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Unpacking your Philips Toolbox

Tools for Creating Connections

Demant

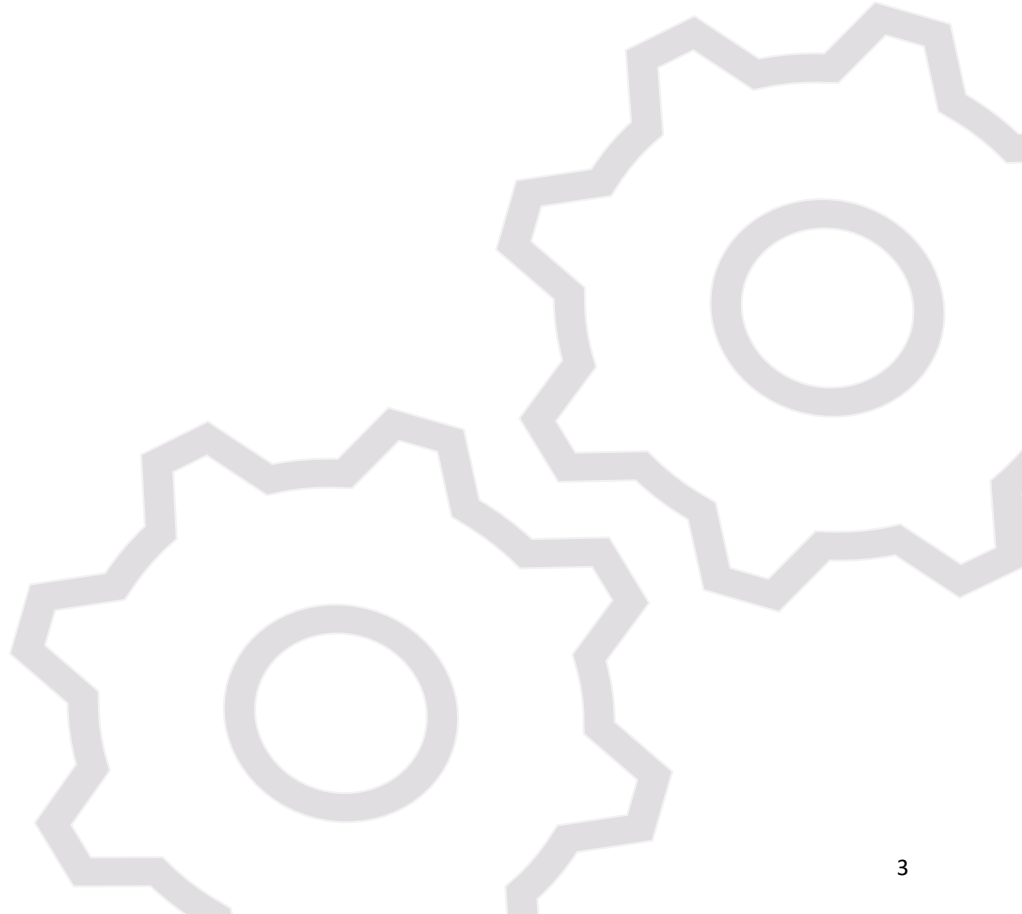
Learner objectives

After this course participants will be able to

- Discuss the Philips product and technology available to members and how to differentiate each.
- List three software features designed to assist with follow-up and fine-tuning of the Philips HearLink devices.
- Demonstrate navigation of the SBO | Philips Portal.

Before unpacking

- Needs assessment
- Technology
- Fitting
- Fine tuning and follow-up
- Aural rehabilitation





Philips product family



Philips HearLink 9040



Philips HearLink 9040

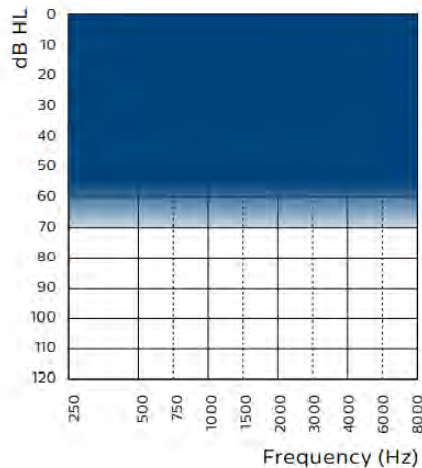


- Offered in **MNR T | T R** and **MNB T | T R**
- **SoundMap 2 Plus** with AI sound technology powered by the new **SoundProtect** feature
- 6 color combinations including **beige | beige**
- **Notify Me** for voice alerts when instrument battery is low
- Enhanced data logging with **Environments and Connection Count**
- **HearLink 2 app** now compatible with Apple Watch

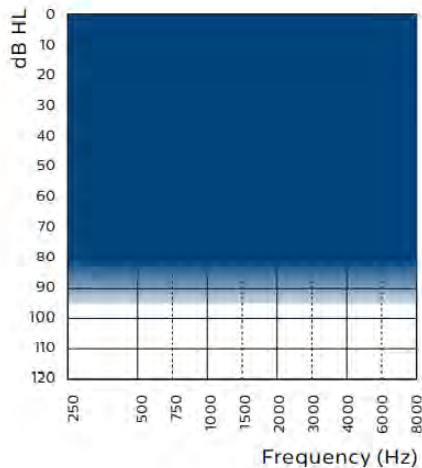
HearLink 9040 MNR T & MNR T R



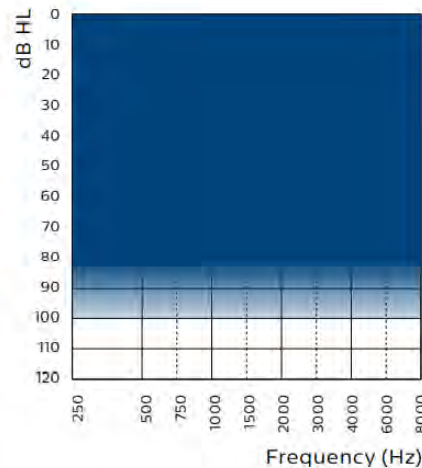
MNR T & MNR T R fitting ranges



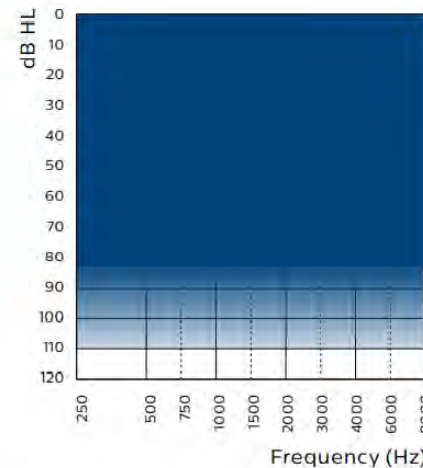
Speaker 60



Speaker 85



Speaker 100



Speaker 105

HearLink 9040 MNB T & MNB T R

6 color combinations



IP68

LED

Single push
button

Serial number
plate underneath
push button

Fully encapsulated 13
Li-ion battery

MNB T R

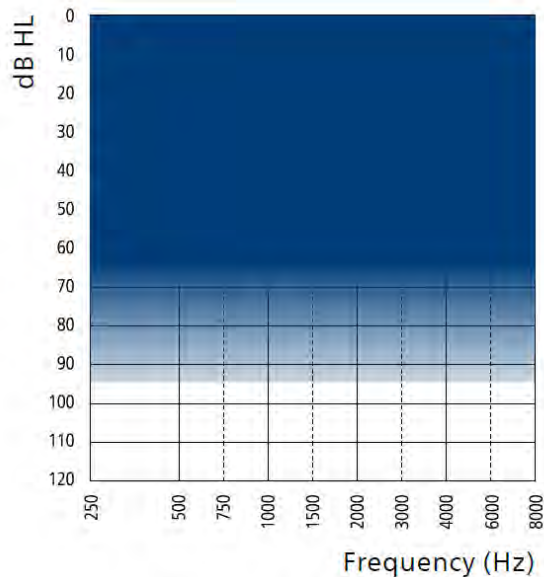
0.9 and 1.3 miniFit
thin tube

Uses existing miniFit
acoustic options

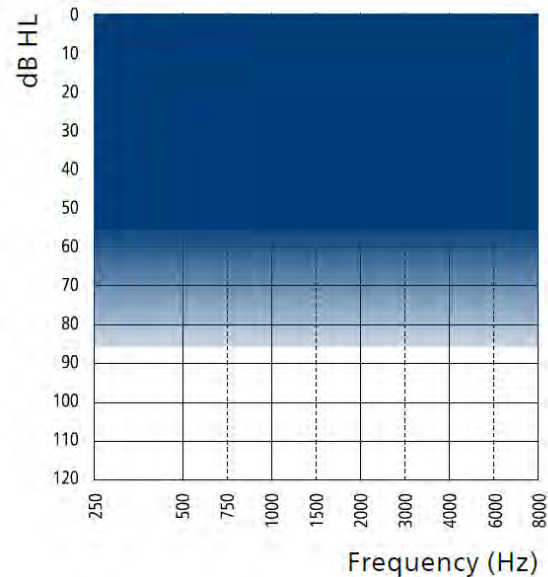
Nail grip with 312 zinc-air
battery drawer

MNB T

MNB T & MNB T R fitting ranges



Earhook



miniFit thin tube 0.9 mm
miniFit thin tube 1.3 mm

Philips HearLink 9030

Custom products



Philips HearLink 9030 custom styles



IIC

CIC

ITC

ITE HS

ITE FS

Optional 2.4 GHz



BL
Black



DB
Dark
Brown



MB
Medium
Brown

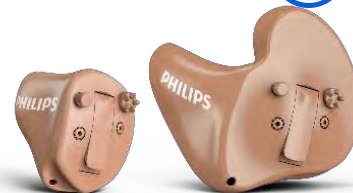


LB
Light
Brown



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

Invisible-In-Canal (IIC)



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

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** Call control functionality	HearLink 2 app Accessories iOS & Android direct streaming Hands-free communication for iOS w/ call control 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** Call control functionality	HearLink 2 app Accessories iOS & Android direct streaming Hands-free communication for iOS w/ call control 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

Custom options

- Custom HearLink 9030 ITC
 - 75 speaker ✓
 - 2.4 GHz and NFMI ✓
 - Directionality ✓
 - Push button ✓
 - Telecoil ✗

**Custom device cannot have both 2.4 GHz and telecoil,
must choose one or the other.**

Custom options

- Custom HearLink 9030 ITE
 - 100 speaker ✓
 - Size 13 battery ✗
 - 2.4 GHz and NFMI ✓
 - Directionality ✓
 - Push button and volume control wheel ✓

There is no size 13 battery option for custom devices, the 312 battery is ideal when it comes to modeling.

Custom options

- Custom HearLink 9030 CIC
 - 90 speaker ✓
 - Size 10 battery ✓
 - Push button ✓
 - 2.4 GHz and NFMI ✗
 - BUT, the member has a really big ear canal

There is no 2.4 GHz available in the CIC style, the member will need an ITC style with 312 battery.

Acoustic Options for MNR|MNB



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

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)
- Compatible with existing domes and custom earpieces
 - OpenBass dome
 - Bass dome (double vent)
 - Power dome
 - Custom ear mold
- MNB earhook with damper
 - Damper at the tip of the hook

Non-custom dome options for HearLink 9040

Style	Recommended Use
OpenBass dome	Comfort, occlusion, small ear canal
Bass dome, double	Dynamic ears, feedback
Power dome	Feedback, desire for 'fullest' fit without moving to custom option



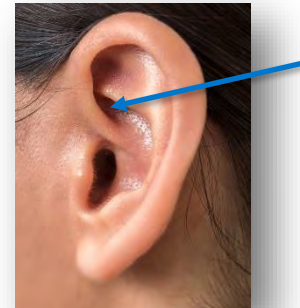


Custom mold options for HearLink 9040

Style	Recommended Use
Micro mold	Shorter length= improved vent effectiveness, members with small or short ear canals
LiteTip	Flexible suspension ensures added comfort and retention
Canal	Increased retention, NOT recommended for members with small, narrow or short ear canals
Skeleton	Designed for dynamic ears, Members with manual dexterity issues
Full shell	Enhanced seal for reduced feedback, ideal for more severe losses
MicroShell	Optimal for members with small ears, for 60- and 85 Speakers
Power mold	For use with 105 Speaker

Mold options

- MicroShell
 - HearLink MNR devices with 60- or 85 Speakers
 - Small ears, good option for any member wanting a custom fit
- MicroMold
 - HearLink MNR and MNB
 - Small, or short ear canals → ok if impression not past second bend
- Skeleton
 - HearLink MNR and MNB
 - Dynamic ears, dexterity issues



Venting and speaker options for custom devices



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

Vent style⁴ (Overhead)

☒ Round

☐ Collection

☐ Oval

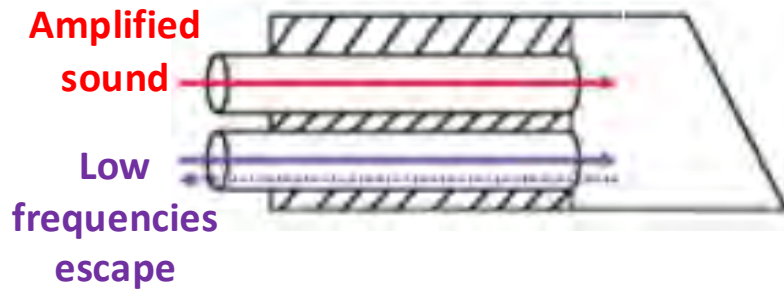
☐ Free (N/A on IIC)

Venting	Round vent	Oval vent	Free vent/largest possible	Collection vent
		 Straight channel through device. Round opening on faceplate and canal tip.	 Oval openings used for smaller instruments IIC and CIC.	 Free form openings, takes advantage of space to ensure largest possible vent.

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

Vent sizing

- Larger vents lead 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

Troubleshooting occlusion effect

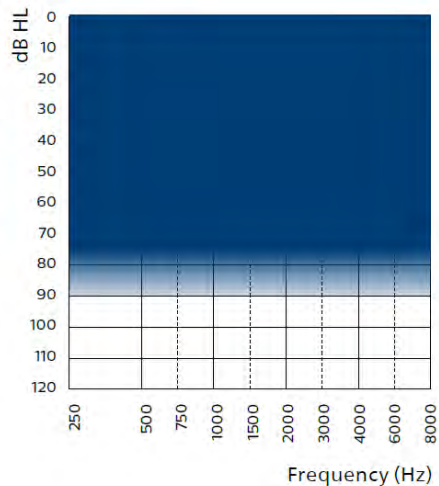
- Trench vent (when space is limited)
- Step vent
- Increase vent diameter
- Increase canal length
 - Longer impression may be needed
 - Past second bend
- Taper canal



IIC & CIC fitting range

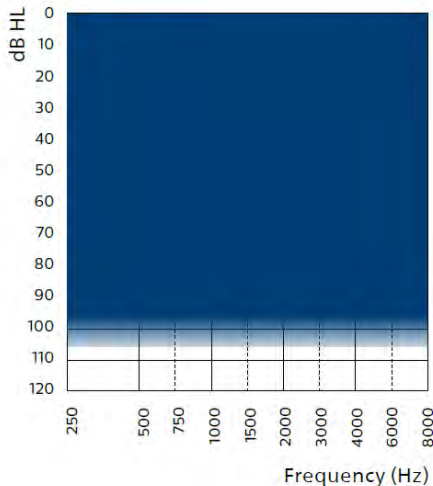
75

Speaker 75



90

Speaker 90



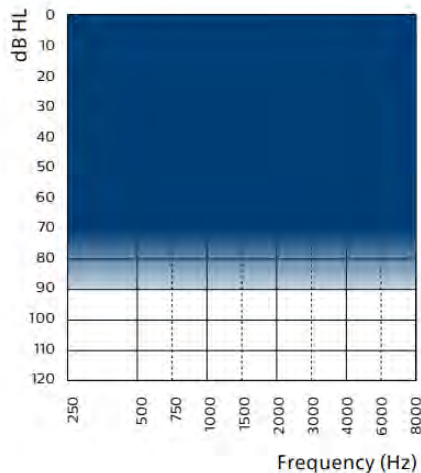
ITC, ITE HS & ITE FS fitting range

75

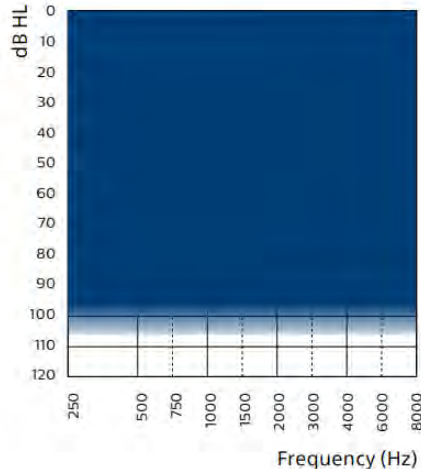
90

100

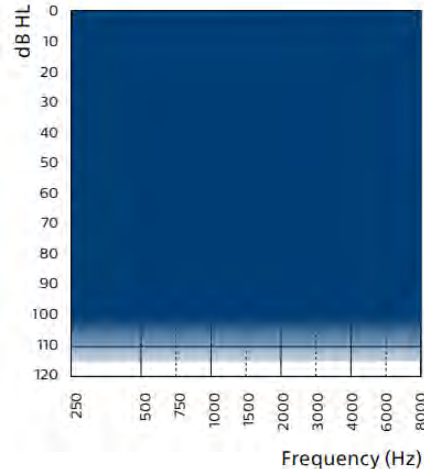
Speaker 75



Speaker 90



Speaker 100



Accessories



Connectivity overview

Feature	MNR MNB	ITE FS	ITE HS	ITC	CIC	IIC
SoundTie 2 technology						
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 2 connectivity accessories						
TV Adapter AudioClip Remote Control HearLink 2 app	•	o	o	o		

• Standard o Optional

Standard desktop charger

Compatible with
HearLink 9010
HearLink 9030
HearLink 9040

Bigger charging ports
For the MNB T R device

Both function the
same way except for
certain hardware
differences

Compatible with
HearLink 9030
HearLink 9040

MNR T R

MNB T R

Charger Plus

Charging time

MNR T R: up to 3 hours

MNB T R: up to 3.5 hours
(similar to desk charger)

Area for speakers

Area for thin tube/
earmolds

Gray inserts
Helps differentiate
the MNB T R Charger
Plus

Charging ports
Bigger slots

MNR T R

MNB T R

* The Charger Plus is only compatible with HearLink 9030 & HearLink 9040 rechargeable instruments

Activity

Choosing the product



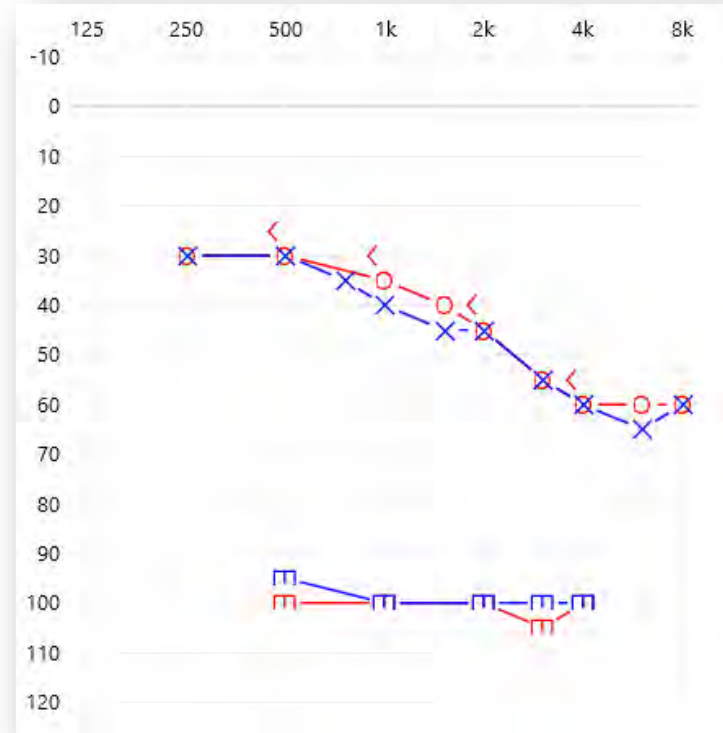
Case study - Part one: Choosing the product

Member is a 64-year-old male who has worn hearing aids for 5 years and is coming in for new technology. He currently wears an ITE style hearing aid and tells you that he is very satisfied with that style but isn't 'against' trying a BTE style device. He does want to be able to stream music and isn't sure about those new rechargeable batteries .

No significant medical history and member has no dexterity or vision concerns.

Case study - Part one

- Mild sloping to mod-severe SNHL right and left
- SRT 40 dB HL right and 45 dB HL left
- MCL 60 dB HL right and 65 dB HL left
- WRS excellent 75 dB HL right and 80 dB HL left



Case study - Part one

- Scenario one
 - HL 9030 ITC/ITE
 - Stay with what is comfortable, same style and zinc air battery
- Scenario two
 - HL 9040 MNB T/MNR T
 - Try a new style and keep zinc air battery
- Scenario three
 - HL 9040 MNB TR/MNR TR
 - Try a new style and try rechargeable batteries



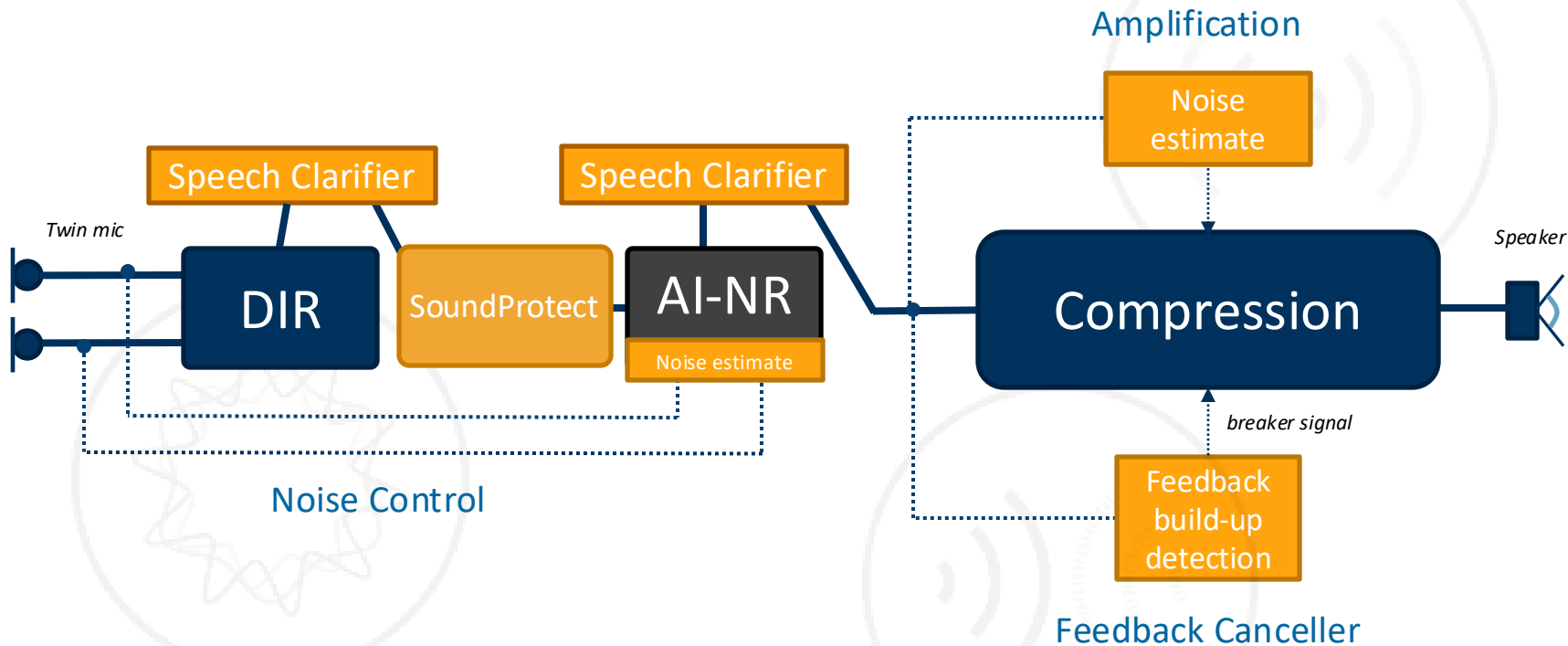
Philips technology



SoundMap 2 Plus Technology



SoundMap 2 Plus



24 frequency band architecture

SoundProtect



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)



SoundProtect Wind Noise Management

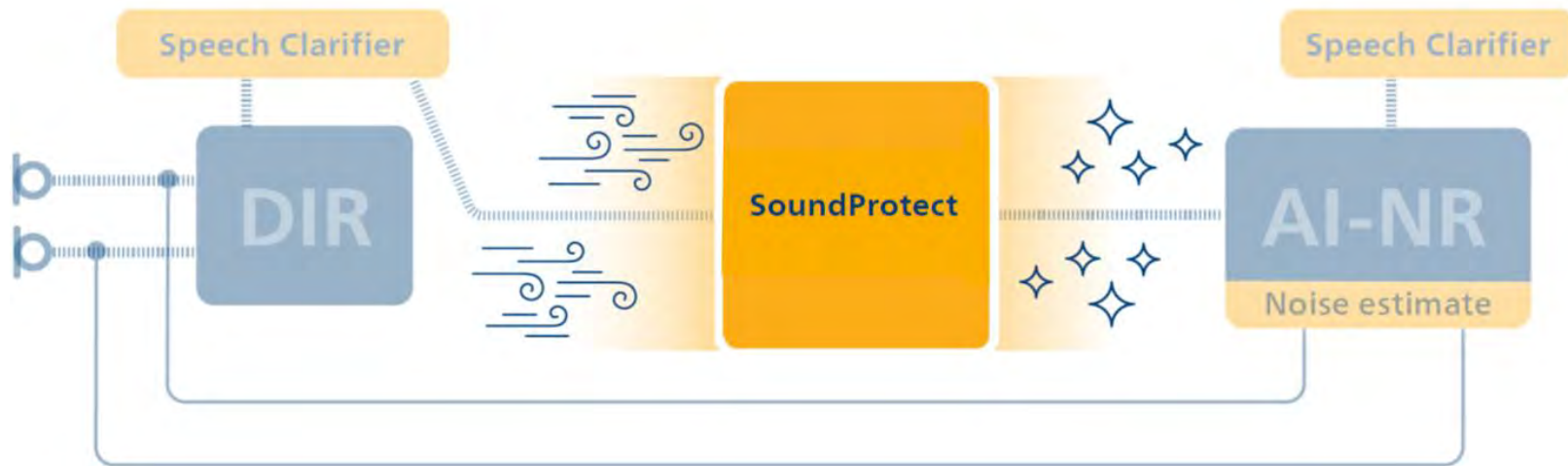
Existing solution

- Detects wind noise
- When detected
 - Puts the hearing aid in omni
 - Reduces noise in affected bands
 - Has the biggest effect in the low frequencies
- Activates a level and frequency-dependent attenuation

New solution

- Upgraded noise detector
- When detected
 - Only chooses the sound from the microphone that has the lowest wind noise level in each of the frequency bands
 - Adjusts the selection up to 500 times per second to continuously choose only the cleanest signal
- Effective in all frequencies/not frequency dependent
- Has the secondary benefit of reducing sounds from handling noise
- Designed to allow for conversation in windier situations

How it works



Wind and handling noise are detected by the front and rear microphones at different moments, creating uncorrelated noise

→ SoundProtect WNM counters this noise by careful analysis of the noise level in each microphone

→ It selects the microphone with the lowest noise level for each band and adjusts this selection over time, ensuring that only the cleanest signal reaches AI-NR

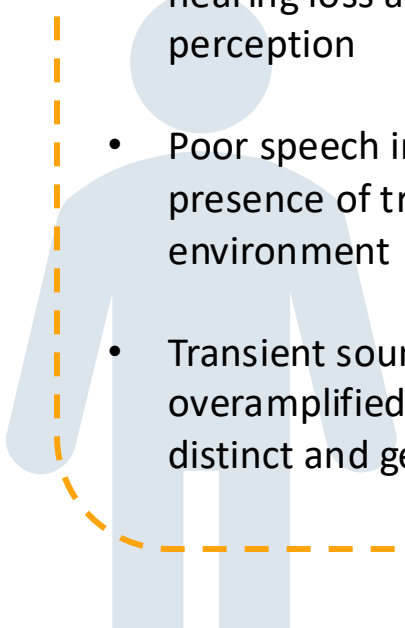
SoundProtect Transient Noise Reduction

- SoundProtect Transient Noise Reduction (TNR) reduces sudden sounds for sensitive members
- This feature employs an updated algorithm to help balance transient sounds in the overall sound scene by faster detection and reduction of sudden sounds in situations where speech understanding is important

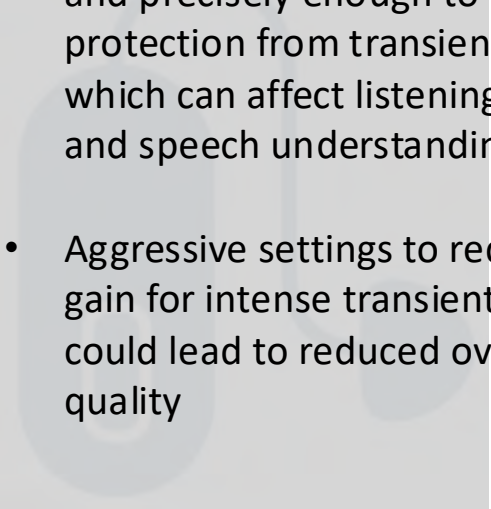


Challenges with transient sounds

Hearing aid user

- 
- Reduced dynamic range due to hearing loss affects loudness perception
 - Poor speech intelligibility in the presence of transient sounds in the environment
 - Transient sounds are sometimes overamplified making them too distinct and generally unpleasant

Hearing aid technology

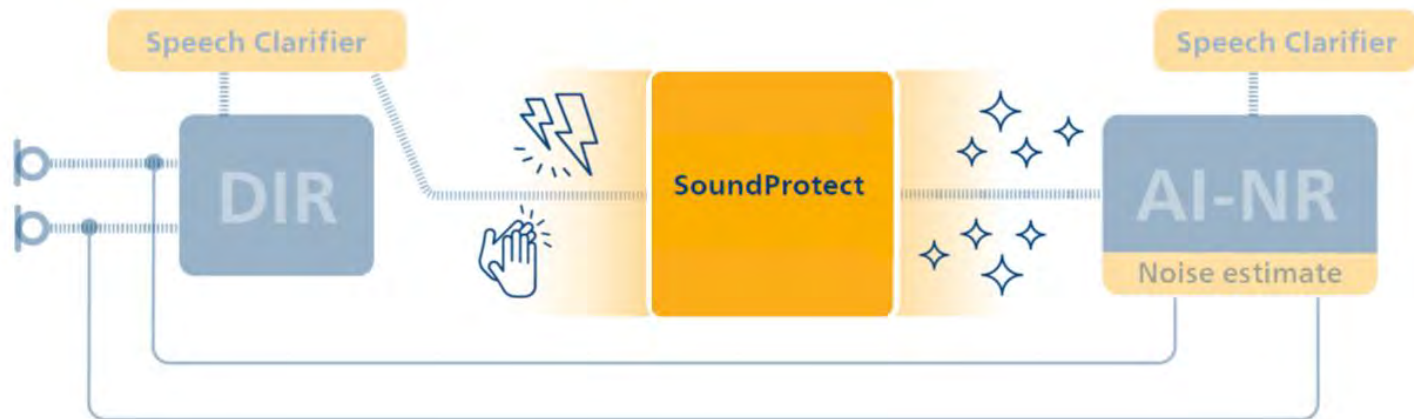
- 
- Hearing aids may not react quickly and precisely enough to provide protection from transient sounds, which can affect listening comfort and speech understanding
 - Aggressive settings to reduce the gain for intense transient sounds could lead to reduced overall sound quality



Feature improvements

- Faster detection and gain adjustments of transient noises
 - Transient noises get filtered out prior to reaching the gain path
- Frequency-specific band reduction instead of broadband reduction for transient noises
 - Better preservation of signal
 - Clearer signal before being processed by AI-NR
- Greater transient noise reduction possible
 - Up to 30 dB in maximum setting

How it works



SoundProtect TNR monitors the overall sound level of the environment and calculates the average sound level

When a sound is considerably above the average sound level, the system will consider it a transient sound and quickly reduce it

Transient sounds in quiet environments will have less attenuation and transient sounds in louder environments will have more attenuation

Transient sounds are attenuated before the input signal is compressed and therefore are not overamplified

Speech Clarifier

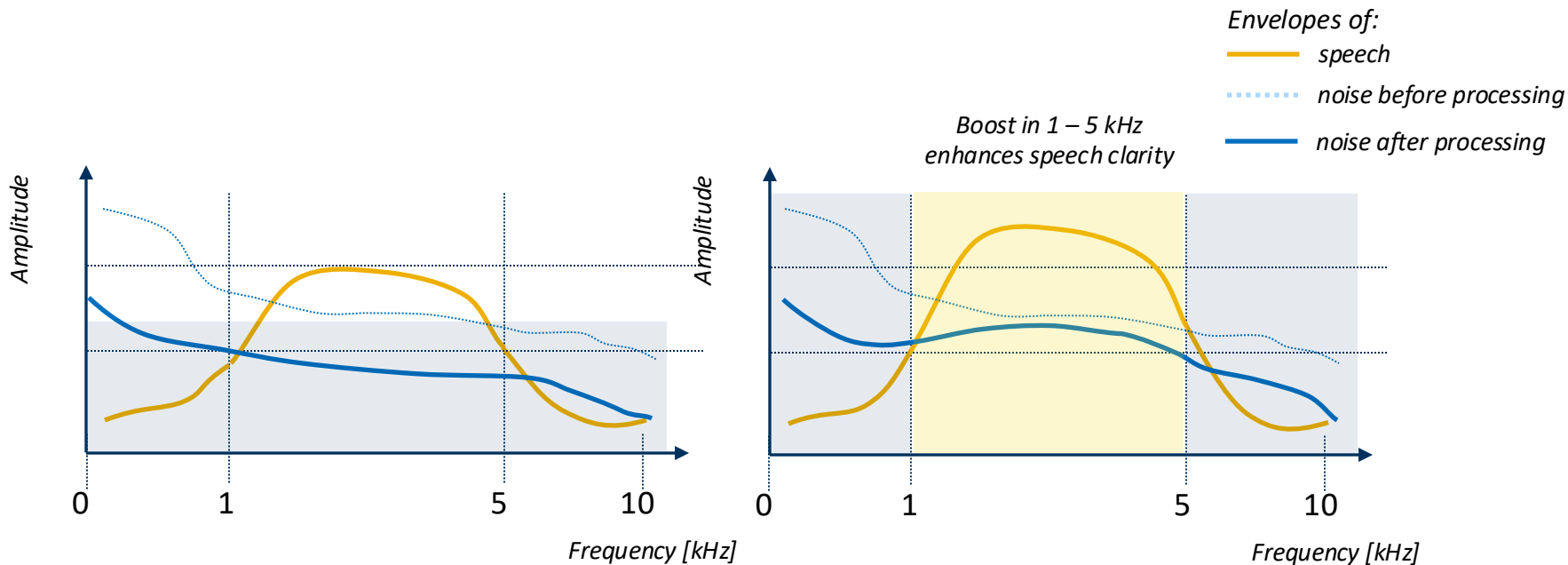


How does Speech Clarifier work?

- Speech Clarifier consists of two sub-modules
- Redistributes attenuation to enhance speech frequencies
- Increases the perceptual contrast between speech and noise



Speech Clarifier



Traditional noise reduction

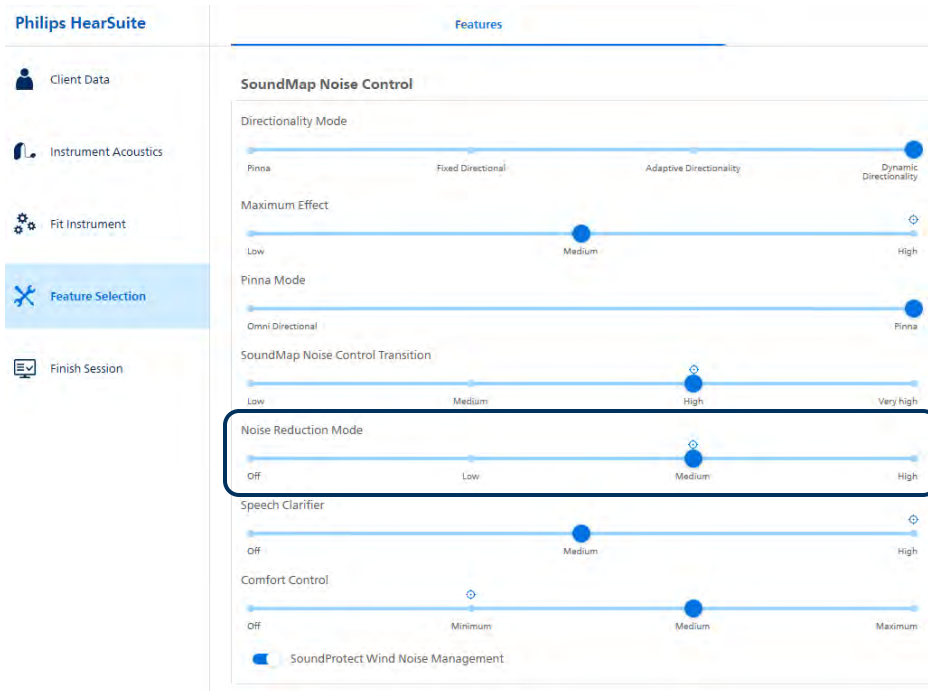
***SoundMap Noise Control
with Speech Clarifier***

SoundMap Noise Reduction Mode



Noise Reduction Mode

- Noise Reduction reduces background noise such as traffic or a busy restaurant
- Adjust the level as needed
 - Off
 - Low
 - Medium
 - High



The screenshot displays the Philips HearSuite software interface. On the left is a sidebar with navigation options: Client Data, Instrument Acoustics, Fit Instrument, Feature Selection (highlighted), and Finish Session. The main area is titled 'Features' and contains several adjustable sliders. The 'SoundMap Noise Control' section includes sliders for Directionality Mode (set to Dynamic), Maximum Effect (set to Medium), Pinna Mode (set to Pinna), and SoundMap Noise Control Transition (set to High). The 'Noise Reduction Mode' slider is highlighted with a red box and is set to Medium. Other sliders include Speech Clarifier (set to Medium) and Comfort Control (set to Medium). At the bottom, there is a checkbox for 'SoundProtect Wind Noise Management' which is currently checked.

Feature	Current Setting
Directionality Mode	Dynamic
Maximum Effect	Medium
Pinna Mode	Pinna
SoundMap Noise Control Transition	High
Noise Reduction Mode	Medium
Speech Clarifier	Medium
Comfort Control	Medium
SoundProtect Wind Noise Management	Enabled

Pinna Mode



Pinna Mode

- Current polar plots recreate the natural pinna effect
 - Variability in each individual ear
- Uses a more realistic pinna model



Pinna Mode

- Two settings in HearSuite:
 - **Pinna:** Creates a microphone pattern like that produced naturally by the pinna.
 - **Omni Directional:** Instrument microphone is sensitive to sounds from all directions.
- Useful in quiet environments with very little background noise.



Pinna



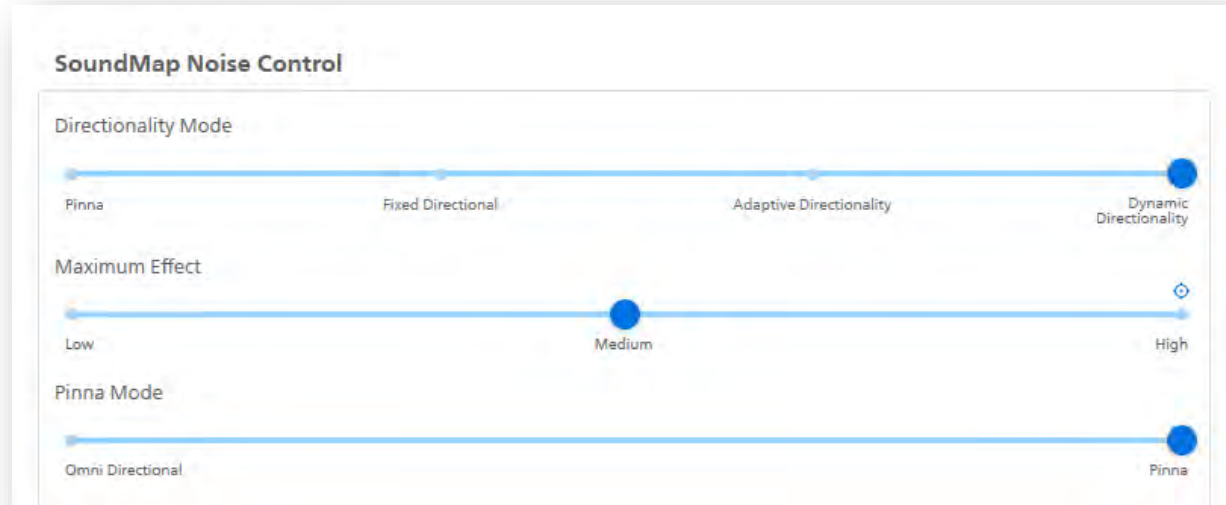
Omni Directional

Maximum Effect

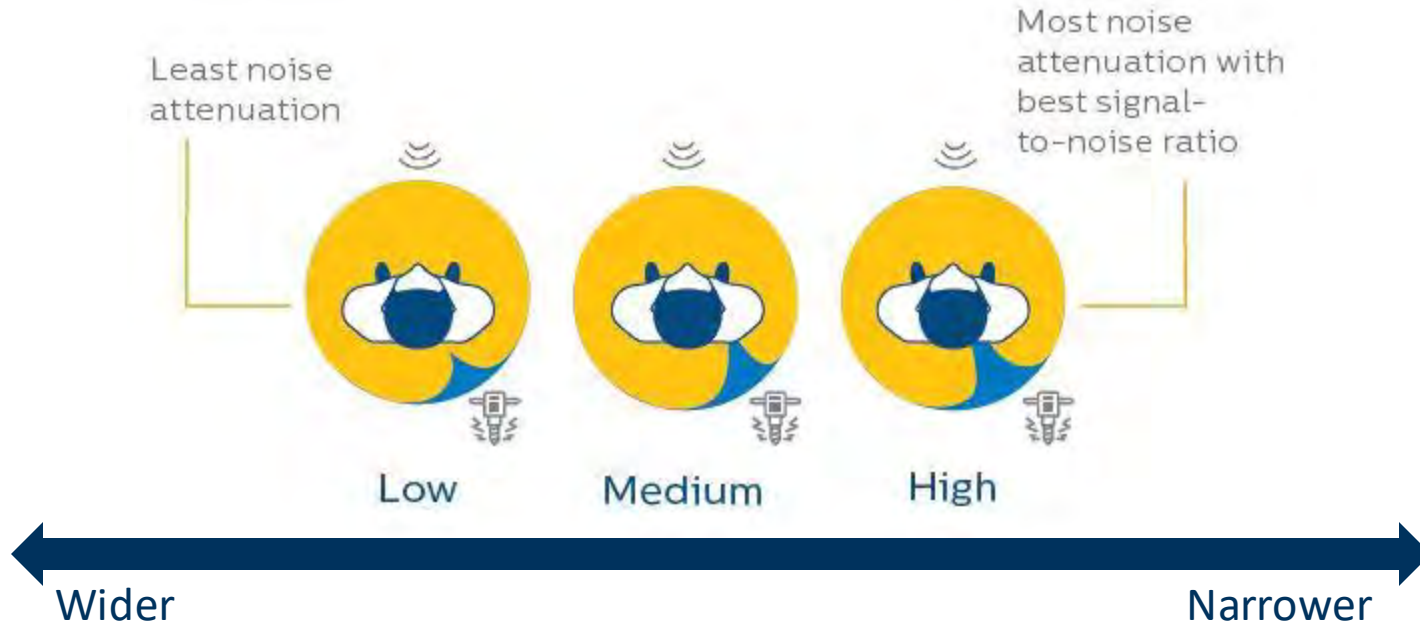


Maximum Effect

- Strength of the directional pattern
- 3 settings
 - Low
 - Medium
 - High



Maximum Effect

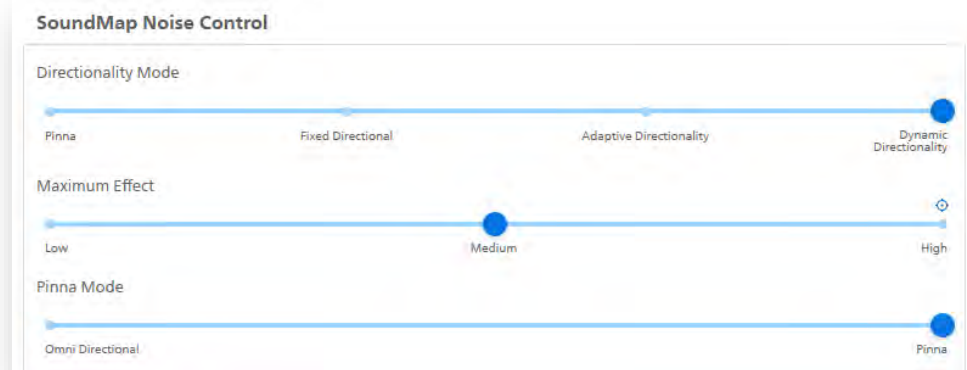


Directionality



Dynamic Directionality

- Works simultaneously with
 - **Maximum Effect**
 - **Pinna Mode**
 - **SoundMap Noise Control**



Dynamic Directionality

- Automatically adapts between **Pinna Mode** and **Maximum Effect** depending on the environment
 - Speech-in-quiet environment
 - Microphone patterns are fixed based on what is selected under **Pinna Mode**
 - Speech-in-noise environment
 - Null steering in 24 frequency bands, strength set via **Maximum Effect**



Adaptive Directionality

- Automatically fades between traditional directional polar patterns depending on the amount of noise
 - **Microphone pattern can freely adapt to any non-omnidirectional pattern**
 - **Fades to hyper cardioid in high noise situations**



Pinna

- Microphone patterns are fixed based on what is selected under **Pinna Mode**
 - **Omni Directional**
 - Sensitive to all directions, slight emphasis to front
 - **Pinna**
 - Focus to front, optimized signal-to-noise ratio



Omni Directional



Pinna

Fixed Directional

- Fixed directional microphone pattern in any sound environment
- Microphone patterns are fixed in a hyper cardioid polar response in all frequency bands
 - Focus on the front with strong attenuation of sounds from the back

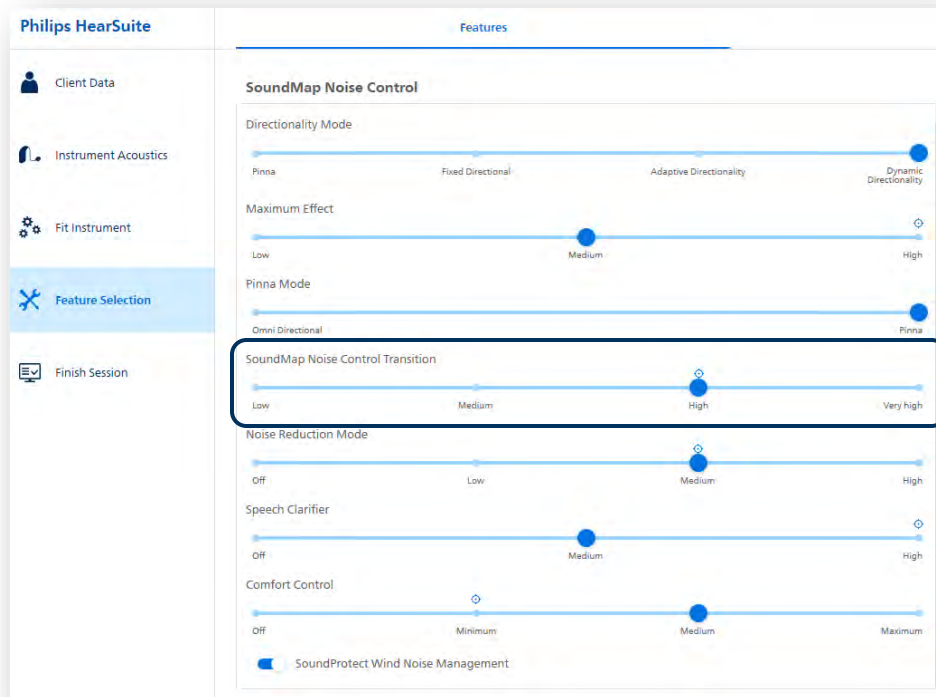


SoundMap Noise Control Transition

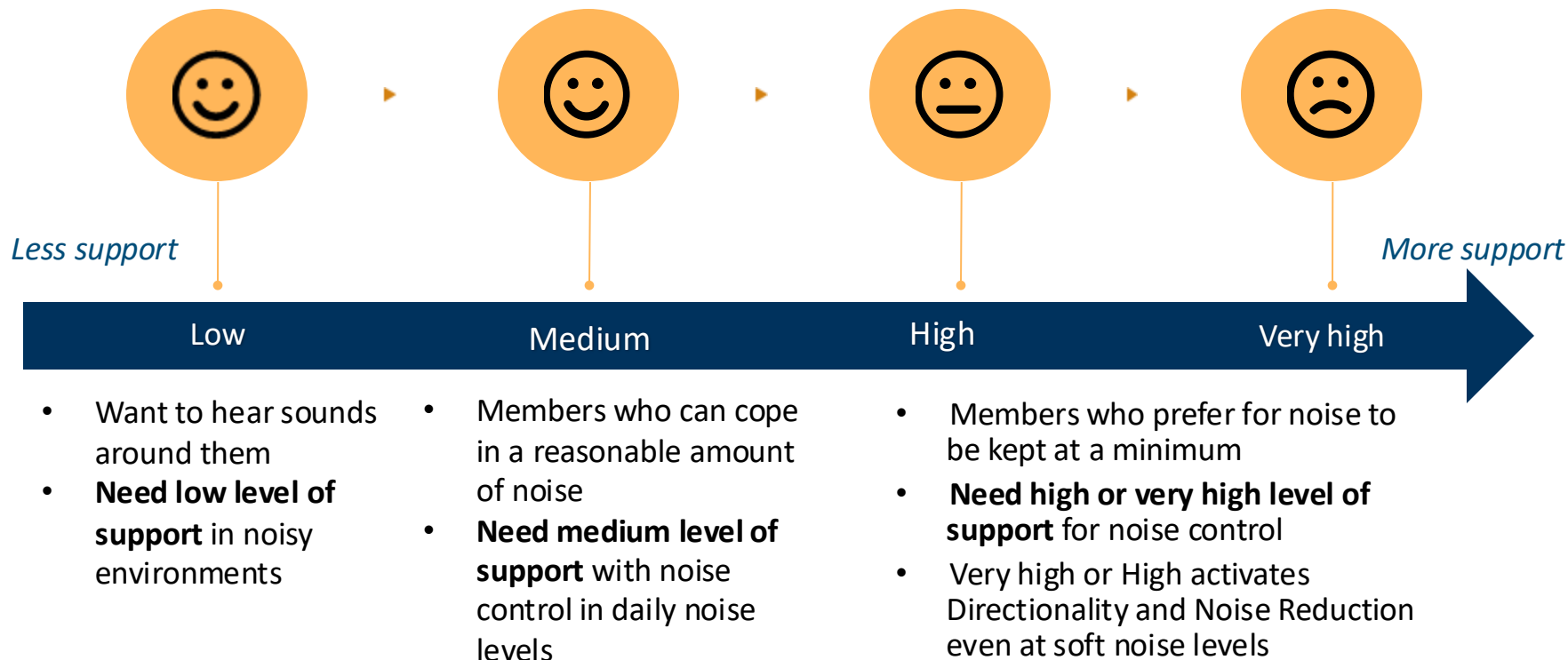


Noise Control Transition

- Determines *when* Directionality and Noise Reduction are activated
- Can be set for each individual member based on their sensitivity to noise



SoundMap 2 Noise Control: Transition settings



HiFi Music

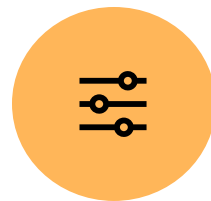
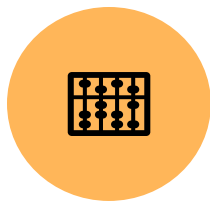


HiFi Music

- A program designed to deliver the best possible sound quality in all music situations
 - Live music
 - Recorded music
 - Streamed music
- Uses a music rationale instead of a speech-based rationale



Audiology behind HiFi Music



Amplification strategy is music-focused and not speech focused. Gain is always based on target and compression ratio is designed for music dynamics

The embedded **music rationale works independently** from other program rationales

Rationale is based on the music spectrum with a **wider bandwidth, more dynamic output and more gain overall**

Can be **further customized:**

- Streaming Equalizer via HearLink 2 app
- Directionality and noise reduction features
- SoundMap Feedback Cancellor

Activity Technology tools



Case study - Part two: Technology tools

Member is a 64-year-old male who has worn hearing aids for 5 years and is coming in for new technology. He currently wears an ITE style hearing aid and tells you that he is very satisfied with that style but isn't 'against' trying a BTE style device. He does want to be able to stream music and isn't sure about those new rechargeable batteries .

No significant medical history and member has no dexterity or vision concerns.

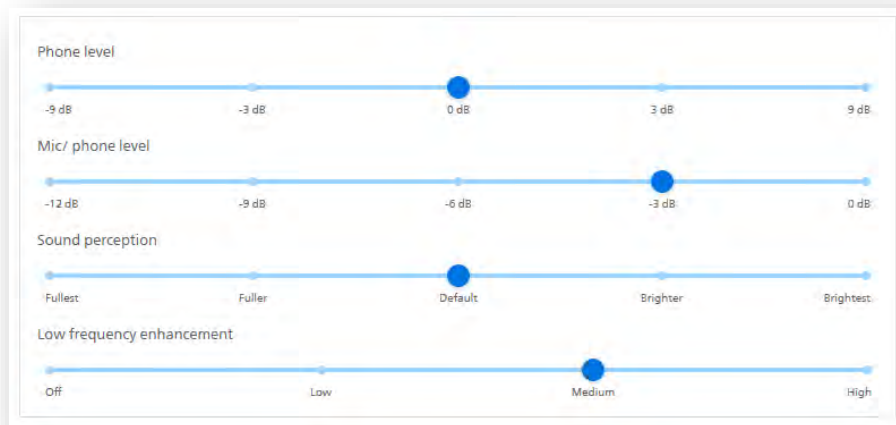
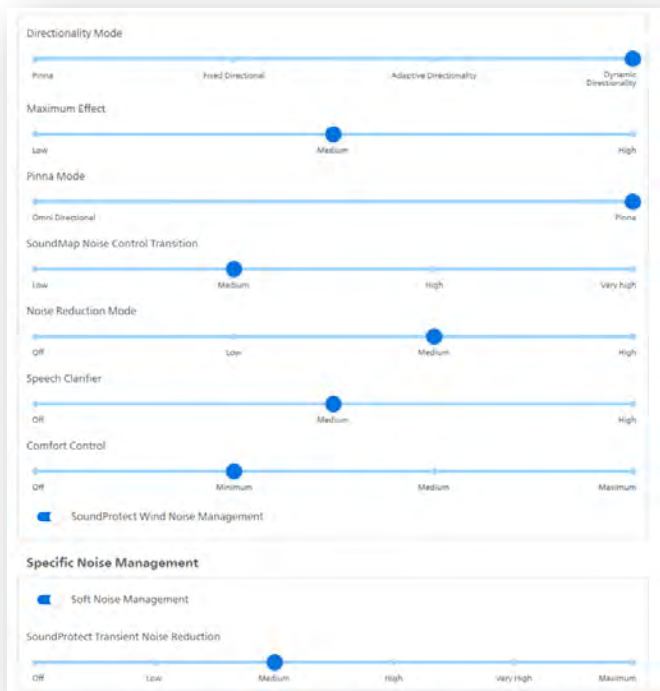
Member decided to pursue HearLink 9040 MNR T R

Case study - Part two

COSI Goals

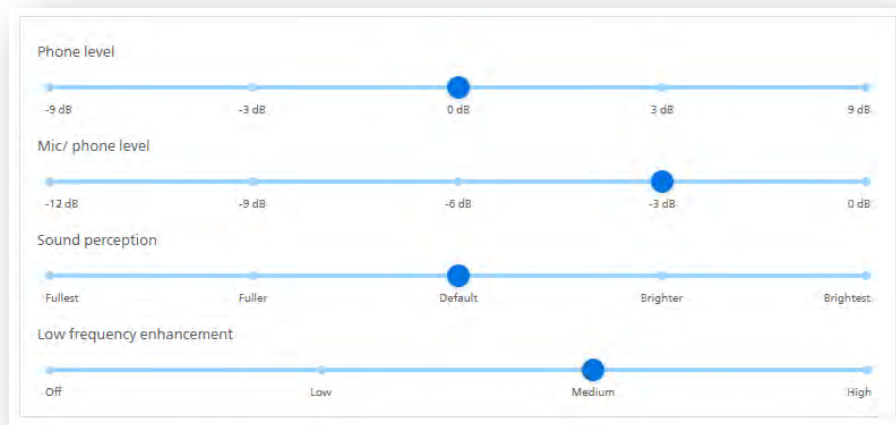
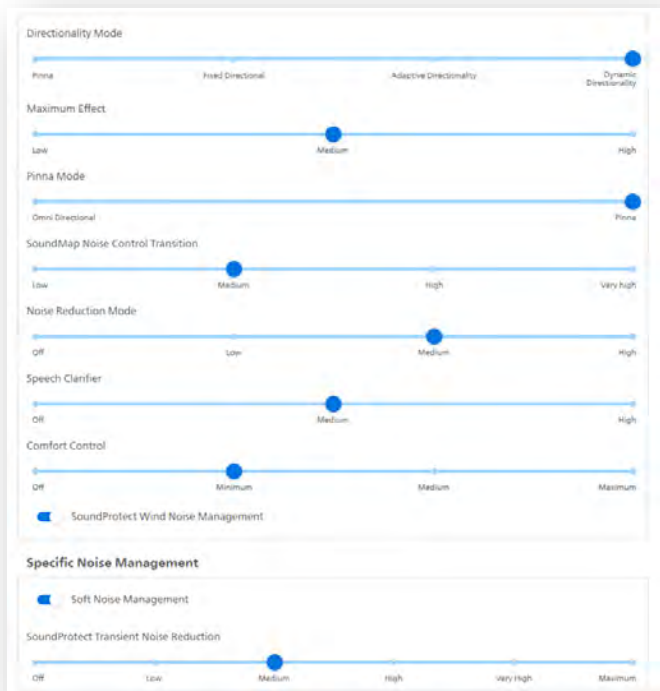
- Hear better when playing golf with his men's group who meets 2-3 times per week.
- Stream music to hearing aids via smartphone while out walking dogs.
- Understand dinner conversation better when out on weekly 'date nights' with wife at crowded restaurants.

Case study - Part two



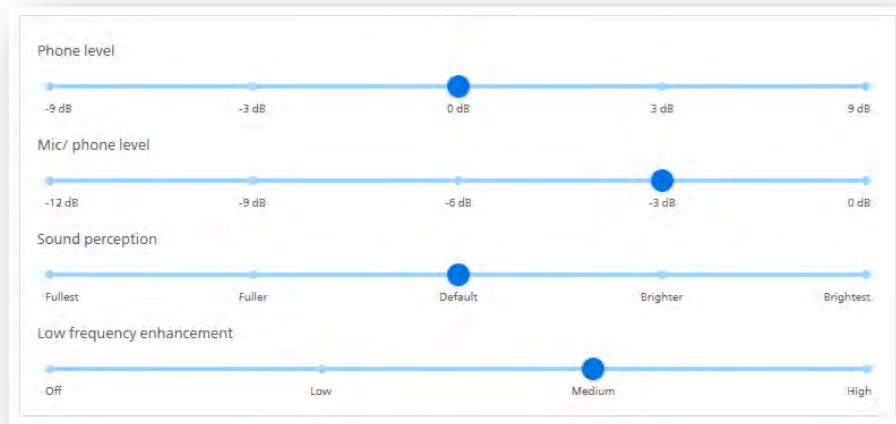
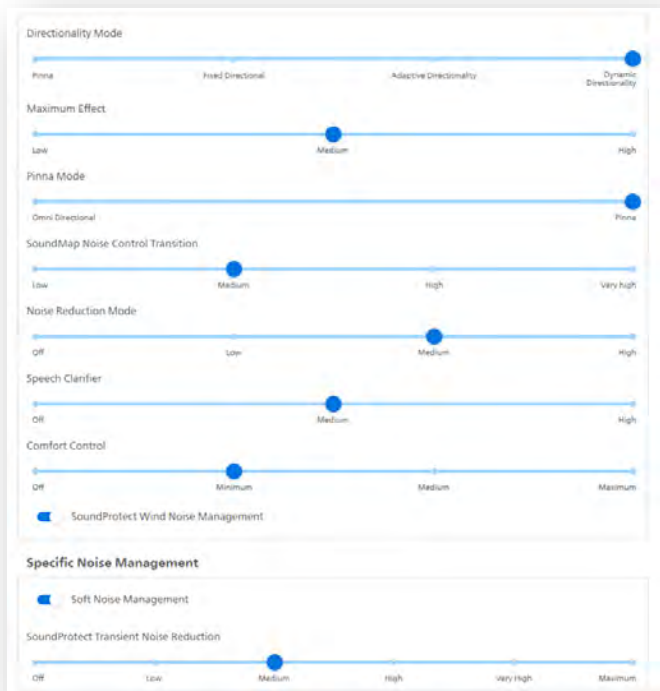
Hear better when playing golf with his men's group who meets 2-3 times per week.

Case study - Part two



Stream music to hearing aids via smartphone while out walking dogs.

Case study - Part two



Understand dinner conversation better when out on weekly 'date nights' with wife at crowded restaurants.



HearSuite Fitting Software Tools



Adaptation manager

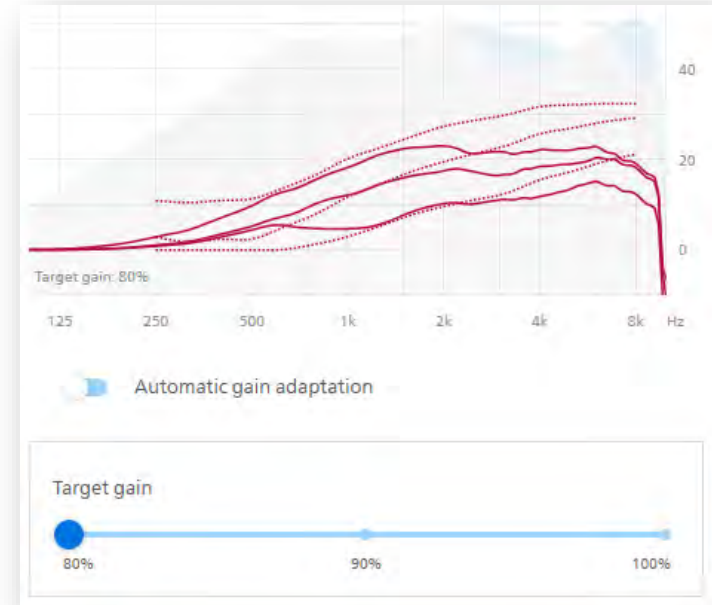


Adaptation Manager overview

- Adaptation feature helps member to gradually become accustomed to amplification
 - 80% and 90% provide a milder response as compared to the full prescribed setting (100%).
- Adaptation also lets you make an easy adjustment of the overall gain.

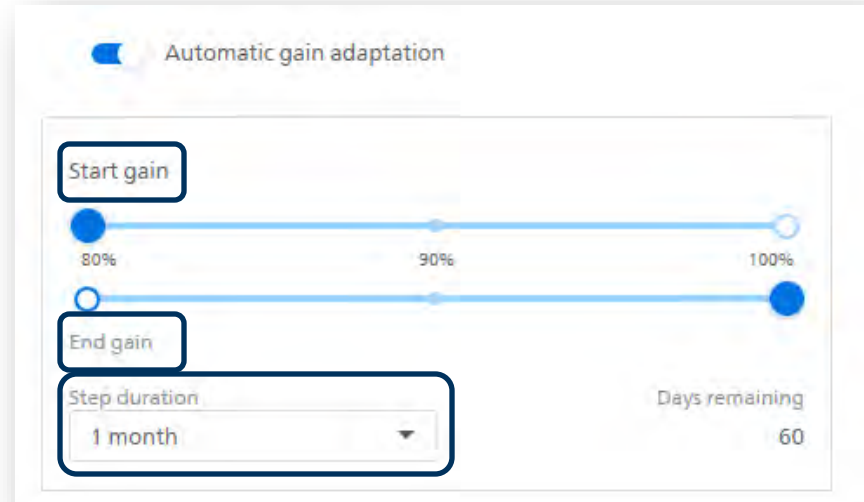
Adaptation

- First fit default
 - 80% and Manual
- Real Ear Measurement
 - **100% Target gain**



Automatic gain adaptation

- After Real Ear Measurement, if member is unable to tolerate 100% target gain, then enable Automatic gain adaptation.



The interface for 'Automatic gain adaptation' features a toggle switch at the top, which is currently turned on. Below the toggle, there are two horizontal sliders. The top slider, labeled 'Start gain', has a blue dot at the 80% mark and a white dot at the 100% mark. The bottom slider, labeled 'End gain', has a white dot at the 80% mark and a blue dot at the 100% mark. Both sliders have intermediate markers at 90%. Below the sliders, there is a 'Step duration' dropdown menu set to '1 month'. To the right of the dropdown, it says 'Days remaining' with the value '60'.

Automatic gain adaptation

Start gain

80% 90% 100%

End gain

Step duration

1 month

Days remaining

60

Fitting Assistant



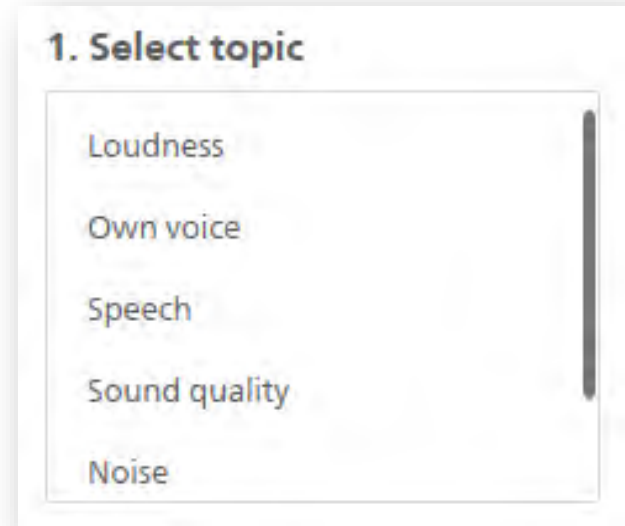
Fitting Assistant

Tool to assist in fine-tuning and follow-up for a successful fitting



Select a topic

- Consists of most common problems most members might encounter
 - Loudness
 - Own voice
 - Speech
 - Sound quality
 - Noise
 - Feedback



Specify complaint

- Divided into 'categories' based on topic
- Presented as statements to help narrow down the problem

2. Specify complaint

General loudness

Environmental sounds

Phone

TV/Radio

Music

Apply solution

- Based on selected complaint
- HearSuite may offer additional solution which can be used if recommendation is not sufficient



Data Logging



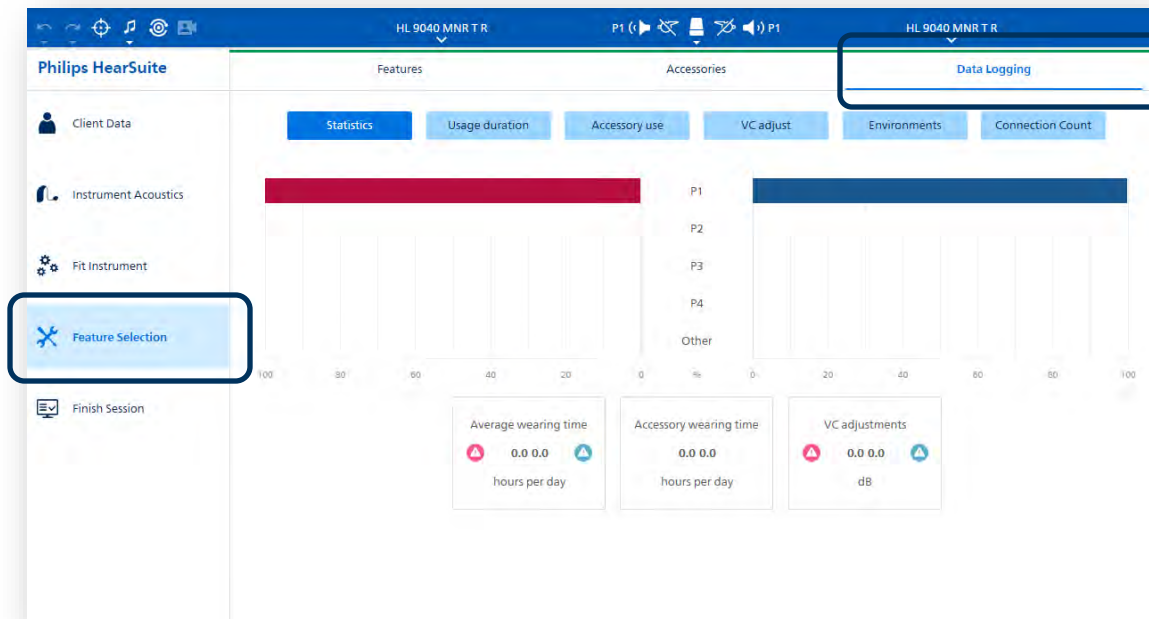
Data Logging

- Statistics on various aspects of hearing aid use
- Monitor progress by comparing data collected over time
- Counseling, troubleshooting, and fine-tuning

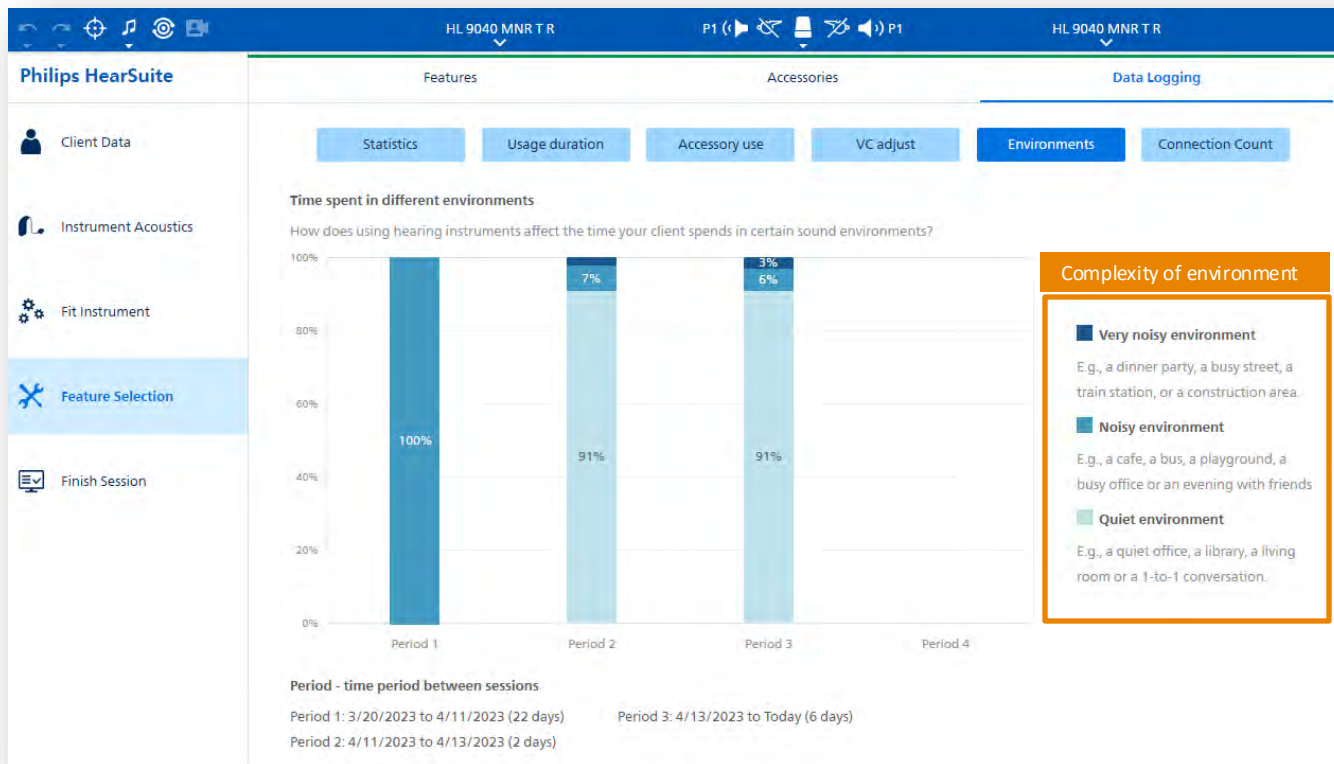


Data Logging

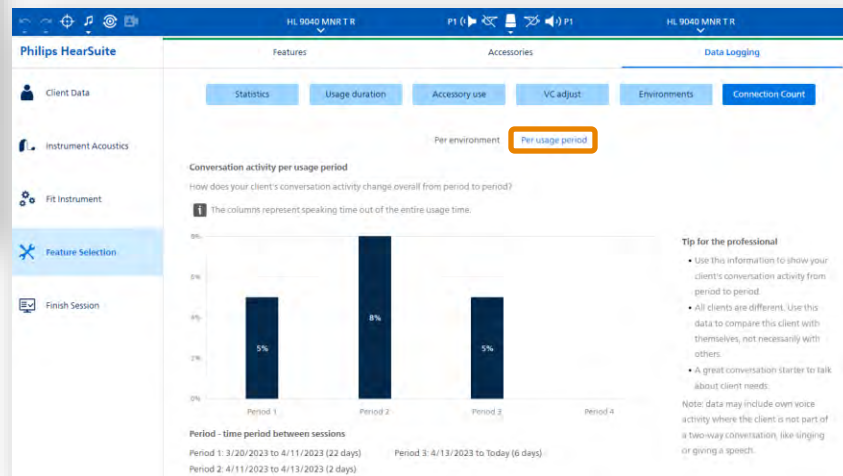
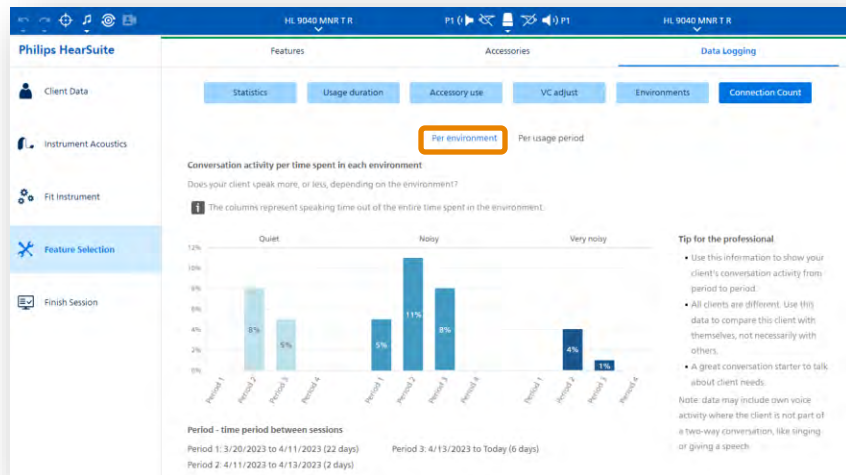
- Statistics
- Usage duration
- Accessory use
- VC adjust
- Environments
- Connection Count



Environments

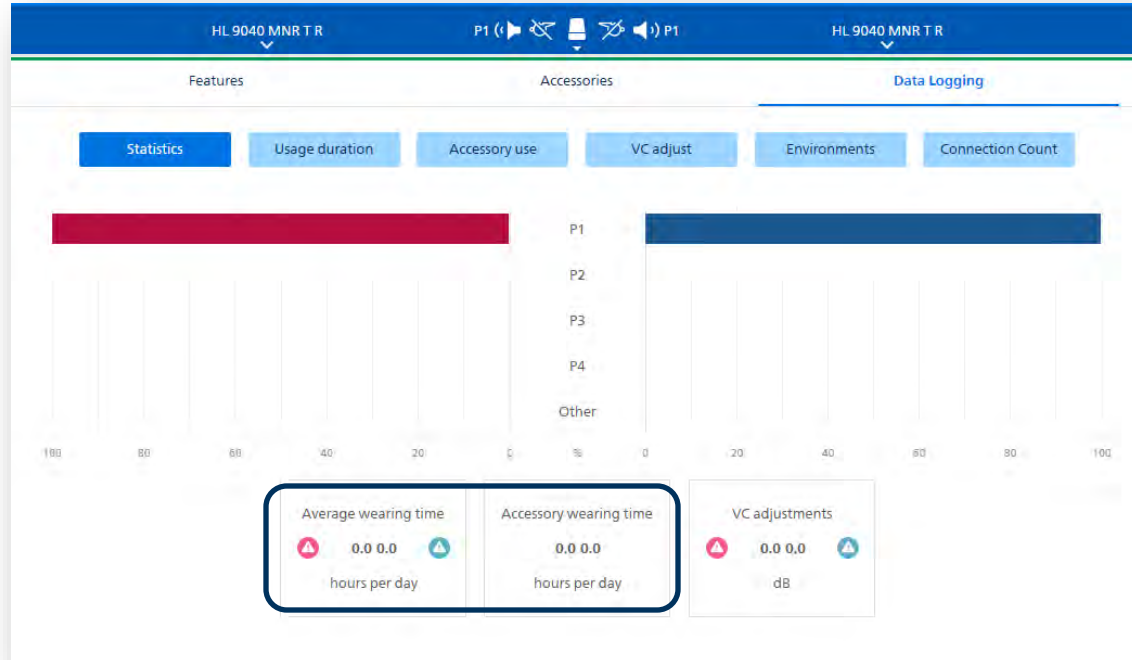


Connection Count



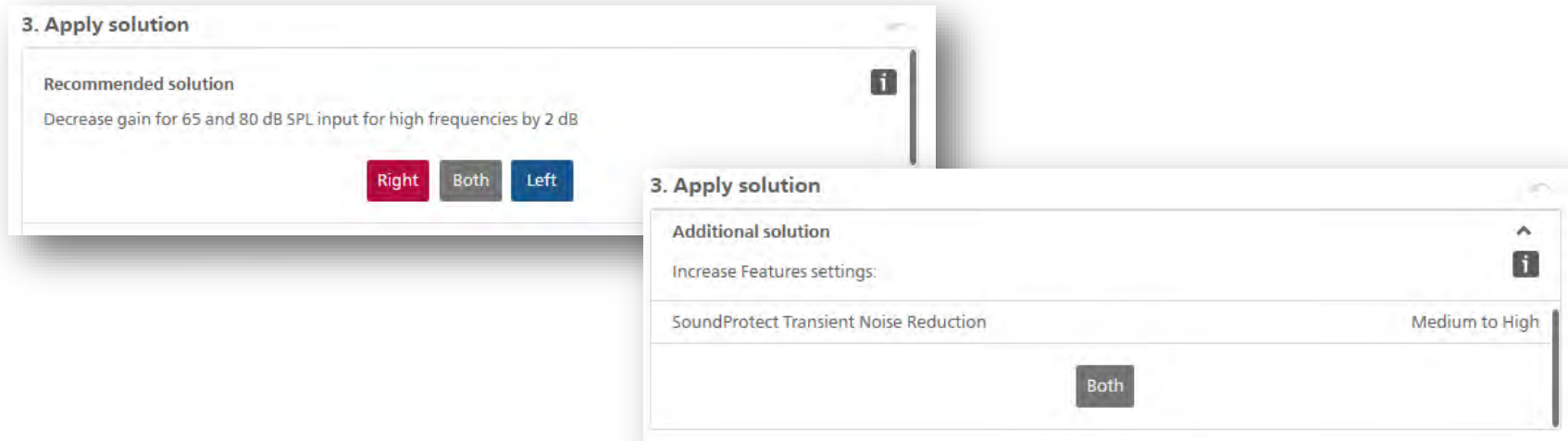
HearSuite follow-up

- Member A- First follow-up
 - Everything fine, wearing hearing aids when he needs them



HearSuite follow-up

- Member B- First fit (HearLink 9040, experienced user)
 - First fit very comfortable, however when you begin to gather paperwork the sound of paper shuffling is very bothersome



The image displays two overlapping screenshots of the HearSuite software interface, specifically the '3. Apply solution' section.

Left Screenshot:

- 3. Apply solution**
- Recommended solution** (with an information icon 'i')
- Decrease gain for 65 and 80 dB SPL input for high frequencies by 2 dB
- Buttons: **Right** (red), **Both** (grey), **Left** (blue)

Right Screenshot:

- 3. Apply solution**
- Additional solution** (with an information icon 'i' and an upward arrow)
- Increase Features settings:
- SoundProtect Transient Noise Reduction (Medium to High)
- Button: **Both** (grey)



SBO | Philips Portal



SBO | Philips portal

[Support Center \(sbohearing.com\)](https://sbohearing.com)

SBOHearingUS

Support Center



Support center



Hearing aids

View product information, FAQs, and training materials



Accessories

View accessory product information, FAQs, and training materials



**HearSuite
Fitting Software**

View technical information and training materials



CEU

View CEU training courses

Support Center

SBOHearingUS

Support Center



Filter by

Clear filters

Product

Hearing Aids

Language

Select Language

First Fit Resource?

Select "no" to view all materials.

Compatibility 2

 Philips HearLink Compatibility Quick Sheet - Android

 Philips HearLink Compatibility Quick Sheet - Apple

Consumer tools 4

 Philips HearLink 2 app guide

 Philips HearLink 23.1 Product Insert Card

 Philips HearLink 9040 consumer brochure

Center Diagnostic tools 6

Support Center

- Compatibility
- Dispenser tools
- Instructions for use
- Remote services
- Technical animations
- White papers
- Consumer tools
- Consumer FAQs
- Presentations
- Specification guide
- Instructional videos

Compatibility



- Link to website
- Compatibility quick guides

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Consumer tools



Consumer tools

- HearLink 2 app guide
 - Overview of new app screen navigation

Philips HearLink 2 app overview

Details about the various features of the Philips HearLink 2 mobile application for Apple and Android smart devices.

Sound overview

Listening program: Select listening program. Select from drop-down menu.

Volume changes:

- Mute microphones
- Independent volume control
- Streaming equalizer
- Remote microphone

Menu options:

- Sound
- Hearing aids
- More

Advanced sound control

Select program: Select listening program. Select from drop-down menu.

Increase and decrease volume by tapping +/- or slide (slider bar).

Independent volume control

Mute (can also mute by holding "+" and unmute holding "-")

Remote microphones (compatible with iPhone and iPad only)

TV Adapter overview

Program added once connected to the Philips TV Adapter

Streaming: Adjust volume of streaming source

Surroundings: Adjust volume of hearing aid surroundings

Streaming equalizer (available for streaming sound only)

Mute the hearing aid microphones

Remote connected device

Streaming equalizer

Adjust low, mid and high frequencies by +6 dB to -12 dB

Reset all values back to 0 dB

Philips HearLink 2 app overview

Details about the various features of the Philips HearLink 2 mobile application for Apple and Android smart devices.

Hearing aids overview

Current battery level: Display last location hearing aid when connected to HearLink 2 app (in Location Services on "Always" for best results)

Hearing aid details will display current device serial number and firmware version

More overview

Prepare for a scheduled Remote Fitting appointment or access account information

Enhanced help and support section for troubleshooting

Access account information or create login for access to Remote Fitting

Important news and release information about the app

My profile overview

View Remote Fitting account details. Once signed in, email address will display at the top

Anonymous data collection to support app development. Enable notifications to get important news and updates

Help & support overview

Troubleshooting section in help and support

Listing of general connectivity issues with step-by-step solutions

Email the Consumer Care team directly from the app. (Available only in US, UK, AUS/NZ and where language must be English)

*For a full list of Apple/Android devices, visit www.hearingsolutions.philips.com and search "compatibility".
Additional assistance: Call Philips Consumer Care at 800-327-4779 or email philipshearingsolutions-us@demant.com

Additional assistance: Call Philips Consumer Care at 800-327-4779 or email philipshearingsolutions-us@demant.com

Find instructional videos on YouTube at <http://bit.ly/HearLinkVideos>

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Consumer tools

- HearLink 23.1 Product Insert Card
- HearLink 9040 consumer brochure



Thank you for your
Philips HearLink purchase!



Scan this QR code with your smartphone and scroll to the bottom of the browser window to find video tutorials to assist you with your new Philips HearLink hearing aids.

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Monday to Friday from 8:30 am EST to 8pm EST
Saturday from 11 am EST to 3 pm EST
* Cost of a local call except for possible cost, according to operator.

Download your
Philips HearLink apps:

Scan the QR codes with your
smartphone camera.



HearLink 2 app
(Apple App Store™)






HearLink 2 app
(Google Play™ store)

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- HearLink 9040 consumer connectivity guide

PHILIPS

HearLink

HearLink connectivity and troubleshooting guide

A smartphone screen displaying the Philips HearLink app. The top status bar shows signal strength, time (10:10), and battery level (90%). The app header reads "HearLink connectivity issues". Below it are two main sections: "Troubleshooting tips" with a list of steps and "Help & Support" with links to manuals, FAQs, and contact information.

Tips to troubleshoot connectivity*

1. Use new replaceable (zinc air) or fully-charged rechargeable (lithium ion) batteries during the 3-minute pairing process.
2. Ensure hearing instruments are 4 to 6 inches from phone and not sitting directly on the phone.
3. Delete or Forget any unnecessary Bluetooth pairings in the Bluetooth menu.
4. If MFi Hearing Devices shows instruments but "Not Connected", tap on "Not Connected" and tap on "Forget this Device" and re-try pairing steps.
5. If still having difficulty, reboot phone by turning it off and on and re-try pairing steps.
6. The Philips HearLink 2 app contains numerous troubleshooting steps and an option to email Consumer Care directly if problems with connectivity persist. To access, go to More and Help & Support in the Philips HearLink 2 app.

* Most common troubleshooting tips, not listed in any specific order

Find instructional videos on YouTube at
<http://bit.ly/HearLinkVideos>

Four smartphones are shown standing vertically, each displaying a different screen from the Philips HearLink app. From left to right: the first shows a yellow background with two circular icons; the second shows a green background with a leaf-like icon; the third shows a light blue background with a map-like icon; the fourth shows a dark blue background with a large white number '1'.

The Philips logo, consisting of a shield divided into four quadrants with wavy lines, and the word "philips" written below it.

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HEARLINK 001 | 100

Dispenser tools



FAQs

- Accessories
- Charger Plus
- HearSuite
- Firmware Updater
- HearLink 9040



Philips HearLink 9040 FAQ
 Please call the Philips Costco Support Team Hotline at 800-327-3394 for additional support. You can also contact our Customer Service team at CostcoSupport@sbohearing.com

- What models are being offered for the HearLink 9040?**
 There are 4 HearLink 9040 models available:

 - miniRITE T R
 - miniRITE T
 - miniBTE T R
 - miniBTE T

All HearLink 9040 models have 2.4 GHz technology for direct streaming to compatible iPhone, ASHA enabled Android phones and Philips accessories (see Philips HearLink Accessories for more information).
- The HearLink 9040 models have different features.**

 - miniRITE T R features a new solid beige color.
 - miniRITE T features a new solid beige color.
 - miniBTE T R features a new solid beige color.
 - miniBTE T features a new solid beige color.
- What is SoundProtect?**
 SoundProtect is new technology designed to preserve the target signal in the presence of wind and contact noise and reduce the overall annoyance of these everyday noise sources. SoundProtect, together with AI sound technology, not only manages to make sure that the target signal is heard, but also intelligently reduces noise intelligently but also further reduces disruptive sounds get in the way of the target signal.
- How does SoundProtect Wind Noise Management work?**
 SoundProtect Wind Noise Management works by analyzing the noise level in each microphone. It then selects the microphone with the lowest noise level for each band and will adjust this selection over time, ensuring that the cleanest signal is allowed to reach AI Noise Reduction.
- How does SoundProtect Transient Noise Reduction work?**
 SoundProtect Transient Noise Reduction monitors the overall sound level of the environment and calculates the average sound level of the sound environment. When a sound is considerably above the average sound level, the system will consider it a transient sound and quickly reduce it. It employs frequency-specific band reduction instead of broadband reduction for transient noises which leads to better preservation of signal and ultimately a clearer signal before being processed by AI Noise Reduction. Transient sounds are attenuated before the input signal is compressed so it is not overamplified. Once this is complete the signal is processed by AI Noise Reduction.
- Are there software controls for SoundProtect?**
 Yes. SoundProtect Wind Noise Management can be turned "on" or "off" in the Philips HearSuite fitting software with "on" being the default. SoundProtect Transient Noise Reduction has 6 software settings: off, low, medium, high, very high and maximum. Medium is the default setting.

Common questions

Answers

Member counseling

- HearLink 9040 apples-to-apples
- HearLink 9040 training sheet
 - Value proposition
- HearLink 9030 customs counseling guide
- Philips HearLink 9040 accessories



PHILIPS
HearLink

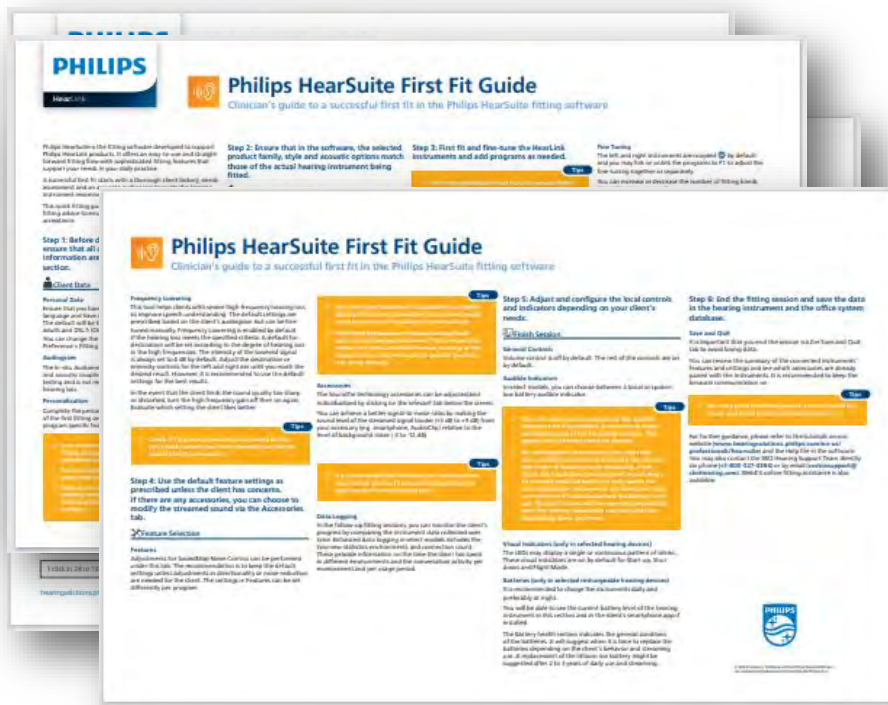
Accessories

Standard Charger MNR T R MNB T R	
 MNR Item Number: 1304259	 MNB Item Number: 1307402
Charger Plus MNR T R MNB T R	
 MNR Item Number: 1307017	 MNB Item Number: 1307408
 Philips AudioClip The Philips AudioClip allows hands-free phone conversations and improves communication at a distance. Item Number: 1334268	
 Philips TV Adapter SoundTie also allows Philips HearLink users to stream music, TV and radio directly from their iPad®, iPhone® and iPod®, or from sound systems and TVs via the Philips TV Adapter. Item Number: 1334262	
 Philips Remote Control Discreetly change hearing aid volume and programs as well as mute the hearing aids. Item Number: 1334264	

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Fitting support

- HearLink 9040 acoustic guide
- HearSuite fine tuning guide
- HearSuite first fit guide



Activity

Fitting and Follow-up



Case study - Part three: Fitting and follow-up

Scenario one

- Member is fit with custom device
 - Custom counseling Guide
 - Accessories Guide
- To ensure best fit
 - Personalization questionnaire
 - Adaptation manager
 - Use of data logging for more accurate follow-up

Case study - Part three

Scenario two

- Member is fit with HL 9040 MNR T
 - HL 9040 apples-to-apples
 - Accessories guide
- To ensure best fit
 - Acoustic guide
 - Personalization questionnaire
 - Adaptation manager
 - Use of data logging for more accurate follow-up

Case study - Part three

Scenario three

- Member is fit with HL 9040 MNR TR
 - HL 9040 apples-to-apples
 - HL 9040 Training sheet
 - Accessories guide
- To ensure best fit
 - Acoustic guide
 - Personalization questionnaire
 - Adaptation manager
 - Use of data logging for more accurate follow-up

Case study - Part three



PHILIPS

Thank you for your Philips HearLink purchase!

Scan this QR code with your smartphone and scroll to the bottom of the browser window to find video tutorials to assist you with your new Philips HearLink hearing aids.

Questions, call us at 1-800-327-4779*
Monday to Friday from 8:30 am EST to 8pm EST
Saturday from 11 am EST to 3 pm EST

* Cost of a local call except for possible cost, according to operator.

Download your Philips HearLink apps:
Scan the QR codes with your smartphone camera.

HearLink 2 app
(Apple App Store™)

HearLink app
(Google Play™)

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PHILIPS

Philips HearLink 2 app overview
Details about the various features of the Philips HearLink 2 mobile application for Apple and Android smart devices.

Sound overview

Listening program

Volume changes

Advanced options:

- Audio streamers
- Independent
- Streaming equalizer
- Remote microphone

More options:

- Sound
- Hearing aids
- Mute

Advanced sound control overview

Select program

Switch between programs

Select 3 min short-time reset

Increase and decrease volume (by touching on or off the volume slider)

Independent volume control

Mute (can also be toggled by holding "M")

Revised microphone (can operate with iPhone and iPad only)

TV Adapter overview

Program added once connected to the Philips TV Adapter

Streaming: Adjust volume of streaming content

Surroundings: Adjust volume of hearing aid microphones

Streaming is active (indicated by listening sound only)

Mute the hearing aid microphones

Returns connected device

Streaming equalizer overview

Exit the streaming equalizer

Adjust Low, Mid and High frequencies by +6 dB to -12 dB

Reset all values back to 0 dB

*For a full list of Apple/Android devices, visit www.hearingsolutions.philips.com/en-us and search "compatibility".
Additional assistance: Call Philips Consumer Care at 800-327-4779 or email philipshearingsolutions-us@demant.com

PHILIPS

HearLink connectivity and troubleshooting guide

Apple iPhone® connecting/ pairing steps (requires iOS 16)*:

1. Turn hearing instrument off/on to enable 3 minute pairing mode.
2. Navigate to Settings → turn Bluetooth® ON → then Accessibility → then, Hearing Devices →
3. Tap on MFI Hearing Devices to connect.
4. A pairing request window will appear for each hearing aid, select Pair.
5. Navigate to the Apple App Store® and download Philips HearLink 2 app. Open the Philips HearLink 2 app to access all remote control functions and Remote Fitting services.

Android™ device connecting/ pairing steps (requires Android OS 10.0 or higher)*:

1. Navigate to the Google Play™ store and download Philips HearLink 2 app to access all remote control functions and Remote Fitting services.
2. Turn the hearing instruments off/on to enable 3 minute pairing mode.
3. Open the Philips HearLink 2 app and follow pairing prompts.

*For a full list of Apple/Android devices, visit our website (www.hearingsolutions.philips.com) and search "compatibility".
Additional assistance: call Philips Consumer Care at 800-327-4779 or email philipshearingsolutions-us@demant.com

Summary and Q and A



Products

Technology

Software

SBO | Costco Portal

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 sign with the words "Thank you!!" written in a black, handwritten-style font, pinned to a corkboard background.

Thank
you!!

