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Feeling Blue? Tips to Help with Bluetooth Connection

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Thank you and welcome, everyone. Today on a really blue topic, I guess you could say typically when I do get to present this out in sort of in person, it's a mixed reaction. So we are going to kick it off by that question. So let's find out. And as we were alluded, any commentary, anything shared, any questions, just open up that Q and a question that I want to pose out there.

How do you feel about Bluetooth now? Feel free in that Q and a just to do a score, you could essentially go one, don't know much about it. Five. I know a lot about it. One.

Or you could even say that I like it. I don't like it. Any feelings and thoughts? Let's get this discussion started. It's usually elicits a great reaction.

So some trickling in love hate relationship, I hear that actually quite frequently got another one that says not a fan of it. Totally understood. And actually speaking of the love hate relationship, there was actually one that was addressed, I think more politely. It's complicated essentially, so feel free to trickle that in. I always like to get feedback on what people think about Bluetooth, essentially.

Guess what, everyone, the news is it's here and it's here to stay. And it's been around a while. So just a little bit about me my name is Kristina Petraitis. I am actually the senior audiology and education manager at Unitron. And what's also a fun fact for those of you who may not know, and maybe you hear it also in my voice, this high energy, lots of charisma is because I'm actually, when I'm not working or I'm offline, I'm actually a triathlete.

And so my favorite sound is cheers at the triathlon finish line. And actually I would probably say that it's good to be a triathlete, especially in this Bluetooth world, because as it is a complicated relationship, it's kind of nice to just kind of get out there, release all that tension in the format of a swim, bike or run or combination of three,

which happens during the triathlons. Of course, as it being a CEU course, we are going to cover some ground and a couple of things that we will be certain to cover and then that you will learn from is that the first one is identifying the 2.4 GHz protocol using the MFA. So made for all hearing instruments and other Bluetooth devices. So though I work for Unitron under the Sunova, so a lot of this will be relevant for Unitron Phonak, even relate hearing instruments.

There will also be some really good golden nuggets to take away on anything Bluetooth essentially so it can be applicable also with other manufacturers. The other one will be is describe and identify how to best pair successfully the connection to Bluetooth devices and solutions. And then what I think we're all waiting for is to identify and troubleshoot those common connectivity issues that we have and we see. But as we started and we saw that some addressed that the Bluetooth ground is not as a fan of let's break the eyes with a Bluetooth. Funny, I've only selected one.

So despite the fact that it says plural there, I've subjected to one. Let's see if you can try to guess this one. Why did the phone go to therapy? So again go ahead and open up the Q and A and make an attempt for a guess. No answers are incorrect because it's all about fun.

Can be a bit creative if you have to. So the answer is and maybe you can then give me a haha in the Q and A. It had too many issues. Haha. All right, kicking on.

So if you were, I want to know simply with a y for yes or n for no. So in the q and A or you can even say I don't know. Does 2.4 GHz equal Bluetooth?

This is where we get the mixed response. So we may have hands up for yes, we've got hands up for no. And someone did kick it in. Idk. I don't know.

And so this is great. So we've got a mixed pool here which is always a wonderful audience. So let's see if some of my friends from the big bang theory can maybe help clear up if they're one of the same or if they're different. Come with me. Question, was it a jacuzzi or a hot tub?

Really? That's your question? What's the difference? Jacuzzi is a commercial brand, hot tub is the generic term. That is all jacuzzis are hot tubs but not all hot tubs are jacuzzis.

Is that like all thumbs or fingers? But not all fingers or thumbs? Surprisingly yes. Nice. Now what exactly are toes?

So what are exactly toes? That's for another session but hopefully that may have cleared some up with my crew from the big bang theory. So essentially for those of you who actually said no, they are not one of the same. Correct. 2.4 GHz is not equal or not the same as Bluetooth.

But before I kind of break them both down, I'm curious, does anyone have any idea where the origin of Bluetooth began and maybe how it got its name. So I'll give a little pause if anyone wants to take a guess. Or maybe you are actually tuned into history. And so again, feel free to use the Q and A.

So I'll keep speaking about it. It comes from actually around the origin of 10th century, so it is actually a danish king and his name was Harold Gormson. And I apologize if there's any sort of correction to the pronunciation, but he basically ruled Norway during his 28 year reign, so that's a long time. But what's interesting is that the lore, so the folklore, says that Gormson earned his nickname from the dead blue color of one of his teeth. So essentially he was being called Bluetooth.

Now what's interesting though is that Bluetooth SiG credits the name. So these are the former intels because they were trying to standardize basically the ability to have this sort of network just like King Harold Bluetooth did. He was famous for uniting the Scandinavians, just as this Bluetooth sig of then they were intel, Ericsson and Nokia. They were trying to unite the pc and cellular industries with this short range wireless link. So that's essentially how they got it.

I'm not sure if anyone knows either. Just a little fun fact that the original company that developed Bluetooth is actually Ericsson. And then the first mobile phone with it was the Ericsson T 39 that was actually released in 2001.

So what is 2.4 GHz technology then? So a way that we can kind of look at both between Bluetooth and 2.4 GHz technology is, is that 2.4 GHz here is a highway. So you can see that you've got this dirt road here and so that's your pathway. And then the Bluetooth is a mode of transportation and this is just one type of Bluetooth. We know that there's several different types of Bluetooth that are out there, so I try to break it down even more.

We can see this pickup truck, this suv is, let's say Bluetooth, classic HFP hands free profile. Then you might have a motorcycle on there still on that 2.4 GHz pathway. But the motorcycle is very different to the suv because it represents Bluetooth Le low energy. So that's basically how we can kind of look at it. So they are definitely not one of the same.

So a little bit more in detail as well. Is that basically Bluetooth then is the technology that data and audio can be exchanged between devices in a very short distance. It's about 30ft open range or less. So you might be able to see also 2.4 GHz band referenced with Bluetooth and basically that just means where it lives. And so this is

considered as that ultra high frequency radio waves that it's doing its thing and then Bluetooth was designed to provide one to one connection.

So from the source to a wireless connection within the proper distance. This is why devices need to be paired, otherwise we would all just magically be pairing to all of the Bluetooth capable devices that are within 30ft of us. Don't know if we'd really want to be experiencing that. So we've kind of set the stage of what's Bluetooth and what's 2.4 GHz. I'm now curious about what's happening out there in the field.

So what I want to ask is, and again, please use the Q and A, what percent of your fittings are you pairing to patients phones? Bluetooth devices.

Excellent. So some answers are coming in. So we've got 75%. Brilliant. Throwing it out there.

Do we maybe have more than 75? We've got actually 85. So a nice 10% jump.

Not that I'm really much of auctioneer and being able to use that auctioneer voice, but another question, just out of curiosity, do you think we would ever hit 100%?

And I'm not the one who has of course, the magic bowl being able to basically see if that's the case, but I think we're trending towards that way. I'm just. Okay, so yeah, so we got some mixed responses. No, yes, but something just to be mindful, this is maybe just basically putting food for thought. Is that what we're going to possibly see is that we are, because maybe think of our patient population.

So currently right now, we do have our baby boomers as our biggest and they're adopting and you'll get to see why. I think this is kind of a trend that we might start seeing, if not very, very close to 100%. Because, you know, baby boomers are

adopting and utilizing smartphones and the Bluetooth capability. Because think about it, their children, which is like me, we grew up with sort of technology, we are ingrained with how this Bluetooth works. Then there's going to be a shift.

Once the baby boomers fade out, we're going to have our millennials, the Gen Xs and all of that coming in and they're very well versed. Wonder if the leading question will always be they come in for hearing help, but will their follow up question be, hey, is this equipped with Bluetooth? Might be interesting. Let's see the trend, what's going on, because this might help be able to answer and see what's going. Let's have a look at some data here.

According to a Pew research, as of 2021, 85% of all Americans own a smartphone. Now, even though, and I'm going to show you here that the 65 plus, you know, has the lowest, basically we can see that they have in historical data the actual trend of being able to adopt very quickly. So when we look about this five years ago, they were around 42% usage and now we fast track to like 2020. So this isn't actually even most current, but it's just been incrementally going up a percent or two. They're trending at 61%.

So we do actually see that it actually is trending upwards. The other thing too is does anyone know where this screenshot comes from?

And does anyone want to admit what maybe is their weekly screen time? Does anyone beat me out? July hasn't happened yet this year, but this was July of last year.

Anyone going to be honest, does anyone creep up to 5 hours? It's just a lot. So basically, the other thing that we saw is the pandemic accelerated the growth of time spent with mobiles in quite a bit. It subsided now because people are out and about again. But everything that we want is in our phone, photos, GPS, so directions, being

able to order things like off Amazon, we practically use our phone for every use of daily function.

So that's why we have actually quite a bit of screen time on it. And then the other big question to ask and let's see, does anyone want to take a guess in the US market here? Do you think it's an Apple world or an Android world?

Any guesses?

Again, I like it. It's a 50 50 answer. And so we got a mix. We got Apple, we got Android. And so actually when we look at the US as a whole, Android just edges out.

Now, that might not mean that it's what's happening currently in your sort of like demographics. You might be more heavier apple, or again, you might be heavier Android, but when we collectively look at the whole us, Android edges out. And not that again, I know the actual answer to it, but when we think about it too, is that I've heard Android can sometimes offer up a cheaper solution. And then there's a lot more actually offerings there. So that might be why they're edging out there.

So it's really important to know because again, there's a lot of phones that come into the play and part of this, especially also when you're selecting a hearing instrument. So remember, we would love to be able to cater to all. So another little thing that I like to challenge your perspective a little is looking at current times. So what is now maybe the number one difficulty with hearing loss and hearing instruments when patients are coming in, we're probably seeing that it's connectivity, it's Bluetooth. That's kind of the thing that's becoming now our difficulty.

Whereas what was, sorry I went backwards but what was is actually our going into noise where people are having difficulty, actually noise. And now what is our number

one difficulty? So I gave you the answer ahead of time, is that we're seeing that it's the connectivity side of things.

So let's talk about, and this is now a little bit specific to Sunova products is the Bluetooth protocols. So as you can see here is that there's six protocols that we have, Bluetooth protocols that are on that 2.4 that I'm going to emphasize and focus on a lot more is going to be on these three outer, the bigger ones. So we got our Bluetooth classic, hands free Bluetooth classic, a two DP and then we have our Bluetooth low energy. I'll speak briefly with the Bluetooth low energy is that basically as you can see data transmission and that's what's been available with a lot of other manufacturers. So this is why we were able to program with a novel link wireless or we're actually able to use app based applications without hearing instruments.

But speaking of Bluetooth classic and the first branch, your hands free profile. This is using industry basically standard Bluetooth. This is where you would open up the settings of Bluetooth and pair it that way and were made for all. So it didn't matter if you're an Android or an Apple or a flip phone even actually a fun fact. So Sunova can pair up to around 6800 phones.

That's crazy. So the phone call goes to both ears and like I said, it's a truly hands free. So real ideal, real easy for when driving. Or as we all know that sometimes we have our phone in the purse and we can't actually access it that easily and we can easily answer it on the ear level. The key indication here is that you'll notice that there are these arrows here.

So you can see that it's a two way protocol. So it comes from the hearing aids to the phone phone to the hearing aids. That's your hands free. Now if we look at our Bluetooth classic, a two DP so this is where we're able to actually stream. And again, it's made for all phones, but we're getting that binaural stereo sound streaming.

But there's one subtle difference. You'll notice that in this schematic, there isn't that arrow. So it's from the phone streaming right to the hearing aids. It's a one way path.

And another nice thing about actually Sonova products, and this is kind of industry leading and an advantage, we have two active Bluetooth connections, which makes it easier for your patients. And you can mix and match a combination of iPhones, Android phones, flip phones. It could be an iPhone and a tablet. It could be computers, it could be even certain smart tvs. So what makes it easy is that your patient doesn't have to, like, disengage one for the other one to become the primary.

They can have two essentially primary active connections. The phone, though, will always be the hierarchy, like on top. So if they're paired to a phone and a tablet, and they're watching a show on their tablet, essentially what will happen is that if the phone comes in, the tablet's going to pause streaming and then the phone can take over if they choose to answer that call. We do pair up to actually eight then total devices, with two of them being simultaneous.

So just to sort of like a little bit of a summary we see without Bluetooth background, that smartphone use continues to increase. And then this kind of sort of teeter totters a little, but essentially at least one in every three calls to tech support. So our audiology tech support is about Bluetooth or connectivity. So it really, like I said at the beginning, at the commencement, is that it is here to stay. And so what we're trying to make sure is that you get a better understanding of it, better counseling and better usability, so that we can try to free up these calls to be better used for when you need them on, like troubleshooting for programming or fit concerns.

So let's have a look a little bit on all the options that are out there. So, I do realize that we all came into this career as hearing healthcare professionals to help our patients

hear better, not become this like it guru, where we're trying to basically understand and everything technology wise. So if we can see there's a few protocols and streaming options that are out there. So we still have, like I said, the Bluetooth Classic, which is standard. This is unique to the Sonova product.

So again, Unitron, your phonak, your relate, this is where we can support your Android and iOS and anything that actually has that Bluetooth classic hands free profile. We're able to also stream media streaming. One thing that's kind of nice also with this media streaming that I didn't share is with our Sonova products, we're able to classify the streaming, so we can stream for music and we can also stream for speech because there are different actual amplitudes and tonal qualities. So we're compatible, as I had mentioned earlier, over 6800 phones. Then we also have the Apple hands free.

So this has become recently available for other manufacturers, but it is Apple only. You do have that two way transmission, so it'd be hands free. And also it's not readily available to the prehistoric of the phones and everything like that. So it's a little bit more of the newer generations. And then we have Android Asha protocol here.

So again, some availability that's across most other manufacturers, Android, but only certain models. And then it's a one way transmission, so it's not hands free. So you would need that intermediate device. And now it's another streaming option. Bluetooth Le Audio, so has come into the field and then we're starting to see this piggyback with this aura cast.

So with the Bluetooth Le audio, its standardization began about 2013. And we're not too quite sure when we're really going to see it out in the market, when it's going to be rolled out fully into the market. We know that there's some manufacturers that are already mentioning about that, you know, their devices are ready. We see that that future is going to be bright where majority of the devices are going to be ready, but

there's certain things that have to still come into play with this rollout and adoption before we're expected to see it, you know, be fully utilized. And some of that is that we need to have Bluetooth version 5.2 or higher.

Now, not everything is equipped to that. So do they get an upgrade like an update or do they actually have to get an upgrade by buying a new device? And then the venue itself to be able to cast is needing to be equipped with the transmitter. So my summary sort of on this is that it takes two to tango, but the oracast is actually quite exciting once everything is market ready. So it's going to take a little bit of time because we have a lot of billions of Bluetooth devices.

But once it's here, it's going to be another hot topic and hot innovation in our hearing industry.

So before I jump in, I may pause if there is any questions because we're going to start getting into the troubleshooting tips and tricks, but I'm going to lean on some of you to share some insights before I give you my, basically tips and tricks.

Okay, so this gets a little sticky. Bluetooth definitions pairing versus connecting I typically hear that it kind of is a little bit synonymous. Sometimes pairing is said and they're meant to say connecting or connecting was said and they're meant to be referring to pairing. Again, I'm not here to be like the Webster dictionary until, you know, basically exclusively pairing is only for this and connecting is only for this. We kind of get, you know, like that they are used together.

But when we truly look at the definition and when we're sort of, kind of looking at how we can help you. Pairing is defined as a trusted relationship that's established between two Bluetooth devices. So then also just a little bit more additional information. Pairing occurs with two devices when it's safe to communicate with one another and it creates

that connection. To pair to compatible devices, usually we have to have a passkey that's needed.

And so we've sometimes seen in those user manuals that the standard passkey is that quadruple zero. And then once the two devices are paired, they typically do not have to be repaired unless you've basically eliminated. So you've deleted all of the devices and all of that and you have to then repair it. Whereas the word connecting is when two previously paired devices recognize each other and then they start talking. So basically you could essentially look at it as if you opened up your Bluetooth menu.

Everything that your Bluetooth devices are listed there, they've already been paired. Then what happens is that once you're connecting to your Bluetooth speaker from your phone, that's the connection that's connecting. Just wanted to kind of iron that out a little bit. All right, so what I'm going to show you here is actually first a video just to save my voice and just to give you sort of an introduction on Pharaoh Sonova products, what's recommended with your Bluetooth pairing and how to pair. So for all of you who may not know, this is actually Doug Baldwin and his infamous cat, Winston.

And Doug actually is one of our senior director of like global training. And so he's up in our headquarters in Kitchener, Canada. In this video, I'm going to be talking through how to connect your hearing aids to your smartphone or Bluetooth device. I'm Douglas Baldwin, senior global training manager at Unitron here with my work from home assistant Winston. We'll be sharing more useful tips to help you get the most out of your hearing aids.

So follow us on social media to make sure you don't miss our new videos. Did you know that you don't just have hearing aids? Our latest generation devices can become a connected part of your digital world with easy connections to all kinds of different devices. These days, smartphones are a part of life that impact much of what we do

each day, and your hearing aids should be too. In fact, your smartphone and other Bluetooth devices and your hearing aids can work together as a communication and entertainment system.

It's not difficult, but you do have to establish an initial connection between them with a process called pairing. Bluetooth is a worldwide standard wireless system that connects all kinds of things, and pairing is the process required to set up those connections. You've probably done pairing many times before, even if you didn't realize it. So let's see how to make that initial connection or pairing. It's easy.

The process is basically the same for any Bluetooth device. Let's see my colleague Megan show us how to do this with an iPhone, turn the hearing aids off, then back on again. Doing so puts it in pairing mode for three minutes. Here you see this process using the button on the device for rechargeable models. For models with a standard battery, just open and close the battery door.

Find the Bluetooth settings in the phone and make sure Bluetooth is switched on. You will see a unitron hearing aid appear in the list of available devices in the phone. Just select it to complete the pairing. Selecting just one will connect both hearing aids. It's pretty much the same thing with an Android device.

After turning the hearing aid off, then back on again to put it in pairing mode, find the Bluetooth settings in the phone. While it's in pairing mode, the hearing aid will appear in the list of devices. Just select it, wait a few seconds, and the connection is established for both hearing aids for hands free calls and media streaming. If you are using our remote plus app, there's a separate pairing process which we will show you in another episode. It's that simple.

Just a few seconds and you are ready to go. Now you can use your hearing aids like airpods or any other Bluetooth headset to listen to music, podcasts to watch videos and what else? Oh yeah, sometimes we forget that phones actually still do make phone calls. So you can make and take phone calls hands free, and you can have multiple devices paired to your hearing aids with two simultaneous connections. Why is that an advantage?

Well, for example, you can be watching a video on your tablet and still take a call from your phone without missing a beat. We have a whole episode all about the great things that connectivity makes possible. So be sure to check it out. You can be up and running with Bluetooth in just a few minutes. And if you do need a little extra help, we have lots of how to videos on our website and in our remote plus app and on your phone.

And your hearing care professional will no doubt be happy to assist you if needed. So that's it. Quick and easy Bluetooth pairing to help you stay connected. Winston and I hope you will love, love the experience.

So I do have a question. It's wonderful to see that Winston can just relax there and on the table. Ideally, that would be great to do, but I don't know if my manager would appreciate that. What I wanted to ask is find your Q and A. I want to find, on average, do you tend to actually do your Bluetooth connectivity?

So like basically pairing your phone at the same time of the hearing aid fitting, if you can give me a percentage, if that's what you do more of, versus actually you do it at a follow up. So you'll do all the hearing aid side of things, the hearing aid fitting, the care and maintenance, the orientation, and then they follow up. So if it's like a 60 40. So 60% at the time of fitting, 40% at a follow up. Perfect.

And I realize it's like demographic, it's patient profile sort of case by case, but. So we've got some answers coming in. So, yeah, so we got about like a 75, 25 and 75% at the time of the fitting. 25% at a follow up fitting, 80% of the time at the fitting. 80 20, another one too.

So. Okay. And actually, I tend to find that as well. Just again, when I go out and sort of do this training in person.

Okay. And I appreciate those. So, yeah, it is. So we try and pair most at a fitting date, but a few may want to wait until the follow up so we don't overwhelm that first visit. And that's what I was alluding to.

It is patient profile. And actually, I'm glad that the patient themselves are advocating that they actually even know what their mental retention is, that they're probably going like, hey, this is already too much just from hearing aids alone. Can I just get well versed into that? And then can you pair to the phone? I also know, like, you may compared to the phone so that they get the actual introduction to the phone.

As actually Doug said, hey, yeah, these phones actually also are calling in, calling out, and then we may add the app later and introduce all of that. So I really realized that there's sort of like a variation, but also I do realize that it actually prolongs a little bit maybe, of the counseling side of things, too. And that's where I find that this solution of just using standard Bluetooth does make it very easy because more than likely your patient has already done that sequence before pairing to a headset, pairing to a speaker or something like that. So it wouldn't be unknown territory for them to do it through that general Bluetooth menu. So that's kind of cool.

Okay, so what I'm going to walk through a little bit, but I won't spend too much time because it pretty much showed it in the video, too. But just now that you see it in, in

words. So, yeah, so when we are pairing it to our phone, the first thing is that we would be going through our Bluetooth. And so we want to put our hearing instrument in pairing mode. I know in the video you saw that with the rechargeable, they were actually hard turning off and on the hearing instrument through the push button.

You can simply also, if you've got a charger there, put it into the charger, remove it from the charger, that essentially turns it off and on and puts it in pairing mode as well. So then just from a schematic illustration, because you do get privy to these handouts, this is where you would go and find it all and you would pair it. So now what you've done here for the iPhone, you've paired it to the Bluetooth classic hands free profile and also the Bluetooth Classic, a two DP profile. So they're able to actually answer calls and they're actually able to create calls and of course, and be able to stream. And then these are your Android images, too.

Great. So we paired to the phone. Now what we'd want to do is that we would want to pair to the app. So typically they're not foolproof. You would pair first to the phone and then you would pair to the app.

So with this app for us, it would be like the remote plus app. For those with the relate hearing instrument, it would be the hearing remote app. And so you paired to the phone. Now you pair to the app, and essentially you're just walking through the welcome screen. Now, something that's a little bit different here is that it's going to pair to both of the hearing instruments.

Okay. Whereas if you recall seeing in the video that it only found the one, yet it was able to stream to both ears. And that's just because of how Bluetooth classic works. And then the last thing would be to pair outside of phone and app would be is that if you were to pair any accessories. So essentially, if you're having a tv connector or a

remote control or if you're having also like the partner mic from the Sonova offer or Roger for that matter, as well, because we are Roger compatible.

So what I want to show you, and if you have not yet implemented this into your sort of daily counseling, it only takes maybe 30 seconds, but it's going to save all of you. Some, you know, like frustration, is that once we're successfully paired, okay, we actually will see when we're paired to the hearing instrument, sorry, to the phone, and we're paired to the app that we would have a total of three that are related to the hearing aid. So as you can kind of see here, you've got the paired to the phone and then you've got paired to the app. Okay, now, what can be a little bit confusing is that if you don't change the default name within the software because you can personalize it, and you could actually remove the default name and mention something like Christina's right aid, Christina's left aid. So then I can distinguish it a little bit more easier.

Again, don't try to put too much personal information in there because this is Bluetooth. That's discoverable by all. Funny story. It's on the plane. Oh, how many Bluetooth pop up?

And I get to sort of see some cool nicknames or some very odd nicknames that they put in. But something that I want to allude to is that you'll see lemonade le now, to us, we should hopefully understand that that means low energy because this is then referencing that these two hearing aid pairings are to the app. But if you don't take that 30 seconds, once you've done this for your patient in the office and open up this Bluetooth menu and say, hey, just showing it that there's three that are, you know, representation of your hearing aid, though you're only wearing two hearing aids. This is how it should be. We see too common where we will have people call in through the consumer hotline or something like that, where they're like, hey, things aren't pairing, things aren't connecting.

And our first point of reference, of verifying is, can you open up your Bluetooth menu and tell me how many hearing aids lines are you reading? How many hearing aids do you have? Two. Are you paired to the phone and the app? Yes.

You should have three. What typically happens is a patient will go home and they're sort of looking at it because they like to get experimental and say, hey, two hearing aids, three, that's a mismatch. Something got duplicated, so I've got to delete one. Then we don't necessarily know which one they delete. Now, Le, if you don't change the default name, could lead for a patient's guess of left ear.

So they're seeing maybe left ear. Left ear not reading the full entirety to say that it also still has 1 hearing aid for actually true left r hearing aid for true right. And so they typically delete one of those. And so we tend to see a little bit more app issues. So if you could have a key takeaway from today's session, I would always just make sure, verify what's connected, give that little counseling.

Tell them that there should be three if they're fitted with two hearing instruments and paired to the phone in the app. If they're a monorail fit but paired still to the phone in the app, they'll have two and they should have two. So that's typically the structure of pairing that we've seen. The greatest success where it's paired to the phone first, then to the app, and then if there is actually supplemental accessories, they would get paired last. I will say one disclaimer.

We have seen some, some, and it gets tricky because there are so many phones out there, but we have seen some Android, Samsung's phones that if there's pairing issues or, you know, like then connecting issues that are going on, pair first to the app and then pair to the phone, but only for a limited few androids that we're starting to see. So that's another tip there. Okay, getting starting. I'm going to ask all of you if you can

share one of your tips. If your patient comes in and says, my hearing instruments are not connecting to my phone, what do you offer up?

What's your first troubleshooting?

So we've got a great one. Delete the pairing and restart. That's always a good one. Before I give the few answers away. Yeah.

Okay, so that's. Which is great, actually. So common thread we are seeing. Delete all pairings and do a new pairing. So I'm going to actually help a little bit out here before we do this.

And this is actually applicable to like, pretty much all manufacturers is that when's the last time you have actually shut down your phone? And I mean hard reset, not the sleep mode where the screen goes dark. Okay? Because technically still the phone's operational and using energy and all of that, but fully powered down the phone. Admittedly, I'm not going to say that my personal phone is on pretty regularly, especially also because of just my international nature, being in Australia, growing up there, I have family still in Australia.

I don't want to miss a call. Okay. More on the sense of maybe if it's of an urgent need. So my personal phone probably only gets shut down twice a month. Not a good habit.

So what is really recommended is daily. That is the recommendation. And I appreciate that we have someone who is willing to share that they've just learned how to do that hard shutdown on a phone. If it's even us who are still learning. And granted, I've actually had to show some of my family member members is that think of some of our patients are probably not doing it.

Yeah. So this is critical. And then, hey, I threw in this little article here, or just like the snapshot that there's also good reasons to hard shut down your phone, as I said earlier today, or earlier in this session, is that the phone does everything. And so that screen time gets incrementally more and more and more. There's a world out there to enjoy and explore for just physical exercise and energy and mental well being.

So Forbes actually has 18 good reasons why we should shut them down. Okay, so someone's getting ahead of me. So I'm not going to answer their comment there, because that's going to come close to my next one after this one. So, nearing storage capacity, that's another one. So what we tend to forget, too, is that our phones are like computers.

Have you been with a computer that's nearing to its memory, its ram essentially, and it's running slow? That can happen also, too. So if we're nearing storage capacity, that's going to just really slow down the entire system. So also like the connection, or holding that connection if it is, especially powering through the app. Pay \$0.99, pay \$2.99 to get that storage icloud or Android's cloud services.

Because I mean, heck, we do have a lot of photos, media, saved messages and all of that. I don't think anyone ever remembers that all of that is taking up storage space. So check that now to one of the attendees. I appreciate it. This is another one that we would want to do is close the apps and search engines that are running in the background.

So this is that thumb exercise. So I asked, ask all of you if you are around your phones, which more than likely you are, just do me a favor and open up your phone. Now you're probably good at knowing to clear out those apps in the background, but I want you to do one more thing. Open up your search engine, be it a Google search engine,

Safari search engine, and just look at the number of your open tabs of your search engines. If you want to disclose how many you have, feel free to drop it in that Q and A.

I at the current moment, if you're all doing it, I'll do it too. I am looking and for my business phone, I open up and I have 27 tabs open. So I will say I only know what the maximum is for a iPhone because I learned it from a customer and it was during a session. They opened theirs up and they said, I've got 500. And I'm like, holy moly.

And does anyone have more than 500? And then they're like, well, you can't add any more. 500 is the max. So ironically, I haven't actually looked at what's the maximum for like Android, but yeah, iPhones, 500 tabs. Oh my gosh.

Yeah. So make sure these three are really critical because this, by doing this, actually prevents you having to maybe do the last one. I want to point out, which was basically what a lot of people's first point of, you know, reference was to try to solve for connectivity issues, is, hey, delete that Bluetooth pairing and start all over. So try those three prior because really number four is actually a little bit more lengthy. The other three are actually quite quick and simple to do.

But then yes, if all else sort of fails from the three on top, if connectivity issues continue, do that. Okay, moving along, if you want to, please feel free to drop in. What your maybe solve and solution would be is if your patient came in and said, my calls cut in and out or my calls are intermittent or what have you been counseling? Because it could also just be about counseling.

Awesome. So someone who's coming in with the notification issues. Yep. So actually the notifications and that's more geared for like the Sonova products, the notification is the ones that are those sound haptics that are kind of creating the hearing aid to maybe go into streaming mode. And so when it goes into streaming mode, it's a

different environment and so it might clamp down on the actual sound, external, environmental sounds.

That's a great one. Perfect. And I think I do have that one, actually, as a solution. First one is actually counseling one of them. So has anyone actually maybe seen this, where we actually link up to a lot of Wi Fi spots?

Home Wi Fi, friends Wi Fi. And then even when we are on the road, we may be at certain, like, retailers and restaurant Wi Fi. And so when you're linked into that Wi Fi, when you then maybe are taking a call and you're exiting that restaurant or something like that, and then you're heading out, there's going to be where Wi Fi, eventually, that's going to get lost, and then it's looking for that cellular data. So that gap between the strength of the wi fi lessening, okay, home Wi-Fi, restaurant wi fi, and then that cellular data can create that in and out. Um, and actually, the irony was that, um, on the road, for me, I'm tapped into the Panera VPN.

And so when I was actually on a highway, relatively, um, not a fast speeding highway, but on a highway, I'm driving through and I'm on a call, um, because I have a lot of windshield time, and all of a sudden, that call is like, wait, are you there? Are you there? Hello? Can you hear me? And I'm like, gosh, like, but I'm in sort of like a.

A good, heavy trafficked, heavily populated area. Why? And then, ironically, it was that I quickly looked at my phone, and then all of a sudden, I saw those wi fi rings, and I'm like, but I'm in a car. Like, I'm not hooked on the car wi fi because mine's not equipped with that where. And then I just glance over and I see the panera.

I was just within the range of where Panera's VPN caught onto my phone. And so then I had to, like, wait until it embraced into the cellular, so that can happen. So if we know that you may be having issues or something like that, especially someone's vocation

where they're back and forth from home in the car. Home in the car. They may not remember or have been taught about disabling the nearby Wi-Fi so they could swipe down, just disable it, and then essentially, whoops.

Is basically keeping it Wi Fi disabled for that entire day. Now, to an attendees like hearing care professionals. Yes. Hearing aids can cut in and out because of notifications, sound systems. So we want to be able to disable these settings, these sounds and haptics if we had to.

So they're always sometimes fun to explore and uncover where you have to go. So you can do here where you can disable it under that settings haptics and then you've got your keyboard feedback and then those lock sound system hat you would want to disable those disable notifications with this one. So this is where certain notifications if not all will also trigger that in and out. So this is where you can go under your settings, your notification and then you can disable the notification by the specific apps, okay. And then just for your Android those who use them because it's always hard to kind of toy around two different systems.

So these would be under the system sounds here. So settings sounds and system sounds. And then you can disable the notifications for like touch interactions, the keyboard sounds, screen lock sounds.

Okay moving along, does anyone have a solve or a solution that they've tried that this is now specific to iPhone, that my iPhone has static sound.

Now some of this might be a little bit more related of a solve that I can share with also Sunova products but. Excellent, I appreciate someone had this exact sort of problem and they restarted the phone and it went away. So they actually took back the troubleshooting tips from what I said at the beginning, even just from any pairing and

connectivity, just restarted the phone and it actually solved. So it just needed basically a reboot which is great. So something to share here is this fixed versus adaptive bandwidth.

So here you thought you knew everything and anything about Bluetooth and possibly phones. There's even more to it with regards to even these terms of phone quality. So what's the difference? So adaptive has an upload download. So you can see it adapts to a variation frequency range, whereas fixed to its name has just one standard range, a fixed upload download of around 4000 hz frequency range.

So majority of phones use adaptive, okay, or maybe a different upload download frequency bandwidth. But not all phones are the same as we know. And the use of the adaptive is that's meant to actually create, you know, sort of in a way better broadness of accessibility, okay. Essentially being able to kind of jump around and get that signal across. But by jumping around that also can cause that little intermittency.

So then that's where fixed to its name it can only go one pathway becomes more stable. So within for the Sonova products where we can do this is that you can actually disable the Bluetooth adaptive bandwidth and make it fixed either in the software or the app. And so ideally it would be great for the app. So your patient doesn't actually have to physically come in and see you in the clinic. So if they have the app installed, it's under one of our settings, they would go under the adaptive Bluetooth there and then disable it.

Now what I would encourage to do is actually then also kind of like turn off the phone, turn off the hearing instruments, turn the phone back on, turn the hearing instrument back on. It doesn't have to be that order just to make sure that that fixed bandwidth is now sort of applied.

The other few other things too, just to make sure is verify that the iOS is up to date. And then if that doesn't solve, and I will add that if you didn't, if you also did turn off the phone and turn the phone back on and that didn't solve, there is one that typically does fix it, but it is a little bit with some agony because you can reset your network settings. Now the only thing that will happen is when you reset the network settings. Basically like it says here, this will also reset the cellular network. Thus you lose all of those saved Wi Fi VPN's.

So if people have actually, you know, gone around their own home, friends homes, restaurants and all of that, they would have to actually reconnect to all of them. Another fun thing is, and that's why it's great to always have some trial devices, aka al flex trials. If hissing is still present, you know, maybe try another hearing instrument. Or if not a hearing instrument, pair it to your phone. Okay.

Your clinic phone that you may be using, just to see if that is still persistent so that you can do you duplicate it or you don't.

Just a few things that I like to showcase as well that you may have not have been aware that there is voice isolation for iPhones. Okay, this you need a requirement of iOS 16.4 or later. And so what happens is that during an active phone call you can access the control center. So sort of like a diagonal swipe and you tap the mic mode. There you select voice isolation from the list and then you end the call.

You don't have to do that for every active call. Once you've done that, voice isolation is in play. But in order to first activate it, you have to do that during an active call, then slightly different name to it. But voice. Voice focus for Android, so compatible with certain Samsung Galaxy models, is again also during an active phone call, tap on that microphone symbol that would be on that top left.

Voice focus not active would be in a white color. Voice focus active would be in a green color.

And then does anyone have a solution for when they a patient might come in and says my phone picks up in the car and not in my hearing instruments, by the way. I've learned a few as well from what's been shared too. And seeing what goes out, what you all apply, which is great.

Yeah. So this one, this brings up also sort of like a bit of a discussion, you know, kind of the hierarchy, you know, what pairs last goes first, you know, those sorts of things as well. That typically can also does happen. So. But I, historically I've seen that usually the phone regardless is the, the primary and then it's kind of thereafter what gets paired becomes that.

Yeah, like the teeter totter of who goes next and who gets bumped off. One thing that we commonly hear with this one is that it is related to call routing.

And then this is actually for iPhone, Android doesn't need one of these. The call routing is by default on automatic. So that means that if a patient's phone is ringing and they tap control or answered on their hearing aid through their push button, it's going to route to the hearing instruments. But if their phone is by them and it rings and they answer on the phone, but it's hands free to the hearing aids, it's actually going to come from the phone because they answered it from the phone. And then cars equipped, if they answer on the steering wheel because you answered it in the car, part of it, it's going to go through the system of the car, the stereo system of the car.

So if we always want to make sure that it's going to the headset, which would be then the hearing aids, regardless, if you answer it off the phone, if you hit the answer button on the steering wheel where you need to go, and it's the most inconspicuous space

here is that you would go under settings, then you go to accessibility, touch call, audio routing and as you can see by default it's automatic there. And then you would select Bluetooth headset.

And then just a couple of other little things because it's always usually commonly asked. I just wanted to mention about Bluetooth transmission facts. Just in summary from this, is that something that you may want to just be made aware is that for those who actually have pacemakers. So it might be a good case history question or just a health driven question just to make sure that, hey, does your patient have a pacemaker? If they do, we would try to minimize having the phone be in their pocket or something like that, in their shirt pocket or something because we just don't want to maybe impact any transmission that might be miscalculated if they're wearing a pacemaker.

And then summing up from our end, if you are reporting unexpected behavior, okay, so be it. To audiology tech support, to our, you know, clinical trainers, if you are reaching out to like anyone, our accountant representatives, what helps us understand and better solve and even if we have to submit a case so that we can kind of do our internal sort of reliability and investigation. Is that the hearing aid? What model? If you can try to locate the firmware version, but also include actually something I didn't even pop in here, the serial number, that would help us.

And then the phone. What would help is the make, the model and the operating system. Okay version. And so from an Android, like again, if you want to take a screenshot of this, this is where you would locate it. iPhone.

That's where you would locate it. That helps us basically be able to see trends and kind of do a little bit more of a deeper investigation. So in summary, daily recommendations, if you can make sure your patient powers down the phone fully, okay, that hard power

down. But if they can't at least disable and enable Bluetooth daily from like the settings, you know, so swipe down and hit the Bluetooth icon. Or if they want to go through the settings, Bluetooth and really see that they're turning it off and on, that is what we would encourage just from a daily recommendation.

Outside of that resources and support, you've got unitron account representative, unitron clinical trainer, you have unitron audiology tech support team. And then for your patients, consumers, we do have a consumer hotline. And now I pose the same question that I kicked off with. So how do you now feel about Bluetooth? My name is Christina Petridis.

I am, like I said, the senior audiology and education manager here at Unitron. I hope you got some cool nuggets to take away. If you have any other questions, please do not hesitate to contact us or contact your account representative. And then I want you to go out and love the experience. And thank you for joining me.