

HearLink 2 app

Creating Connections

Demant



Sarah Hunkele, Au.D.



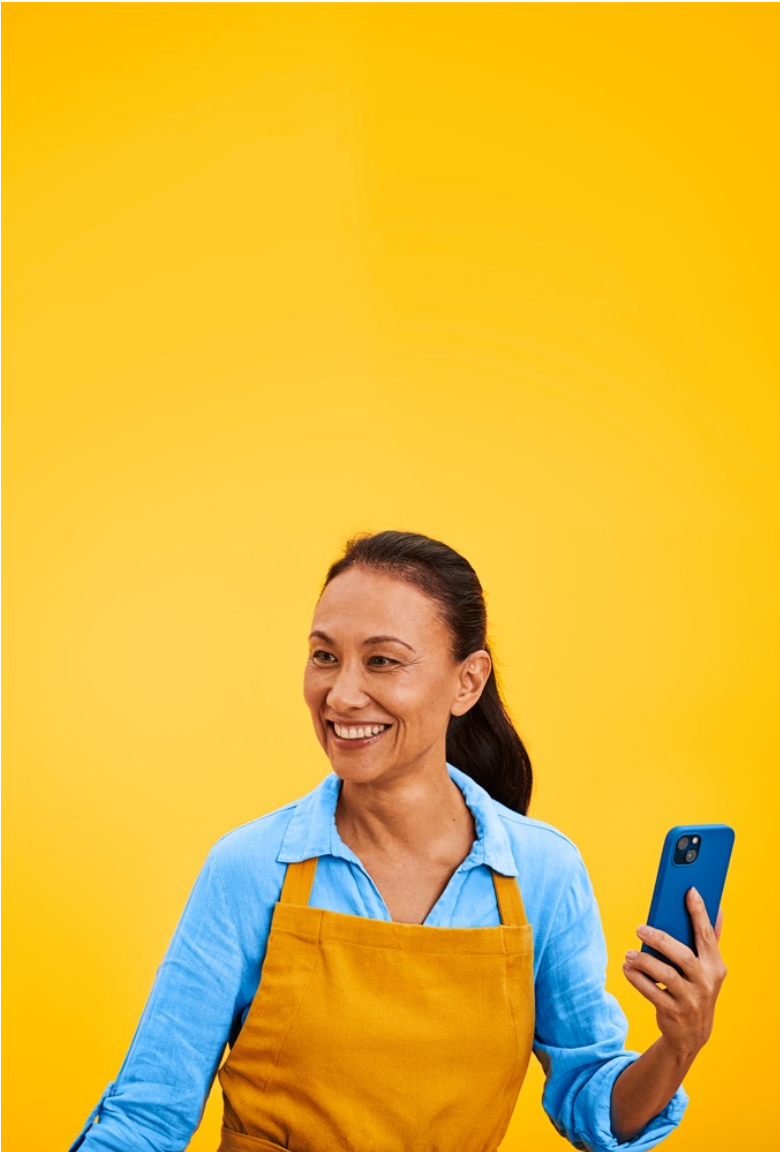
Audiology Education and Training Manager

- 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 outcomes

- After this course, participants will be able to:
 - Demonstrate an understanding of the HearLink 2 app screen navigation and all basic remote control functions.
 - Counsel members on the availability of the HearLink 2 app and the main feature enhancements.
 - Identify the benefits of using the HearLink 2 app for Remote Fitting services.

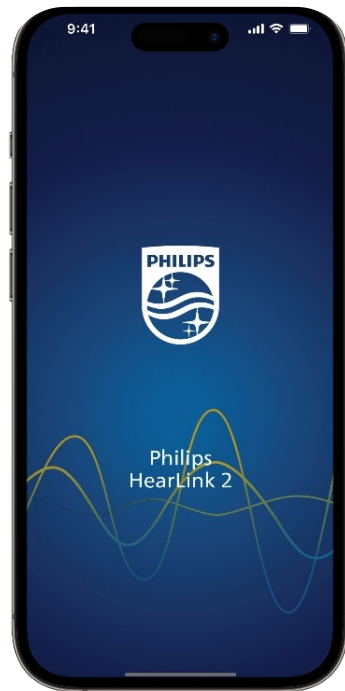


Philips HearLink 2 app

- HearLink 2 app combines remote control and Remote Fitting in the same app
- New icon and streamlined user interface with enhanced member support
- Easier access to Remote Fitting sessions
- Enhanced 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

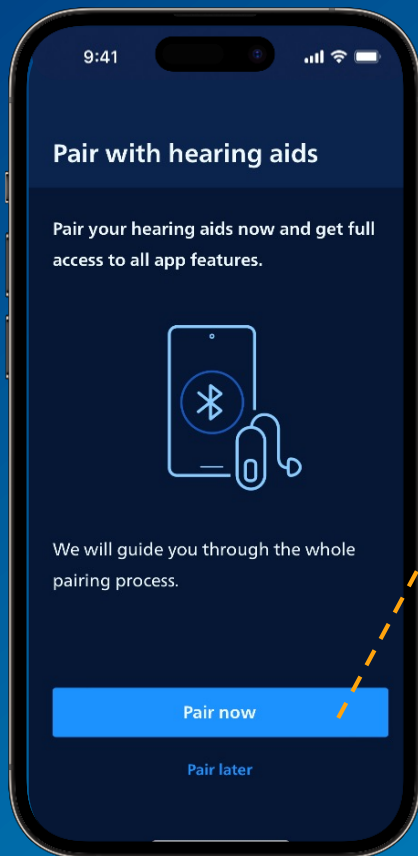


Easy pairing



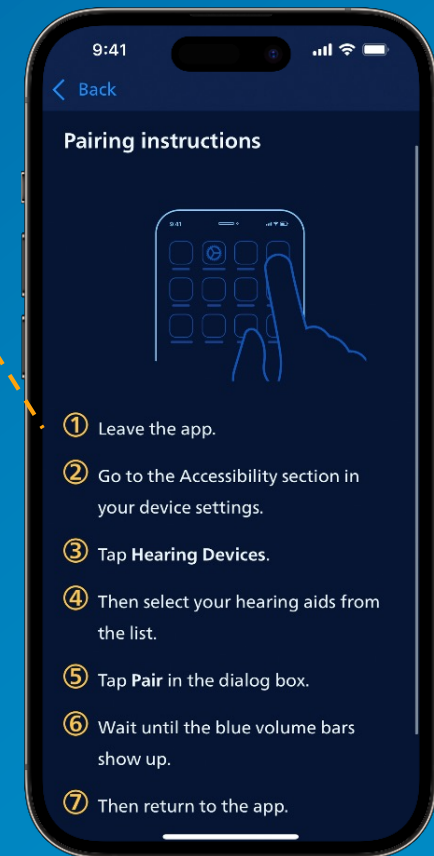


Easy pairing to iPhone



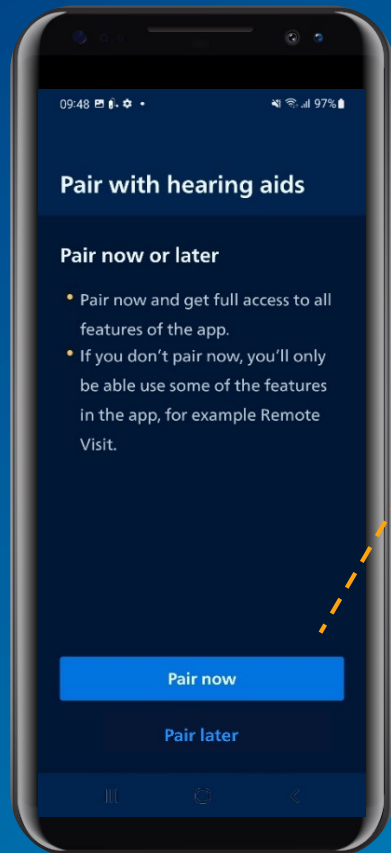
Pair the hearing aids to the iPhone® /iPad® if they are not yet connected

Step-by-step pairing instructions



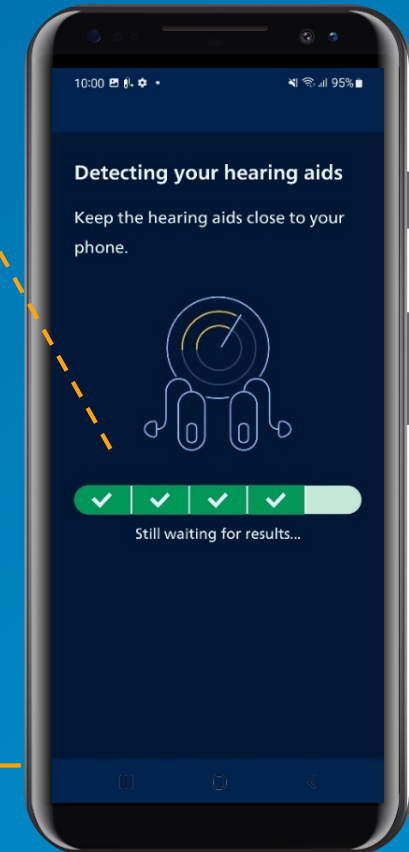


Easy pairing to Android



Pair the hearing aids to Android™ device if they are not yet connected

Detection is initiated



Confirms once the hearing aids are connected



Menu options





Main Screen

Listening program

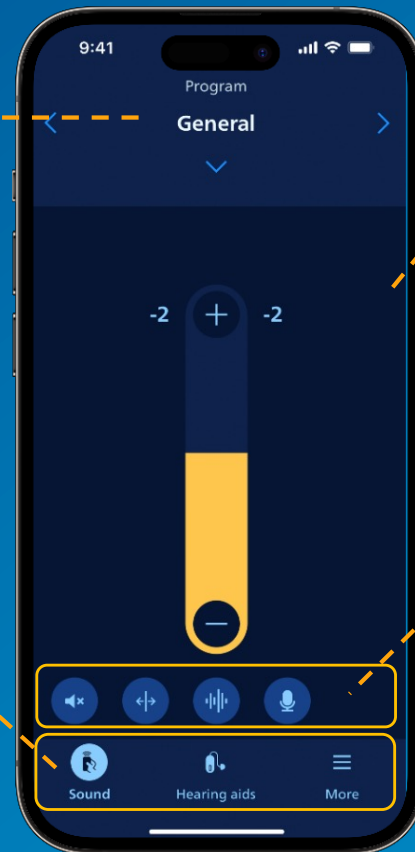
Volume changes

Main menus:

- Sound
- Hearing aids
- More

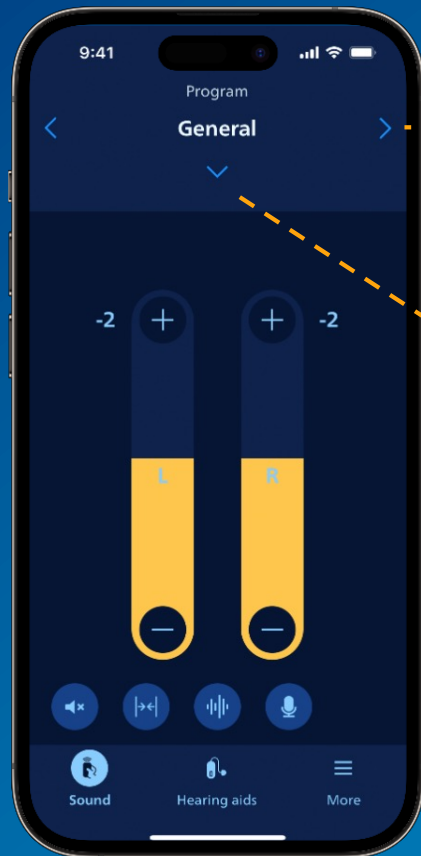
Optional functionalities:

- Mute microphone
- Monaural/binaural volume
- Streaming equalizer
- Remote microphone



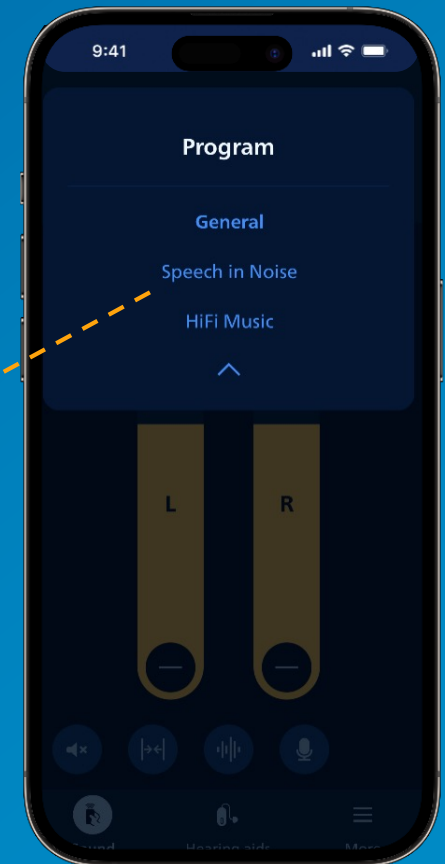


Select programs

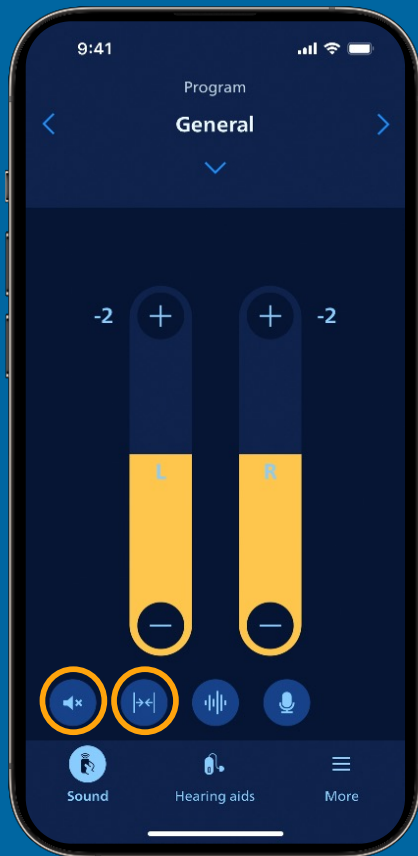


Tap on the arrow to switch between the programs

The drop-down menu displays the different programs, tap to select



Volume options



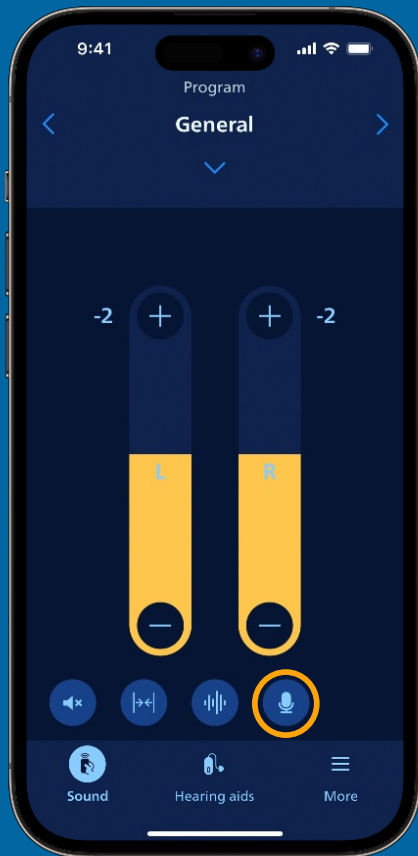
Change the volume by tapping (+) or (-) button or by sliding up and down on the volume bars

The volume can be changed on the left or right side individually or on both sides simultaneously

Mute the hearing aids by tapping and staying on the (-) button or tap the microphone icon



Remote microphone



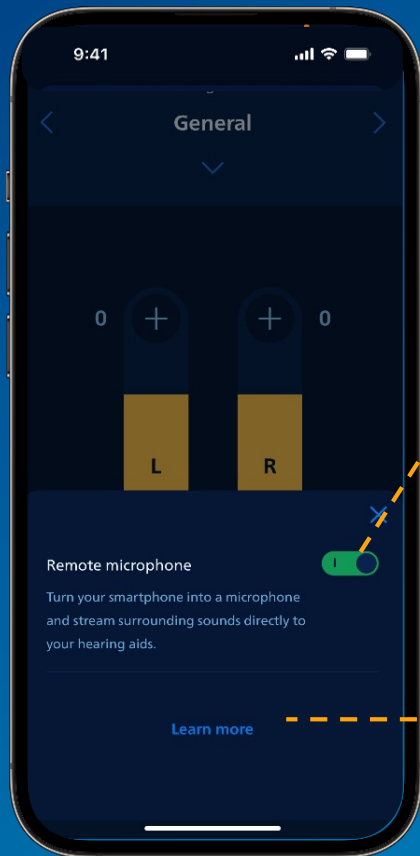
Use your iPhone/iPad as a remote microphone to stream sound to your hearing aids

Tap on the microphone button to enable the remote microphone function

The output device on the iPhone/iPad must be changed to “hearing aids” before use



Remote microphone

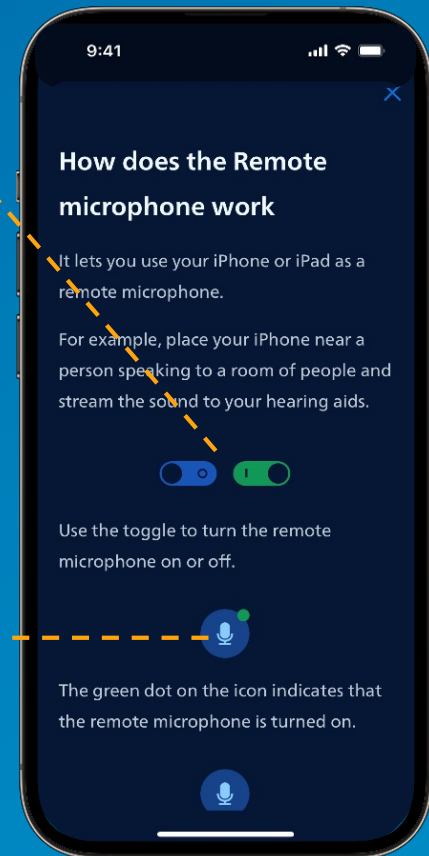


Enable the remote microphone

Learn more about the feature

Blue is off
Green is on

Green  indicates that remote microphone is on

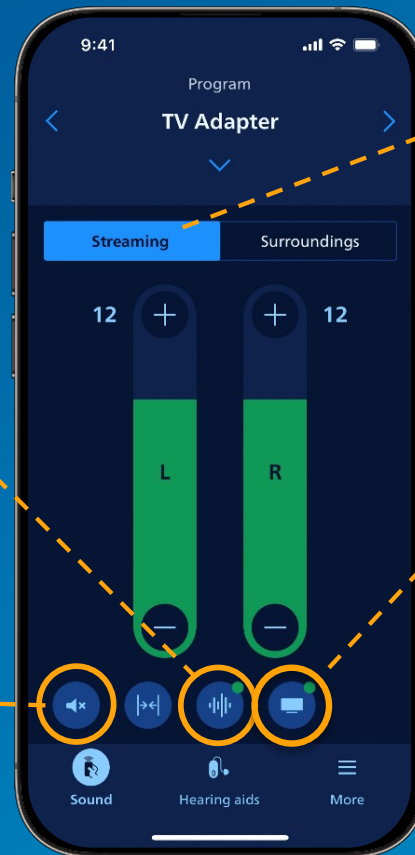




TV Adapter options

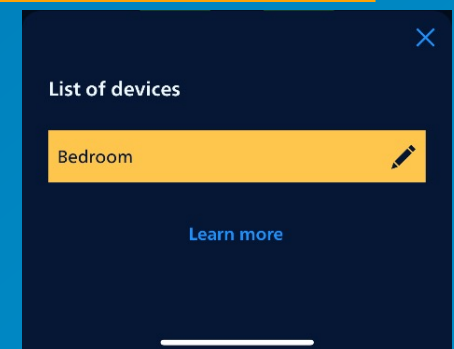
Adjust the streamed sound with the streaming equalizer

Mute the hearing instrument microphones



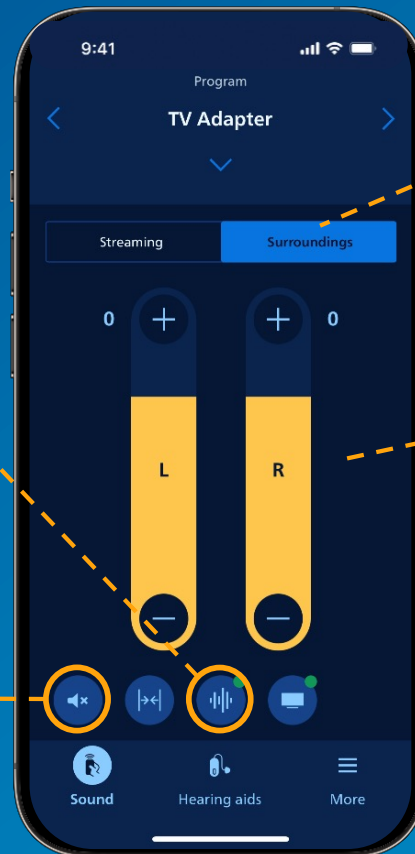
Increase the streaming sound of your TV
(max increase is +18 dB)

Rename or select the TV devices you have connected





TV Adapter options



Adjust the streamed sound with the streaming equalizer

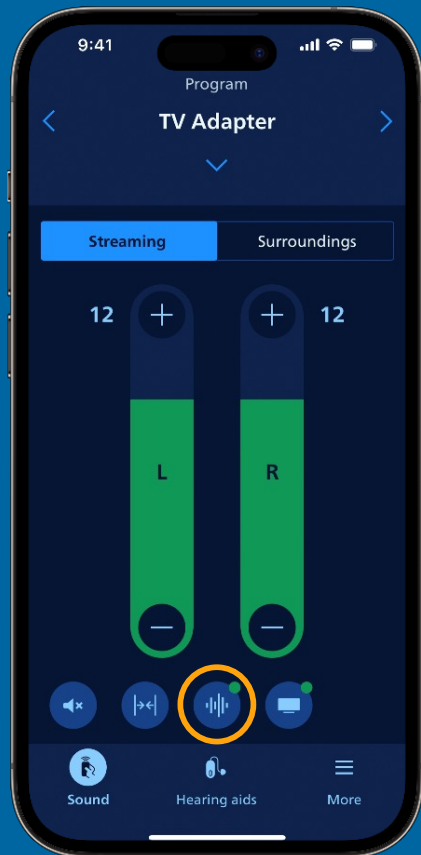
Mute the hearing instrument microphones

Adjust the volume of the surroundings

The range depends on VC setting in HearSuite



Streaming equalizer



Adjust the low, mid or high frequencies while streaming sound from phone, music, TV, etc.

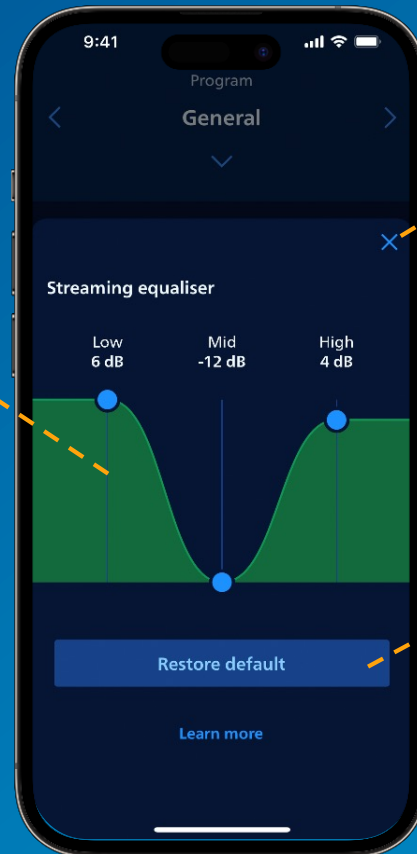
Personalize the sound based on own listening preferences

Green dot indicates that the streaming equalizer is active



Streaming equalizer

Maximum
adjustment in
each band is
+ 6 dB to - 12 dB



Exit streaming
equalizer

Conveniently restore
the default settings

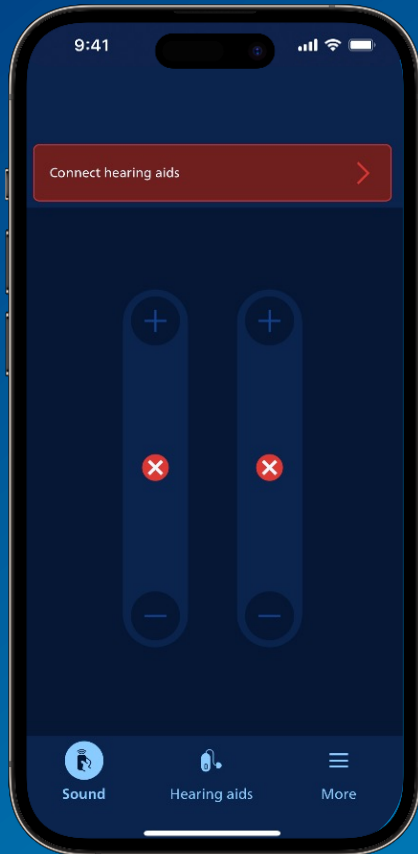


Additional features



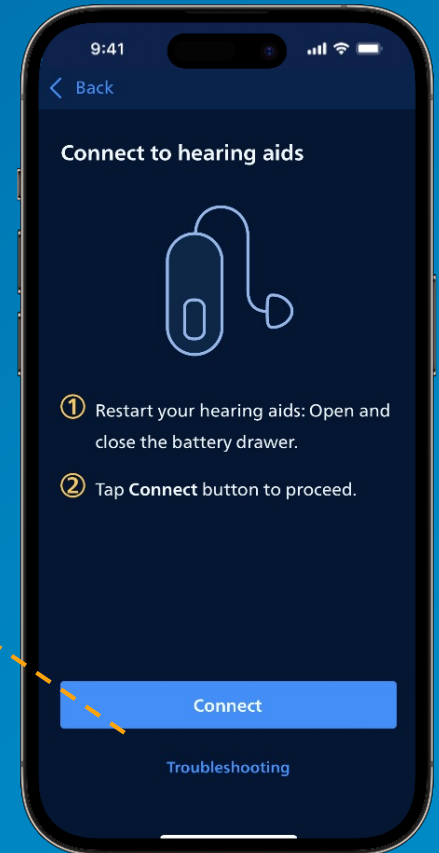


Improved connectivity support



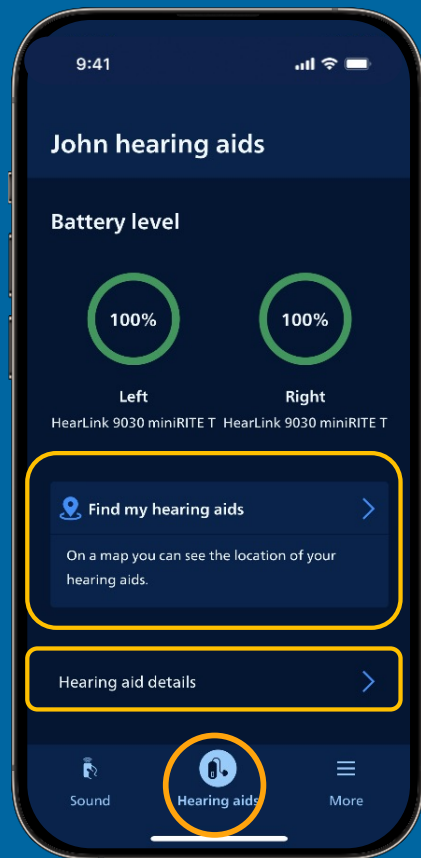
Message appears if connection to hearing aids is lost at any time during use

Intuitive instructions on how to reconnect the hearing aids





Hearing aids menu



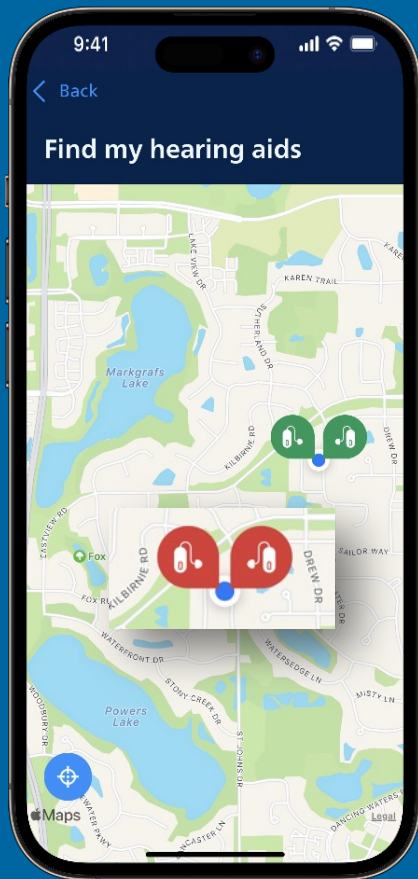
Name of the member's hearing aids, the style of connected hearing aids and a new display of battery charge

Access to "Find my hearing aids" and more detailed location information

Hearing aid details to include hardware information such as model, firmware, serial number



Find my hearing aids



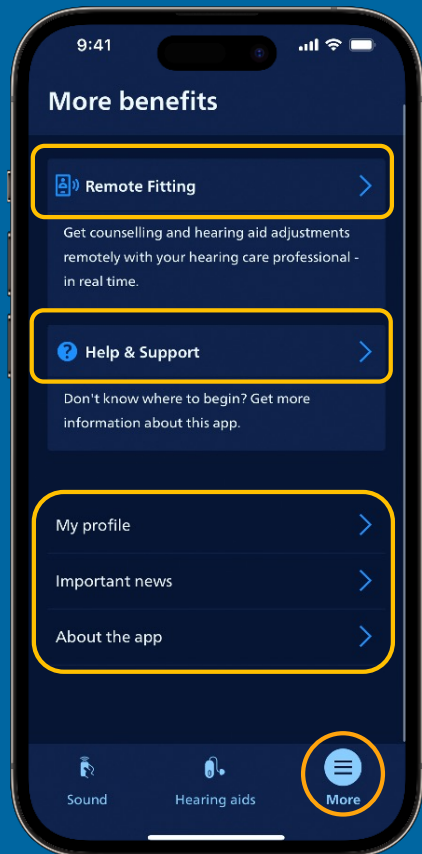
Helps to locate the hearing aids in case they have been misplaced

Indicates the location where the hearing aids have last been connected

Location services in smartphone must be enabled to find the hearing aids



More benefits



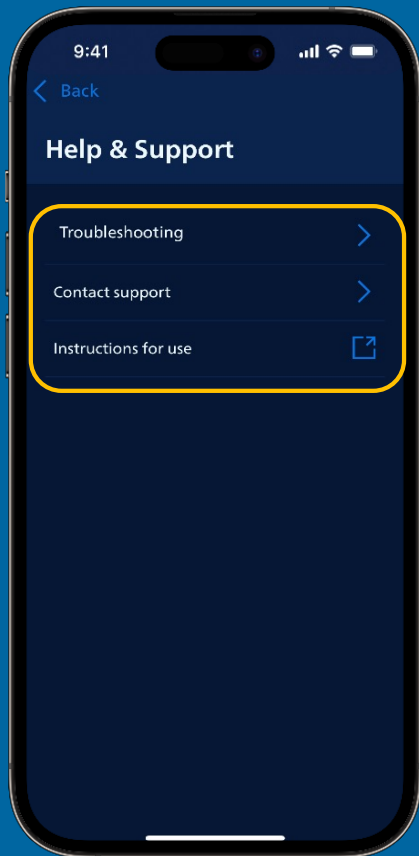
Prepare for a scheduled Remote Fitting appointment or access account information

Access enhanced Help & Support area for troubleshooting

My profile, important news, release information about the app



Help and Support



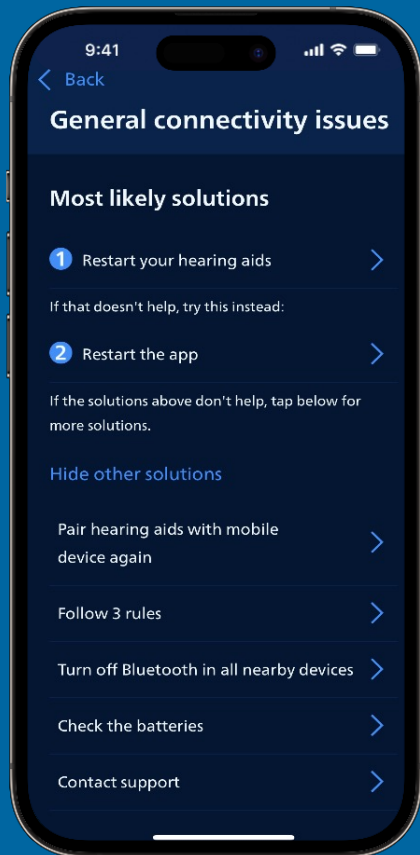
Enhanced troubleshooting guide to assist member with connectivity issues

Write an email in Contact support to address an issue

View the instructions for use of the HearLink 2 app



Troubleshooting



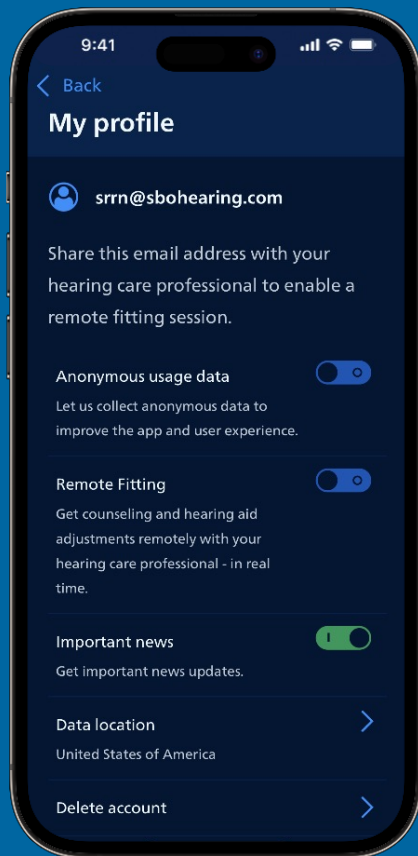
Improved and user-friendly troubleshooting area

Information about the most common connection issues

Provides guidance to re-establish connection or solve connectivity issue



My profile



Access app and account settings in “My profile”

Allow anonymous usage data collection to further support the app development

Enable or disable notification to get important news updates

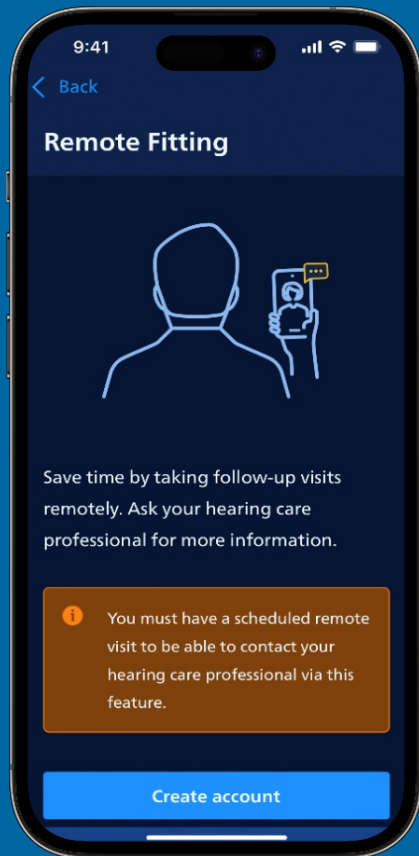


Remote Fitting





Remote Fitting



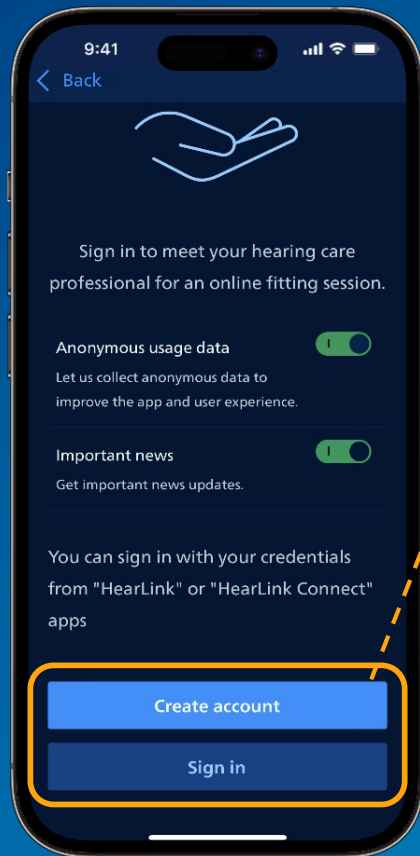
Connect to a Remote Fitting session for hearing aid adjustments

Reminder to the member that an appointment must have been scheduled previously

Sign in with an existing account or create a new user account



Remote Fitting



Create account

Email

Continue

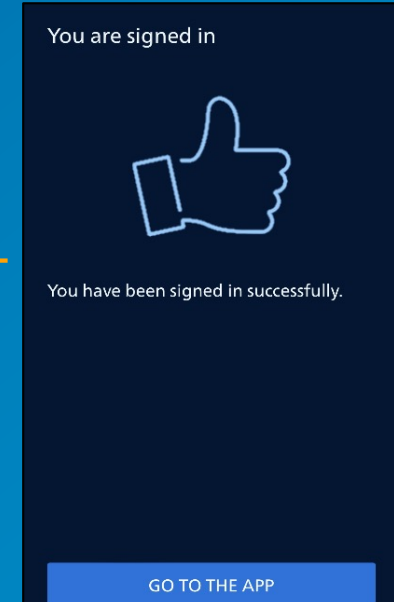
or

Continue with Apple

Continue with Google

Continue with Facebook

Create an account easily from within the app and quickly return to My profile section

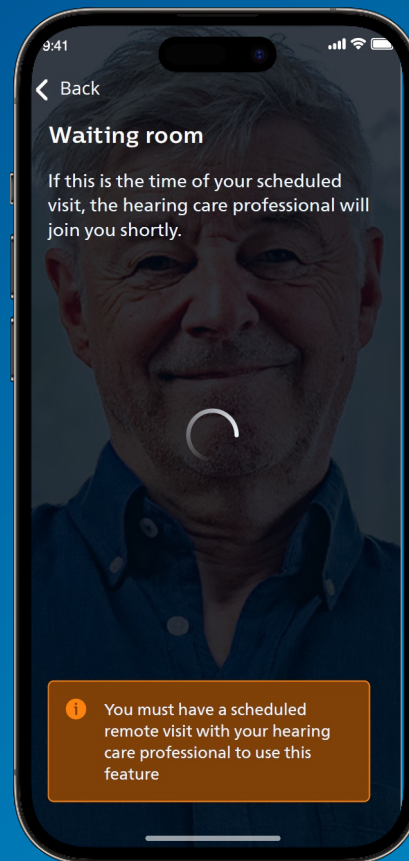




Remote Fitting

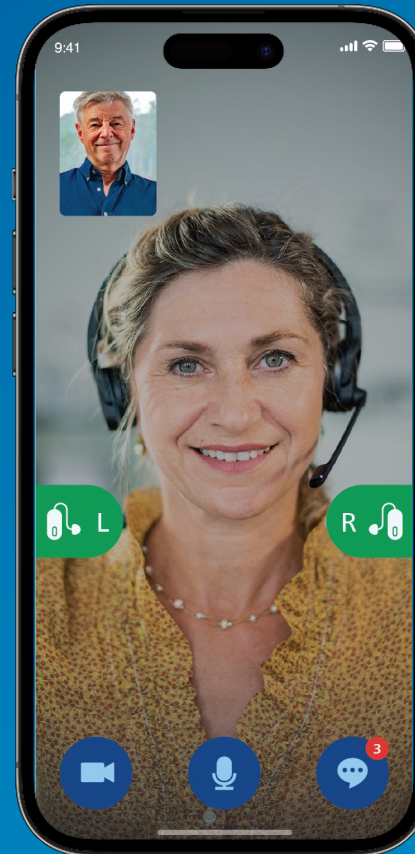
i

If the member is ready for the visit before the HCP, they are on hold in the waiting room



i

When both videos are visible, they are connected to the HCP and the fitting session can start



Remote Fitting with the Philips HearLink 2 app





Benefits of Remote Fitting **with HearLink 2**



HCP can provide increased member service and satisfaction

This feature is backward compatible to previous HearLink products and is simple and easy to set up

Member has increased access to convenience, professional assistance and time efficiency

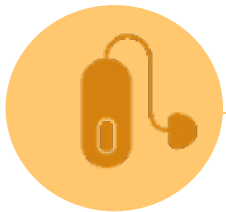
Provides a great area of opportunity for HCPs with the increasing focus on telehealth



Compatibility



Compatibility of **Philips HearLink 2**

**Hearing instruments:**

- Compatible with all Philips HearLink 9010 and HearLink 9030 instruments that have 2.4 GHz wireless technology

**Hearing instrument firmware:**

- Compatible with firmware 1.3.0 and newer, current firmware is 1.4.1
- The Philips HearLink 2 app will automatically inform the user to update to the latest app version when it detects an incompatible hearing instrument (e.g. a hearing instrument with newer firmware)

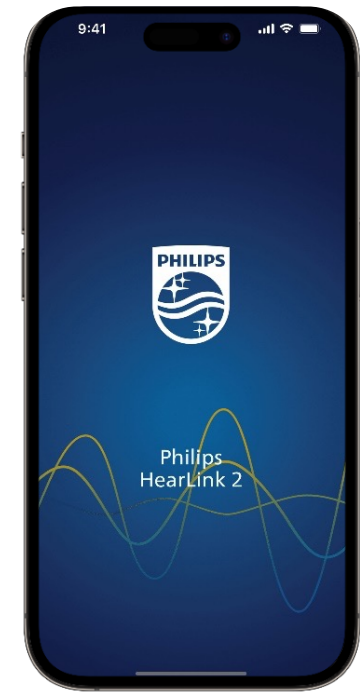
**Philips HearSuite:**

- Compatible with HearSuite 2022.2



Initial compatibility of Philips HearLink 2

Icon	Name of app	HearLink 9010	HearLink 9030	HearSuite 22.2
	Philips HearLink 2	Remote Control Remote Fitting	Remote Control Remote Fitting	Remote Fitting
	Philips HearLink	Remote Control	Remote Control	
	Philips HearLink Connect	Remote Fitting	Remote Fitting	Remote Fitting





Future compatibility of Philips HearLink 2

Icon	Name of app	HearLink 9010	HearLink 9030	HearSuite 22.2
	Philips HearLink 2	Remote Control Remote Fitting	Remote Control Remote Fitting	Remote Fitting
	Philips HearLink	Remote Control	Remote Control	



Summary

- The Philips HearLink 2 app combines both remote control and Remote Fitting functionality into a single app.
- Additional features include streaming equalizer, remote microphone, find my hearing aids, and enhanced troubleshooting for improved member support.
- All Philips HearLink 9010 and 9030 hearing instruments containing 2.4 GHz wireless technology are compatible.

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



