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On a Mac

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- Click layout
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Philips Tools for the Member Journey

Tools for Creating Connections

Demant

Learner objectives

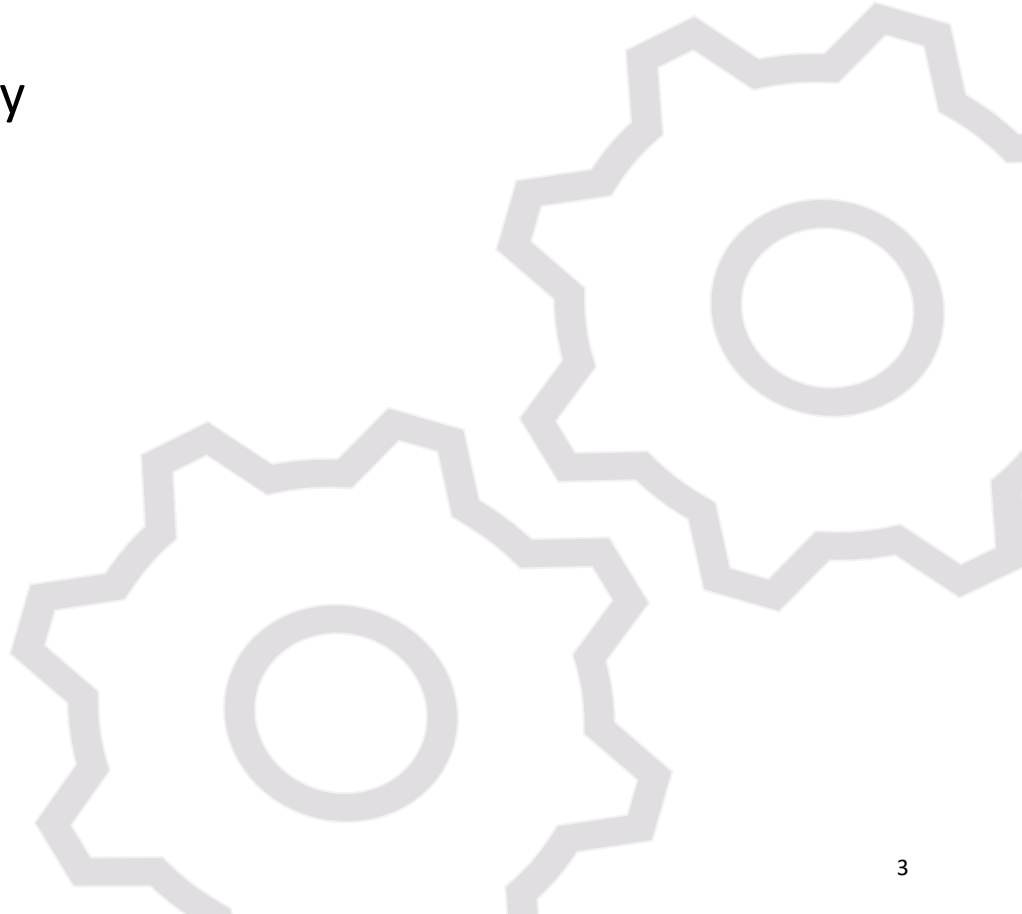
After this course participants will be able to

- Demonstrate knowledge of the Philips HearLink technology.
- Describe how to perform a first fit of a Philips HearLink device within the HearSuite fitting software.
- Apply three Philips counseling and follow-up tools within case history scenarios.



Philips Tools

- Philips product and Technology
- HearSuite Software
- SBO | Philips Portal





Philips product family



Philips HearLink 9040



HearLink 9040 MNR and MNB



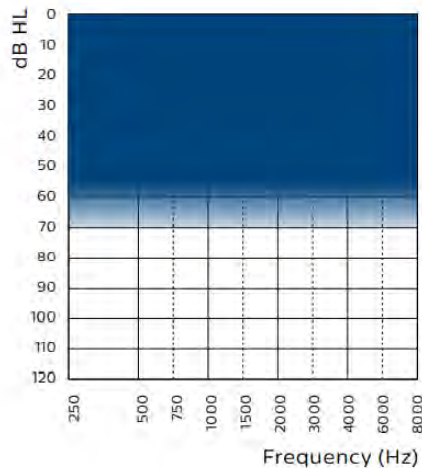
MNR T R



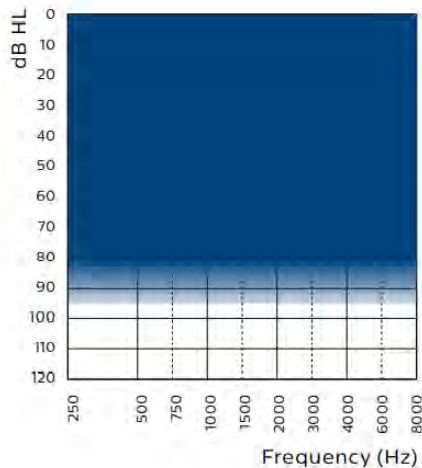
MNB T R



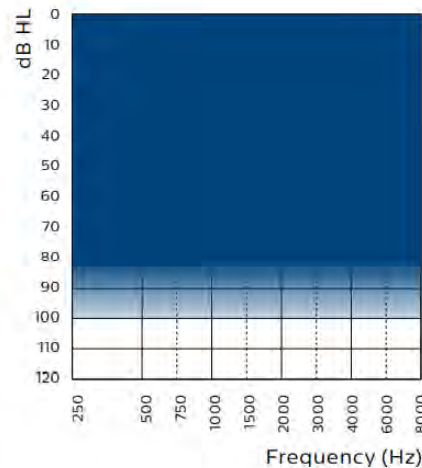
MNR T & MNR T R fitting ranges



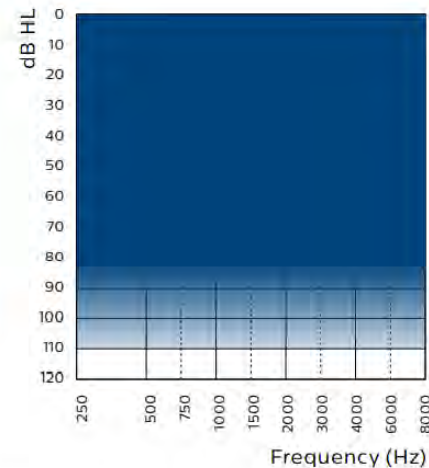
Speaker 60



Speaker 85

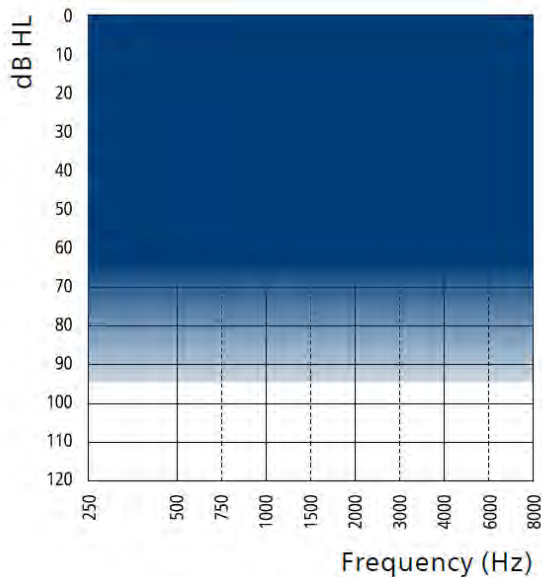


Speaker 100

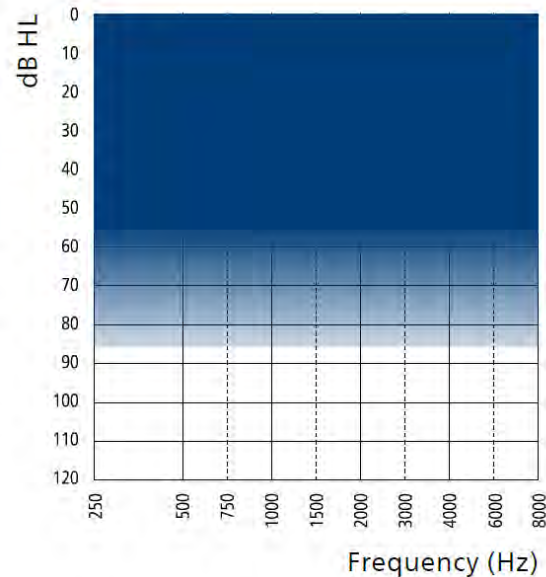


Speaker 105

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

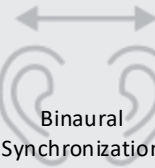
Invisible-In-Canal (IIC)



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

Scenario One

- HearLink 9040 MNR TR with an 85 Speaker
- Currently has a lite-tip mold.
- Likes the size but has difficulty with insertion due to variability in the positioning of the mold on the speaker ('spinning').
- Wants a mold that is small and will help with insertion concerns.

What will be the best option?

- MicroShell



Mold options

Scenario Two

- Member is extremely sensitive when taking an impression for custom mold, therefore it is difficult to go very far into the canal.
- Member desires a discreet custom mold because they do not like the feel of the non-custom domes.
- Custom mold will need to have a short canal, and the member desires a small, discreet mold.

What will be the best option?

- MicroMold



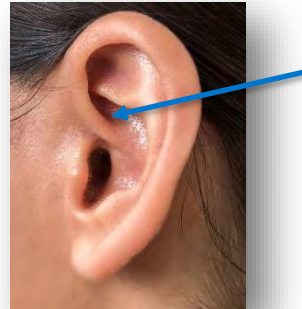
Mold options

Scenario Three

- Member currently has custom canal mold with canal lock and continues to have issues with it working out of ear while chewing.
- Given the options and the noted issues/concerns-

What will be the best option?

- Skeleton



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

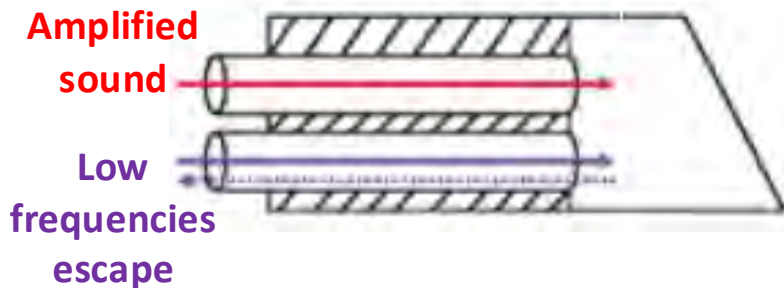
☐ Free (N/A on IIC)

	Round vent	Oval vent	Free vent/largest possible	Collection vent
Venting				
	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.	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

- Larger vents lead to decreased low frequency output



- Optimal vent diameter

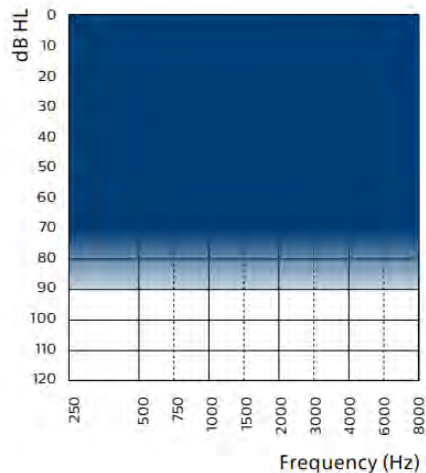
dB HL at 500 Hz	Vent Diameter
>20- 30 dB HL	3.0 mm
30- 40 dB HL	2.4 mm
40- 50 dB HL	2.0 mm
50- 60 dB HL	1.6 mm
60- 70 dB HL	1.2 mm
70- 80 dB HL	0.8 mm



Custom HearLink 9030 fitting range

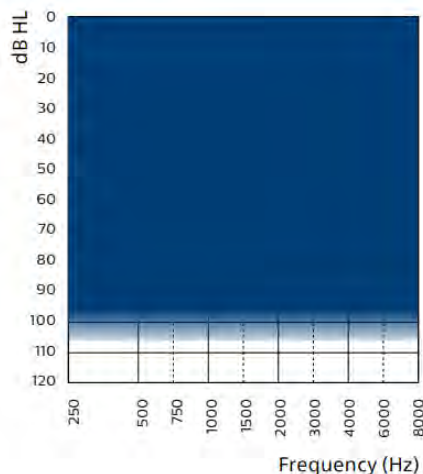
75

Speaker 75



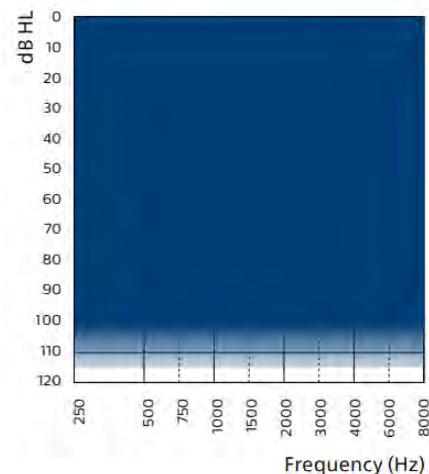
90

Speaker 90



100

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



Group activity

Choosing the product



Case study - Part one: Choosing the product

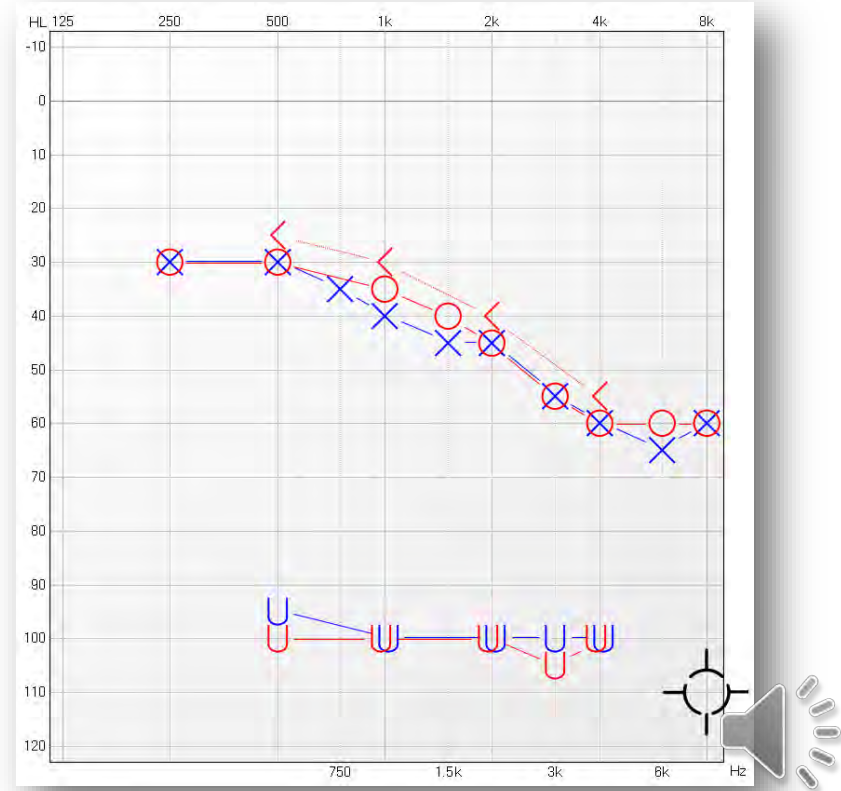
Member is a 64-year-old male who has worn hearing aids for 5 years and is coming in for new technology. He currently wears an ITE hearing aid and tells you that he is very satisfied with that style but isn't 'against' trying a BTE device. He does want to be able to stream music and isn't sure about those 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 at 70 dB HL right and 75 dB HL left
- UCLs show no concerns for loudness discomfort



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





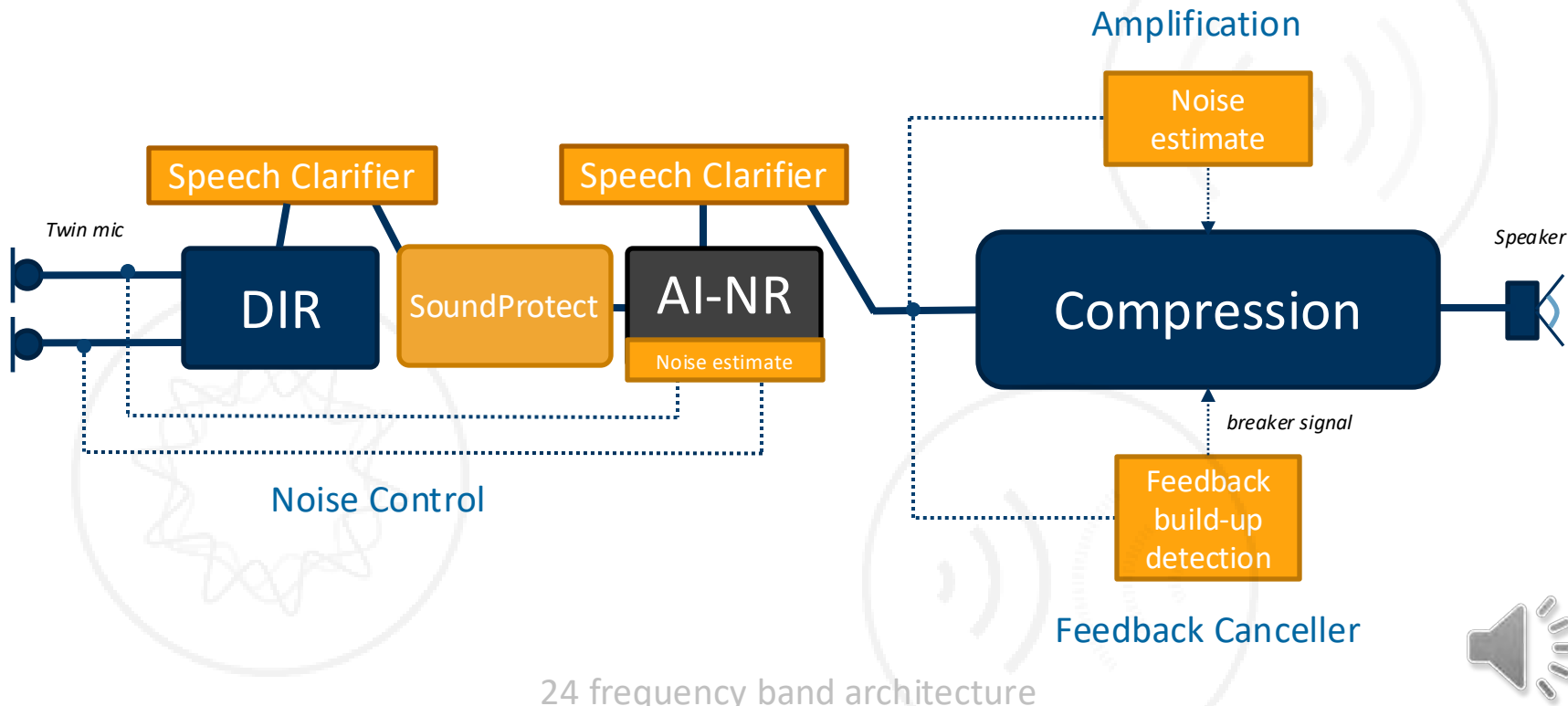
Philips technology



SoundMap 2 Plus Technology



SoundMap 2 Plus

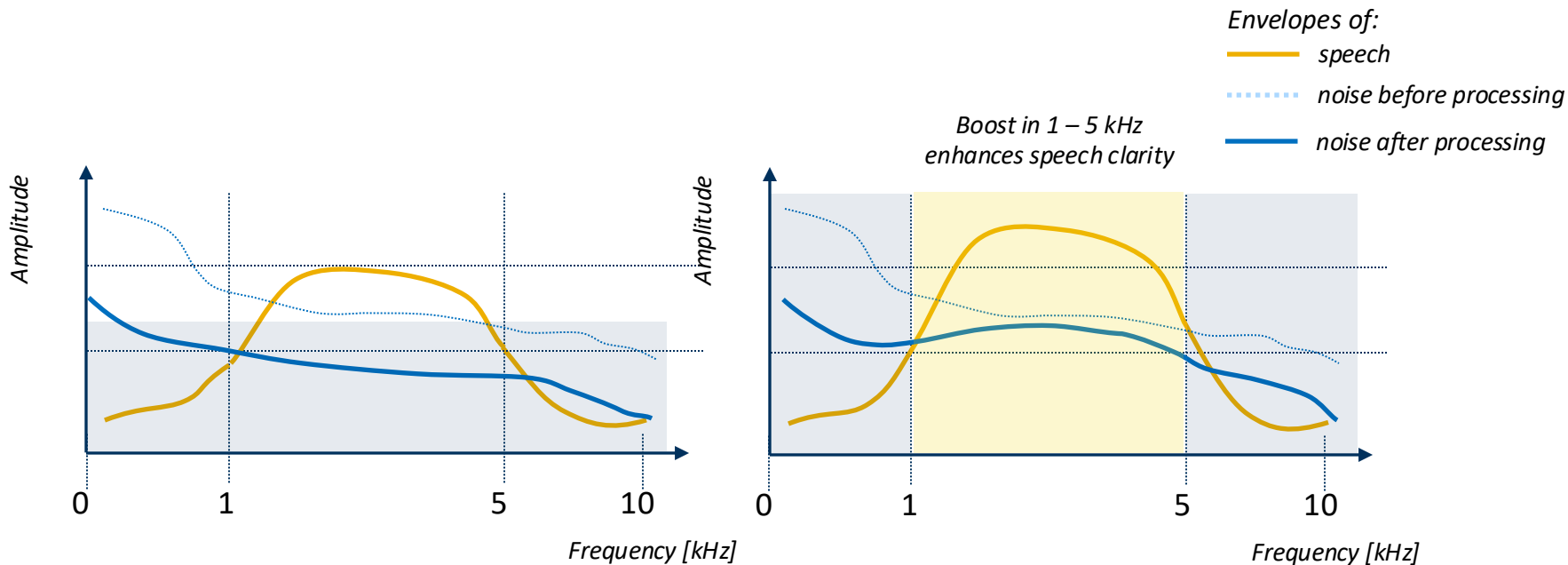


24 frequency band architecture

Speech Clarifier



Speech Clarifier



Traditional noise reduction

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



SoundProtect

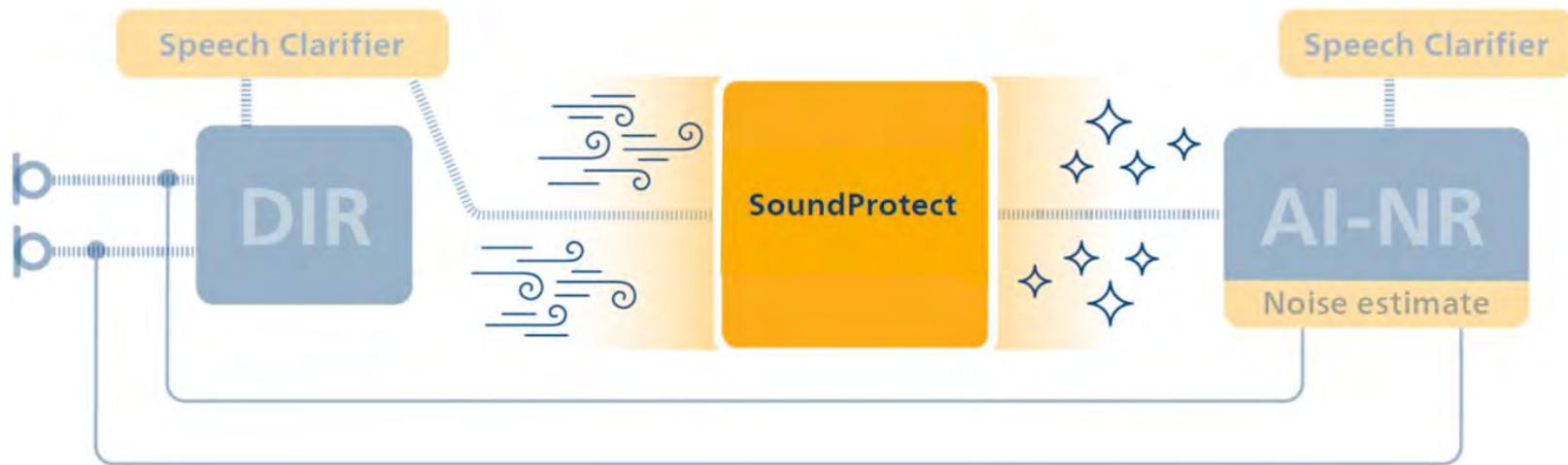


SoundProtect Wind Noise Management

- 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)



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

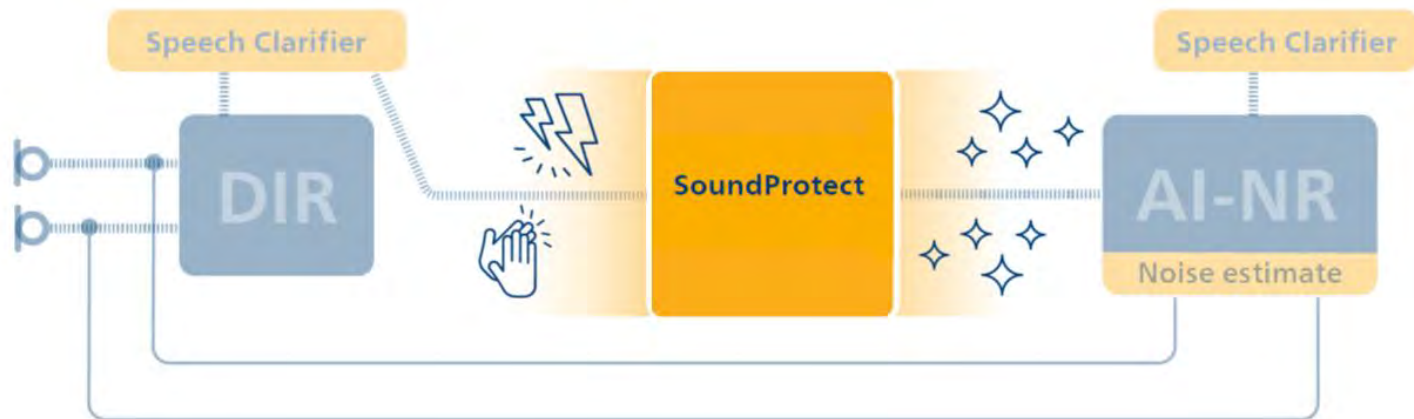


SoundProtect Transient Noise Reduction

- 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



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

HiFi Music



HiFi Music

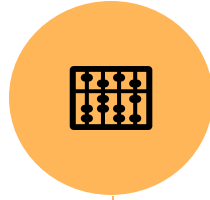
- A program designed to deliver the best possible sound quality in all music situations
 - Live music
 - Recorded music
 - Streamed music
- Uses a music rationale instead of a speech-based rationale



Audiology behind HiFi Music



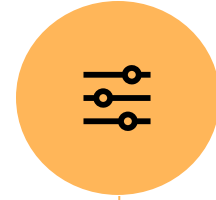
Amplification strategy is music-focused and not speech focused. Gain is always based on target and compression ratio is designed for music dynamics



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 Canceller



Group 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 hearing aid and tells you that he is very satisfied with that style but isn't 'against' trying a BTE 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



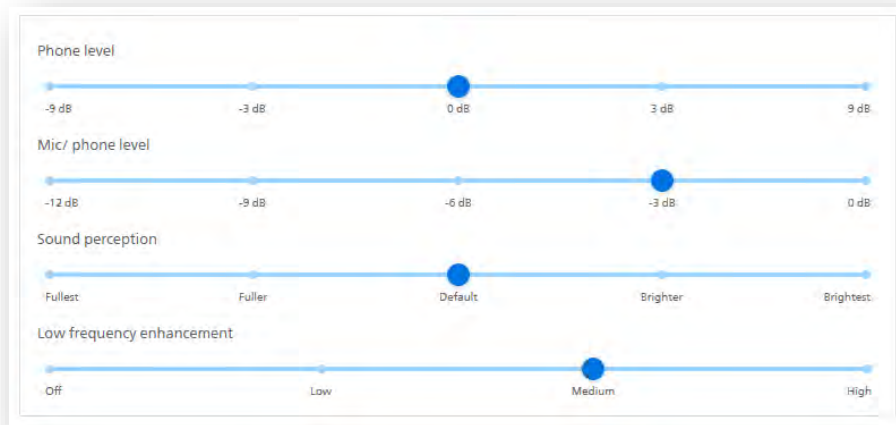
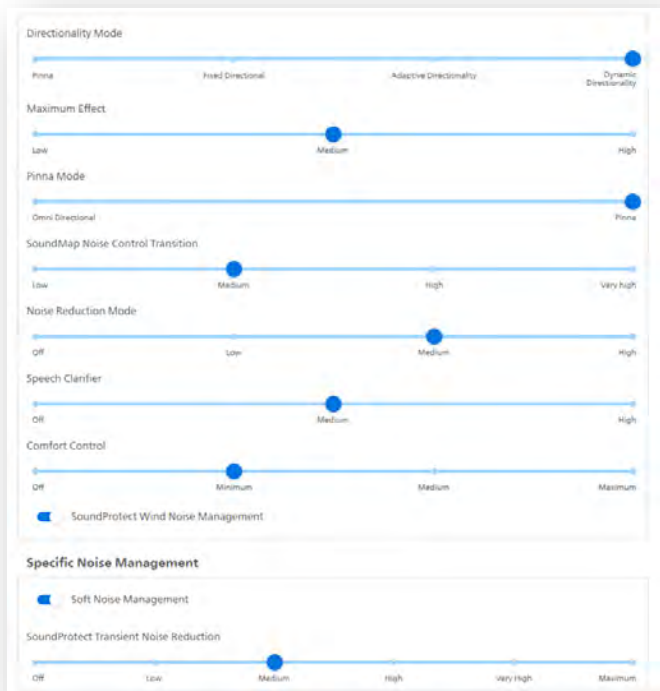
Case study - Part two

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.



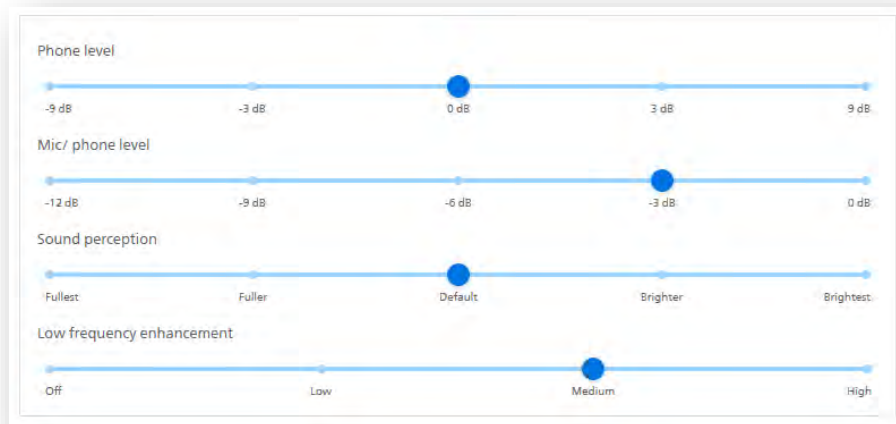
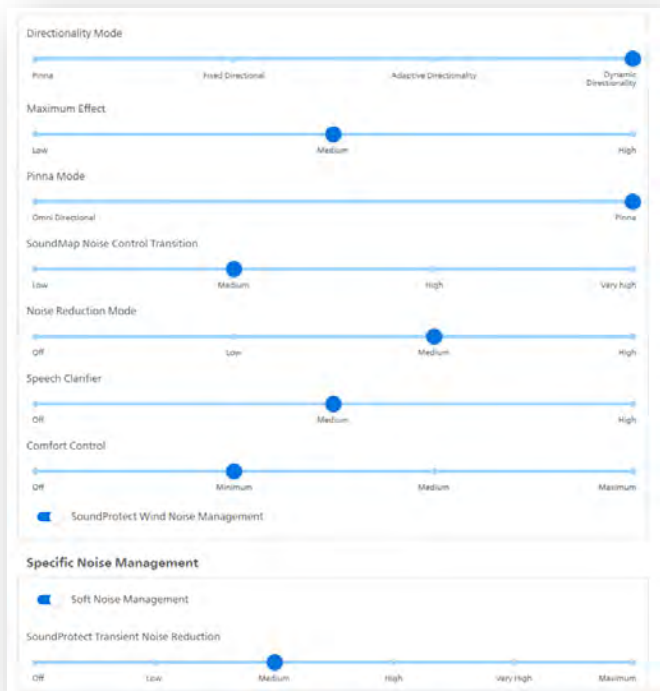
Case study - Part two



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



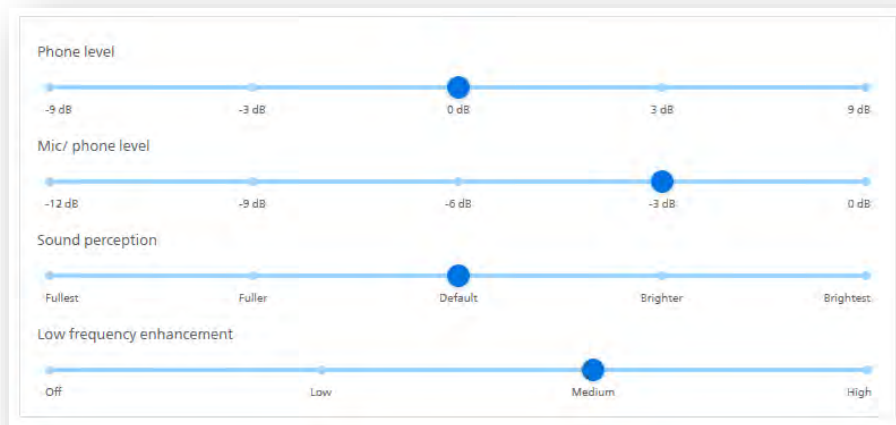
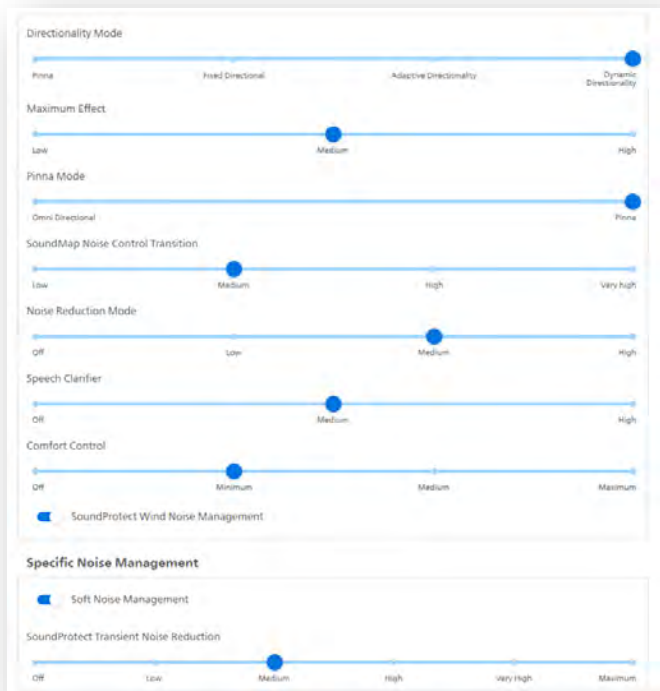
Case study - Part two



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.

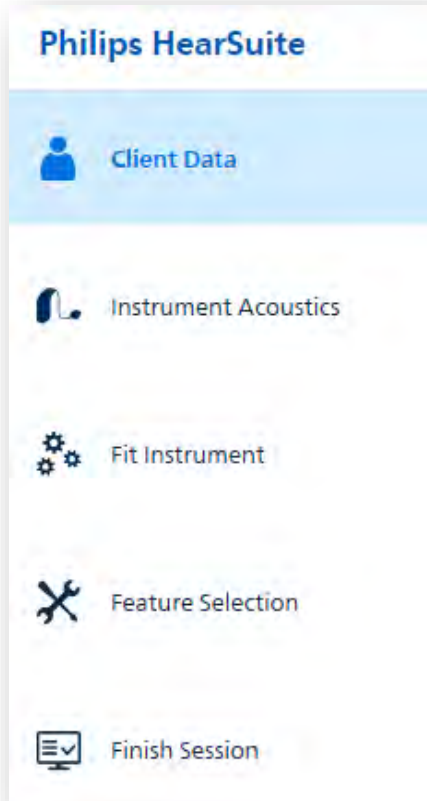




HearSuite first fit success



First fit success



- Confirm personal and audiometric data
- Fitting Rationale
- Acoustics
- Adaptation
- REM
- Program
- Feedback manager
- Controls and indicators
- Save and Quit



Client Data and Instrument Acoustics

Fitting rationale

- ☐ Fit4Speech
- ☐ Fit4Comfort
- ☒ NAL-NL2
- ☐ NAL-NL1
- ☐ DSL 5 (Adult)
- ☐ DSL 5 (Child)

Client Data

Receiver

85
60
85
100
105

Earpiece

Micro mold, long ▼

Vent

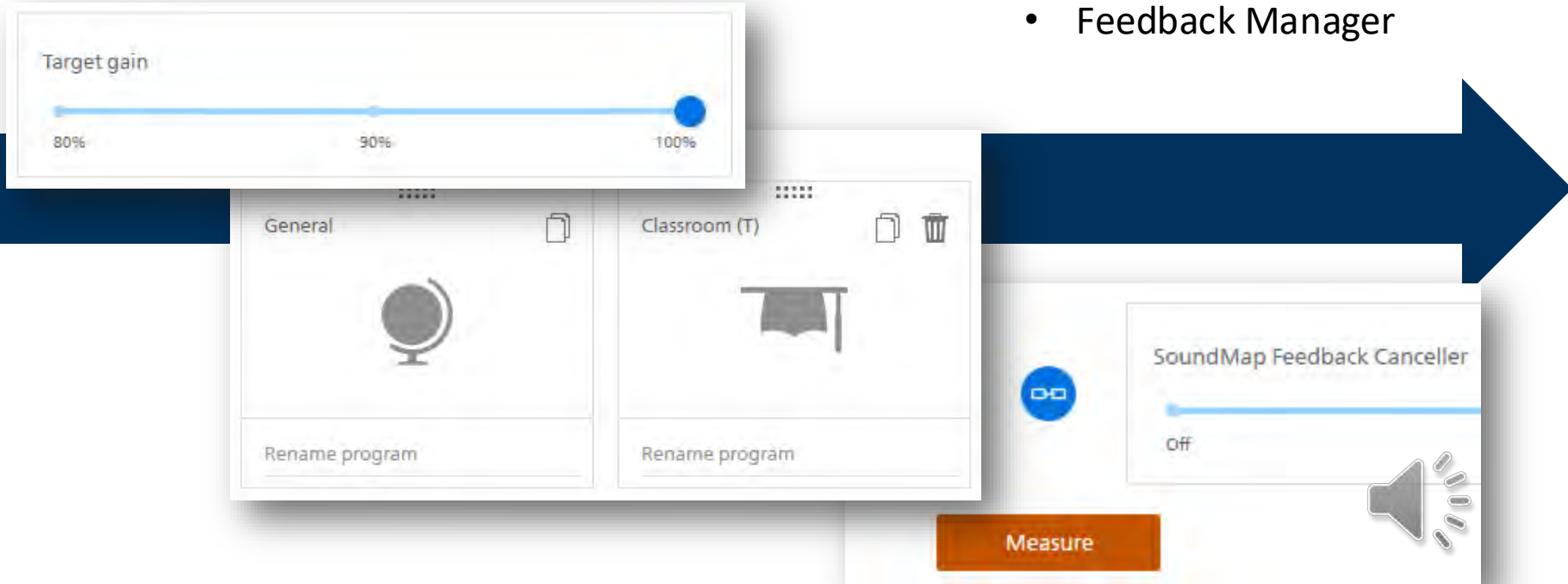
2.4 mm  ▼

Instrument Acoustics



Fit Instrument

- Adaptation Manager
- Manage Programs
- Feedback Manager



Target gain

80% 90% 100%

General Classroom (T)

Rename program Rename program

SoundMap Feedback Celler

Off

Measure

Finish Session

General Controls

Volume control

☒ Volume control Short press
Volume up/down

Program change

☒ Program change Medium press
Change program

Shutdown

Shutdown Long press

Call controls

☒ Call controls

Answer call Short press
Decline call Long press
End call Long press

Audible Indicators

Notify Me settings

Language
English (US) ▼

Beep settings

Frequency
1000 Hz ▼

Save and Quit

Programs

☒ P1 General
☒ P2 Classroom (T)
P3 Empty
P4 Empty

Options

☒ Data logging
☒ Binaural communication





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

PHILIPS

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



- Link to website
- Compatibility quick guides

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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 microphones

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)

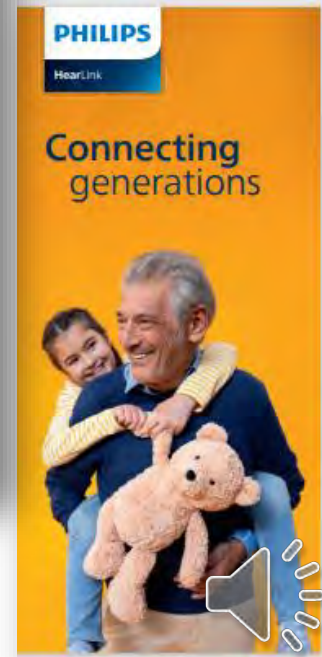
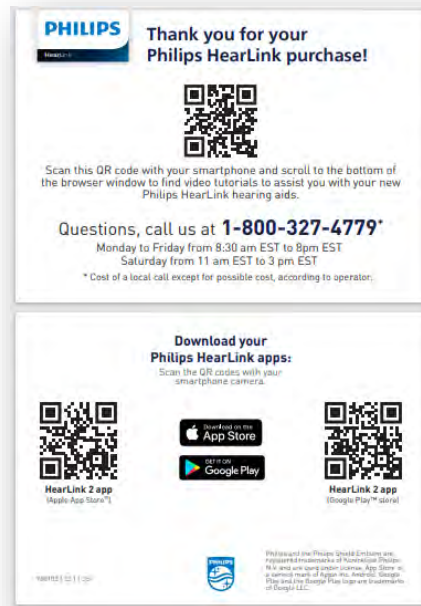
Additional assistance: Call Philips Consumer Care at 800-327-4779 or email philipshearingolutions-us@demant.com

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



- HearLink 9040 consumer connectivity guide

PHILIPS

HearLink

HearLink connectivity and troubleshooting guide

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-tr 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>

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Dispenser tools

- FAQ's
 - 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 colors.**

 - miniRITE T R has a new solid beige color.
 - miniRITE T has a new solid beige color.
 - miniBTE T R has a new solid beige color.
 - miniBTE T has a new solid beige color.

Enhanced data logging with Connection Count.
- 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 the target signal is clear, but also reducing noise intelligently but are also further improved by AI Noise Reduction. Disruptive sounds get in the way of the target signal. SoundProtect is designed to preserve the target signal in the presence of wind and contact noise and reduce the overall annoyance of these everyday noise sources.
- How does SoundProtect Wind Noise Management work?**
 SoundProtect Wind Noise Management 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.



Dispenser tools

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

Accessories

Standard Charger MNR T R MNB T R	
MNR With an integrated lithium-ion battery and a contact-free charging system, Philips HearLink offers the modern convenience of rechargeability. Users can enjoy a full day of power, including streaming from smart devices, after a short recharging period. Item Number: 1304259	MNB Item Number: 1307402
Charger Plus MNR T R MNB T R	
MNR For charging on-the-go, this hearing aid accessory can come in handy. Charge your HearLink miniRITE T R and miniRITE T R hearing aids with the portable Charger Plus that has an internal battery that fully recharges hearing aids 3 times. 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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- HearLink 9040 acoustic guide
- HearSuite fine tuning guide
- HearSuite first fit guide



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



Thank
you!!



