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Philips HearSuite

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Hello and welcome to this course as we introduce you to Philips Hearsuite 2024.2 and all that is new with the launch of HHearlink 9050. There are a variety of changes that are found within the newest version of software and throughout this course we are going to discuss each of these in detail to ensure that you are both comfortable and confident navigating Hearsuite fitting a Philips HHearlink 9050 device.

Here you can see today's learner outcomes. After this course, you will be able to discuss how Philips HHearsuite fitting software provides support for the HHearlink 9050 mini write. You'll be able to identify the various software updates and how they can improve both first and follow up fittings of Philips HHearlink devices and you'll be able to perform a first fit of a HHearlink 9050 mini write within the Hearsuite fitting software.

The most impactful change that comes with the update of Hearsuite to 2024.2 is the support for HHearlink 9050 to support our newest product and the technology it introduces, there are several key features that you will now see within Philips ear suite. These features include support for the mini fit to text speaker, sound guide, low frequency enhancement optimization, data logging, wearing time counter and tap control for calls. We will now look at each of these in a bit more detail with the introduction of HHearlink 9050, Philips also introduced the mini fit to text speaker. This new speaker is compatible only with the HHearlink 9050 device and features many new advances in both fit and functionality that work together to improve the fitting experience. It is important to note that the minifit detect speaker is compatible with all current minifit non custom doles, several current custom mold offerings, and the new microshell detect mold for 60, 85, 100 and 105 fitting levels.

For more detailed information on acoustic options, please refer to the introduction to HHearlink 9050 presentation.

Here you can see some key items regarding the minifit detect. First, the new minifit detect speaker must be attached to hearing aids to detect them in hHearsuite and to start the fitting. This is necessary because of the improved information you'll be getting by using the new minifit detect speaker. The speaker is level lengthen, serial number and left right detectable, making the fitting process simplified and easier to follow and error mode ensures the correct speaker is attached for ease of use and the best member experience.

Unlike previous versions of Hearsuite, many fit two tech speakers need to be physically mounted to the HHearlink 9050 devices for them to be detected. If they are not attached, it will not be possible to proceed with the fitting. In this example, there is no speaker attached to the right hearing aid. A warning banner appears advising that there is no speaker attached to that hearing aid. Once the speaker is attached, the device can then be detected and the fitting can proceed.

When first connecting a HHearlink MD 50 device, there are several things that you will see. You will see left and right side based on the mounted speaker. Therefore, you will no longer need to assign right or left. You will see the fitting level and there will be a new beep and led button. This can be used to confirm that the correct side is assigned.

Clicking on this new beep and led button will play a melody and the led will light up on that same side. This is different from previous versions of Hearsuite where it would only play the melody.

After clicking continue, additional details will be shown. You will see the wire length for each speaker and you will see the fitting level of the attached speaker. This gives you not only a visual indication of what is attached to the members devices, but also stores this information within hHearsuite within that members profile.

If the right and left speakers are accidentally switched from what was previously saved in the hearing aids, the led will give four long orange blinks 1 second long four times for a total of 16 blinks. This same blinking led warning will also occur if a wrong level of speaker is mounted, as well as if the hearing aid detects a defect with other components of the hearing aid. Note that the speaker error mismatch is not configurable in hHearsuite.

Here is an example. When the fitting level is different from what is expected, there is a mismatch between expected and detected and you will get a notification regarding this mismatch.

If the speaker gets detached or disconnected from the hearing aid during the detection or fitting of the device, a message will pop up to advise that the speaker has lost connection and how to troubleshoot the issue. Error mode is available to make sure that you have a stable connection to the HHearlink device and as a cross check for accurate side and strength and then to advise if there are any concerns regarding speaker function, each translating to improved fitting accuracy and enhanced member experience.

Let's now discuss Soundguide. For detailed information on Soundguide, the technology and how it functions, please refer to the introduction to HHearlink 9050 course. Here I simply want to detail connecting to a HHearlink 9050 device and then where to find Soundguide within hHearsuite with the controls that you have access to.

Connecting to the Philips HHearlink 9050 devices happens via the Noah link wireless with the same process as previous devices in the Philips portfolio. To connect, put the HHearlink 9050 into Bluetooth pairing mode by placing it in and out of the charging unit or restarting the device via the push button. Note that the HHearlink 9050 devices are shipped in battery protection mode, so you will need to place any new devices into the charging unit for about 10 seconds prior to connecting to the hair suite fitting software within the software, you will notice that the only style listed is the MNR. For those that have

worked with the HHearlink 9010, this may be familiar. However, know that with the HHearlink 9050, the MNR or minirite is a rechargeable device and also has a built in telecoil.

And then you will also see those new numbers that we have reviewed indicating speaker length and speaker strength.

Soundguide is a key technology feature that is available for the HHearlink 9050. Soundguide recognizes head and body movements and uses that information to adjust the dynamic directionality and AI noise reduction levels to optimize speech. Understanding this can mean a more automatic and improved experience in noise, so you don't hear as many complaints from the member and often don't need to set up multiple programs. This tries to help simplify things for the member and improve efficiencies for you. Control for Soundguide is located under the features selection and features.

A few items to note regarding Soundguide Soundguide is available in two general and speech and noise. Soundguide is turned off by default in speech and noise. To turn it on, change the directionality setting to dynamic directionality. Soundguide is not available if noise reduction mode is turned off or if dynamic directionality is not selected, and then it is recommended that hcps use clinical judgment regarding when this feature may not be suitable. For example, if the member does have atypical head or body movements.

For more details on Soundguide, please refer to the introduction to HHearlink 9050 course the next feature of the HHearlink 9050 within hHearsuite 2024.2 that I would like to now discuss is low frequency enhancement optimization.

Quickly recap this feature from our introduction to HHearlink 9050 presentation. This optimization of the low frequency enhancement feature means that members will receive a higher level of gain between 125 and 625 hz when streaming. This is important because it will give a fuller, more natural sound

quality when enjoying music, listening to podcasts, and more while they are streaming. This might be particularly beneficial when a member has a more open fitting because that configuration is more ideal for listening to speech, not necessarily for streaming sound. Therefore, this improvement might help reduce the need for additional fine tuning for that member.

The low frequency enhancement feature can be adjusted in feature selection accessories and then the smartphone tv adapter audio clip tab.

Here you can see in detail the precise amount of gain that will be prescribed for high, medium, and low settings. It also shows how the new low frequency enhancement has been optimized by comparing the previous low frequency enhancement settings to the new optimized low frequency enhancement settings for Philips HHearlink 9050.

As you can see, there is an increase in the amount of low frequency enhancement at 125 previously where there was none between 250 and 625. We have added a certain level of gain enhancement because of the new motion sensors within the HHearlink 9050 devices. It is now possible to get information about when the hearing aids are being worn on the ear versus when they are switched on, but not necessarily being worn. This information is found in the data logging section of Hearsuite 2024.2 and is called wearing time counter.

As you can see, there are two different times recorded, average on time and average wearing time. Let's consider the difference between wearing time and on time. Wearing time logs how long the hearing aid has been turned on and physically placed on the ear. On time logs, how long the hearing aid has been turned on but not physically placed on the ear, for example, if it is lying on a table in a protective case, et cetera. This information is displayed in the feature selection, data logging and statistics tab.

In this example, the average on time is 6.9 hours for the right ear and 7.9 hours for the left ear. The average wearing time is 5.5 hours for the right ear and 7.1 hour for the left ear. The example shows that this member tends to wear the left hearing aid more in general, but also not much difference between on time and wearing time. The two correlate, which would be generally representative of normal use. However, for the right ear there is a bigger difference between the on time, which is again 6.9 hours, and wearing time at five and a half hours, which could indicate that the member might have occasionally forgotten to shut the hearing aid off when taking it out of the ear, or perhaps they are not wearing it as much so, this could help to explain maybe some issues with battery life that are more due to member behavior but not an issue with the product.

Another feature that is made possible because of the new sound guide motion sensors available in HHearlink 9050 is the ability of members to now answer or end calls by double tapping on the hearing aids. This could make it quicker and easier for the member to answer their incoming calls.

The control for answering calls is turned on by default and the members can enable or disable it via the answer calls faster feature in the Philips Hue link two app. The feature can also be enabled or disabled within here suite if needed, so let's go ahead and look at where you can access this feature within here suite.

As mentioned, this feature is turned on for Philips HHearlink 9050 by default as indicated by the tap control sliders. It can be disabled by moving the slider to the left, and you may want to consider disabling it if the member finds this feature confusing, or perhaps if they prefer to answer decline and end calls via the push button. Only if your member makes a change in the HHearlink two app from what was originally programmed during the fitting. A notification will appear the next time that the devices are connected in the fitting software, and this is a great opportunity for you to help troubleshoot. If someone comes in with a reported issue with their tap control, it is possible that they could have done so

accidentally and we'd advise that you check this screen as part of your troubleshooting.

In this example, the notification advises that the tap controls answer calls faster feature has been turned off by the member in the app and therefore a notification appears in the software.

So we have reviewed a variety of updates within HHearsuite 2024.2 that are specific to hear link 9050. Now I want to discuss some general software updates that are being introduced to improve the clinical efficiency of our fitting software and your experience as you fit and perform follow up fittings with your members.

The first update is one that we recognize as being crucial to your workflow and therefore we are very excited to be able to introduce the ability to keep the binaural pairing of Hearlink devices within Hearsuite 2024.2. Let's go ahead and look at exactly what this means in Hearsuite 2023.2 and earlier. If only one hearing aid that was part of a pair was connected, the binaural pairing would be lost. Therefore, the members hearing aids would not communicate with each other until both were connected in Hearsuite and the binaural configuration was restored in here, suite 2024.2 and for all Philips HHearlink devices, the binaural pairing will no longer be lost when only connecting to one hearing aid, which is part of an existing binaural fitting. For example, if a hearing aid comes back from repair, the settings can be transferred back to the hearing aid without the member being present in the hearing center with the other hearing aid.

It is important to note that the hearing aid must either be previously fitted as part of the binaural pair or it must be the same model and same technology level.

The next updates that we will discuss are related to Noahlink Wireless and there are two updates that we will briefly discuss.

Peersuite does support Noah link Wireless two Noah link Wireless two is an updated version of the HHearlink wireless programming interface and it does have the same capabilities as the current Noahlink Wireless one. In Philips. Here suite, the device will simply appear as a Noahlink wireless as seen in the image. The design of Noah link Wireless two is almost identical to the design of the original NOAA link wireless. The main difference is the naming on the front, which now includes the number two and the power connection is USB C rather than USB B.

The second update is the removal of this familiar dialog box in Hearsuite 2024.2. Previously this was introduced as a reminder that Philips HHearlink 9030 or later could only be programmed wirelessly using the Noah link wireless. It is now assumed that this is known. Therefore, the dialog box will no longer pop up when launching Philips Hearsuite 2024.2.

And the last update to Hearsuite is an update seen in the finish session section of the fitting software.

In earlier versions of the fitting software, the indicator for turning Bluetooth on or off was labeled as flight mode in Hearsuite 2024.2. This indicator is now labeled Bluetooth on off. Changing the label helps to clear up any confusion regarding the purpose of the indicator. Let's go ahead and look at how this appears in the fitting software to find this feature. Navigate to finish session and audible indicators in Philips Hearsuite 2023.2.

Again, the naming was flight mode in Philips Hearsuite 2024.2, flight mode has been renamed Bluetooth on off, both in audible indicators and within visual indicators. Again, this was done for ease of use and to apply a label that indicates exactly the function of the feature.

So we have spent some time discussing the various updates seen in Philips Hearsuite as they relate specifically to Hearlink 9050 and also general updates made to the fitting software. Now I would like to take a moment to recap these updates and how they might affect your fitting flow. The purpose of this is

to ensure that you can quickly connect to and Hearsuite a Philips HHearlink 9050 device with ease and with the same confidence that you felt fitting previous Philips technology, all while also knowing that you are providing your members access to sophisticated motion sensors that recognize head and body movements that personalize the directionality and noise reduction settings like never before.

Listed here are some tips for success. These are items that we have perhaps reviewed already throughout the presentation, but I want to quickly reiterate to ensure that you have the best experience possible when connecting and fitting the Philips HHearlink 9050. Note that the devices do remain active in the charging unit for up to 120 minutes or 2 hours. Therefore, it is possible that you might see multiple devices on your connection screen. Therefore, we do encourage use of the new beep and led button.

This button will provide not only an audible indication but also a visual indication of which devices are being fit. Next, you need to ensure secure connection of the mini fit two tech speaker system. We noted that the mini fit to text speaker must be connected to the HHearlink 9050 to proceed with a fitting. Therefore, we encourage pushing the speaker in and then gently tugging it to test the connection. Next, understanding of error mode the error modes do come in many forms.

You could perhaps see an error message regarding the wrong or wrong level, but there is also the malfunction error mode. If you do see an indication that the wrong side or wrong level of the mini fit to text speaker is attached, you can work through that error message and proceed with the fitting. However, if there is a malfunction of the device or perhaps the receiver is not attached, you will need to correct that error prior to proceeding with the fitting. And lastly, the push button is disabled during the fitting. To ensure that the HHearlink 9050 devices do come out of fitting mode which they enter into during the fitting, it is important to end each of your fitting sessions via the save and quit option within here suite prior to your member leaving the booth.

If they should happen to walk away, the push button will be disabled for about 30 minutes and to end, let's quickly review the first fit protocol, paying attention to any changes that have been made based on the HHearlink 9050. Now for additional assistance when performing a first fit, resources are available on the Philips Costco portal including a detailed first fit guide. The following steps are outlined in this guide so you can easily refer to it when needed.

First, you will enter the member file and verify the fitting rationale and demographics. This will help to ensure that you have the correct member profile.

Second, you will want to connect the Hearlink devices via the HHearlink wireless allowing the software to detect the connected device and the connected mini fit detect speaker. Once connected, you will then need to select the appropriate earpiece within the software that matches what you have selected and have physically mounted on the device for the member.

Then, once you have set the devices to 100% adaptation, you are now ready to proceed with your fitting.

Step three is running a feedback measurement to ensure the optimal performance of the HHearlink devices and the sound map feedback canceller.

To run this, you will click on the orange measure button, ensure that the member is quiet and your surroundings are quiet, and then run the feedback measurement for both the left and the right ears.

Once feedback measurements are complete, it is time to complete real ear measurements. Based on your Costco protocols, you will want to ensure that 24 bands is selected for the most flexible adjustments as needed. This will provide access to the 24 fitting bands and allow you to increase or decrease gain as needed. In one decibels increments after real ear, you have determined the

appropriate appropriate target gain for your member and now it is time to determine if these settings are comfortable for the member in overall volume. If the settings are not, you can return to the adaptation screen to enable the automatic adaptation manager and you can set start gain to 80% or 90% as needed.

Note that if target gain is adjusted below 100%, it is necessary to enable the automatic gain adaptation feature to ensure that your member does eventually reach 100% target gain.

The next step is to determine if any additional programs are needed. The devices, of course, do come with a telecoil, so program two will default to classroom t unless you adjust this in your preferences menu, and then it is time to finish off the session by customizing any audible or visual indicators for your member and ending the session via save and quit again. Remember, in our tips for success, we do want you to ensure that you end the session by using the save and quit end session save button to ensure that the devices do come out of fitting mode.

The seven step first fit has remained simple, it is fast and it is easy and effective even with the introduction of HHearlink 9050 and its many new features and benefits for your members.

So in summary, Hearsuite 2024.2 introduces numerous features to support HHearlink 9050 and to improve clinical efficiency. It features support for the HHearlink 9050 devices, the low frequency enhancement optimization providing even more gain for streaming between 125 and 625 data logging wearing time counter which can indicate where time versus on time tap control for answering calls for ease of use and quick control to answer and end calls. Support for Noah link Wireless two the ability to keep a binaural pairing even when you only have one device in the center finished session updates the renaming of the Bluetooth on and off button and then a familiar first fit protocol that has now been made even easier with the automatic detection of the mini fit two tech speaker I want to thank you for attending our course Philips Hirosuite 2024.2 and if you do have any further questions please feel free

to reach out via the contact information. You do have an email address and phone number and then also access to the Philips Costco portal which will allow you to access many of the support documents that we discussed today.