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Bluetooth A-Z

Presenter: Sally Vollner, AuD

Awesome. Thank you so much for letting me come and talk to you for a little bit. So today we're going to talk about Bluetooth and how everything works together, especially with phonak and doing some troubleshooting, all kinds of stuff. So hang in there. Next.

Here we go. So the first Bluetooth solution was introduced here we go in 1997, and since then this technology has seen huge success. According to the Bluetooth Special interest group, or Sig. You might see that every year approximately 2 billion devices capable of sending Bluetooth signals are sold. And the main use case is audio streaming, which is amazing for hearing aids.

Right. We estimate that the installed base of of such devices is actually about 10 billion globally, which is amazing. So let's get into basics. Let's start off at a very high level. Basically, Bluetooth is the technology that has data and audio being exchanged between devices in a short distance, about 30ft or less.

You may see 2.4 GHz band referenced with Bluetooth and basically that just means it's where it lives and it's considered ultra high frequency radio waves to kind of do its thing. Bluetooth was designed to provide one on one communications, so from a source to a wireless connection within a proper distance. And this is why devices need to be paired. Otherwise we would all just like magically be pairing and connecting to all kinds of Bluetooth capable devices that are within 30ft of us. And devices connected through Bluetooth in general are pretty secure and safe against any kind of like wireless drama, like randomly connecting to a tv as you walk by or connecting to someone's phone.

This is because Bluetooth uses what's called frequency hopping. In 2018, Google announced the new Android streaming spec for hearing aids, called audio streaming for hearing aids or Asha protocol. This is only supported on a select number of Android

phones that have been able enabled by the phone manufacturer and the service carrier. About 24,000 models of Android phones that are out there, there's just under 50 that actually come with this protocol. Mostly they're Google Pixels, and a few select Samsung phones made for iPhone are able to connect to anything in the Apple ecosystem exclusively.

IPhones, iPads, watches, all of the above. And then we also have made for all, which is available exclusively with Sonova and allows direct connectivity to flip phones, iPhones, Androids, iPads, other tablets, Kindles, MacBooks, lap books, smart tvs, all the things right. Basically anything that has the standard or classic Bluetooth connection. Phonak uses Bluetooth classic for phone calls and audio streaming, but we're using Bluetooth low energy for the data transfer of the MyPhonakk app. This means that patients can choose to only stream and not use the app, or use the app and not stream.

Or they could do both and have the best of both worlds.

With our newest Prism chip paradise and Lumity wearers which are. Lumity is our current platform. Those wearers can have up to eight Bluetooth pairings and have two active connections. This expanded connectivity makes life easier for both you and your patients. My mom loves this feature because she can go seamlessly in between her Kindle and her iPhone without having to disconnect and reconnect every time.

Prior to having these devices, she was in a marvel and she never wanted to do anything with her marvel that would like mess up her phone, which she would never mess anything up, but she didn't want to like turn her bluetooth off and then go connect to her Kindle and then go back. Now she kind of actually forgets that she even had the time when she couldn't go in between them. And it's a great feature with an

ease of connection between those two active connections. Basically the Bluetooth. Any plans for Auricast?

We definitely have been on Sonova a while, been on the committee for Aura cast and Phonak Sunova in general will be in and ready to go when Auricast is ready. Currently there are not very many RCAs transmitters so we will be ready when the transmitters are ready as well. So it's definitely the works and we've been part of the whole, so hopefully that answers that question. Basically the Bluetooth version of any device, remember, needs to be 2.1 or newer. So yes, this includes flip phones.

So we're really extending that accessibility to all kinds of phone users. The good thing about the pairing process is that it's the same whether it's an iPhone or an Android. So you just need to find the settings on the patient's phone. I mean like, I don't really know why everyone doesn't have their settings in the same place as I do, but the video actually shows an Android. Like I said, the process is the same.

So you're basically just making sure that you're finding where the settings are on your patient's phone, going to Bluetooth, restarting that main phone ear and finding it, tapping on it, just like you would any Bluetooth device pairing and you are good to go for streaming. It's super simple. And just remember that you are the, you are only pairing to one ear in the Bluetooth menu for streaming because the protocol calls for a main phone ear and a listening ear that will give you the binaural stream. So just remember that. So does the side actually matter?

The main phone ear will be the active microphone used for own voice pickup during phone calls. You can change it in target under Bluetooth. In the device options it always defaults to the right and generally that works fine. A couple of reasons why the side would be changed would be maybe asymmetrical losses. People that use belt clip for their phone.

So if they put the belt clip on their left side, I kind of recommend switching it over to the left side if the feedback test looks better on the left ear versus the right. That's another reason why it could change if someone is having difficulty. Also driving is a consideration. If the person is always the passenger, you might want to change it to the left so that they aren't picking up road noise in the right ear while they're on the phone. But essentially most users the right is totally fine to be the main phone ear.

I think that this is a huge thing. Absolutely. To know that there are certain system sounds that need to be turned off on the phone and they're a little bit different for iPhone and Android just because they're in different places. iPhone is a little bit more simple because, sorry, I don't know why this is moved here. Sorry about that.

iPhone is a little bit easier just because all of them have the same settings. And basically you just have to remember that the phone just thinks that the hearing aids are a bluetooth headset. So anytime you pick up your phone, you type on your phone, you do anything. The phone is like hey, I'm the most important thing in the room and I want to be in charge. So things like under sounds and haptics, you want them to never play keyboard, feedback, lock, sound system.

Haptics raise to wait. So think about it this way. Imagine that you have your phone in your pocket and you lift it up because you took it out of your pocket. Maybe you went into a restaurant, you took it out of your pocket and you set it down just from picking your phone up, it turns on and it's saying like hey, I am a phone, I'm the most important thing in the room. I need to connect to that thing, that play stuff because maybe I need to hear that.

So it's looking and saying like hey you know what, I might play something. So let's stay in Bluetooth mode. And we do not need the phone to be in Bluetooth mode. We want it

to be in our automatic or our autosense program. And so these things that you're turning off should be something that you're doing from the very first fit and not necessarily when the patient maybe is having trouble with their phone or something like that.

It should definitely be best practice on your fitting. So just remember that there's a few here also. The same thing goes for Android. Just remember that these aren't like a one time. These aren't something that needs to be done if they have issues.

It just really needs to be done every time. Again, your phone settings in your Android can be a little bit more difficult because all Android have, there's like lots of different companies, right? But in general, they're pretty well in the same general area. It's a little bit more like finicky to go through, but you can definitely do that. Now, the notifications are kind of a patient's personal preference whether they want the sound to come in or not.

If they want to get like Facebook or Instagram notifications, email notifications, text messages, all of those things. That's their preference. So they can definitely go into their notifications and turn those things off. The system sounds are something totally different that just makes the phone, again, want to be in control for iPhones. If you flip the silent switch or on an iPhone 15, if you long press to make go silent to not hear any of the notifications, you will not hear the notifications on the phone, but you also will not hear the notifications in your ears except the ringtone because you cannot turn that off.

It's useful for people who don't want to be interrupted in meetings and stuff, or they can simply just turn on focus or d and d or do not disturb, and they won't hear any of those sounds. In Android, you can turn off like notification sounds or any of those by just putting on vibrate. It just depends on what kind of phone you have.

You can just navigate to the notification sound and hit silent on the Android. It'll turn off all of the notifications globally, whereas in an iPhone you sort of have to go in and turn them off individually.

You are correct. The iPhone clock and timer alarms do not stream into the hearing aids, but they also do not stream into any AirPods, other bluetooth headsets, anything like that. So you definitely are not able to have those alarm timers on there.

So turning off all the notifications globally, it's an option that might not work for some people because they want text notifications or whatever, but definitely something to think about. There's just different configurations in general, so let's get into low energy. The MyPhonakk app, which is currently six 4.1, uses a newer version of Bluetooth. The system requirements for the app are Bluetooth version 4.2 or newer, iOS version 15.0, like iPhone eight or higher, will be able to use the myphonak, but nothing lower. And for Android, the, at least minimally, the OS version 8.0, and that's that.

And pairing to the myphonic app is exactly the same, whether it's an iPhone or an Android, because the app is. The app is the app, right? So whether it's an iPhone or an Android, again, this is showing you how to download the app on the. Through the Google Play Store or for an iPhone, through the App Store, and just follow the instructions. There's just a little bit of a wizard that you always have to, like, say, yes, I would like.

We understand that it's private. Yes, I live in the United States. You can or cannot share data. You do have to say that you live in the US, otherwise that will shut down. So you definitely want to make sure there's an FDA little approval thing there that you have to say yes to.

You do have to restart both hearing aids, because in the MyPhonak app, you actually are pairing both hearing aids individually to the MyPhonakk app as opposed to when you're streaming. So you're just going to say, connect your hearings to the MyPhonak app after you've restarted them. You definitely want to find both of the hearing aids, just like you see around the screen. You want to make sure that both hearing aids are in the same block and it finds both of them. And then you just tap on that middle screen where the box is, and you're going to get pairing requests, one for each hearing aid, just like you see here that he's doing.

And after that one finds it, you're going to find the other one, obviously. And for the first connection to the MyPhonakk app, you do need, you can say, don't show this again, or, okay, for safety information, you do need either a good cell or a Wi Fi connection on your phone. First pairing to the MyPhonakk app, whether it is after a save in target or a pairing or reappearing, because it is trying to find that Wi Fi tag in order to be able to do our remote support. So I think that's super important. And then you will see that Lel and Le are in your Bluetooth menu after you've paired for calls and the MyPhonakk app, you will see three devices.

Again, one for phone calls and streaming, and two that say Le they are solely so the app can find the Bluetooth section and work properly. It is normal for those to say not connected. If you decide that you want to use the stay connected feature. As long as the app is open, they will say connected. But if they are not connected, um, they'll be like that when it's open.

I think sometimes people get very confused, meaning patients get really confused and they want to delete them because they're like, wait a minute, I don't understand. I have a left and a right and another right, and I don't need two rights, so I'm just going to go ahead and delete one of those. And that's a perfect storm for the app to not work

because for some reason they seem to delete the Le R connection. So just keep an eye on that.

Again, a new feature in the MyPhonakk app is stay connected. We listened to the feedback of providers saying that there were people getting confused, that there was a workup or a ramp up period in order for the aids to get connected. The option to keep the hearing aids always connected to the app and running in the background. It minimizes time needed to make changes in the app. You can turn off Bluetooth or go into the app and disconnect under connection management when you're connecting to target.

Optionally, you might have, like a small impact on the hearing aid battery, but I've been told that, generally speaking, it's been less than about 1% per day. So there's no impact on the stability or the performance of the Bluetooth classic or call streaming or battery anything. People have been really excited about the stay connected feature. Once connected, when you do open the app, you're taken directly into the basic remote control. And this is where your patients can use this carousel at the top to be able to swipe through and pick different programs, including the three default programs, which are restaurant, which is speech and noise.

Music is music, obviously, and tv is actually a calm situation just as it, as you have set it up in. Their aids is rechargeable. Hearing aids will show the battery percentage, and the vertical slider is for volume up and down. Zero is where you, as the provider have set them. Basically, you've got five up, five down, with each increment being plus or minus two decibels.

Okay. They can go in and adjust programs to make personalized programs for certain situations. They can split the volume to adjust their right and left hearing aid volume separately if they have two hearing aids if they have some people like to have two

separate volumes. Some people have asymmetry that they would like to do that you can separate them in the app. There is mute on their hearing aids.

You can also press the mute button icon. Yes, the mute looks backwards, but definitely just know that when the mute is turned on you will obviously your patient will just not be able to hear. You can use the navigation bar across the bottom to use health um mode. Use remote support. Get any information about the hearing aids program options connection management, basically everything that the app offers in the adjust program, patients can make personalization adjustments and save programs for different environments.

There are EQ presets for ease of use, bass and treble sliders volume increases that can be saved in the program for their own special program. Noise reduction to reduce background noise. Speech focus to focus directionality dynamic slider to make adjustments to loudness and softness of sounds. Like decrease loud in a noisy ballgame to bring down crowd noise and increase soft like if you're out hiking to hear maybe some nature sounds. I have people ask like what the actual presets are.

So here's a quick look. And please feel free to screenshot at what the EQ presets actually do. So just remember, comfort decreases high frequencies, so less tinny clarity increases high frequencies. Meaning to get a little bit more of those hard consonants. Beat is increasing that mid frequency so that you are able to get in that the voice frequency and surrounding is actually increasing low and high.

Just in case you guys need to know what each of those different ones mean. Health tracking is available in rechargeable paradise and lumity aids. And because health data is personal, consumers have to create an account and log in to access it. Once they've created an account, they can view, wear, time, steps, walked and ran. They can set

goals like any other lifestyle tracking devices like apple watches, fitbits, that sort of thing.

And there are, there is heart rate tracking if the patient has an Aldeo fit, which is available in both our lumity and paradise platforms. I think that's one that is definitely a specialized piece that I think a lot of people don't get into. But it's definitely another option for your patients, which I think is awesome. Under devices, you'll see the different options for hearing aids for just the hearing aids themselves, including what the name of their devices are, product information. They can rename and delete programs.

They can turn tap control off and on. They can get cleaning reminders, sort of housekeeping things, basically moving. Mostly you'll go in there if you need to, like, repair or troubleshoot. But generally speaking, most people kind of. I think some people get themselves in trouble by going into those things, but generally speaking, you can just kind of tell them to stay out of that.

Right? Also, remember that you can use the MyPhonak Junior app as a very simple app for your adult patients because so many younger people have been like, tweens and teens have been using audeo devices. Especially since we have the colors now, we made sure that all of our hearing aids do connect to the MyPhonak Junior app. There's a couple of things that I've noticed. People have started using them for providers.

One, they've actually started using it sort of like a training wheels app to be like, here you go. Here's three things. You get volume, you get noise reduction, you get speech focus. I think it's really great, especially for people that want a little bit of control, but maybe get themselves into, like, huge trouble with the big Biphonak app. So they're sort of using it as a intro app and people are great with it.

My dad has Parkinson's, and actually because of his, like, shaking that vertical line in the regular MyPhonakk app, he would have a really hard time holding onto it. So having that dial turn dial really helps him. And I especially like that it explains the feature and how to use it. Like saying, like, hey, do you want to clear background noise? Do you want to hear people better?

Instead of like, I don't know what these things mean, and I'm just going to start like, moving bunches of bass and treble and then things just kind of blowing up from there. I also love that it says, don't forget to remember that these settings are temporary and you really need to go back to your home screen to get back to your main setting. Adults that wear sky hearing aids cannot use the MyPhonakk app. They can only use the junior app. So that is one thing that we don't have.

So if someone wants a purple or a red hearing aid, they are required to use the my phone I junior app. Also, remember, when you're setting up the my phone I junior app, you can pick either the Leo theme or just the photo theme, and it lets you pick colors. So, you know, your adults don't need to have cartoons just in case. Okay, awesome. So let's get deeper into kind of actually how Bluetooth connections work.

There's a difference between pairing and connecting. When talking about Bluetooth, you pair a device to have the ability to connect and have that ease of use. So the aids can be paired all of the time and will connect when they need to play something, whether it be a phone call or just playing like a YouTube video, a TikTok, Facebook, a movie, whatever. Right. This is something that prior to being a clinical trainer, I was on the audiology tech support line.

So if you called in, I was answering questions like anywhere from this to programming issues, all of the things. And I think sometimes knowing the difference between pairing

connecting is really important. So just keep your eye on that. So with the lumity and paradise devices, you can have, like I said, eight devices paired and two active connections. The difference between Bluetooth Classic and Blue and low energy Bluetooth, the Bluetooth classic for the phonak hearing aids is what is driving the audio.

It's an audio Bluetooth signal. So with Bluetooth Classic and the format that we use, right, it's called a two DP. And essentially you have your main phone ear, which typically is just defaulted to the right. The other side, the left side is your like, listening ear in order to get that binaural stream. And the low energy bluetooth that we are using is just data transfer.

So whereas MiFi hearing aids do have sort of an internal Apple ecosystem that does use low energy in order to transmit audio, the regular low energy Bluetooth is just data transfer. So data transfer for the MyPhonak app is just saying like, hey, we've paired these pieces and they're going to either turn up, turn down, change the program. Any of those things make sense. Thumbs up.

All right, cool. So basically the eight devices will be named, for instance, one, two, three, and so on up to eight. If you want to auto connect to device three, for instance, one of one and two need to be turned off. And it does take about a minute or so, but it will automatically connect. So let's just say one is your phone, two is your work phone, and three is your computer.

If you have why so long to connect, sometimes it does take about a minute for it to connect. Sometimes you do need to make sure that one and two are turned off, right? So if you have the bluetooth turned on for your personal phone and your work phone, and you want to connect to your computer, you need to make sure that you turn off the

Bluetooth on one of the first two. So sometimes that can get a little confusing. So it's like a hierarchy when you're trying to connect sometimes.

Are you saying that it doesn't connect for device one and two, for Bluetooth streaming, or to like the extra pairings or to the app itself.

All right, I will see if that comes through. So if you don't want to wait for the automatic connection to happen for just like a minute or so, you definitely can just turn the Bluetooth off on one or diff, connect and then just go straight to, like, your computer or number three. Totally connect. Remember that the phone calls will always take priority. There's a hierarchy when it comes to streaming with Bluetooth, classic with the hearing aids.

So the streaming hierarchy is the hearing aids are always number one, the phone is always number two, and everything else is sort of equal priority. So let's say you're listening to an audiobook on one device and a phone call comes through, the stream will stop and the phone call will take over. And once you're finished with the phone call, you'll need to, like, manually restart the audio that you were listening to. But you are good to go. You can go between the two devices.

So up to this point, we've talked about typical use, and most consumers really don't have any issue. But let's talk about some troubleshooting things. If something unexpected happens. Typically, let's work through some, like, troubleshooting to reduce that, like, sort of angst and wireless drama. Right.

A lot of times I'll hear the phone isn't working or I can't connect to the phone. And neither of these things sort of help me get clarification. I need to properly troubleshoot. There are some simple questions that you can ask to get to the root of what's happening. Are you not able to connect for calls or is the app not working, or is it both?

This is really so that you know what to focus on. And usually someone is not able to connect to their app because like I said before, maybe one of the le pairings has been deleted because they're like, I don't understand why I need two r, so I'm just going to disconnect it. Um, my mom will say things like, well, I was cleaning up my phone, which she is 75. I don't know what she's trying to clean up on her phone. I actually did have to change my grandpa's hearing aid names to.

Right, don't delete. Left, don't delete. So that he would stop deleting things out of his Bluetooth menu. So many things can honestly go crazy because Bluetooth really is like voodoo. It's super simple.

But, um, sometimes things get gov't up, right. A lot of things can be resolved by simply rebooting the phone. It's basically a little computer. And what do you do when your computer is acting weird? You reboot it, right?

I need to reboot my personal computer right now because I haven't done it in a really long time. I do recommend that, like when you're even just doing the first pairing in a fitting or a follow up to just reboot the phone before you try to pair anything, 99% of the time this will solve your problem because let's be honest, most people don't reboot their phones. And I actually recommend to tell your patients to pick one day out of the week. Like it is very dark and gloomy. So I take a one, one day a week, vitamin D.

So maybe I would say, hey, that day that I take that pill, I'm going to go ahead and reboot my phone just to make it part of that habit. And I mean, your patients aren't usually going to do that. If they do it, that's fantastic. But at least this says, hey, you know, you want to like reboot your phone occasionally. They kind of never do it, but if you tell them to pick a week, hopefully they'll reboot it at least once or twice a month.

So that is a great thing. I think there is here a full uninstall delete reboot repair. If you're wanting to just, if your patient has just had tons and tons of issues, for whatever reason, deleting things, trying to connect to certain bluetooth pieces that aren't really connected, or they get a new phone, stuff like that. If you're wanting to just clear things out completely to get a fresh start with the pairing process, these are the steps to take. Explain giving the steps in this order.

I've done it like 9000 different ways and this is honestly the best order of operations. I do get people when asking questions like, oh, well, I already rebooted the phone, I've already deleted all the pairings and stuff, but I find that this particular order of operations works almost every single time. And if it doesn't work typically it's actually the phone. Instead of spending valuable clinic time troubleshooting each of these different things, and when we're not sure what the issue is, rather than doing each of these things one at a time and going like, I'm going to try one and then I'm going to try one and two and then I'm going to try one and two and three, let's just do all eleven. And even though I don't exactly know what the issue was, I know that it fixes it every time.

So definitely keep this one in your back pocket. If your patient has an iPhone and wants the phone calls to go directly to their hearing aids, but they're answering the phone, like on the actual phone, you can go to settings, accessibility, touch, and then call audio, routing. Just remember you have to go to touch and not hearing aids because a lot of people just, you know, go into accessibility and they're like, oh yeah, hearing aids. But that's for my fi, hearing aids, it's defaulted on automatic. Automatic means wherever you answer wins.

So if I answer from the phone, it's going to start in the phone. If I answer from the hearing aids, it's going to start in the hearing aids. But when you change it from automatic to Bluetooth headset, it doesn't matter where you answer it, it's going to

route to the hearing aids every time. So if you answer from the phone, that's totally fine, but it's going to go directly to their hearing aids without them having to like change it in the screen, which sometimes can be a little confusing. For Android, the phone is automatically routed through the Bluetooth headset.

One difference with Androids is that if you have the ability to, you do have the ability to separate calls and audio. So if you want calls, but you don't necessarily want the notifications or audio streaming in your ear like a music, a podcast, TikTok, Facebook, all those things, you can actually turn off media and keep calls. When I hear complaints of intermittency, it's always a good idea to ask some clarifying questions to really understand what's happening and how often there's certain realities of Bluetooth that often have nothing to do with the hearing aids. If the signal is choppy, is the phone within range or is the phone in the living room and you're on the third floor, right? Are you outside?

Because Bluetooth likes to bounce off walls, not go through walls. So when you're outside, there's less of short range places for that bluetooth to bounce off of and frequency hop. So again, the thing about maybe changing the belt loop, changing the side for phone calls, if they wear a belt loop or a belt clip on their left hand side, it doesn't want to go through the body to the other side. So we're trying to keep that up. Is this one, is this one certain person that you're having issues with or is it all the time?

And remember, hearing aids really can't overcome bad cell reception. So that's something else to keep in mind. Does a person, again, wear the belt clip or even keep it in their pocket. Bluetooth doesn't like to go through things. So I tell people if they're using, if I'm taking a walk and I put my phone, like in my, like yoga pants on the, on my side pocket, I will tell people like, hey, you might want to consider like getting an armband.

If you're just out walking and stuff like that, it doesn't want to pass through. I think that definitely helps.

I don't usually change the bandwidth. I try to keep it as adaptive as much as possible, but there are a few times that changing the bandwidth may help. If they're having intermittency with video calls while they're connected to Bluetooth, that sometimes is an issue. Always remember that on your computer you can talk about getting a Roger on version two with the headset mode instead of using the Bluetooth on their computer. When an Apple Watch or a Samsung watch or Fitbit or any of those things that are tethered to the phone are in the mix, sometimes weird things can happen.

I recently had a customer whose patient wasn't getting phone calls when answering from the watch. Even with the call audio routing set to Bluetooth and we changed the bandwidth to fixed and it resolved it. So sometimes weird stuff happens. Can you create additional streaming programs? No, you can't because it's just Bluetooth is Bluetooth, right?

What are you trying to do with different streaming programs? Type it in and we'll continue. Perfect. Sometimes your patient will come in and they say they absolutely love getting phone calls in their ears, but they have to constantly change to, um, speaker because the person on the other end says that they're too far away or they're too quiet. The easiest fix, honestly, is the receiver wire length.

Um, is there a little bit of like, extra room to be able to shorten that up just this little bit? You have to remember that for own voice pickup, the microphone of the main phone ear is what is being used for the microphone. So if it's a little bit further away, sometimes it's going to get, um, covered up, that microphone between your ear and your skull. So if you can push it up just a little tiny bit by shortening up that receiver wire, sometimes that's just the answer. You can also check the feedback test.

Is it a good test? Is there a lots of crossover between the purple feedback line and the red and blue gain lines? If the test is like bad or not great, consider doing a new feedback test using overtuning or even picking new acoustic parameters like different earpieces. Try changing the phone ear to the opposite side if that feedback test is better. That's another reason why you would change to the other side for maybe because that one ear is anatomically shaped.

Better own voice pickup may be better. Check the microphone offsets because you could definitely change from the negative six decibels to a zero decibels offset. That could just help give more environment sound. Changes made in the software for gain and program options will affect how the actual user hears a caller, but not how the caller will hear the user. Which is why I always want to talk about voice isolation, a feature that's now available starting with iPhone 16.4.

It's called voice isolation. You used to be able to only use it in FaceTime. Basically, you need to be in a phone call. I just call time and temperature. And what you're going to end up doing is starting that phone call.

Once you're in the phone call, you're going to go to your command center, which usually is either swiping from the top right corner down diagonally, or if it's like an iPhone eight, you do swipe up from the bottom and you'll see in the corner here, you'll see this little mic mode come up that only shows up when you're in a phone call. And you can change it from standard to voice isolation. I tried this out first early last year when it became available. And because my mom says, oh, when I talk to your granny or I talk to my best friend, they always get like super mad because they feel like it's super loud and they can't understand anything. So I turned it on on her phone to try it out.

And the next day I called her when she wasn't at my house and I was like, hey, can you do me a favor and just like run your hand through the ice, the ice bin and like turn water on, just move around, right? Because she usually just has to like, sit very still. And when I had enabled voice isolation, I couldn't hear any of those things. So I was like, hey, just tell me when you're like, running your hand through the ice maker. And she's like, my hand is very cold, can I stop doing it now?

So that's something that's great for the people actually on the other end. So again, we're not constantly changing to speaker because the people on the other end can not hear as well. Android phones have things called clear calling or voice focus. They're typically newer phones. It's similar to the iOS voice isolation to like reduce background noise on calls.

It's on a very limited number of models of Android phone and some pixels. So you can find either clear calling or voice focus are sort of the two things that you can search in an Android phone. So what if the complete is static on the phone? We need to figure out, number one, what kind of phone is being used and see if there's any known bluetooth issues that are maybe in our phone compatibility. Generally speaking, the phone doesn't much matter as long as it's got the Bluetooth 2.1 available.

Does the user hear the static or do both the caller and the user hear the static or do they both? If a user, like the hearing aid user, patient only hears the static, typically the NPO are a little bit too low. So I would raise up that npo. They tend to be pretty conservative or lowering the frequency gain across those inputs. On phone call plus Mike, that's the program that's under streaming and we can also talk about vent compensation for streaming, stuff like that.

Pick your soft noise reduction setting in the phone program because it does mirror the setting in calm. So they may just be hearing static noise in general. I find raising the

MPO sort of solves the issue. If the user and the call are both here static, definitely consider doing that. Uninstall delete reboot repair.

Usually that happens on older iPhones and has kind of been fixed with updates. But I know some people don't update their phones so that's sort of important to look at. And is the patient near the phone or are they getting further away? And do they have good cell service? Because it could have nothing to do with the hearing needs at all.

It could just have to do with the fact that, you know, the phone is in the living room and they're on the third floor or they're sort of in the middle of nowhere and they have 1 bar, they're not going to have very good connection. Remember, the hearing aids are acting like a Bluetooth headset. Sometimes momentary stream sick stream signals are perceived as sound fluctuations. Same as if you were like streaming music through your phone in your car and you get a text message, you get that little like oh like my music is great and then it dips out. You get the little notification.

So you can look in notification sounds and haptics or notification of the specific apps if you want to like calm those down or silence them. But you can also go into the device options under media speech plus Microsoft or medium music plus mic. And if it is set at anything less than zero offset, you'll definitely hear a little bit of a fluctuation. It's worth double checking. It used to be defaulted at negative six, now it's defaulted at zero.

But if you have people who've had like maybe paradise devices for a while and they haven't been connected, it's definitely worth a shot. Number one, to check that offset. But also make sure of any updates, firmware updates that we may have because there has been a few recently. If you're having difficulty getting the aids to connect to target, if you're using the my phone app or they're connecting or they're connected to their

phone, you may want to go ahead and have them turn their bluetooth off when they're in the office. Because it's just competing wireless connection.

That's usually the easiest way. Some people just reboot the hearing to AIDS. It's kind of the same thing. And whichever one gets to it first wins. Definitely.

If these troubleshooting recommendations don't solve the problem and you are calling in for help, please have this specific information ready for us which really helps us kind of get to the answer. The hearing aid model, the firmware version, the Phonak make model and operating system for Android, iOS for Apple, and they can be found in the about phone section of whichever phone it is. A description of what's going on is great when it happens, who it happens with, and sort of what steps that you've taken and always remember. Of course, we always appreciated it when I was on the tech support line that you had not only your name but your account number. So lots of different things that we can do to help to troubleshoot.

We do have some new resources that we are very excited about. I think that this one is huge. It's our new connectivity brochure. It has been out since the fall and I think that it's something that it should go into every single first fit, really. It's a fantastic first step that can be shared with your patients.

It has detailed instructions for pairing phone calls and then my Phonak app along with tips for success like turning off system sounds. It has QR codes for pairing vid for like pairing videos, additional support, and it's all like in a quick, easy trifold. It's not crazy. I love it a ton and I think a lot of people are using it. If you do not have any, please reach out to your clinical trainer or your account manager and get some in your office.

And we also do have a connectivity display that has a QR code on it that we can get for you as well. The next best place to send patients is [phonak.com support](https://phonak.com/support). We have

updated videos for pairing and system sounds, the easy phone compatibility checker, and it's pretty easy to navigate and is a great resource for not only your patient but their family, depending on who is in charge of technology. Definitely after your patient has used the brochure and the website and if they're still experiencing difficulty, they can call the consumer Bluetooth hotline. Direct your patients to the other resources first and kind of save this for tricky stuff because it is a pretty busy line and we want to make sure that the limited number of support personnel that we have are available to take care of those involved issues, but definitely give that number out if they're having more issues quickly.

Just that we have a couple of fun things to round out our time together. I want to share a couple of fun things. The first one since paradise, if the phone has the capability, then we have access to in band ringtones and call announcements. When a compatible phone begins to ring, depending on the settings of the phone, either the ringtone of that phone or the verbal announcement of the call will play. And since we have two active connections at once, this is a nice way to differentiate between which phone it is and where it's coming from.

And for ease of use, the ringtones and call announcements can be customized in the settings of the menu of the phone to set up call announcements on the iPhone, go into settings and then phone, then announce calls and then choose headphones only. I will answer these two questions in just a moment here. We're almost there. It is called read caller names aloud and can be found in accessibility, interaction, and dexterity. Answering and ending calls and then read caller names aloud.

This is a good perk for patients. My mom uses it because she wants to know if it says call from Sally or call from mom or whoever, right? Definitely. A question that's commonly asked is can I connect directly to can I connect my hearing aids directly to my smart tv? Yes.

The answer is yes, but there's a few things to consider. Generally, after pairing, it becomes the new speaker. So with most tvs, the hearing aid wearer will be able to hear the audio that's happening because that's the new speaker. So if they're trying to watch with other people, they won't be able to hear. Smart tvs are typically a Bluetooth classic connection that has like a higher battery drain and audio latency than with the airstream.

So we do recommend talking about the tv connector one because the patient can stream while everyone else can listen to how the tv comes in normally and also just to save that battery. Another way that you can personalize for your patient is actually in your Bluetooth device options. You can change the name of the hearing aid. I do recommend saying like left and right just so that you know, for the app pairing. But like I said, my grandpa's was changed to left.

Don't delete right, don't delete. My mom's is my right hearing aid. My left hearing aid. You can just put like first name and right, you know, however they want to be called as long as it's left and right. So we covered a ton of material, right?

And hopefully you're better informed and more confident in working with Sonova. Phonak made for all Bluetooth connectivity and you know where to find supports from me. Reach out to your account managers and your clinical trainers. Here is a little QR code if you would like to scan to put my information in. If I am your clinical trainer, we could definitely talk.

If I am not, I can definitely get you in contact with them. Let me look at this question real quick. I have a patient that wants to use a fancy computer microphone when streaming from her computer, but the hearing aid mic when doing zoom or FaceTime

calls from the phone. Does disabling a mic on streaming program mean the other person on the Zoom call won't hear you?

So if you're disabling the mic, that just means everything is coming in correct. So you wouldn't want to do that. And I do recommend for the person who wants to be like on their computer for Zoom calls that they talk about using a Roger on in version two because that will make their hearing aids the streamer and the microphone will actually be their microphone. Otherwise you would just have to change the connections like within the settings of the computer to make sure that the hearing aids are the speaker and their fancy microphone is their microphone. So it's basically like just changing options within the computer though.

Any other questions, please feel free to ask or I'm not sure, Anne, if they're able to unmute, but I do have about eight minutes if people would like to ask questions, so I'll hang out.

Any tips to pair phonak hearing aids to a chromebook? Same pairing? Is anything else? Yes, hi Stephanie. It is the same pairing.

You're just going into the Bluetooth menu of the computer itself, so you're adding a Bluetooth device. Just remember that when you're pairing to a computer, usually what happens is the Le connections will come up first, and you need to make sure that you're not pairing to the Le connections. You need to make sure that you're pairing to that main phone. Earn, I think that's a lot of times what happens and gets, like, sort of tripped up is that they're connecting to those low energy connections just because they just show up because Bluetooth is Bluetooth. Right.

Make sense?

Cool. Absolutely. Stephanie, nice to see you. Yeah, you can definitely, like I said, reach out to me if you would like me to nerd out some more about Bluetooth. And there's so many other things that we could talk about.

Definitely. Probably made some head springs with a lot of things today. But thank you so much for letting me hang out with you for your lunch hour today.

So we can we. I think we're okay. Oh, here we go. When I first open Bluetooth, it will find the right aid, but also the Le, R and Lel as well. Even before I've installed the app, I just connect to the r eight.

Exactly. That is absolutely correct. You will see those le connections because they are an available Bluetooth connection. But again, those Le connections are specifically data driven and not audio driven. So when you're pairing for streaming, you absolutely only pair that main phone here.

Cool. All right. I think that we have run the gamut today, so thank you so much again, and please reach out if you have any questions, and hopefully I may talk to some of you soon.