

1. This document was created to support maximum accessibility for all learners. If you would like to print a hard copy of this document, please follow the general instructions below to print multiple slides on a single page or in black and white.
2. This handout is for reference only. Non-essential images have been removed for your convenience. Any links included in the handout are current at the time of the live webinar, but are subject to change and may not be current at a later date.
3. Copyright: Images used in this course are used in compliance with copyright laws and where required, permission has been secured to use the images in this course. All use of these images outside of this course may be in violation of copyright laws and is strictly prohibited.
4. Social Workers: For additional information regarding standards and indicators for cultural competence, please review the NASW resource: [Standards and Indicators for Cultural Competence in Social Work Practice](#)
5. Need Help? Select the “Help” option in the member dashboard to access FAQs or contact us.

How to print Handouts

On a Mac

- Open PDF in Preview
- Click File
- Click Print
- Click dropdown menu on the right “preview”
- Click layout
- Choose # of pages per sheet from dropdown menu
- Checkmark Black & White if wanted.

On a PC

- Open PDF
- Click Print
- Choose # of pages per sheet from dropdown menu
- Choose Black and White from “Color” dropdown

No part of the materials available through the continued.com site may be copied, photocopied, reproduced, translated or reduced to any electronic medium or machine-readable form, in whole or in part, without prior written consent of continued.com, LLC. Any other reproduction in any form without such written permission is prohibited. All materials contained on this site are protected by United States copyright law and may not be reproduced, distributed, transmitted, displayed, published or broadcast without the prior written permission of continued.com, LLC. Users must not access or use for any commercial purposes any part of the site or any services or materials available through the site.

A solid red square is located in the bottom left corner of the page.

Introduction to Philips HearLink 9040

Seamless Connections

Demant



Sarah Hunkele, Au.D.

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 Objectives

- Analyze the feature improvements of the Philips HearLink 9040 and how they benefit members who are both new and current hearing aid users.
- Assess how to apply SoundProtect Wind Noise Management and Transient Noise Reduction based on member feedback.
- Counsel members on the availability of Philips HearLink 2 app and demonstrate understanding of hearing instrument and device compatibility.



Philips HearLink 9040 product portfolio



What's new in HearLink 9040



- Offered in 4 styles **MNR T | T R** and **MNB T | T R**
- **SoundMap 2 Plus** with AI sound technology powered by the new **SoundProtect** feature
- **Beige | beige** color for all 4 BTE styles
- **Notify Me** for voice alerts when instrument battery is low
- Enhanced data logging with **Environments and Connection Count** to gain insights to the member's conversation activity and hearing progress
- **HearLink 2 app** for remote control and remote fitting functionality in one app

Most up-to-date **Philips** product portfolio



HearLink 9040

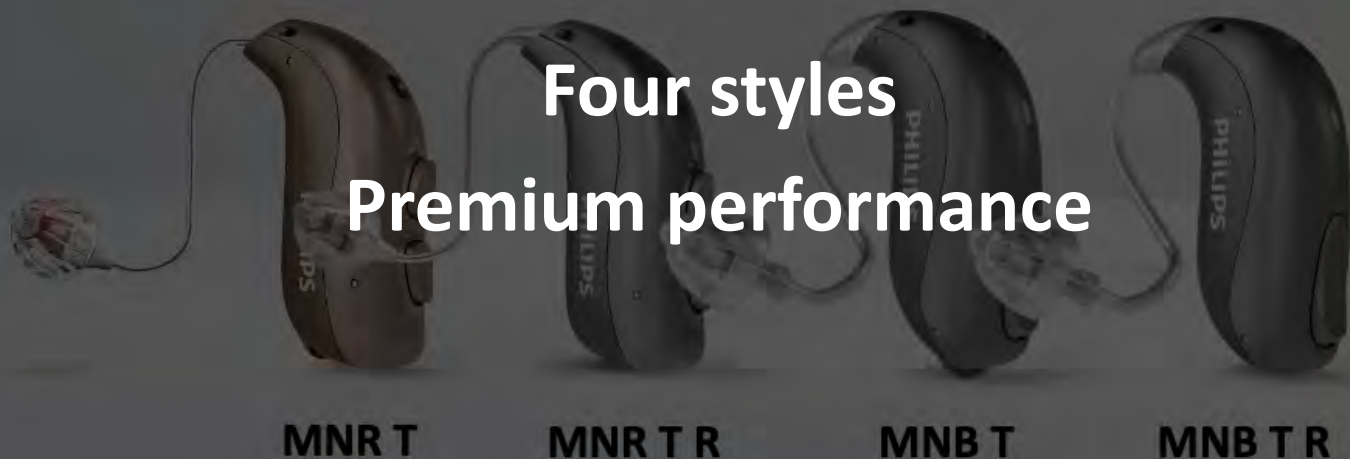
MNR T

MNR T R

MNB T

MNB T R

Most up-to-date **Philips** product portfolio



Four styles

Premium performance

HearLink 9040

MNR T

MNR T R

MNB T

MNB T R

HearLink contactless rechargeability

- Philips HearLink offers the modern convenience of rechargeability with a short recharging period for a full day of power
- Standard desktop charger and portable Charger Plus designed to be compatible with the HearLink 9040 MNR T R and MNB T R instruments





HearLink 9040 MNR T|T R



MNR T & MNR T R hardware



Acoustic options for MNR T & MNR T R

HearLink 9040



Speaker 60
Speaker 85
Speaker 100
Speaker 105*

Speaker wire lengths
Size 1
Size 2
Size 3
Size 4

MicroShell**
OpenBass dome
Bass dome, double vent
Power dome
Custom mold

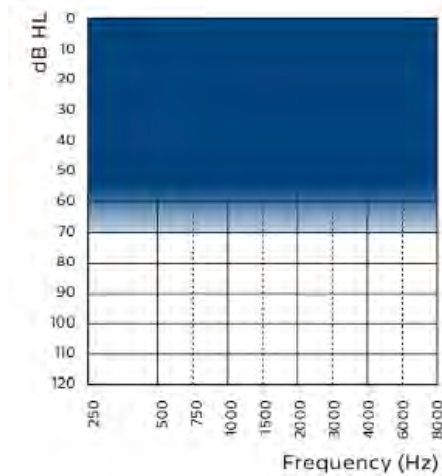
OpenBass dome sizes

5 mm	10 mm
6 mm	12 mm
8 mm	

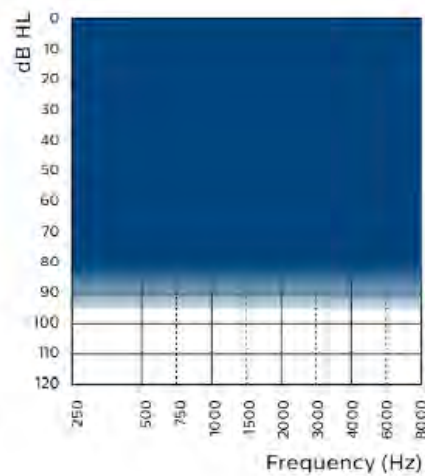
* With custom power mold only

**Only available in fitting level 60 & 85

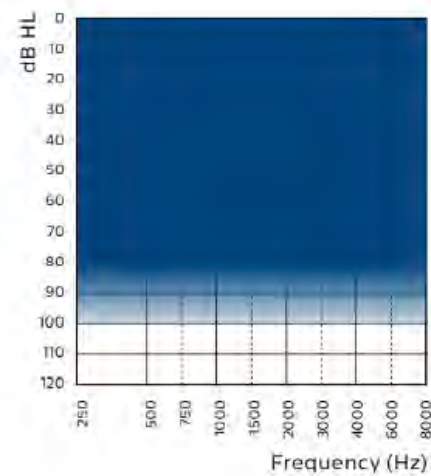
MNR T & MNR T R fitting ranges



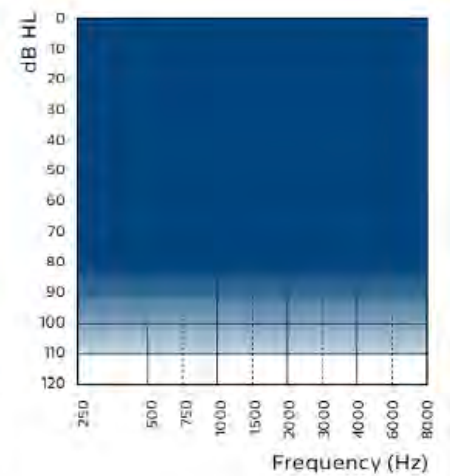
Speaker 60



Speaker 85



Speaker 100



Speaker 105



HearLink 9040 MNB T|T R



MNB T & MNB T R hardware

6 color combinations



Acoustic options for MNB



- Supports existing miniFit thin tube
 - Compatible with both 0.9 mm and 1.3 mm
 - Available in 4 lengths (0, 1, 2, 3)
- MNB earhook with damper
 - Damper is placed at the tip of the hook
 - Designed to ensure proper alignment of the microphone on the ear for optimum performance

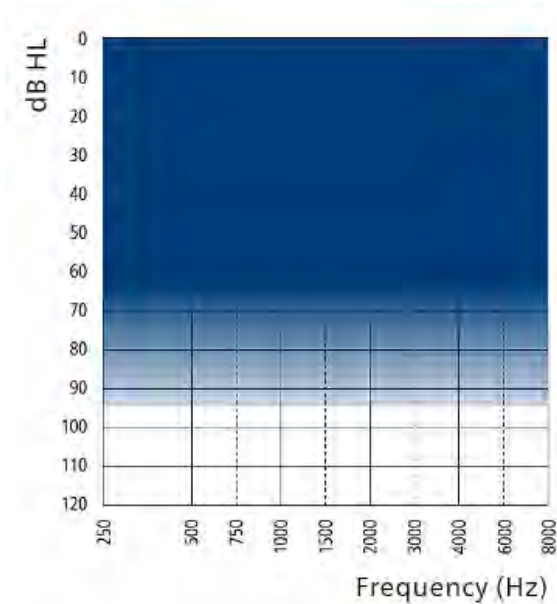
Acoustic options for MNB



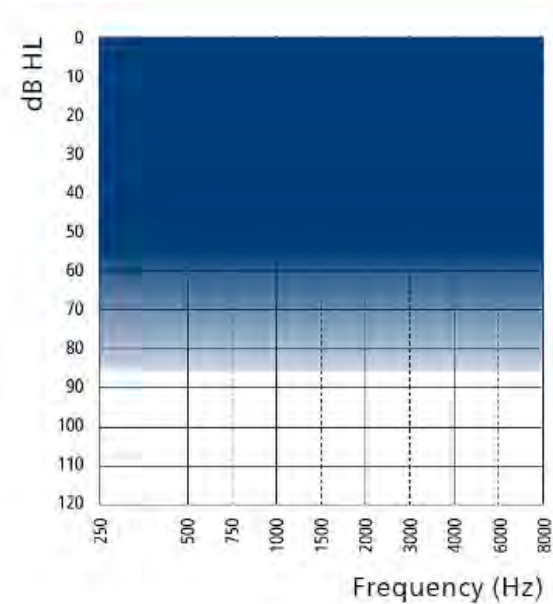
- Compatible with existing domes and custom earpieces*:
 - OpenBass dome
 - Bass dome (double vent)
 - Power dome
 - Custom ear mold
- 0.9 & 1.3 miniFit thin tube with 4 available lengths

*Available with existing miniFit thin tube and adapter

MNB T & MNB T R fitting ranges



Earhook



**miniFit thin tube 0.9 mm
miniFit thin tube 1.3 mm**

HearLink 9040

Feature Overview



SoundMap 2 Plus feature overview

	HL 9040
Programming options	
Fitting bands	24
Environments	13
 Notify Me	•
Data logging	
 Environments	•
 Connection Count	•

- Notify Me is a spoken low battery notification available in nine languages
 - UK, US, CN, GE, FR, ES, NL, DK, JP
- Enhanced data logging
 - Time the member has spent in different environments
 - Conversation activity per environment and per usage period

SoundMap 2 Plus feature overview

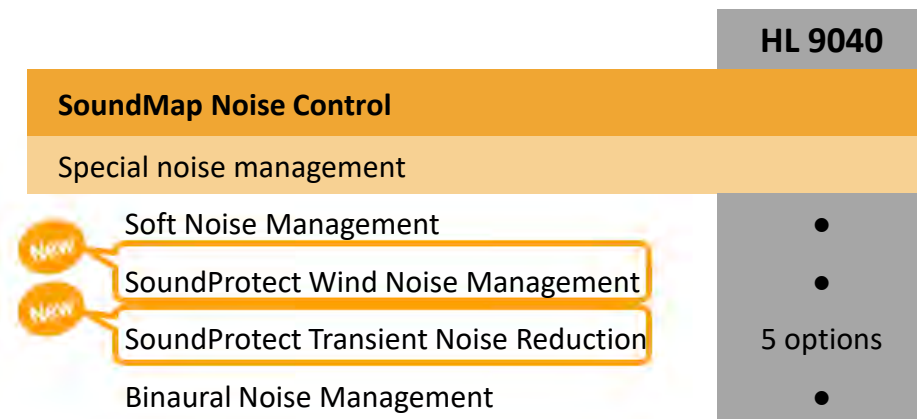
	HL 9040
SoundMap Amplification	
Frequency bandwidth	10 kHz
Comfort Control	4 options
Frequency Lowering	●
Extended Dynamic Range	●
Low Frequency Enhancement*	●
SoundMap Feedback Cancellor	
Strength control	●

*Available when streaming

SoundMap 2 Plus feature overview

	HL 9040
SoundMap Noise Control	
Speech Clarifier	3 options
Noise Reduction Mode	4 options
SoundMap Noise Control Transition	4 options
Directionality	
Pinna Mode	2 options
Omni Directionality	•
Fixed Directional	•
Adaptive Directionality	•
Dynamic Directionality	3 options

SoundMap 2 Plus feature overview



- SoundProtect Wind Noise Management is a new way of managing wind and handling noise
- SoundProtect Transient Noise Reduction is designed to bring added benefit to members sensitive to transient noise



SoundMap 2 Plus technology



SoundProtect



SoundProtect

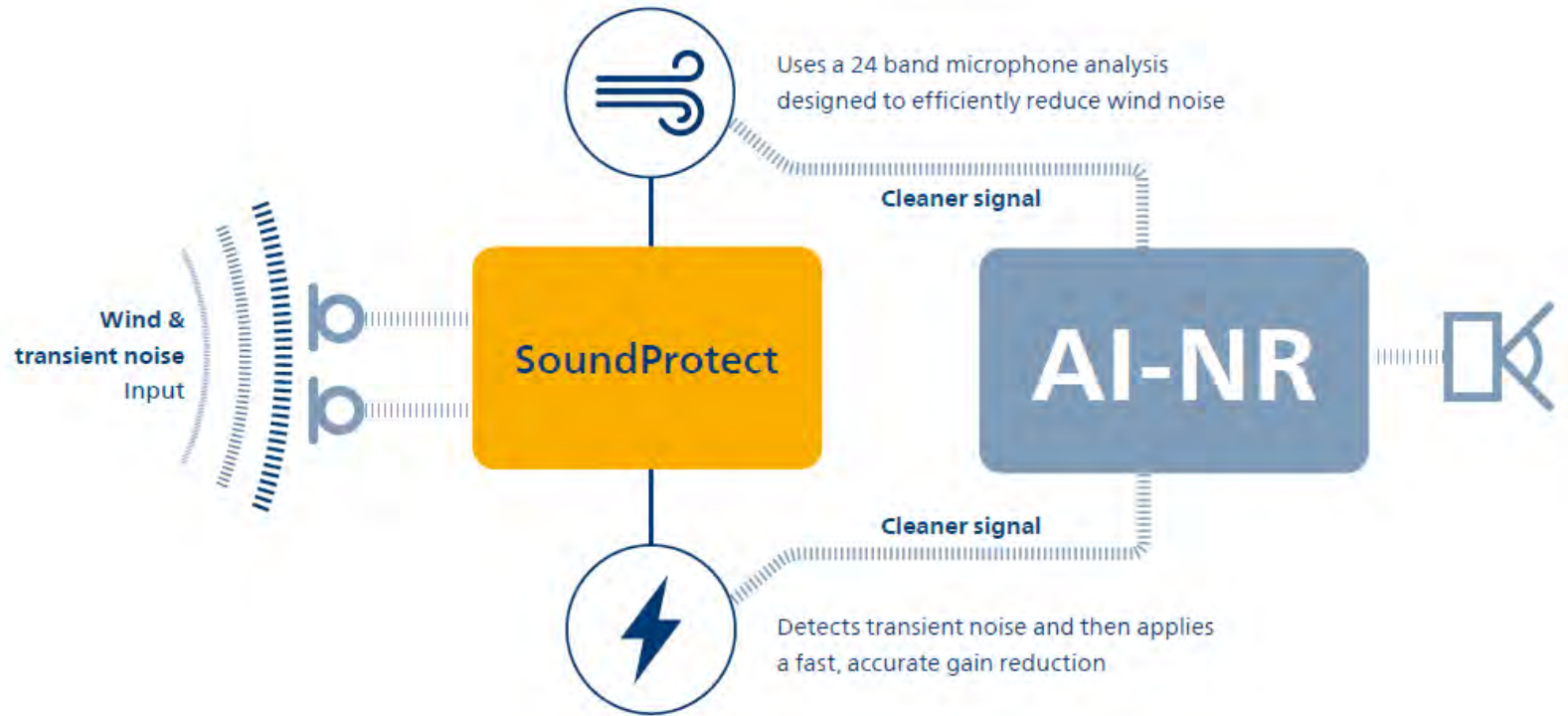
- A combined noise handling feature found in SoundMap Noise Control designed to deliver improved management of wind, handling and transient noise
- Applies two strategies to reduce these unwanted sounds before the signal is further cleaned by AI noise reduction
- Comprised of SoundProtect Wind Noise Management and SoundProtect Transient Noise Reduction



The challenge of disruptive noises

- External environmental noise is addressed effectively by directionality and AI-NR
- Noise generated at the hearing aid microphone (e.g., wind & manual handling) or noises which are very fast and abrupt (transient noises) can disrupt the signal before it can be processed effectively
- Once the signal is affected by these noises it is more challenging to fix
- That is why we need a fast, effective noise management system that can use multiple strategies to stop these disruptions before the signal can be further refined by AI-NR

How SoundProtect works



SoundProtect Wind Noise Management



SoundProtect Wind Noise Management

- SoundProtect Wind Noise Management (WNM) is an updated feature designed for members who are disturbed by wind noise and have difficulty hearing speech in windy situations
- Also helpful for members who are bothered by unwanted noise associated with manual handling (e.g., adjusting the hearing aid)



Examples of wind & handling noise sources



Transportation



Active lifestyle



Windy outdoors

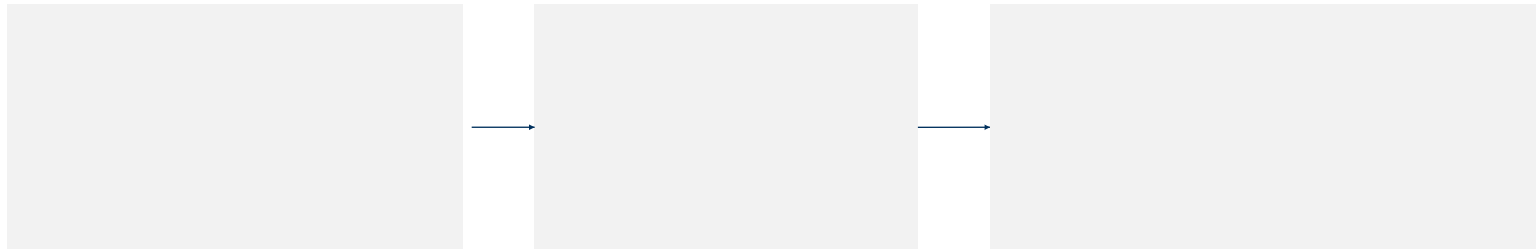
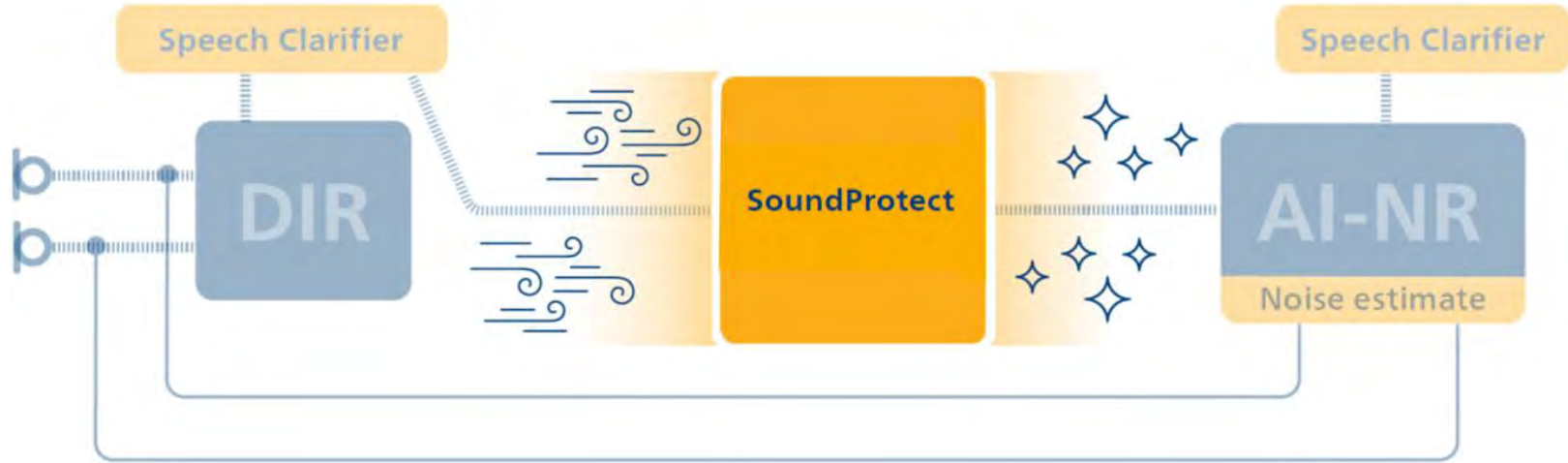


**Glasses, hat and
facemask**



**Handling
the hearing aids**

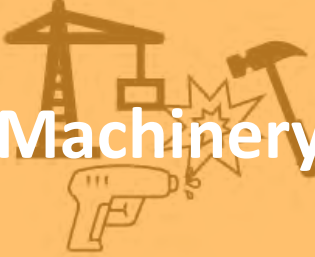
How it works



SoundProtect Transient Noise Reduction



Examples of transient sounds



Machinery



**People and
animals**



**Glassware and
cutlery**



Soft sounds



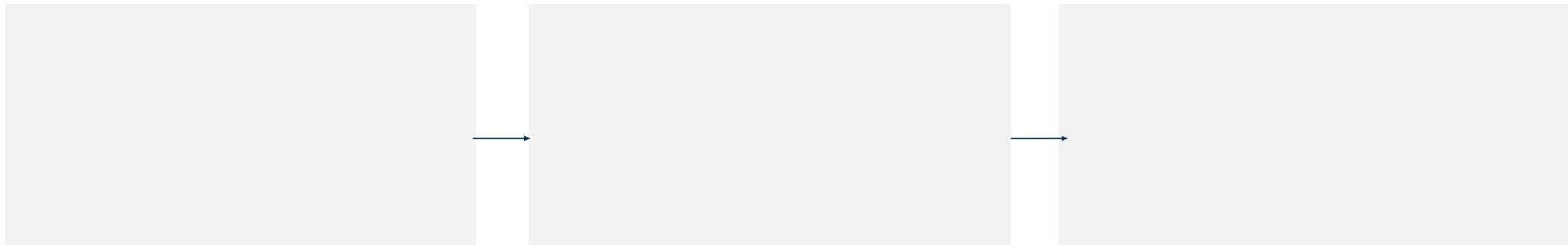
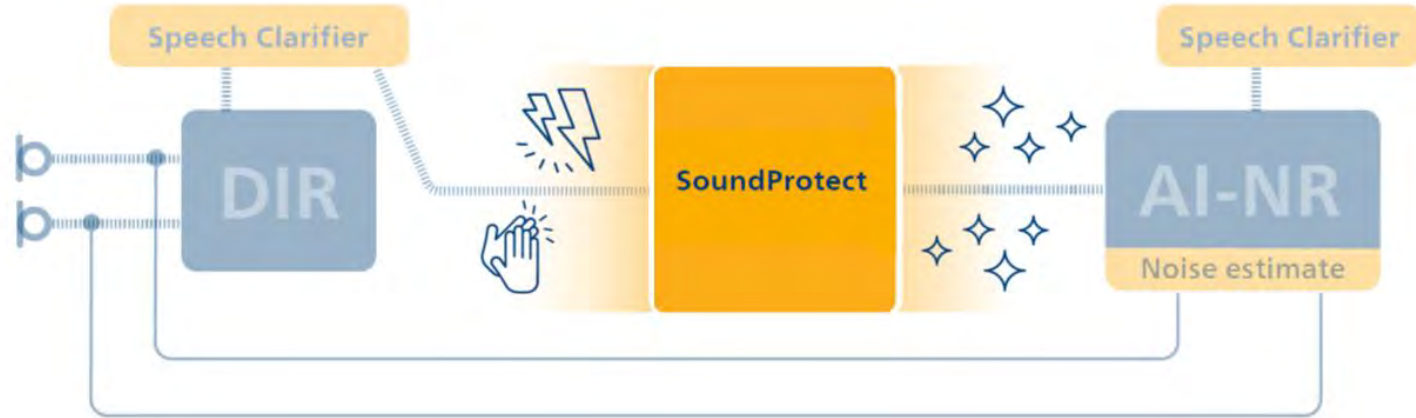
Celebrations



**Other everyday
noises**

They occur across different loudness levels, different listening settings and different parts of the day

How it works



Transient sounds are attenuated before the input signal is compressed; hence it is not overamplified

HearSuite settings

- 2 additional stronger settings available in HearSuite:
 - Very High - an option for members who need extra support for transient noises
 - Maximum - an option for members with hyperacusis or PTSD

Setting	Max Reduction
Off	0 dB
Low	10 dB
Medium (default)	15 dB
High	20 dB
Very High	25 dB
Maximum	30 dB

HearLink 9040 with SoundMap 2 Plus:

Key takeaways

- Extended premium line with technology upgrades on the SoundMap Noise Control module
- SoundProtect handles unwanted sounds that could cause distraction and irritation when wearing hearing aids
- Results in faster and more precise handling of wind and handling noise
- Improved handling of disturbing sounds including sudden loud noises and soft transient sounds associated with everyday living

Case study one

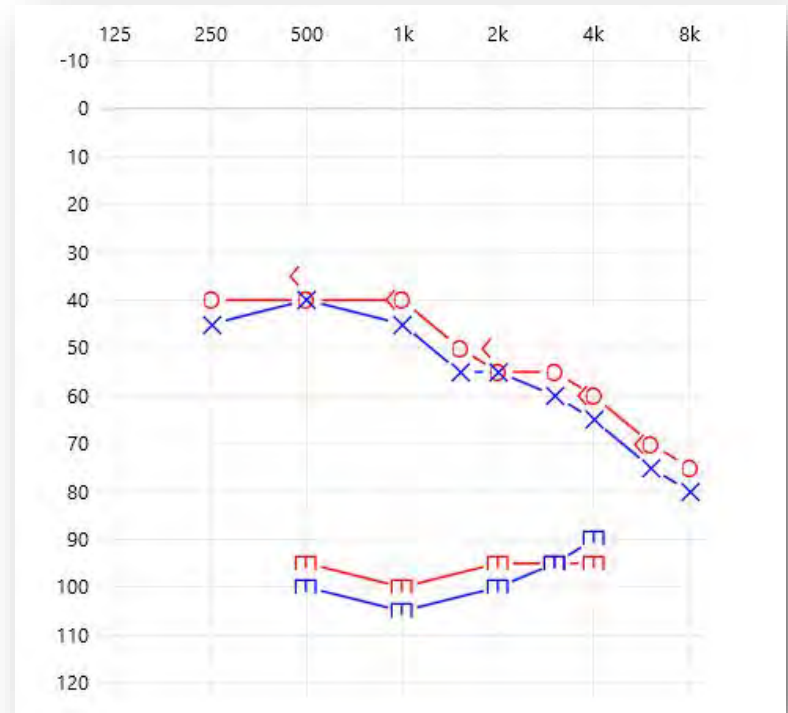


Case study one

- Member is an experienced hearing aid wearer currently fit with Philips HearLink 9010 MNR T.
- Member recently reporting increased difficulty with speech understanding in noise and fine-tuning has resulted in slight improvements but not to level that member is completely satisfied.
- Recent testing shows some decline in thresholds and member has pre-existing sensitivity to loud sounds.
- Member interested in upgrading to new technology.

Case study one

- Moderate to severe SNHL right and left
- SRT- 50 dB HL right and left
- MCL- 70 dB HL right and left
- Very Good WRS at 85 dB HL for both right and left
- No significant medical history reported
- History of sensitivity to loud sounds



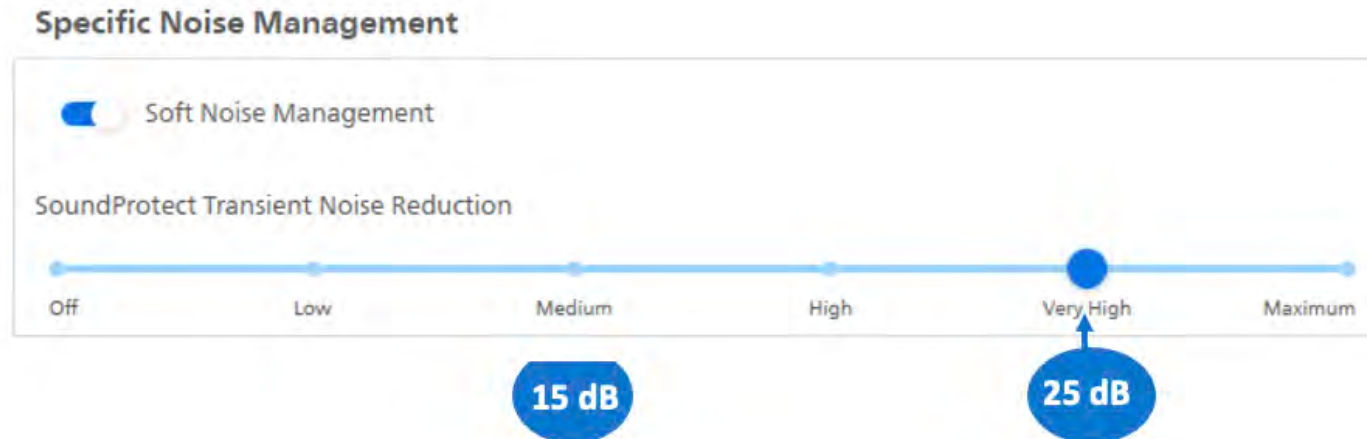
Case study one

- Member upgrades to beige/beige HearLink 9040 MNR T R
- Hearing instruments programmed based on first fit protocol and set to 100% adaptation
- Notify Me activated



Case study one

- Overall sound quality is good; however, member has known history of sensitivity to loud sounds.
- SoundProtect Transient Noise Reduction default is Medium.
- Moved to 'Very High' to give member **up to 10 dB additional** transient noise reduction



SoundTie 2 and HearLink 9040



SoundTie 2 technology

Connect to friends and family over a wide distance through a wide range of Philips HearLink wireless accessories

Two-way audio hands-free communication* to iPhone and iPad while streaming video and phone calls



Hands-free communication with iOS

SoundTie 2

Direct audio streaming from Android™ devices* with ASHA Bluetooth® protocol without extra accessories

Virtual fitting consultations along with volume, program and streaming adjustment with the Philips HearLink 2 app

* List of compatible devices: hearingsolutions.philips.com

HearLink 9040 connectivity portfolio



MNB T R & T

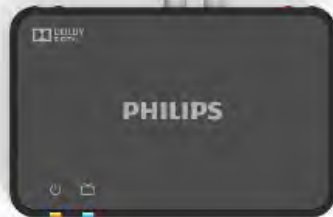


MNR T R & T



Download on the
App Store

GET IT ON
Google Play



SoundTie 2 technology overview

	HL 9040
Smartphone connectivity*	
iOS and Android direct streaming	•
iOS hands-free communication	•
SoundTie accessories connectivity*	
TV Adapter	•
AudioClip	
Remote Control	
HearLink 2 app	

- For a list of compatible devices, please visit www.hearingsolutions.philips.com/en-us/support/connectivity/compatibility

Philips HearLink 2 app

- HearLink 2 app combines remote control and Remote Fitting in the same app
- New icon and streamlined user interface with enhanced consumer support
- Easier access to Remote Fitting sessions
- Enhanced, active support with detailed troubleshooting
- Works for all generations of Philips HearLink hearing aids
- Compatible with smartphones using operating system iOS 15 and Android 8.0 or later



Functionalities



- Remote control functionality
 - VC, program change
 - Streaming equalizer
 - Find my hearing aids
- Remote fitting
- Information about connected devices
- Pairing and connectivity support
- Troubleshooting

Compatibility of Philips HearLink 2

Icon	Name of app	HearLink 9010	HearLink 9030	HearLink 9040	HearSuite 23.1
	Philips HearLink 2	Remote Control Remote Fitting	Remote Control Remote Fitting	Remote Control Remote Fitting	Remote Control Remote Fitting
	Philips HearLink	Remote Control	Remote Control	Remote Control	--

Case study two



Case study two

- Member recently upgraded his HearLink 9010 MNR T to HearLink 9040 MNR T R but discusses with you that he is an avid gardener and would like to keep his HearLink 9010 MNR T instruments for use when he is gardening.
- Member often streams music from his phone and uses the HearLink app for volume adjustments.
- During his most recent follow up he noticed the changes with the app and was concerned about compatibility.

Case study two



Sound settings

Phone level



Mic/ phone level



Sound perception



Low frequency enhancement



Case study two

- Member downloads installs HearLink 2 app
- HearLink 2 app is compatible with both his Philips HearLink 9010 and 9040 instruments
- Member can use the HearLink 2 app for both remote control and Remote Fitting



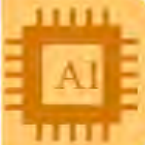
Connecting it all



Premium level technology available in four BTE styles



Advanced programming options for enhanced member experience



SoundMap 2 Plus with SoundProtect



Compatibility with complete SoundTie 2 accessory portfolio

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

A white, cloud-shaped paper cutout with the words "Thank you!!" written in a black, handwritten-style font, pinned to a brown corkboard background.

Thank
you!!

