing aid, eliminating the need to pick up their phone, now making their entire call truly hands free with the introduction of CallControl.

CallControl will work for the same products as hands free for iOS, so it's available for all AX devices which are currently available in product levels seven, five, and three. There are two variations of call control. and the variation available depends on the form factor. For Pure Charge&Go AX, Pure 312 AX and Insio AX, CallControl makes use of the button or rocker switch on the hearing aid. Because Styletto AX has no button, it needs a different way to enable CallControl. For Styletto, CallControl is used via

tapping. So here's a closer look at using CallControl with a button or a rocker switch. A single short press answers incoming calls, and a single long press rejects or ends calls.

CallControl functionality is automatically activated for calls, regardless of button or rocker switch settings selected within Connects, as long as the button or rocker switch has not been disabled in Connects. If it is disabled, it won't work for CallControl, but if the button is enabled, then whenever a call comes in it will trigger a contact switch, and the button will immediately switch into CallControl behavior. Also, CallControl functionality will work on either ear. After pressing to answer or end a call, the wearer will hear a short tone to indicate their press was successful. This indication tone can be disabled in the Signia app, if desired. Now, taking a look at Styletto AX, it's a double tap to answer an incoming call, and a double tap to end a call.

This will also work on either ear. You could, for example, double tap on the right Styletto to answer a call, and then double tap on the left Styletto to end the call. Technically, you can tap anywhere on the hearing aid, and even on the ear itself, as long as it transfers the tap to the hearing aid sufficiently. However, the most successful location to tap will likely have some individual variability, due to ear size and what the patient finds easiest. Wearers might need to play around a little and practice to find out what they like. Here's a few more things to keep in mind for success with TAP functionality. It is important that Styletto AX is positioned correctly on the ear, so that the motion sensor is oriented along the correct axis.

Otherwise, the motion sensor may not detect taps as accurately. For example, if a wearer has a receiver that is too short so that it's pulling the Styletto more horizontal over the ear than it is designed to be, the motion sensor will be out of alignment and not pick up the taps as accurately, just something to keep in mind. The taps need to be sufficient to create a slight movement of the hearing aid, so that the motion sensor picks it up. And lastly, the tap control can be disabled in Connects if desired for

wearers who maybe are elderly and don't need it, or are unable to use it successfully due to dexterity issues. So now let's take a look at how to disable or enable CallControl with the Styletto ax.

You, as the healthcare provider can disable or enable the tap control on the configuration page within the Connect software, the hearing aid wearer also can disable or enable the tap control in the Signia app by going to the menu, then selecting menu settings, hearing aid settings, and then CallControl, and indicating whether they want to have tap control used or not. The patient also has the ability to disable or enable the confirmation tone that's heard by the wearer when they successfully activate or use CallControl with the tap, through the same method, the Signia app, within the Signia app going to the menu, then settings, then hearing aid settings, and then finally CallControl, and indicating whether or not they'd like to receive that confirmation tone.

For the Pure Charge&Go AX, Pure 312 AX and Insio AX, there is no way to specifically disable CallControl, because it is unlikely that it would be accidentally engaged if a wearer chooses not to use it. Healthcare providers can disable or enable the entire button or rocker switch functionality on the configuration page in the Connects software. Hearing aid wearers can disable or enable the entire button or rocker switch functionality in the Signia app as well, by way of the menu, selecting settings, then hearing aid settings, CallControl, and then of course use CallControl. Now, keep in mind that if the hearing aid wearer does disable this option, they will disable their button or rocker switch functionality completely, it's not just the CallControl functionality, they are tied together.

To disable or enable the confirmation tone that's heard by the wearer when the signal is successful for call control, wearers can disable or enable the confirmation tone in the Signia app, by way of the menu, settings, hearing aid settings, CallControl, and then

indicating whether or not they would like to receive that confirmation tone. CallControl is very simple, but opens up significant benefit for convenience and lifestyle integration, because it makes hands free for iOS even more convenient. Wearers never have to stop what they're doing and get out their phone to answer and end calls. They can answer, talk, and end their calls completely hands free. Thank you for your time, and make sure to reach out to your local representative if you have additional questions.