

What's New in HearSuite 2022.2?

Demant



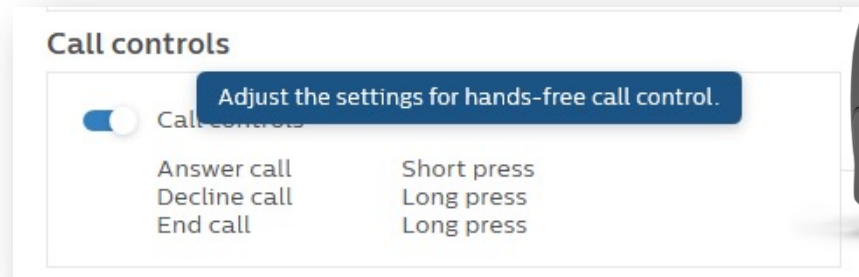
Scott Bunnell, Au.D. Senior Product Manager, Global

- Responsible for training, support and product launch activity
- Worked in the Demant organization for 15+ years
- Prior to joining the team, worked as a clinical audiologist in a hospital setting specializing in vestibular disorders
- Master's degree from University of Minnesota and doctoral degree from the University of Florida



Philips HearSuite update 2022.2

- Push button call control feature and setting adjustments
- 1.3 tubing for MNB T|TR
- Firmware Updates





Call control push button feature



Call control push button functionality



- Smartphone must be compatible with hands-free communication
- Answer the call on your iPhone or iPad with the simple push of a button
- Available for HearLink 9030 instruments
 - MNR T|TR, MNB T|TR
 - Requires firmware 1.4.1
- *Available on iPhone 11 and higher with a minimum iOS 15.2

*For information on compatibility, please visit [HearLink compatibility | Philips](#)



Call control push button functionality

Push button on hearing instruments can be used to answer, reject or end calls

- **Accept a call:** Short press confirmed by short tone
- **Reject a call:** Press and hold push button confirmed by descending tone
- **End a call:** Press and hold push button confirmed by short descending tone



File

Edit

Tools

Help

HL 9030 MNB T R

P1 P1

HL 9030 MNB T R

Philips HearSuite

Client Data

Instrument Acoustics

Fit Instrument

Feature Selection

Finish Session

General Controls

Audible Indicators

Batteries

Save and Quit

Volume control

Volume control

Program change

Program change

Short press
Next program

Shutdown

Shutdown

Long press

Call controls

Call controls

Answer call
Decline call
End call

Short press
Long press
Long press

Volume Control Range

-20 dB

10 dB

Step size
2.5 dB

Start-up delay

Short

Philips, Philip

Settings

Print

Help

Refresh

Close

Activate call controls
for hands-free
communication

Answer call: short press
Decline/end call: long press

Call controls

Call controls

Answer call
Decline call
End call

Short press
Long press
Long press

Save and Quit

 Finish Session

☐ Decline call or End call



Push button overview in HearLink miniRITE T

Duration	Function
Short press 0-0.4 second	Volume control Answer calls
Medium press 0.4-2.4 seconds	Program change*
Long press >2.4 seconds	Mute Decline/ End calls
Longer press 7 seconds	Flight mode

*Apply a long press to change programs if volume control is on. Apply a short press to change programs if volume control is off.



1.3 Tubing for MNB



1.3 tubing

- Now available for HearLink 9030 MNB T|TR with FW version 1.4.1
- Provides slightly more gain and output in high frequency region

	Earhook	miniFit 1.3 mm	miniFit 0.9 mm
OSPL90, Peak (dB SPL)	123	119	117
OSPL90, 1600 Hz (dB SPL)	120	114	108
OSPL90, HFA (dB SPL)	119	115	110
Full-on Gain, Peak (dB)	54	54	55
Full-on Gain, 1600 Hz (dB)	47	46	43
Full-on Gain, HFA (dB)	47	47	43
Reference Test Gain (dB)	41	36	33

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HL 9030 MNB T R

P1P1

HL 9030 MNB T R

Philips HearSuite

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Feature Selection

Finish Session

HL 9030 MNB T R 85

Hook/Thin Tube

Thin tube 1.3

Earpiece

OpenBass dome

HL 9030 MNB T R 85

Hook/Thin Tube

Thin tube 1.3

Earpiece

OpenBass dome

Not detected

Detect

Not detected

Family

HearLink 9030

HearLink 7030

HearLink 5030

HearLink 3030

HearLink 2030

HearLink 1700

HearLink 1500

HearLink 9010

HearLink 7010

Style

HL 9030 MNB T

HL 9030 MNB T R

HL 9030 MNR T

HL 9030 MNR T R

Features

Battery

13

Features

Telecoil

Pushbutton

Wireless NFMI

Wireless 2.4 GHz

Directionality



Firmware Updates



Firmware update

- Firmware version 1.4.1 is included with HearSuite 2022.2 for current HearLink 9030 MNR T|TR and MNB T|TR products
- No need to restore member settings to hearing aids
- Support for new control call functions
 - Works for all HearLink 9030 MNR T|TR and MNB T|TR
- Support for 1.3 tubing in MNB T|TR
- Connectivity improvements
 - Fixes iOS 15.4.1 issue which made it challenging to connect to multiple Apple devices
 - Independent control of streaming volume and surrounding volume when using the TV Adapter



Firmware update for HearLink 9030 instruments

- HearLink 9030 MNR T|TR and MNB T|TR firmware updates are 100% wireless through Noahlink Wireless
- Estimated time for binaural update is **3 minutes**
- No need to restore member settings after updating the firmware
- Will need to re-pair devices to smartphones etc.





Information about the firmware

- When a firmware update is available, a prompt will occur in the fitting software



- Check for firmware updates in Tools > Instrument Updater

Detect

Side	Instrument	Serial number	Current version	Available version	Status
Right	HearLink 9030 miniRITE T R	65279090	1.3.0	1.4.1	Update available
Left	HearLink 9030 miniRITE T R	65195125	1.3.0	1.4.1	Update available

Important information

Instruments will be returned to factory settings. The instruments reconnect automatically (or do it manually) to restore user settings.

Place the instruments on a table, not on the client

Make sure the instruments have new or fully charged batteries and are not in charger

What is new

Right and left hearing instrument

FW 1.4.1 Release Text

- General updates for improved connectivity and performance

To keep your hearing aids in the best working order, they must always be upgraded to the latest firmware version.

Estimated time: 3 min 30 s

Update



Finish update

Detect

Side	Instrument	Serial number	Current version	Available version	Status
Right	HearLink 9030 miniRITE T R	65279090	1.4.1	1.4.1	Updated successfully
Left	HearLink 9030 miniRITE T R	65195125	1.4.1	1.4.1	Updated successfully

Prepare the instruments for use

!

Make sure to let the instruments reconnect automatically (or do it manually) to restore user settings.

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Inform your client about the changes in the updated instruments.

Right and left hearing instrument

FW 1.4.1 Release Text

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General updates for improved connectivity and performance

To keep your hearing aids in the best working order, they must always be upgraded to the latest firmware version.

Update

- Hearings aids will reconnect automatically
- Re-pair the wireless accessories
- Note: No need to restore user settings for HearLink 9030 instruments



Automatic Adaptation Manager

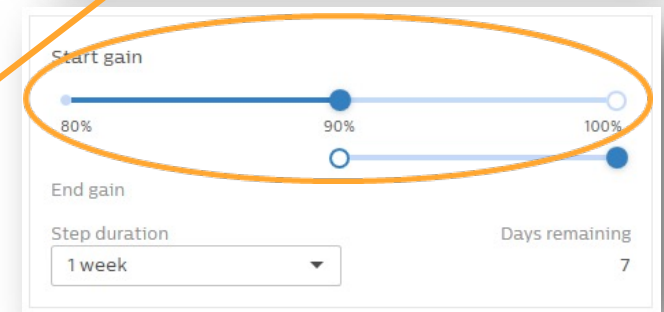
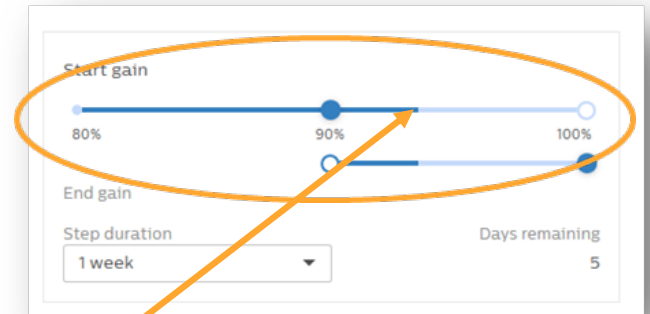
- If the **Automatic** Adaptation Manager (AAM) is turned on and in process during a firmware update, it will be reset to 100% after the update
- Options to consider:
 - A. Delay the firmware update until the member is ready for 100% if:
 - They do not have a compatible phone for the call control push button feature
 - There is no interest in the call control push button feature
 - There are no reliability issues with phone connectivity
 - B. Move forward with the firmware update after checking to see that the member is ready for 100%
 - C. Move forward with the firmware update and follow the suggested steps to reset the adaptation manager



Suggested steps to reset the AAM

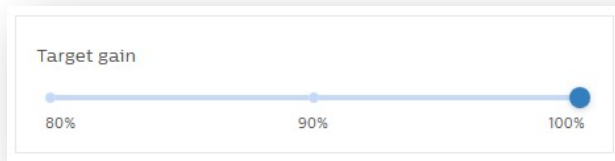
- Check the progress of the AAM before performing the firmware update and then after the firmware update is complete:

1. Reset the AAM back to the closest setting before the firmware update
 - In this example, reset to 90%
2. Adjust gain up or down for comfort based on the progress before the firmware update

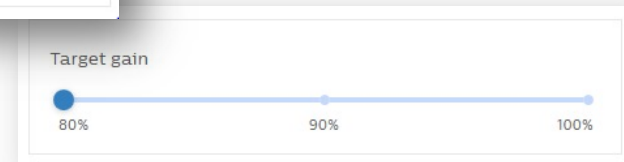
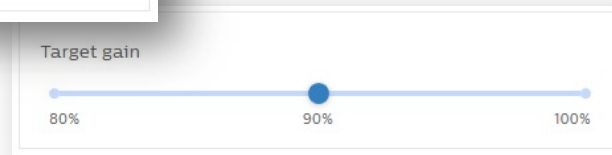


Adaptation Manager—static setting

- The static Adaptation Manager does not change after a firmware update, it maintains the same setting
 - 100%, 90% or 80%



☒ Automatic gain adaptation



Final Words

Any questions?

- 800.327.3394
- costcosupport@sbohearing.com

SBO Hearing Portal

- <https://uscostco.sbohearing.com>
- Quick links can be accessed without a login

