

Bluetooth Connectivity and Accessibility

Creating Connections

Demant

1

Learner objectives



After this course participants will be able to

- Name the various Bluetooth® protocols, how they work, and the streaming capabilities of each.
- Describe the various accessibility features available via Apple and Android™ products, specifically for 'Hearing'.
- Demonstrate troubleshooting techniques for various connectivity and accessibility concerns.

2

2



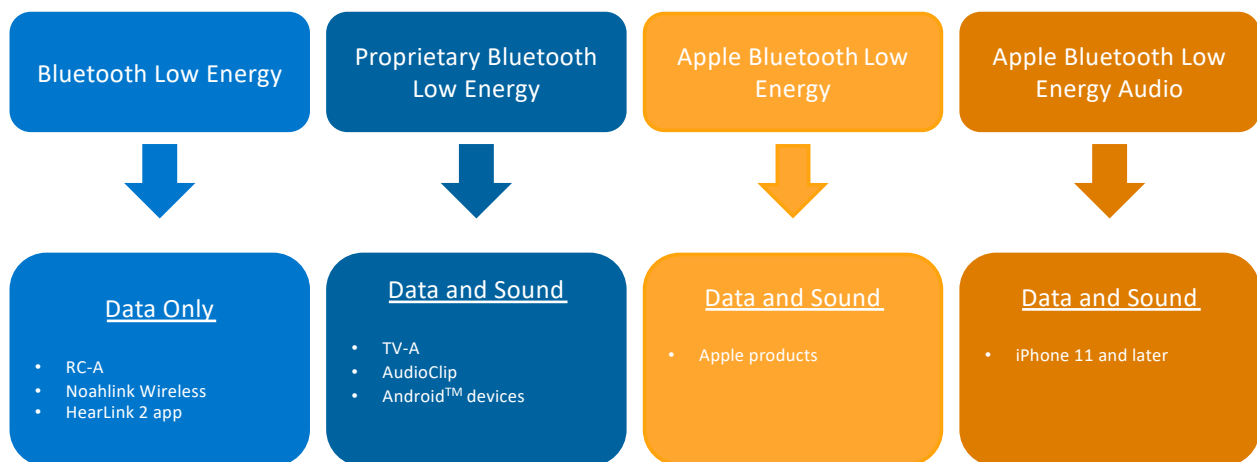
Bluetooth Protocols



3



Bluetooth protocols



4

Bluetooth connectivity and Direct audio streaming



5

Android connectivity



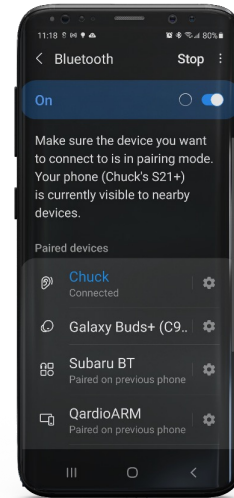
- Direct audio streaming is made possible through Audio Streaming for Hearing Aids (ASHA)
- Minimum requirements:
 - Android OS 10
 - Bluetooth 5.0
 - ASHA enabled by the smartphone manufacturer

6

Android connectivity



- Bluetooth menu will show devices merged as a pair and connected status will be displayed with an ear icon on the user interface menu
 - For most up-to-date list of compatible devices visit [HearLink compatibility | Philips](#)



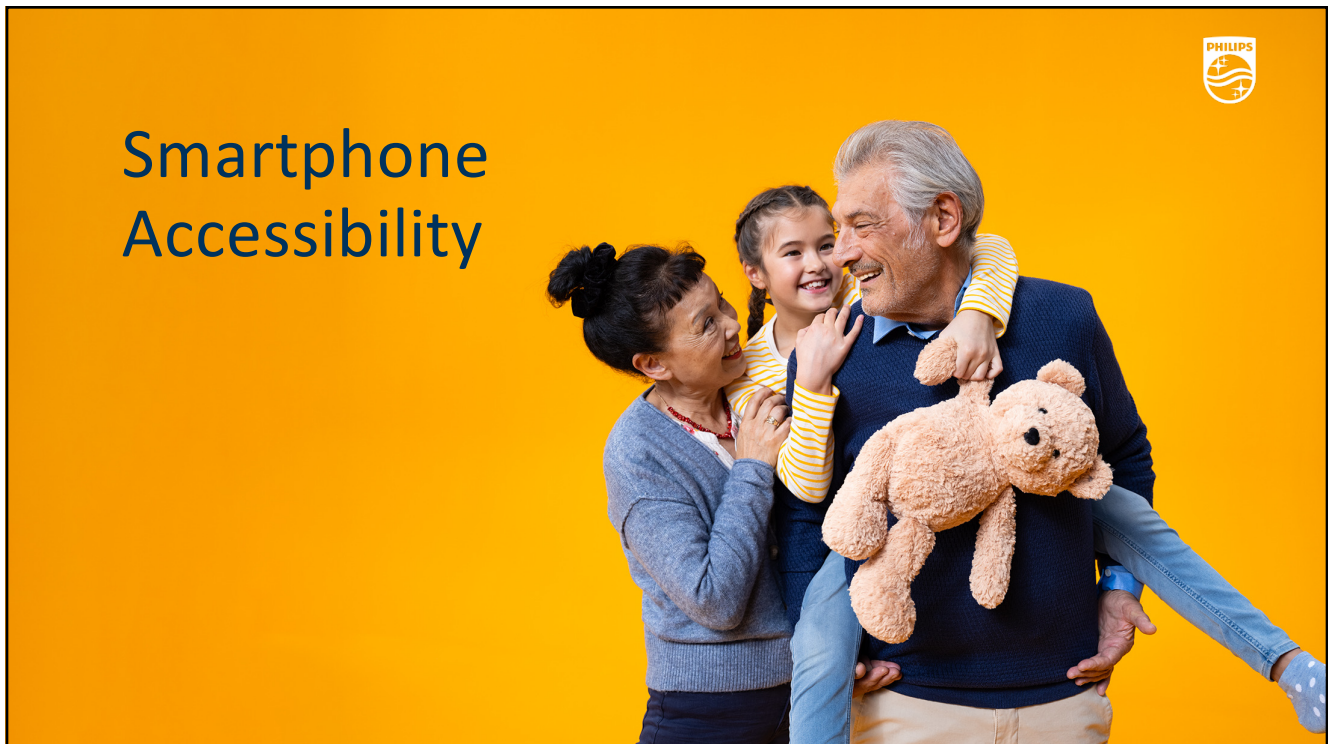
7

Apple connectivity



- Apple Bluetooth Low Energy
 - Direct streaming and remote-control functions
 - Minimum requirements:
 - iOS 16 or later
- Apple Bluetooth Low Energy Audio
 - Bi-directional streaming and remote-control functions
 - Minimum requirements:
 - iOS 15.2 (16 recommended)
 - iPhone 11 or later

8



9



10



Made for iPhone

Settings → Accessibility → Hearing Devices



- Allows member to **connect and use** Made for iPhone(MFi) hearing aids with their hearing instrument and **adjust the settings**

11



Hands-free communication

- Connect in the usual way via the Settings menu
- Settings  > Accessibility  > Hearing Devices 
 - No change from current method
- Activated by default
 - By default, member's voice will be picked up by one of the instruments microphones
- Only setting available is 'Mic Input'

12



Mic Input

- Control Center
 - Can add Hearing Devices to Control Center in settings
 - Swipe from top right corner of screen for easy access
- Accessibility Shortcuts
 - Can add Hearing Devices as a shortcut in settings
- Option only visible when actively connected to hearing instruments
- Default setting is 'On'
 - If option is changed this will stay until devices are 'forgotten'

13



Call options

- Adjust Mic Input when call is active
- Changing will adjust streaming of both mic and call audio
- Can alternate during call



14

Mic Input

- Choose Mic Input
- On
 - Device chooses side with strongest connection at that moment
- Off
 - Member will use device mic to speak into for their own voice



15

Additional iPhone features



16



Control center



- Volume settings
 - No access to change binaural vs independent
- Program adjustment
- Background Sounds
- Live Listen
- Mic Input
- Not visible if no hearing instruments connected

17



Background Sounds

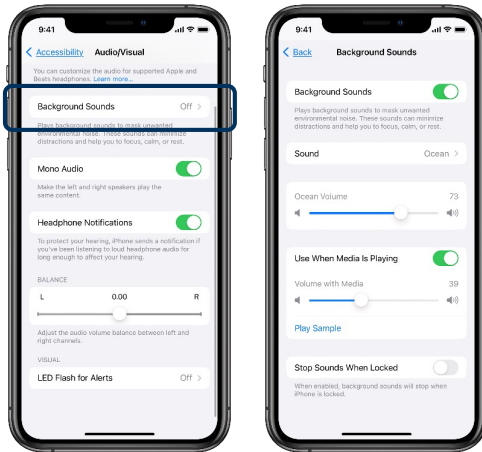
- Calming sounds available to help mask unwanted environmental noise and to help minimize distractions
- Intended to help your member focus and/or rest
- Available with or without a connection to hearing aids



18



Background Sounds



- Balanced Noise
- Bright Noise
- Dark Noise
- Ocean
- Rain
- Stream

19



Live Listen

- Feature that helps member hear conversation in a noisy area or even hear someone talking from across the room by turning their Apple device into a 'remote mic'
- Works with hearing aids, AirPods, and Beats

20

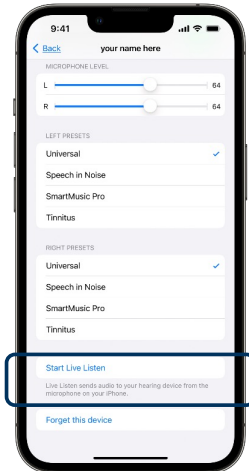


Live Listen

Settings

↓
Accessibility

↓
Hearing Devices



Swipe from top right corner

↓
Access control center

↓
'Hearing' icon



21

iPhone Accessibility

- Sound Recognition
- RTT/TTY
- Subtitles/Captioning
- Live Captions
- Announce Notifications
- Auto-Answer
- Sounds and haptics
- LED flash
- FaceTime

22



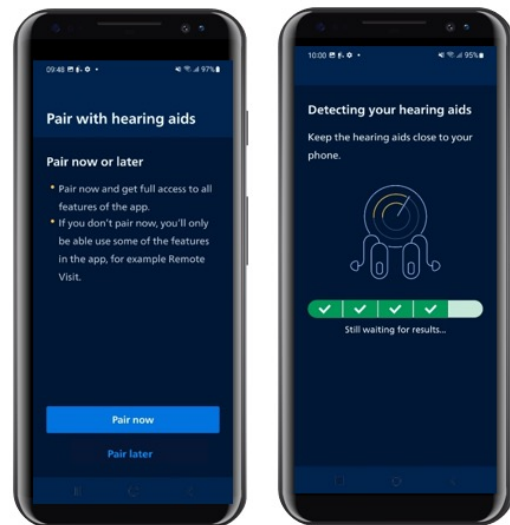
Android accessibility- Hearing aid connectivity

23



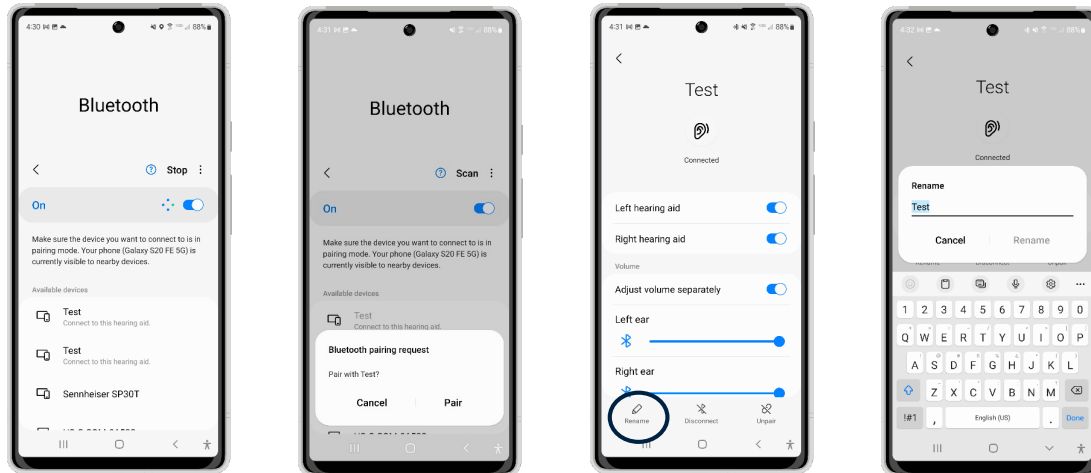
Pairing to Android

- Download and install HearLink 2 app
- Open HearLink 2 app
- Place hearing aids into pairing mode
- Touch on 'Pair now'



24

Hearing aid settings

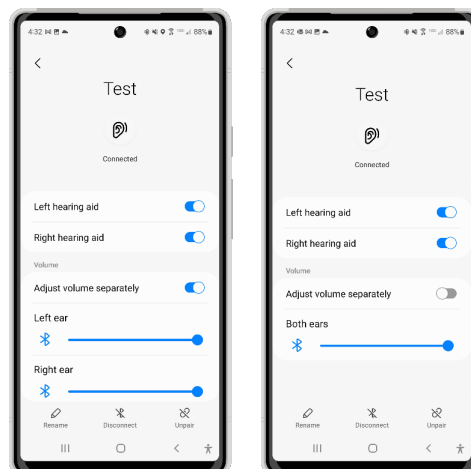


25

Hearing aid settings



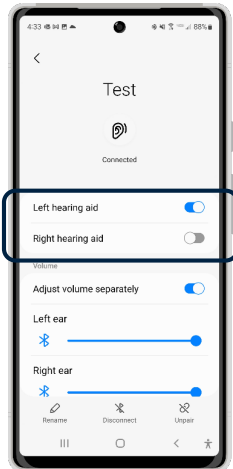
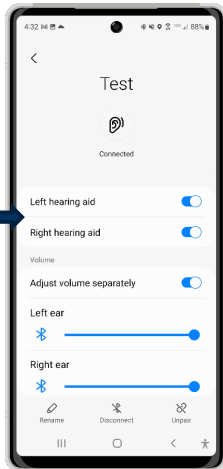
- Volume Control
 - Independent volume control
 - Slider bar only, no numerical values



26



Hearing aid settings

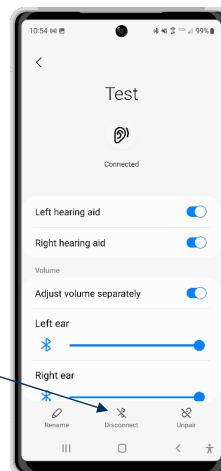
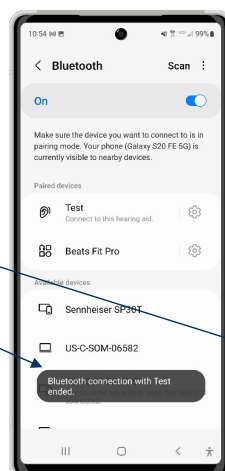
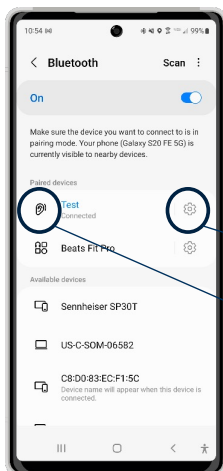


- Streaming options
- Can mute/stop audio streaming to a single hearing instrument or to both hearing instruments

27



Hearing aid settings



28



Additional Android features

29

Android Accessibility

- Streaming options
- Hearing enhancements
- Real Time Text (RTT)
- Live Transcribe
- Live Caption
- Sound detectors
- Amplify ambient sound
- Adapt Sound
- Hearing test
- Sounds and vibration
- Flash notification
- Google Duo

30



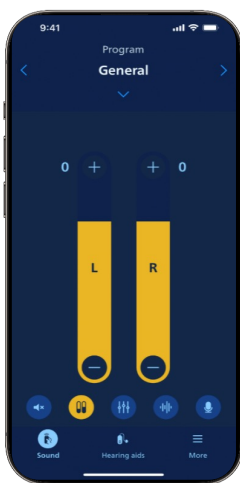
HearLink 2 app



31



Sound menu



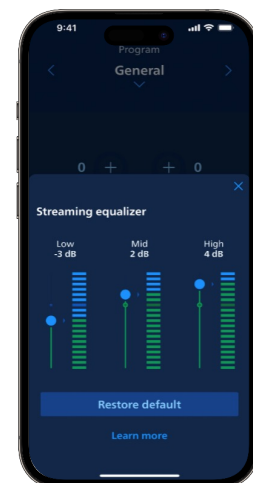
Main menu



Sound equalizer



Streaming input

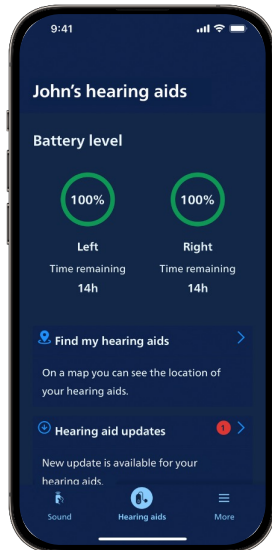


Streaming equalizer

32



Hearing aids menu



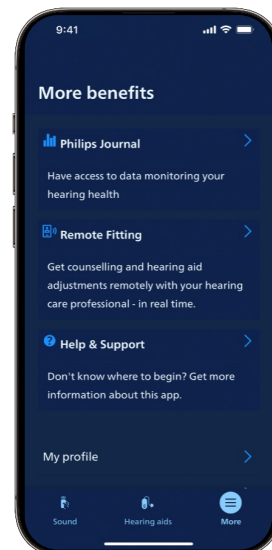
- Battery level
 - Time remaining only for HearLink 9030/9040 rechargeable styles
- Find my hearing aids
- Hearing aid updates
- Hearing aid settings
 - Battery notification settings
- Pair new hearing aids

33



More menu

- Philips Journal
- Remote Fitting session and account information
- Help and Support for troubleshooting
- My profile
- Important news
- About the app



34



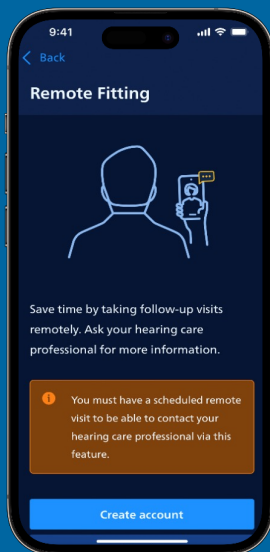
Remote Fitting



35



Remote Fitting



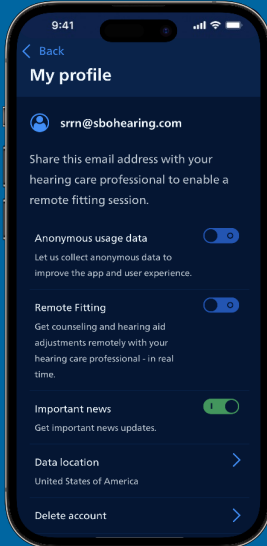
Connect to a Remote Fitting session to adjust the hearing aids

HCP and member interface has not changed

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

36

My profile



Access your personal settings in “My profile”

Displays member email address for use in Remote Fitting session

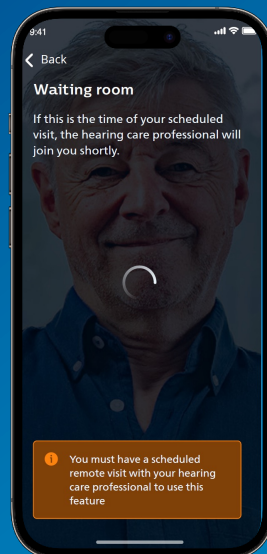
Delete account will completely remove member account information from app

37

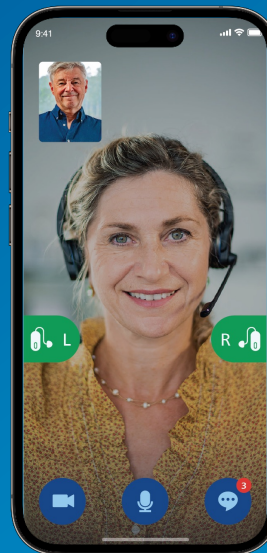
Remote Fitting



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



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



38

Remote Fitting with the Philips HearLink 2 app



39

Benefits of Remote Fitting with HearLink 2



HCP can provide increased member service and satisfaction

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

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

40

40

HearLink 2 and Apple Watch



41

HearLink 2 app – Apple Watch functionalities



- Volume adjustments including mute/unmute
- Program change
- Battery level status
- Remote microphone deactivation

*Available on Apple Watch Series 4 or later and Watch OS 8 or later



42

Connection to Apple Watch

iPhone is the link between devices



43

Apple Watch adjustments



44

Apple Watch adjustments



45

Apple Watch adjustments



Access Streamed sound controls by swiping right



46

Apple Watch adjustments



Access Remote
microphone by swiping
left from General screen



47

Apple Watch adjustments



Access Battery levels by
swiping right from
General screen



48



Apple Watch complications

Battery status
complication

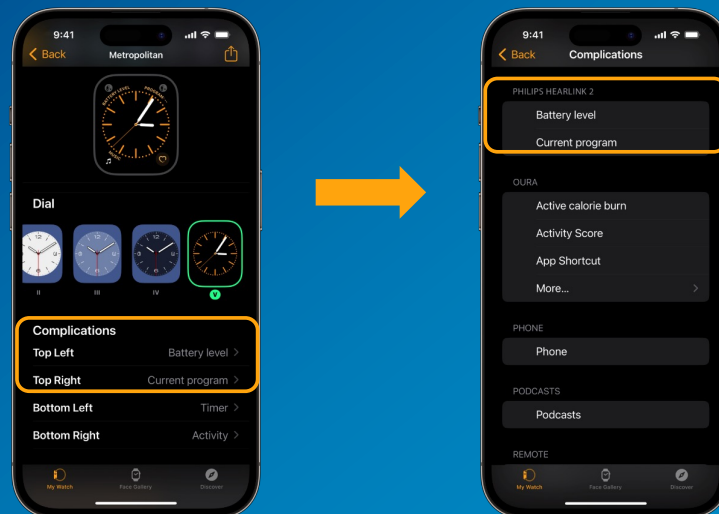


Program status
complication

49



Setting up Apple Watch complications



50

Contextual help



Action or notification to provide specific help at the time it is needed

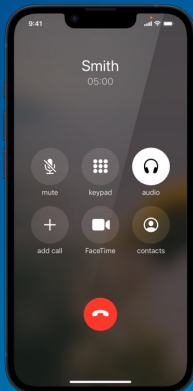


51

Answering a phone call



Output device option when answering the call from iPhone



iPhone

Speaker

Hearing aids

Output device option when answering the call from Apple Watch



Apple Watch

52



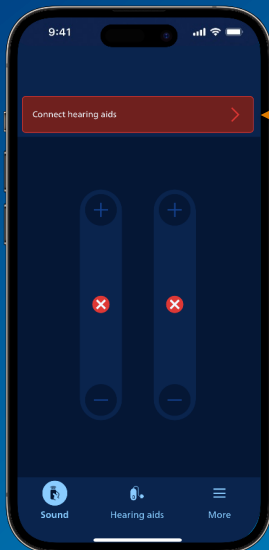
Bluetooth troubleshooting techniques



53

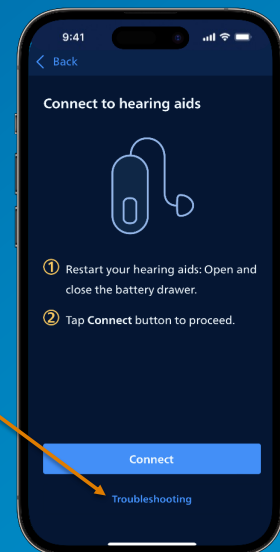


Troubleshooting



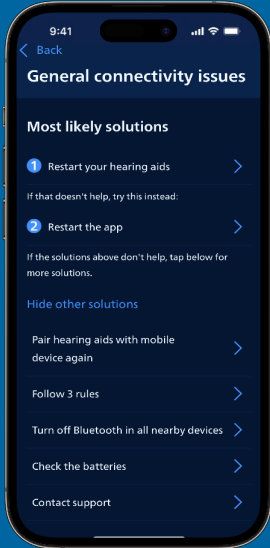
Message appears if connection to hearing aids is lost at any time during use

Intuitive instructions on how to reconnect the hearing aids



54

Troubleshooting



- Restart hearing instruments
- Restart the app
- Repair hearing instruments with the phone
- Follow the 3 rules
- Turn off Bluetooth in nearby devices
- Check the batteries
- Contact support

55

Tips for initial connection and pairing



- Ensure operating system is up-to-date
 - Apple: Settings  → General → Software Update
 - Android: Settings  → Software Update *path may vary by make and model
- Use new (zinc air) or fully-charged (lithium ion) batteries
- Ideal pairing distance is approximately 4 to 6 inches
- Delete/forget any unnecessary Bluetooth pairings in the Bluetooth menu.
 - Can include previous hearing devices
 - Recommended to have less than 7 connections

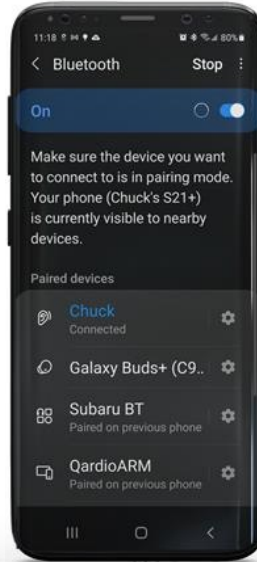
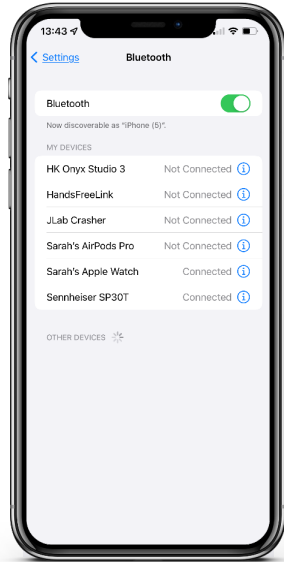
56



Bluetooth menu

iPhone Bluetooth

*ask member if any devices can be removed



Android Bluetooth

*ask member if any devices can be removed

57



Tips for initial connection and pairing

- If Hearing Devices menu shows only one device connecting or devices as 'Not Paired' or 'Not Connected', choose the device(s) and scroll to 'Forget this device'
- Reboot phone completely and re-try pairing steps
- For difficulty pairing in app
 - For iPhone, ensure devices are 'Connected' to phone prior to connecting in app
 - Delete HearLink 2 app, reboot phone, re-install app, and re-try pairing steps
- Ensure hearing instruments are not actively connected to another phone or Bluetooth device

Forget this device

58

Tips for intermittent or inconsistent connection

- Ensure operating system is up-to-date and the hearing instruments have the most recent Firmware version
 - Apple: 17.1
 - Android: 14
 - HearLink 2: 1.2.2
- Remove the hearing instruments from the phone, reboot the phone, and then re-pair
 - Apple: Settings  → Accessibility  → Hearing Devices  → Touch on Name of Device → Scroll to 'Forget this Device'
 - Android: Settings  → Connections → Bluetooth → Paired Devices → Select the devices → Unpair

59

Tips for intermittent or inconsistent connection

- Delete devices and HearLink 2 app, reboot phone, reinstall app, and repair devices
- **LAST RESORT:** Reset Network Settings (Note: all stored passwords and Bluetooth pairings will be lost. Ensure that member is comfortable with performing this step.)
 - Apple: Settings  → General → Reset → Reset Network Settings
 - Android: Settings  → General Management → Back up/Reset → Reset Network Settings

60



Summary

- Philips HearLink hearing aids and accessories work seamlessly with the four available Bluetooth protocols
- Direct streaming is available for both Apple and Android devices
- Additional features for an enhanced member experience via the HearLink 2 app; also, now compatible with the Apple Watch
- Remote Fitting for seamless member follow-up
- Extensive Bluetooth and connectivity troubleshooting help available to both you and your members

61



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



62



63