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Grand Rounds By ReSound: Phone Connectivity

Presenter: Sabrina Calcara, AuD, CCC-A

Hello everybody. Thank you for joining today's session on Grand Rounds by Resound. We're going to talk about phone connectivity. So let's get started. Here are some of those webinar FAQs.

If you have any questions, where to get your handouts, few captions, how to earn your CEUs and for assistance or tech support, certainly call in using that number. We're going to first get into Me, my name is Sabrina Calcara. I'm a field training audiologist with Resound. I've been with the company for quite some time now. Coming up on seven years.

If you have any questions. Certainly. Like I said, there's the chat you can access if need be. Our objectives today after this course participants participants will be able to proficiently connect hearing aids to an iPhone and Android devices. After this course participants will be able to better assist patients with hands free phone calls.

And after this course participants will be able to troubleshoot various connectivity issues that arise with iPhone and Android devices. So let's get started in that content.

All right, so I just want to bring up bring to your attention of course the how important connectivity is now to our patients. It's so important, but it also can be so frustrating for professionals. I mean I'm sure all of you have at some point in time felt like you're almost like Genius Bar at Apple's because you're constantly dealing with connectivity. So I'm hoping today's course will kind of give you a little bit of tools to use or to take out of your back pocket when need be. But just to give you some statistics here, connectivity is among the top three key satisfaction drivers when using hearing aids.

Hearing care professionals connect daily more than 50% of their patients to their smartphones. So you all are definitely in that connectivity doing it a lot. And most hearing care professionals experience frustrating challenges with connectivity and prefer not to recommend it to patients. I think because we as clinicians get so frustrated sometimes with all of the hoops and everything that we have to jump

through that we don't want to recommend it. But at the same time it can be one of the key satisfaction drivers when using hearing aids.

So don't forget that so quickly. Our agenda we're going to talk about pairing, we're going to talk about phone calls and some troubleshooting today. Okay, so just some pairing suggestions to think about when you are going to pair those hearing aids. So things to think about. Verify what iOS or Android operating system you want to make sure that whatever phone they have, it is compatible.

That is Important, I find I see that a lot. Sometimes people assume the phone's compatible, especially in Android, and then they find that it's not. Close all the open apps in the background. That's definitely a nice thing to think about. Upon first connecting those hearing aids, make sure you Download that resound smart 3D app.

If it's Resound hearing aids that you're connecting, which is what I certainly hope that's what you're connecting. If you're having problems detecting devices, think about rebooting the phone, just restarting your phone. It can go so far for connectivity versus trying to do a million other things. Just reboot that phone, turn off any other Bluetooth devices that might be in the room that might kind of be fighting for that connection. And sometimes even putting your phone in airplane mode can also be super useful.

If you get a phone call or your patient gets a text in the middle of that pairing process, it can disrupt the pairing process and then they can ultimately end up with connectivity issues down the line. So some other things to think about. How many people are using the same Apple id? So this was an update that came out, I want to say, last year. It was an iOS update where suddenly now if you have another hearing aid paired on that same Apple account, you will have difficulty connecting a new set of hearing aids.

So for instance, if you have a husband and wife and they both have hearing aids, and that husband and wife are on the same Apple account, which does happen sometimes when you try and connect a new set of hearing aids on that, let's say the husband's phone, but the wife has hearing aids connected to her phone on the same Apple account, you're going to have a really hard time. You might not be able to find the phone, the set of hearing aids at all. So just something to think about. Is there an iPad at home that the hearing aids are connected to? So all things to ask your patients.

If there's an iPad or another phone, that phone or that iPad, make sure you turn off the Bluetooth connectivity so that you can now pair the devices. So definitely a newer thing that we need to think about, which is frustrating. If two people, if you have a husband and wife and they are on the same Apple account, then you are going to have to get them removed from the same Apple account, get them up on their own Apple account in order to be able to connect those hearing aids successfully to each individual phone. All right, some more best practices for an iPhone specific. So this is Resound's QR code.

You can certainly find it on our website, the QR code is super, super handy. You take their phone, you do the QR code and it will literally come up saying, yep, the phone is compatible for streaming or nope, it's not. It's literally green or red. So super user friendly. As I mentioned before, close all the open apps in the background.

That's sometimes also if you notice that your patient has tons and tons of apps, that's a really good time to counsel to tell them to make sure they are closing out the apps in order to make that connectivity stronger in the future for your patients. Reboot their phone. Also another good connectivity habit. Reboot their phone prior to getting those hearing aids connected. And as I mentioned before, turning their phone into blue onto airplane mode can also be helpful.

So that it, it kind of cuts out any phone calls coming in or texts or anything that could be like, disrupt that pairing process. So it's a really nice, good, clean way to get those hearing aids paired up. Turn off any other Bluetooth devices that are in the area and here's a big one. Wait two minutes on that pairing screen. We are all, I know in a rush that we want to move forward.

So when you hit pair pair on those devices, stay on that screen for two minutes. Okay? In order. You want to see all those programs pop up, you want to see what you programmed. If you're not seeing those programs pop up, what I would do is restart over.

Okay, something happened with that pairing. But really two minutes staying in that screen will kind of firm up the pairing. And guys, this is actually true not just for Resound hearing aids. This is true for all hearing aid companies. Staying on that screen for two minutes will certainly help that pairing process.

All right, let's take a look at Android. Android. Here's a tip for Resound. Do not connect those hearing aids in the Bluetooth menu. First, you must always connect Resound hearing aids to the Android phone via the app.

Okay? So that is step number one and the step that you take. If you connect it in the Bluetooth screen, you are going to have to go and disconnect, forget cash, all that stuff. So make sure if you have Resound hearing aids, you are connecting those hearing aids to the Android via the app. This resound smart 3D app.

Here are some, just some pictures of that pairing process. Make sure you allow everything, allow Bluetooth, allow location services, all of that. You will have to restart those hearing aids at one point. It will prompt you. So just make, keep those hearing aids off the ear while you're in that Pairing process so that you can easily just go ahead and pair.

And again, once that pairing process is complete, you will get this downloading well done and then you should be good to go for that Android. Okay, so again, Androids are different than the iPhone. For the iPhone you're going to connect through accessibilities and all that good stuff versus Android is through the app.

All right. Phone calls. So hands free phone calls. This has been a fun new thing for many of our devices. So our next our Resound Nexia, which is our most current portfolio, the Resound Omnia and the Resound One all offer hands free phone calls.

What does hand free phone call mean? It means that your voice is getting picked up by the hearing aids. So truly your patient can have a hands free call where they do not need to carry their phone around and hold it in front of them to have a conversation. Their phone, their voice is getting picked up by their hearing aid microphones and they again can put their phone down. Okay.

Streaming is also occurring during this time. So hands free phone calls is again available with the Resound Nexia Omnia and Resound One devices. iPhone and iPads with the iOS 15.3 or newer, that's iPhone 11 and newer. And then in terms of Androids and Google's Google phones, the Samsung Galaxy 23 is the only Android phone that has the hands free capability because Resound Nexa devices have Bluetooth low energy audio enabled in them and this phone also has Bluetooth low energy audio enabled in it. And then some of the Google Pixel models, so some of the newer models with Android operating system 15 and then I believe it's the Pixel 9s, the eights and the Sevens that now offer hands free phone calls.

Okay. Also those phones that have hands free phone calls also have the ability to use tap control with our RIC devices, our Micro ric, our rechargeable RIC, the Nexia 60s, they have tap control. I do just want to note that hands free phone calls is deactivated if you are doing a bimodal fitting. So the second, if you are familiar with bimodal fittings, the second that you go ahead and link that hearing aid in the

cochlear software, the hands free capability will be turned off. So I mentioned tap control on voice pickups, how to pick up a hearing a phone call.

So you have some options with our technology in order to pick up the phone call, you could certainly push the button on the hearing aid to answer the call. You can also double tap our Nexia Micro RIC devices. I'll show you a picture coming up. It's literally a physical, physical double tap of the ear which will enable or answer the phone call. I have some people who are very wary of tap Control because it hasn't worked out in the past for them.

I assure you it has been very successful with our devices. If they double tap their ear at any other time, it will not provoke Siri or anything like that. It literally has to be an incoming call and the double tap and that will pick up the phone call. During the phone call, you can certainly switch iPhone to different streaming routes. You can disable Bluetooth Audio input can also be changed from the triple click menu.

So these are all things that are kind of known that have been out there for a while. But let me show you how to accept a call with tap Control.

This is a video. So incoming call, as I mentioned, this patient will literally double tap their ear which will answer their phone call. They cannot double tap their ear to end the call. They must manually end the call on the phone. Okay.

So a double tap on the ear to answer a phone call. So let's say a patient reports the tap control is confusing and doesn't want that feature again. I assure you it has not been. This feature has been out there for over a year now. I have not had any reports of confusion or patients not liking it.

But I will just let you know how to turn it off in case that's something that you do want to do. So you can disable tap Control in the software or on their phone within the app. So I'll show you in the software what that looks like. Right now I'm under the device controls menu, under Manual controls. Right here you're going to see hands free control or I'm sorry, tap Control.

And you can just disable tap Control right there. Okay. If they are home and you know they're saying, I'm getting confused, you can certainly point them right to their app. Under the My Resound portion in the app, if they navigate up to tap control, they will be able to turn off the tap control right there within the app as well.

Okay. So hopefully that should, if you are concerned or your patient is saying they don't like it, easy availability to turn it off.

All right, this is some troubleshooting stuff. This is one of the favorite things, my favorite things that I like to review with clinicians these days is this complaint. The person on the other line can't hear the hearing aid wearer's voice. So you might be thinking, I'm not sure what you're talking about, Sabrina. So here's the complaint a little bit more specifically.

If they have hands free turned on, they're saying that the streaming sound quality sounds great on their end, but the person on the other end of the line is saying they sound distant or that they're getting a lot of noise. Their voice doesn't sound very clear. Well, this is because if you think about the distance of your, your voice, your mouth from the microphones, it's a little bit of a distance. And other devices, for instance, AirPods, their mics are actually pointing a microphone down closer to the mouth. So it kind of cuts out some of that background noise.

They almost have a directional mic pointing to the mouth. So the hands free ends up being a little bit clearer. When you have hearing aid microphones, your microphones are sitting behind the ear. So it's a

little bit more complicated. So what are your options in that case if this complaint comes up?

So you have two options. You can enable voice isolation, which I'll show you how to do that, or you can completely turn off the hands free. So I say sometimes if the voice isolation doesn't cut it for your patient, the hands free might be the way. Turning off the hands free might be the way what need to do. And then you need to counsel for your patient to hold out their phone just like before.

So let's go through how to turn on the hands free voice isolation. Now, ladies and gentlemen, gentlemen, this is actually something I highly, highly recommend you do for all patients. Moving forward, I look at it as why not get ahead of it. Voice isolation is an iPhone feature. It essentially, basically it helps the iPhone focus on the voice and drown out some of the background noise.

It's a feature that you can turn on with any set of headphones. So it's not just hearing aids, it's any set of headphones paired up to your iPhone. Again, I highly recommend you just turn this feature on the second you connect hearing aids to a patient phone. So I'm going to walk you through how to do that. So if you are, if your patient is on iOS prior to 18, okay, so they have an iPhone 11 and it's on.

They haven't updated their iOS yet. So there's two different ways. There's the newer way, which is the new iOS if they've updated, and there's the older way if they have, they have not updated their iOS yet. So this is prior to iOS 18. Hopefully you guys know how to check iOS.

You just go to Settings General, then you can See what software they are on. But it's pretty obvious the second you start trying to go through these steps to know what iOS they are on. So, first step if you have the older iOS, is you must turn off Bluetooth. If you don't turn off Bluetooth when you turn this feature on for the first time, it won't carry for future calls. You only have to turn this feature on one time.

Once you turn it on for your patients, voice isolation stays on for forever unless they go and do something. So turn off. Step one is turn off Bluetooth. Okay, I'm going to turn my Bluetooth off, then I'm going to make a phone call out. So I use the number 311.

It's a public New York City broadcast number because I'm in the New York area. But have them call their own number when they are making a phone call out. You're going to swipe down from the top right corner and you're going to hit mic mode. I'm just going to play that one more time.

So they're going to swipe down from the top right corner when they are on a phone call. So phone call must be going out. So swipe down. They're going to tap mic mode in the top right corner. Right here, the option voice isolation comes on, you're going to click that, you're going to end your phone call and you're going to turn your Bluetooth back on.

Okay, so again, what I would suggest you do is practice it on your own phone. You can do it right after this session. Get comfortable with that. Swipe down from the top right corner, enter in voice isolation. Like I said, you can do it for your own personal devices as well.

Let's take a look how we're going to do that if they are on the new iOS. So if you have an iPhone and you have updated your iOS to 18 and 18, something else looks a little bit different. This one you do not need to turn Bluetooth off. Okay, so you're going to make a phone call, just like I showed you before. You're going to swipe down from that type top right corner.

But now what you're going to see is phone controls. You're going to tap phone controls and this audio video is going to pop up. And now you're going to tap voice isolation, you're going to end your call and then you are done. Okay, so it just looks a little bit different with the new iOS. So just familiarize yourself with either way so that you can start turning that on.

And again, once it's on for your patients, it's on. Then you know that if your patient calls and they're saying that their voice, they're still not happy with voice isolation or they have the complaint and you know you've already turned voice isolation on, then what I would suggest is just turning the hands free off completely. So let's walk through those steps real quick. So you can do the triple click to access the control menu or you can swipe down to access the ear icon. This is for them turning it off on their own phone.

That's going to pull them. If you do the triple click, it's going to pull this up. You're going to click test hearing aids and you're going to see this screen. Okay. You're going to scroll down to mic input down here and you're going to turn mic input to off.

This will turn off the hands free. I'm not going to lie. The iPhone is a little funky sometimes. Sometimes this shows up, sometimes it doesn't. This is something that you cannot test out on your phone right now because you don't have hearing unless you have hearing aids connected to your phone.

So this does require the hearing aids to be connected to the phone to have access to this. And once you turn this off, it stays off. And now they're going to have to hold their phone like normal or like up to their ear or out like speakerphone in order to talk on their phone. They will still have streaming into their ears. They just, their voice won't be picked up by the microphones.

If it's a little bit of, if it's a little wonky on your end, if it's not showing up, or if you know you don't want the hands free, you can do it from our software.

So you can again under device controls, manual controls. Right here you see hands free control and you can disable it right there. Okay, so two ways to turn off hands free, either via the phone or within our software. You cannot turn on voice isolation for any of those Android phones right now. That is just a limitation of the Android right now.

So if your patient is not happy with the sound quality, you will have to just manually turn off hands free control and you have to do that within the software. All right, let's talk a little bit about some more troubleshooting. All right, first solution. If your patient calls you and says they are having some connectivity issues or you are having issues pairing, turn the phone back, turn the phone off and then on. That should be Connectivity step troubleshooting, number one, all the time.

I just want to emphasize our phones are little computers. Oftentimes people are not shutting off their phones ever. Do you ever not shut off your computer? I highly recommend it is a clean habit to shut off your phone from time to time once a week. Tell your patients shut off their phone.

If they call you and they're saying the connectivity is not there, tell them to shut off their phone, turn it back on. Typically, things reconnect. All right, let's look at another patient complaint. I have to repair my hearing aids to the phone all the time. They never stay connected.

Well, sometimes. First thing I want you to make sure is that the hearing aids are compatible. I want you to think about, is it an Android? Did you connect them through the app? Because if you connected them through the Bluetooth menu, that is not correct and you will have also issues.

Okay, so let's take a look at some steps that I really, really encourage you to do. I especially encourage you to take these steps if you had a set of hearing aids connected to that phone prior. So let's say you had demo hearing aids or you're upgrading their hearing aids. I highly recommend you take these steps for those patients. Make sure you wipe clean the phone of those previous hearing aids before you pair new hearing aids.

So let's walk through those steps real quick. So turn off all those hearing aids. Okay, then so let's say it's, you have an iPhone, you have one set of hearing aid. Turn off those hearing aids. I want you then

to go in and I want you to forget those devices.

Okay? Once you forget the devices, you're going to turn your Bluetooth off and you're going to turn your phone into airplane mode.

Next, you're going to close out all of your apps. And then what we're going to do is do a hard reboot on your phone. So if you have an iPhone with you right now, I highly encourage you to take this step with me. A hard reboot on your phone on your. On the side panel.

If you take your phone on the volume control, you hit the up control quickly, you hit the down control quickly. And then you're going to hold the side button for a while. It's 15 seconds. Do not let go. So I'm going to show you what that looks like.

So up, down, hold. So it's up, release, down, release, and then hold that side button. And you're going to hold that side button until the apple symbol pops up on your phone. So you're going to be tempted to let go and swipe the phone closed. Do not do that.

You're going to be tempted to let go when you see a black screen. Do not do that. Hold, keep holding. So up, down, hold a solid 15 seconds. Once you see the apple symbol, turn back on, that means you did it successfully.

If you do not ever see that apple symbol, start over. Okay, I also just recommend you Google how to do a hard reboot on YouTube. They'll do it really quickly for you. Once your phone is back on, turn your Bluetooth back on and then you're going to see if your hearing aids are still hovering there in gray. That means you have that ghost pairing and I would recommend you do those steps all over again.

Once this page says searching, that's when you are safe to go ahead and connect those hearing aids and take them out of the charger and go repair them and then stay on that page for two minutes. Okay, so Google hard rebooting. Follow these steps. Once you have a nice clean pairing, then you should hopefully not run into too many connectivity issues. From there, some other things to consider, other settings to check for strength to strengthen connectivity.

So under accessibility audio visual noise cancellation beat should be off. Mono audio should be off balance. Later needs to be in the middle. Under hearing devices MFi devices Automatic is most stable. So phone call automatic under hearing devices turn off the following audio handoff control nearby devices hearing aid compatibility mode and then if it's connection to the Resound Smart 3D app, make sure that optimized MiFi is off.

So these are some different things to consider for your Androids. Make sure you're pairing your hearing aids through the app, not through the Bluetooth menu. If remove the hearing date if you need to remove the hearing aid devices from the Bluetooth, you're going to follow all these steps. Okay so if you want to just take a quick screenshot of this, some other things to think about you just want to make sure so this is kind of what that looks like here. You want to do a force stop and then you want to clear the cache.

Some other things to strengthen the connectivity for an Android is to make sure that location access for this app you have it on allow all the time and then you have use precise location on. Okay so last but not least the complaint when I listen to music it doesn't sound as good as my earbuds. The streaming sound quality is thin. So for Resound devices what I would recommend that you go into is again under device controls accessories. Now if you go under mobile devices give them a bass boost.

So I especially see this complaint. Let's say they have open domes. Make sure you give them a little bit of a bass boost. I apologize, my thing went forward on me here and that's going to give them more low frequencies. Even if they have open domes, it can help and it's going to enhance the sound quality for

streaming and it won't affect everyday sound quality.

Last but not least, avoid being a phone tech. Send them over to the Resound customer support line.

They can really get a lot out of them, especially like sometimes I think accessories, things like that.

Definitely send them over to call in and have them really walk them through what's going on. If you ever also want we have these little kind of business cards.

You can certainly reach out to your territory sales manager to request these and you can give your patient these cards on maybe a hearing aid evaluation so that they know to download the app. And then it also provides them with the Resound customer consumer tech support line number on there again. Also, if you don't already have this compatibility code, certainly reach out to your territory sales manager and they can get that over to you so that you have easy access to figuring out what is what. And that is all I have for today. If you have any questions again you can throw them in the chat box, but please feel free to reach out to your territory sales manager, your inside sales manager, your field training audiologist or your remote training audiologist and they can help you walk through any of these steps.

If you have any questions or concerns, please reach out. Thank you so much.