Spring 2024: Hearing Care Solutions Launches New Platform and Form Factors

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Hello and thank you for joining today to learn more about hearing care solutions new platform, the HCS 13 and form factor offerings. I'm Jennifer Gehlen, senior program manager for WSA, and a few reminders. If you would like the PDF for today's course, you can download it from your pending courses. You can earn CEU credit for today's course. After the course, go to your pending courses on AO and pass the multiple choice exam.

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So let's go over our learning objectives. After this course, you'll be able to describe how the new HCS 13 platform provides more speech support in multi talker situations. After the course, you'll also be able to list the form factors on the new platform, and you'll be able to describe the features of the new HCS platform and benefits to your wearers.

On May 1, hearing care solutions launches the new platform and form factors we have two Rics that are being launched for hearing care solutions as private label instruments, and they are on the left, the HCS 713 Ric at the top performance level, and the HCS 513 Ric, which is the advanced or second tier tech level, as well as the version that has a telecoil. So the HCS 713 Ric lit denoted with a T, and the HCS 513 Ric lit. So both rechargeable. And we'll get into some details on the new form factors shortly. But first, I have to tell you about the advancements in this platform.

So we'll go backwards a little bit. We know that traditional amplification and traditional processing, if we're using direct, we're all using directionality, some form of adaptive directionality. But if you're using single track processing, it's still all the rules that are applying to one single track. With the previous platform, which would have been the

hcs twelve, we were able to introduce two track processing to where we not only had different rules to provide to speech versus surrounding sound, we were able to really allow the speech to be optimized over the surrounding noise, but still allow the wearer to be immersed. And now fast forward to the next platform, which is the HCS 13.

We have additional focus for multiple speakers in your conversations. So we have up to three additional directional beams that follow the conversation partners as they move. Some of the features within that two track processing of the focus and the surrounding is also something called conversation booster, which determines the optimal balance of speech and noise while preserving the acoustic environment and the locations of all the conversation partners to enhance their speech. Something called speech stabilizer also helps to preserve the natural envelope of speech in any situation, including very noisy places. So important acoustic cues are not missed for speech understanding.

So the unique additional focus is to optimize speech. And again, the technologies are a little different. With the 713, you will have three focus beams, or directional beams. As you can see pictured here, the wearer is the person that has a hearing aid on their back, and is, you can see the then shaded three focus beams that widen or narrow based on a lot of different things, proximity to the wearer, how much noise is in the environment, who's speaking, what their turn taking and timing looks like. And then with the 513 a little bit different, you have one additional focus be.

So that would be where you are facing. But that conversation booster feature allows everything in the frontal hemisphere to be able to be optimized for speech.

So, going back a little bit to talk about the two separate processors, the foundation of what the HCS 13 platform is and is brought forward from the previous platform, the hcs twelve. So that was the first time with the hcs twelve that we were able to separate

processors. So we have one for the focus speech to enhance speech signals from the front hemisphere, and then one for surrounding sounds, which, because surrounding sounds are typically everywhere, speech is typically in the front. The surrounding sounds processes environmental sounds to preserve environmental awareness without taking over the speech signal or masking it, but also allowing the wearer to stay connected to that environment. If you're at a noisy party or restaurant, you want to be part of that situation.

You know, that's a very social gathering. You don't want it to be taken away from you, but you want it to be comfortable to where it's not affecting your speech understanding. So that is how the two processors help in that regard. And then again, with the advantage of having additional focus beams, you have even more support for speech. Now, I do mention the front hemisphere for speech signals, because that whole hemisphere doesn't really matter where the wearer is facing.

They'll have additional speech support, but they'll even have speech support behind them because of adaptive direction multi beam directionality.

So, let's take a look at the details of the two recs. Both Rics are in the tech levels. You'll find the 713 and 513. They're both rechargeable. Both have Bluetooth connectivity, a rocker switch, control on board that can be programmed for different functionalities, including answering a call hands free with iOS and call control.

And your cross compatibility in this case will be not a private label branded HCS device, but will be compatible with the signia cross pure charge and go ix. So equivalent on platform and form factor. So to talk about streaming or little differences here, not little, but significant, but the differences here for the HCS 13 Ric Li is 28 hours without streaming, 24. So it's still a full day, including 5 hours streaming. But the advantage of the Rick lit in both tech levels is that you have a telecoil, and because

that battery is just slightly larger and the casing is slightly larger, you'll have 39 hours of wear time without streaming, 36, including a five hour stream that's always tested.

So even if your patient is not so concerned with having a telecoil, or maybe they're not in an area that they know is looped, or they're not choosing the device for that feature, they will have longer stream time. And that may be a good target for them to have if maybe they're in high demand on runtime or have extensive Bluetooth streaming habits. So think about the differences there and how longer wear time, even though both are very, very much a full day, you have those differences. And the advantage with the lit, your colors will be sandy brown, beige, black, dark brown, and granite. And these are the same available colors in the previous platform, the HCS twelve.

So you have the same color options for the Ricks that you are familiar with.

Let's talk about earware a little bit here.

So earwear 3.0 covers everything that you see pictured here and then some, because we have thin tubes for btes, right? But mini receivers come in four power levels, so we have SMP and HBP. They are different sizes on the can. So you can see that as pictured in the images. The HP does require an impression, but when you provide an impression, then you have quite a bit of gain there.

For the HP, it's 131 75. And for the lengths, we have added lengths over time to accommodate different ear sizes upon your requests and patient providers requests. Patient's requests. So zero through five, we have six lengths now, and so you should be able to accommodate just about any ear there. And then the measuring tools, you can see picture, I call them the candy canes, but I'll show you how to use those and measure if you happen to not be familiar.

And we have a lot of different tips and sleeves, quite a variety there. So we have some open ear tips. The round one ear tips are fairly new, but three different sizes there, which are very nice and similar to the acoustic perimeters of the tulips, which picture there. We have two sizes, and then the sleeves. Sleeves are my go to.

I tend to try to close up the ear as much as I can. It's always easier to start more clothes to see what you can have accepted with the patient and then open it as you need to. But we also have something called own voice processing that can help us there. So to be able to make the own voice more natural sounding to the wearer. So I highly recommend trying our sleeves.

You see four sizes there, extra small, small, medium, and large. But they also come in three different vent styles, or should I say power levels of being able to hold in the power. So we have a vented sleeve in all four sizes. The choices would be vented or closed, which has a pressure vent or pinhole vent in the sleeve at the tip, and then a power sleeve, so no vent at all. So when you can close up those ears a little bit more than ever before, because you'll be able to run OVP and you'll be able to hold in more power, but also more feature benefit with directionality and noise reduction.

Since then, it will be going through the processors.

So just quickly to show how to measure with the tool, the measuring tool we measure to the top of the tragus. That's recommended. So, as you can see here, the top would be just, if you go over from zero to her finger there, that she's measuring right at the top of the tragus, that's a zero measurement. That's what I would choose there, instead of going with a one that's in the middle of the tragus. So, length, zero, good choice.

You can see how it's nicely wrapping around the notch and around the pinna, and it's nice and flush against the cheek. And maybe length one is, you know, maybe okay, but

it may be too long and it may bow out. So take a look. Sometimes we measure ahead of time, and we. And then this happens.

But we can always change that pretty quickly with a different length, and your patient can greatly appreciate that as well. So it can be a little bit more flush with the ear and the cheek. So just some practical input there. Ear tips and sleeve installation. In this example, I'm showing you actually on a sleeve that in this example, starting from left to right, the two is inverted.

So, like, we're flipping the sleeve inside out to put it onto the receiver can and tip two a shows that we haven't quite gotten it all the way onto the can to be flush with the end of the tip and the can two B is showing that that is better because they're nice and flush up against each other. And then three just shows that you flip it right side up. And then I always like to do a little quick extra press on the ear tip to make sure it's just nice and secure. So very good.

And then some of the additional parts that you may be looking for. The measurement gauge 3.0. So that ensures that you'll have a perfect match and you'll be able to match up your receiver lengths. Thin tubes as well come in variety of lengths as well. The matchbook design of wax guards the concha locks which come in three different sizes, sm and pump and come ten pieces in a little ziploc baggie.

And the removal tools, those would be for ear molds. If you're using ear molds to remove the receiver from the ear mold and so you have some tools to have on hand to help you there.

Accessories so we have no change to accessories. These are signia accessories. So these are the streamline mic and the streamlined tv in the middle there. And both of

those are compatible with Bluetooth enabled hearing aids. The mini pocket is also compatible with either Bluetooth hearing aids or non Bluetooth hearing aids.

So that's a nice mini remote, like a key fob style that you're able to have program changes in the middle and volume up and down to just speak about the streamline mic and the streamline tv for a moment. The streamline mic allows direct connectivity to any phone or computer that you can pair via Bluetooth and can be used for. Like all of us, we may have adopted Zoom and team calls in our lives, so can be used for those direct connectivity to Apple and Android phones for completely hands free calling for Apple meaning iOS where you can go directly, but you can use the streamline mic to support those Android phones that don't have the hands free capability direct quite yet. And then the remote microphone for improved one on one conversations using the streamlined mic. So it switches into a remote microphone that you can pass around at business meetings or family gatherings or have a nice one on one conversation, even provide it to a prayer circle leader or pass it around the circle or in a classroom to the instructor.

So lots of advantages and benefits to having the streamlined microphone to increase that signal to noise ratio even more than ever before, even when we have excellent directional microphone technology and our new platform. Sometimes that is a nice added advantage to increase that experience for the wearer. Streamlined tv absolutely gives an excellent stereo sound from the television. So you can watch your Netflix and your nightly news. It's Dolby digital sound quality for tv viewing.

And then your partner, the non hearing aid, where perhaps can have control over the volume of the remote control. And you can have your own remote control, whether you use the Signia app for your smartphone, or you use the mini pocket or maybe a rocker switch for controlling the volume.

So I do not have a chance to go through all the products with you today, but I did want to point, put some, shed some light or point you in the right direction for the other additional private label hearing instrument portfolio options. So on the left we have all these 700 level technologies, and on the, on the right are the 500 technology levels. So that would mean that, you know, we're at the current platform is the HCS 13 with your cross compatible pure charge and go ix cross transmitters. And then previous platforms were just descending in number. So HCS 712 would be the previous platform.

That's where we introduced augmented focus. And you'll see in the software, it's where you have, you still have dynamic soundscape processing to control all of the digital parameters with respect to optimizing speech, separating it from noise. And so that is the HDS twelve. So you'll have the same form factors of Rick's, they haven't gone away yet. And the, you have an exclusive, actually hcs cross in the hcs twelve platform.

So you do have that cross that's private labeled, as well as the 312 RiC. In the previous platform, the 712 RiC 312 is paired with the 712 cross RIC and it's 500 technology level. You have private label cross Ric there as well. The HCS 711 is an instant fit CIC, but that goes to the previous platform, which is the still single processing, single microphones, of course, but you still have ear to ear wireless, that is communicating and having them communicate from ear to ear. So you have binaural one mic directionality in that 700 level with the 711 ifcic.

You also just. It's only in that level. And just keep in mind, this is the battery powered if that's in the previous platform. So two platforms ago, but a nice option when you need something small for your patient with added directional benefit. And then the previous platform, you may see some patients, but we don't have any active.

The HCV, which you may see some out there, but on the active private label contract, you'll have the choices that you see pictured here in the software, which I would like to jump into for just a few minutes to just walk you through a first fit, you'll see some terminology that is familiar or equivalent to Signia. Housing is a little different and the charger is black. So you'll see connects, charging chargers. The brand is connects and they are black. Very sleek and nice looking.

And then again, your Signia branded cross pure charge and go is your option for your latest platform, the HCS 713 and 513 Rick Li, as well as the RiC lit. So on the new platform you'll use the Signia branded cross transmitter pure charge and go IX insignia branded accessories. So mini pocket streamline tv and streamline Microsoft.

Okay, before I let you go, I wanted to jump into Connex and just do a quick first fit. So I'll meet you over in Connex. For those of you that may not be familiar with our software, you will be using the Signia Connex software. You will be able to read out hearing care solutions products. And you can see that I'm in simulation here, but you'll be able to connect any of the hear care solutions products.

And let me just jump over real quickly to show you the audiogram. I like to see it this way. I've already picked the hearing aids, so I will go ahead and come to the fitting tab just up at the top. So I have HCS 713 Rick Li with an s receiver. I didn't end up choosing the t actually, I certainly could have, but I grabbed this one.

So we will be using. We're in the first fit tab now and we will be using the top to bottom left fitting parameters and feature parameters. But I'm going to come down 1st. 1st step is to acoustical parameters. So I'll go choose my ear tip ear sleeve rather than an ear mold.

And I will. In this case I do want to use. I'm going to try a vented sleeve. I could also try a tulip to stay more closed, or a round one vent. Those are about equivalent as far as the acoustical parameters go.

But I have the option of doing either an extra small to give it a little bit more venting in the ear or a small. So I think I'll just stick with. You don't have to choose the size, but you do choose the style. So we're good there. I'm going to skip over in situ gram feedback test and recd my next tab all the way to the the fifth choice there is the fitting formula and I'm going to use ixfit because this is technology that is based on the iX platform.

And so ixfit is the fitting formula that's proprietary but based on NAL and L two. And you do have the choice to go new, experienced, or power. I fit most patients with experience, regardless of their experience level because of that ix fit being so comfortable. So I feel like I can get in the ballpark of the, of the targets and it is comfortable even for new wearers. So then I'm going to come to first fit and come to that icon on the lower right and click.

And now I am ready to start. The reason I did not run the feedback test is because our feedback system is very robust, very fast, very accurate and is always on. It's always adaptive. So most of the time you don't need to run it. It's always an option to go in and run it if you so choose.

So we give you options. I have a green check mark now next to the first fit, so that means I am successfully first fit with this patient. A good starting point, you can see the pink shaded area is where I would perhaps run into some feedback. So I have good, good separation there. I'm looking at my view, looking at a few different things.

I'm actually going to take the display of the vc range off, so it'll take that shift shaded area off. And then now I'm also looking at it in gain, so I could also change that to output. And again, that's just a choice. But if you do real ear measurements, probe mic, then you might like to see it in output. So I'm one of those people that I like to see it in output, so I just shifted it.

So now my 50 curve, my soft sound curve gain is at the bottom and average is in the middle at 65 and then loud at 80 is at the top. And I do recommend running own voice processing. You can watch a video here online if you haven't measured that. But again, it's just a quick measurement, just like a feedback test would be. But it's to calibrate the voice of the wearer to the hearing aids and create that unique path.

So then the own voice is only taken into account when the wearer speaks. It is reduced a few decibels. So if you'd like to learn more about that, we have some quick tips on audiology online to describe that. Or you can always give us a call and we can explain it to you. Dynamic soundscape processing, it's on balance but this is the screen that I would make changes to before I would jump into fine tuning and get involved with compression or noise reduction, parameter changes or directionality.

So this kind of does everything all at once. Balance is a good place to start for most patients. That's where you'll remain, but you are able to go more towards highlight, and that's typically all I do is make a click up to highlight if the patient needs a little more support. So that means that even in a quieter place that isn't very loud, it's going to give them more directional support and noise reduction support, and that separation between the surrounding sounds and speech optimization, on the other hand, we can go more aware. And so that's just meaning we're opening it up a little bit more to give, not eliminate noise reduction and directionality by any means, but to give more of that surrounding that they maybe have made sense of because they're experienced wearers.

Most of the time I find it stays right there. And so before I get into other tabs, and I think I'll just show you not all of the tabs today, but that is a good first fit. And know that every change that you make is in real time. You'll be able to see with personalization your data insights when the patient comes back. And then you can decide if you need some more counseling or to make some actual changes in the software.

And I'll just show you configuration. Everything is really on for you if you do have a rocker switch and if you have an iOS supported phone that is already enabled. And so program handling should make sense, but that's where you can add multiple programs. However, universal should take care of most patients for all settings, even when they're the most dynamic, with multiple conversation partners, with especially our newest platform for hearing care solutions, the 13 platform. So I'll end there, and thank you very much for joining.

Please give us a call if you have any questions. And happy fitting.