

Philips HearLink

What is New in HearLink 9030

Demant



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Audiology Education and Training Manager

- Responsible for providing education and training on Philips products and fitting software
- Worked in the Demant organization since August 2016
- Previous experience in both clinical and non-clinical settings
- Received Master's degree from Northwestern University and doctoral degree from Salus University

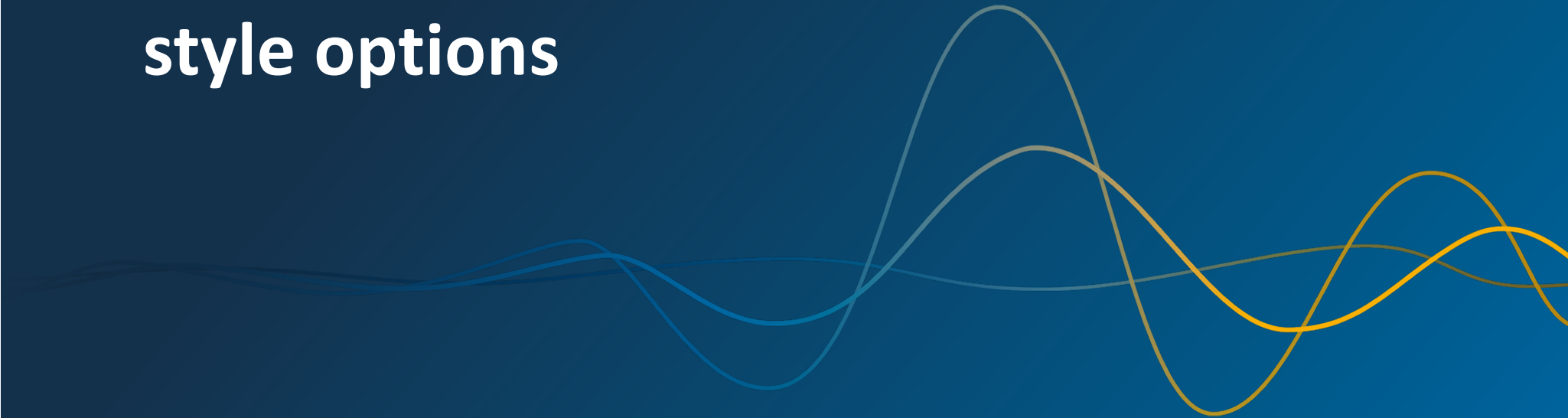


Learner outcomes

- After this course, participants will be able to:
 - Analyze the differences between the HearLink custom hearing instrument styles and determine when to use each product.
 - Determine the appropriate speaker strength and venting option available for the custom hearing instrument selected.
 - Counsel members on the availability of hands-free communication and understand situations where this Bluetooth protocol is best applied.



HearLink product portfolio and style options





HearLink 9030 customs

- AI powered custom solution with SoundMap 2
- Improved modelling and production of custom instruments **that prioritizes a small size**
 - Tailor made and molded for a comfortable fit
- 2.4 GHz Bluetooth® Low Energy in ITC and ITE styles allows powerful connectivity functionality
 - Hands-free communication for iPhone and iPad with call control function
- Ease of Use, IP 68 Rating
- Available in 5 Styles



Philips HearLink custom styles



IIC

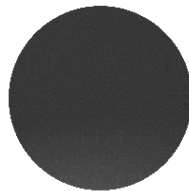
CIC

ITC

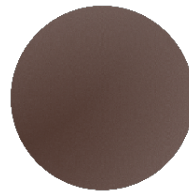
ITE HS

ITE FS

Optional 2.4 GHz



BL
Black



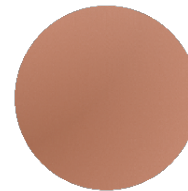
DB
Dark
Brown



MB
Medium
Brown



LB
Light
Brown



BE
Beige

Configuration options



	IIC	CIC	ITC	ITE HS, ITE FS
Battery	10	10	312	312
Fitting levels	75 90	75 90	75 90 100	75 90 100
NFMI	-	o	•	•
2.4 GHz	-	-	o*	o*
Microphones	1	1	2	2
Push-button	-	o	o	o
Volume wheel	-	-	o	o
Telecoil	-	-	o^	o^

• Standard o Option - Not available * Not possible with telecoil ^ Not possible with 2.4 GHz



Battery life

	Calculated Hours	Real Usage Hours
IIC, CIC (75)	65	50- 60
IIC, CIC (90)	50	40 - 55
ITC, ITE HS FS (75)	90	55 - 60
ITC, ITE HS FS (90)	85	40 - 60
ITC, ITE HS FS (100)	85	50 - 60

Calculated- this is a standardized battery measurement and does not account for real-life variables

Real Usage- this represents battery life based on an estimated time frame performed with variable settings to include gain, streaming, etc.

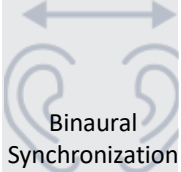
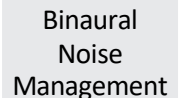
Invisible-In-Canal (IIC)



Feature	Battery size	Fitting levels	Microphone
Option			
Benefits	10	75	1 microphone
		90	

Completely-In-Canal (CIC)



Feature	Battery size	Fitting levels	Microphone	NFMI	Push button
Option				o	o
Benefits	 10	75 90	1 microphone 	 Binaural Synchronization  Binaural Noise Management	Program Control Mute Volume control**

o Optional

**Requires push button on both HIs

In-The-Canal (ITC)



Feature	Battery size	Fitting levels	Microphone	NFMI	Push button	2.4 GHz connectivity	Volume wheel	Telecoil
Availability				●	○	○*	○	○^
Options	312	75 90 100	2 microphones Directionality Mode Pinna Mode Wind noise management	Binaural Synchronization Binaural Noise Management	Program Control Mute Volume control** Pick-up call functionality	HearLink app HearLink Connect app Accessories iOS & Android direct streaming Hands-free communication for iOS w/ pick-up call functionality Low frequency enhancement Remote Fitting	Manual volume adjustments	Use with induction systems

● Standard

○ Optional

* Not possible with telecoil

^ Not possible with 2.4 GHz

**Requires push button on both HIs

In-The-Ear (HS/FS)



Feature	Battery size	Fitting levels	Microphone	NFMI	Push button	2.4 GHz connectivity	Volume wheel	Telecoil
Availability				●	○	○*	○	○^
Options	312	75 90 100	2 microphones Directionality Mode Pinna Mode Wind noise management	Binaural Synchronization Binaural Noise Management	Program Control Mute Volume control** Pick-up call functionality	HearLink app HearLink Connect app Accessories iOS & Android direct streaming Hands-free communication for iOS w/ pick-up call functionality Low frequency enhancement Remote Fitting	Manual volume adjustments	Use with induction systems

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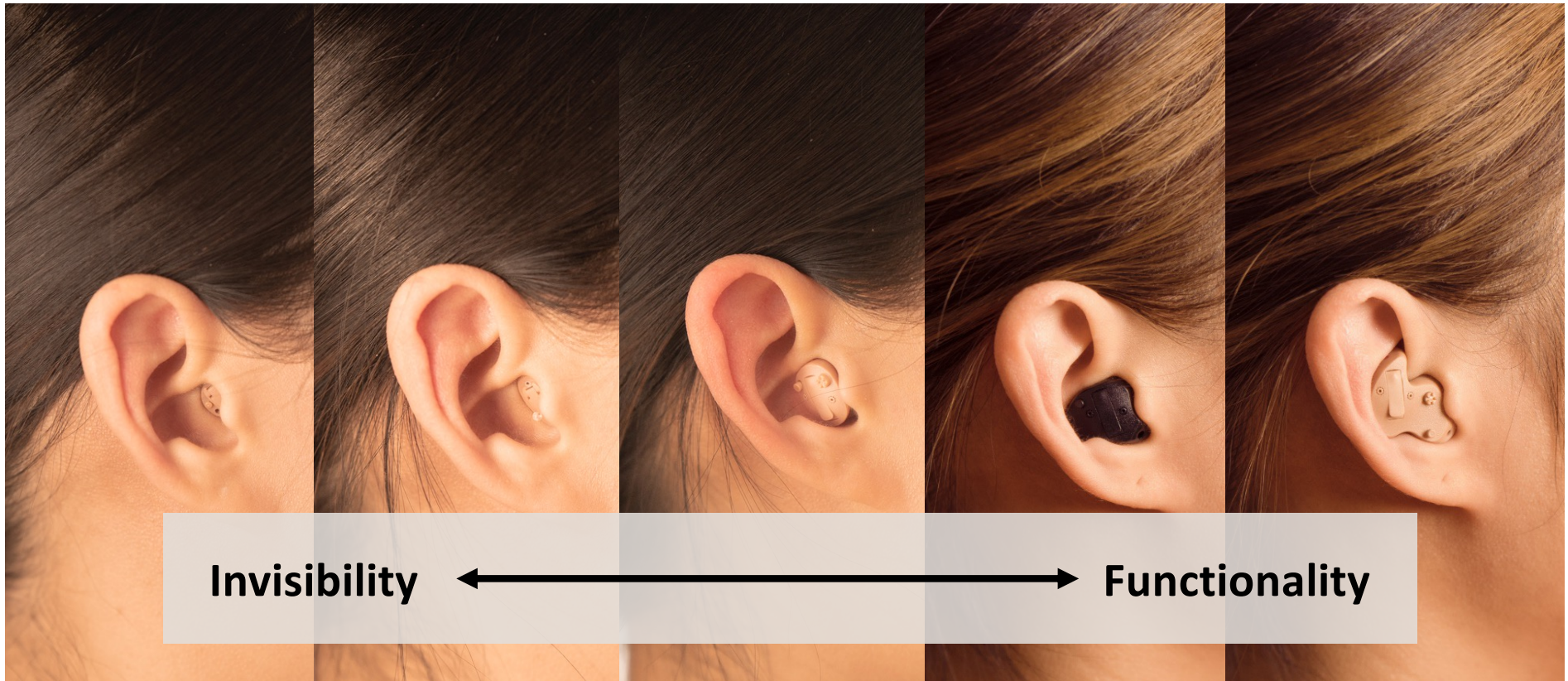


SoundTie 2 technology overview

Feature	ITE FS	ITE HS	ITC	CIC	IIC
SoundTie 2					
NFMI	•	•	•	o	
2.4 GHz Connectivity	o	o	o		
Smartphone connectivity					
iOS and Android direct streaming	o	o	o		
iOS hands-free communication	o	o	o		
SoundTie accessories connectivity					
TV Adapter					
AudioClip					
Remote Control	o	o	o		
HearLink and HearLink Connect apps					

• Standard o Optional

Choosing your HearLink custom style



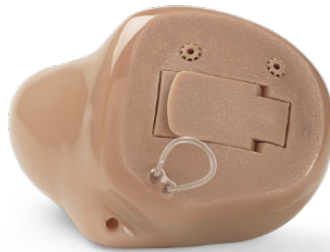
Ease of use customization for easier handling



Removal notch



Large ball removal cord



Metal loop



Raised program button



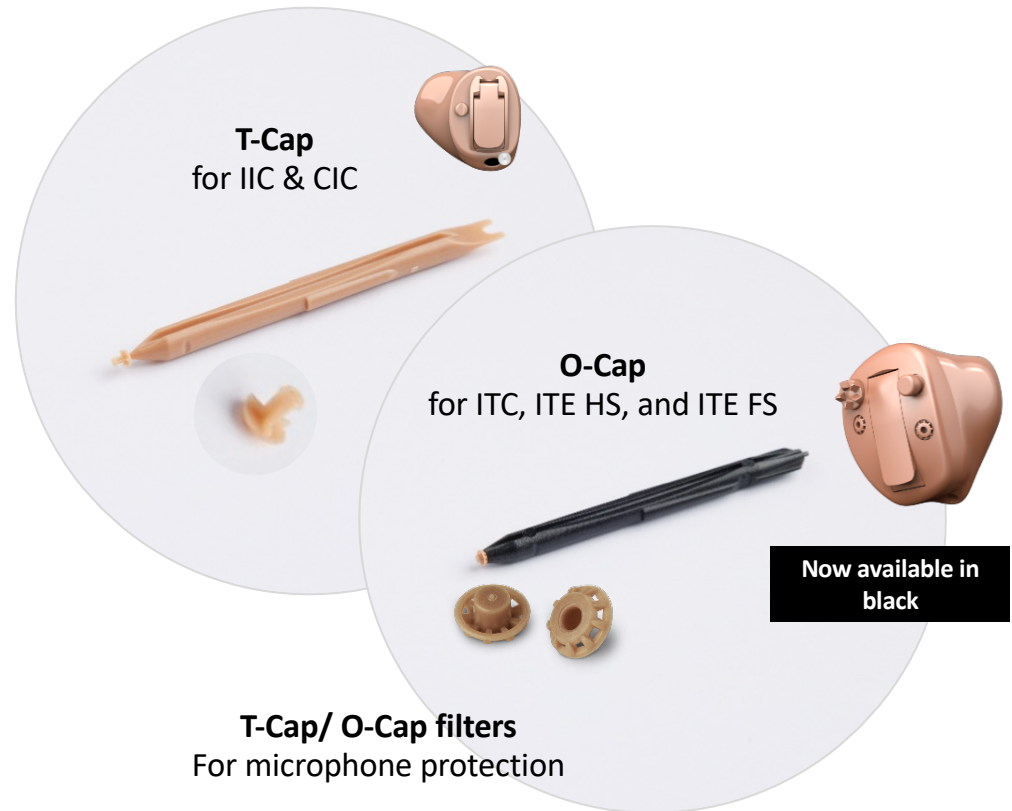
Raised VC wheel

Protection from moisture and debris

IP68 Rating



ProWax miniFit filters
For speaker protection



T-Cap
for IIC & CIC

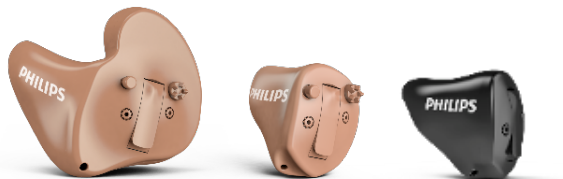
O-Cap
for ITC, ITE HS, and ITE FS

T-Cap/ O-Cap filters
For microphone protection

Now available in
black

Wireless programming

- Noahlink wireless
 - Devices with 2.4GHz Bluetooth Low Energy
 - ITE FS
 - ITE HS
 - ITC



Wired programming

- HiPro 2
 - For use with all non-wireless devices
 - Flexconnect Mini (ITE FS, ITE HS, ITC)



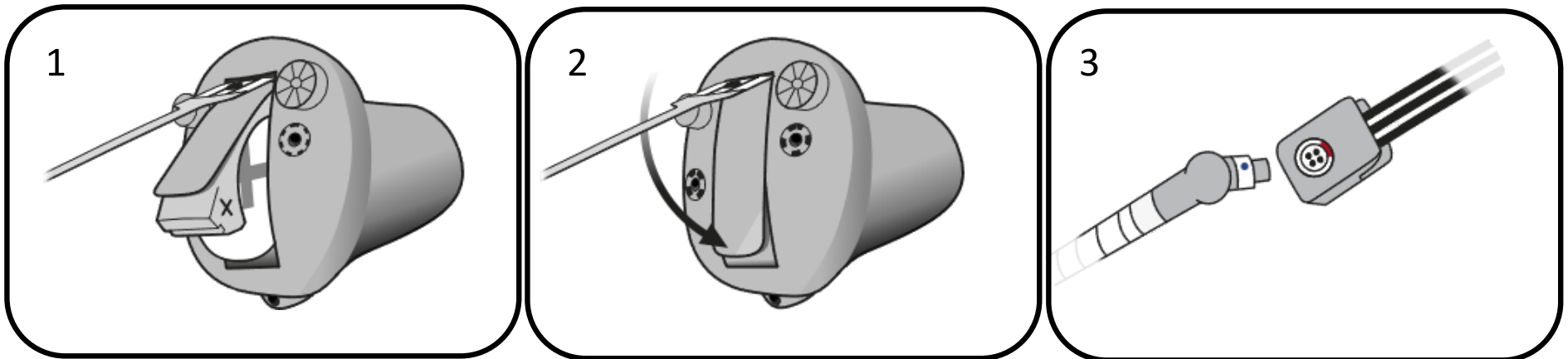
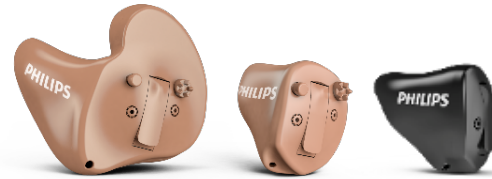
- Programming Adapter (CIC, IIC)





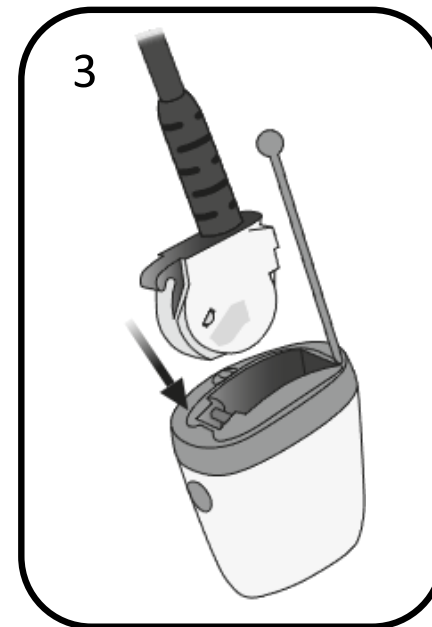
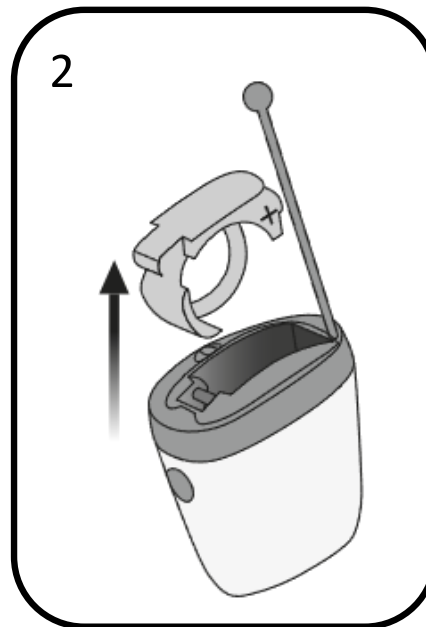
Flexconnect Mini

- Non-wireless ITE FS, ITE HS, and ITC



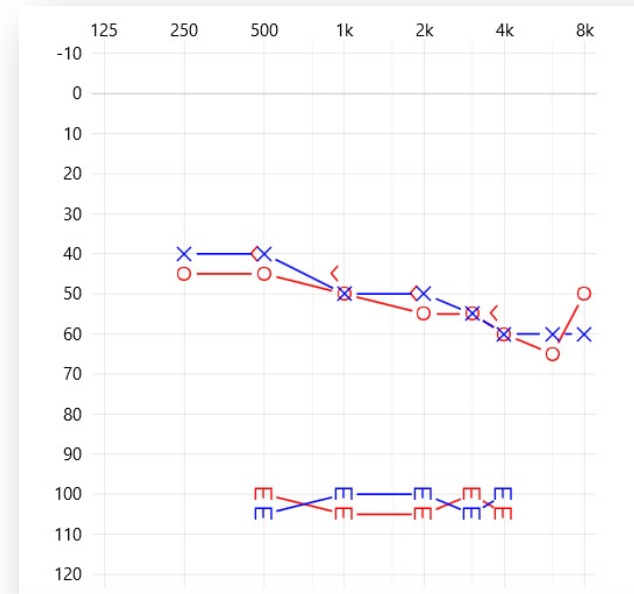
Programming Adapter

- All CIC and IIC devices



Case scenario

- Current member with HearLink 9010 MNR who just started wearing glasses
- Desires a custom hearing instrument
- Fit with HearLink 9030 ITE HS
 - 90 speaker, 2.4mm vent, 2.4 GHz
 - Push button

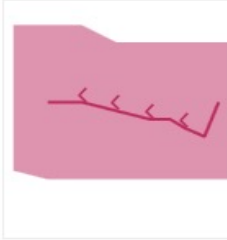




HL 9030 ITE HS 90

Receiver
90

Vent
2.4 mm





Receiver
90

Vent
2.4 mm



HL 9030 ITE HS 90

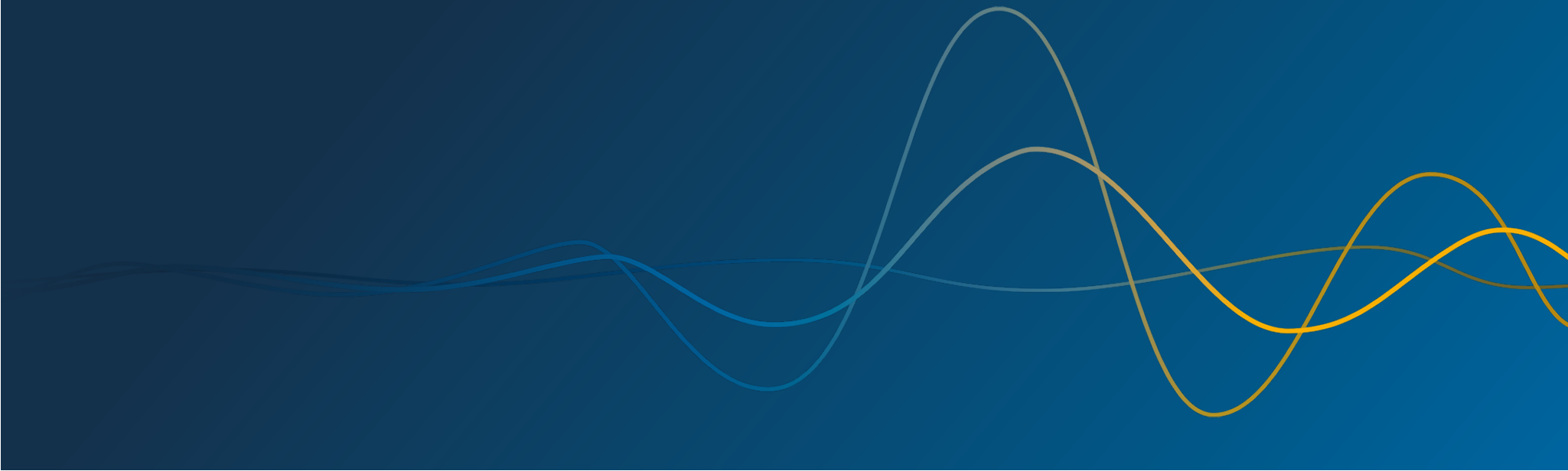
Case scenario

- Member fit with upgraded technology for sound quality and connectivity improvements
- Improved fit and comfort when wearing glasses
- Maintain 'open fit' feel with 2.4mm round venting





Venting and speaker **options**



Vent options

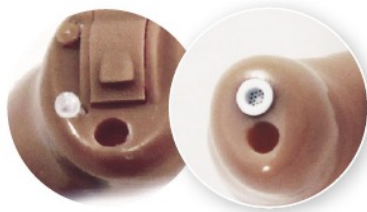
- Vent may be limited by size of member's ear canal
- Type of vent depends on the size and style of the custom instruments
- Vent must match selection in HearSuite software
- Option for 'factory select' on order form

Type	Recommended use
Round vents	Any time when sufficient space is available. The most traditional vent size
Oval vents	Easier to fit when space is limited. Mainly for IIC and CIC
Free vents	A free shape vent when placement is difficult
Collection vents	Ideal when space is limited. May reduce occlusion because of its conical shape

Vent options

Venting

Round vent



Straight channel through device. Round opening on faceplate and canal tip.

Oval vent



Oval openings used for smaller instruments IIC and CIC.

Free vent/largest possible



Free form openings, takes advantage of space to ensure largest possible vent.

Collection vent



Cone shaped channel, round opening on faceplate, 'D' opening on canal tip.

Vent type is selected at the factory, unless otherwise noted in the special instructions.

Vent sizing

- Increased diameter leads to decreased low frequency output
- Optimal vent diameter

dB HL at 500 Hz	Vent Diameter
>20- 30 dB HL	3.0 mm
30- 40 dB HL	2.4 mm
40- 50 dB HL	2.0 mm
50- 60 dB HL	1.6 mm
60- 70 dB HL	1.2 mm
70- 80 dB HL	0.8 mm

<https://hearingreview.com/practice-building/practice-management/fitting-tips-how-do-vents-affect-hearing-aid-performance>



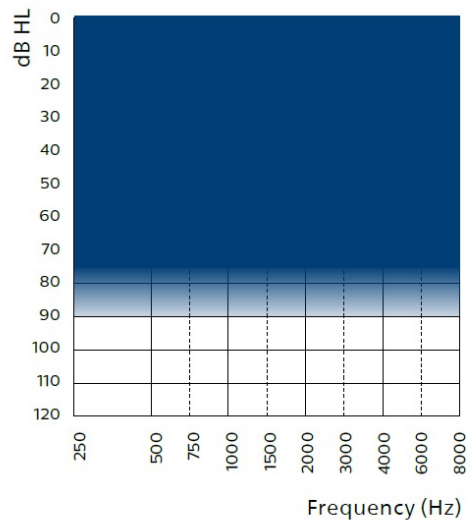
Troubleshooting occlusion effect

- Trench vent (when space is limited)
- Step vent
- Increase vent diameter
- Increase canal length
 - Longer impression may be needed
 - Past second bend
- Taper canal

IIC & CIC fitting range

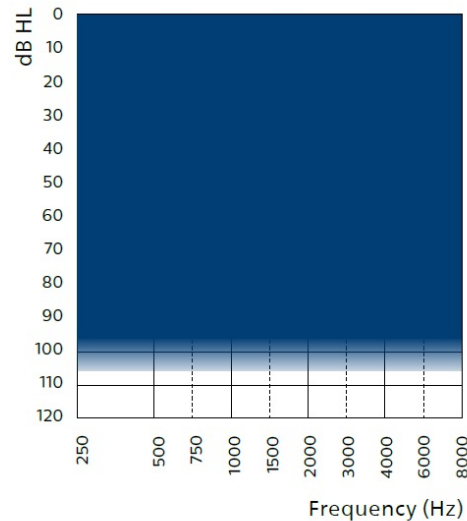
75

Speaker 75



90

Speaker 90



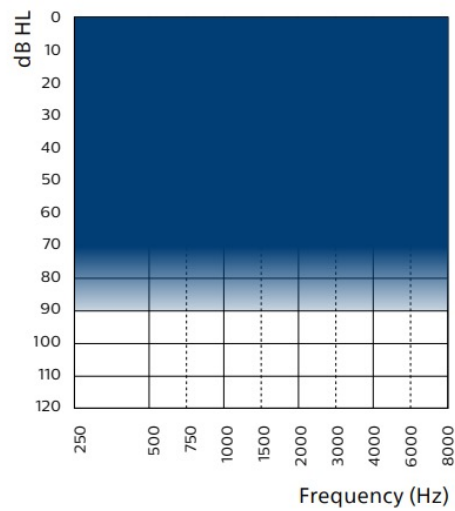
ITC, ITE HS & ITE FS fitting range

75

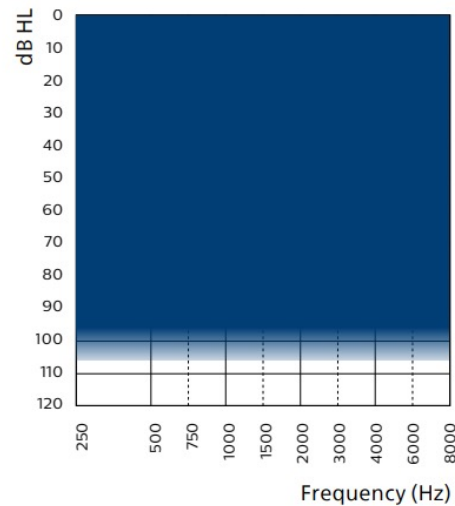
90

100

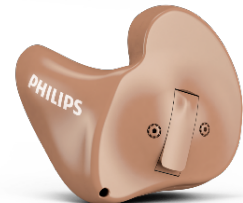
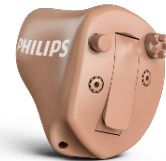
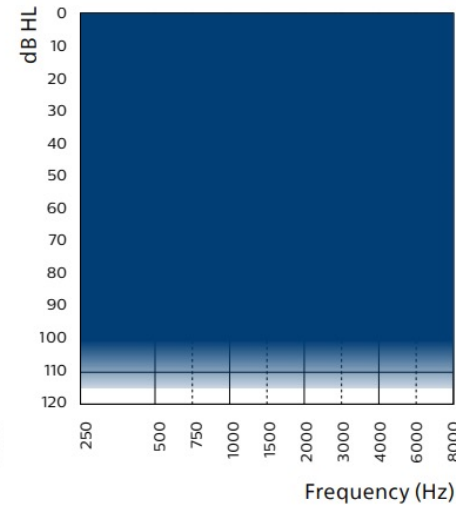
Speaker 75



Speaker 90



Speaker 100



Case scenario

- Member has a severe hearing loss but wants the smallest custom device possible
- Fit with HearLink 9030 IIC
 - 90 speaker
 - 1.7 Oval vent



HL 9030 IIC 90

Receiver: 90

Vent: 1.7 x 0.8 m...

Receiver: 90

Vent: 1.7 x 0.8 m...

HL 9030 IIC 90

Case scenario

- Member is fit with a custom hearing instrument that fits deep within her ear and is not highly visible
- Venting and speaker options provide ample power with little risk of occlusion





Philips HearLink technology SoundTie 2 and Hands-free communication



Convenient **hands-free communication**

- **SoundTie 2** offers hands-free communication with compatible iOS devices and the **HearLink 9030 series**
 - **HL 9030 ITC | ITE HS | ITE FS with 2.4 GHz**
- The hearing instruments will pick up the user's voice and stream sound both ways, leaving their hands free for other tasks
- **New!** Call control push button option



Requirements for hands-free calls

- iPhone and iPad offering the **Low Energy Audio protocol**
 - Available from iPhone 11 and minimum iOS 15.2 *
- Custom styles with **2.4 GHz** wireless technology and **FW 1.4.1**
 - HL 9030 ITC | ITE HS | ITE FS
- Hands-free communication not available on Android devices
 - Must continue to use AudioClip



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

Call control push button functionality



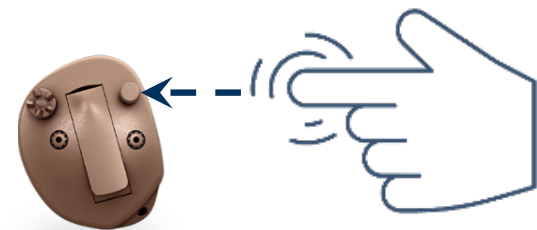
- Smartphone must be compatible with hands-free communication*
- Answer the call on your iPhone or iPad with the simple push of a button
- Available for HearLink 9030 instruments with 2.4 GHz and a push button
 - MNR T|TR, MNB T|TR, ITC, ITE HS|FS
 - Requires firmware 1.4.1

* Available with iPhone 11 and newer models using minimum iOS 15.2, for more information on compatibility, please visit [HearLink compatibility | Philips](#)

Call control push button functionality

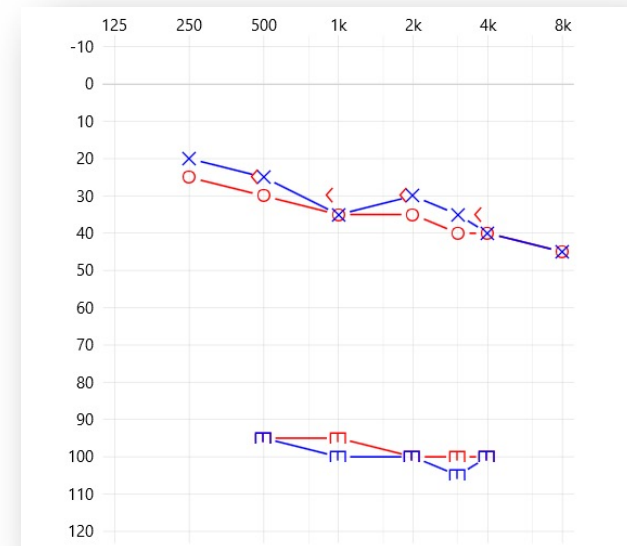
Push button on hearing instruments can be used to answer, reject or end calls

- **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



Case scenario

- Member has mild to moderate SNHL and desires a custom hearing instrument that she can use for hands-free phone calls
- Would like something that resembles a wireless headphone
- Fit with HearLink 9030 ITE HS
 - 75 speaker, 3.0 CV, 2.4 GHz
 - Push button



Receiver
 75

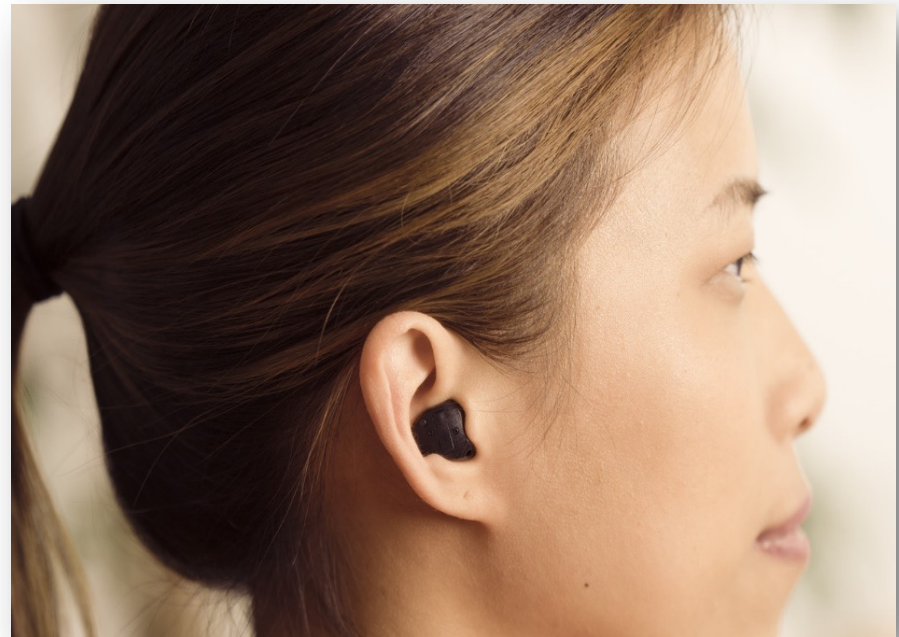
Vent
 CV 3.0 mm

Receiver
 75

Vent
 CV 3.0 mm

Case scenario

- Member can connect to compatible iPhone for streaming and hands-free communication
 - Push button for true hands-free experience



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

