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Grand Rounds by ReSound: Accessories - Something Old, Something New!

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So we will go ahead and get started with another segment of our grand rounds by Resound Courses. And this is titled Accessories Something Old, Something New. My name is Valerie Kedem and I am one of the trainers for GN Resound. What we're trying to do with this course is just do a really quick 30 minute update on what is current with our Resound accessories. We haven't done that in quite some time and just wanted to make sure that folks were aware of what we have going on accessory wise.

And we have added a few new accessor over the last year and what that what those new accessories bring to the table. And there's also a new pairing process and also want to make sure folks felt good about that pairing process.

These are the risks and benefits that are inherent with this course. And as always we do have a lot of people to help you out. So if you have any questions or concerns about this course or anything else Resound, please don't hesitate to reach out to us. We are happy to help. So let's talk about our accessories here.

So back in 2010 we did launch our wireless accessories onto the market and this was using 2.4 GHz and this allowed us to have a direct connection without a dongle between our hearing aids and these wireless accessories. So most of them have been around for quite some time in some form or fashion, including our Phone Clip Plus. Now our Phone Clip plus is what it has allowed us to have this classic Bluetooth connection. So our patients that don't have smartphones or just wanted a different type of connection to their smartphones, or just using a Bluetooth classic phone like a flip phone would be able to have hands free calling. Because we've gotten so into this smartphone and this direct connection without an intermediary device, the Phone Clip plus is still around.

It's still out there. If you have it in your clinics and you need to dispense it to a patient, you're more than welcome to. But around the at the beginning of Last year, the B 2024 resound did discontinue it. So just because it's discontinued doesn't mean we won't talk about it, doesn't mean we won't service it. You

just can't order it from Resound anymore.

But this is what has that Bluetooth component in it. It allows you to also answer the phone in the phone and whenever you're not in phone mode, you can change through programs on your hearing aids some as well as make the hearing aids louder or softer when we're talking about the second accessory. So two of the traditional accessories have been discontinued at the end of 2024. The second one of those accessories is our remote control 2. So again, same as before, same as the phone clip.

Plus, if you have it in your office and you need to dispense that to a patient, please, by all means do. They're still around, they are still used, and we will still support it. The Remote Control 2 is the bigger remote control that has that LED screen. And on the LED LED screen, what you're able to see is what program that you are in along with the name. So P1 or P2.

And then it'll say all around or restaurant or whatever the title of that program is. That also allows you to see volume control changes on that LED screen. In addition, it will allow you to go into any accessory program that the patient might have. And that would A mic, Micro mic, Multi mic, Multi Mic plus, TV streamer, TV Streamer plus allows the patients to kind of cruise through those different channels and see what they're listening through. If you like a remote control or you have a patient base that utilizes remote controls, maybe the smart 3D app isn't for them, or the native function on the iPhone isn't for them.

Don't panic, don't fear. We still have a remote control that you can order. And this is just called the Resound remote control. This was launched towards the end of 2019, give or take. And it is going to be smaller.

It's going to be more palm size, if you will. It has got bigger buttons on there, so patients can easily make the volume go up or down and then change through those different programs.

So when we're thinking about some of the accessories that are used, quite often they are in the form of our remote microphones. So Currently, as of 2024, we have three remote microphone options. The first one is our micro mic. So our micro mic is just what it says. It's a little smaller than maybe our multi mic.

And it has one function and goal in life, and that is to be a directional microphone that has up to 80ft of distance from the patient's hearing aids. So you could be wearing the hearing aids, I could have the micro mic, and I could be 80ft away from you.

If you hold it in the vertical position, that is how you want to be holding it, because that is where the microphones are located. And whatever you're trying to listen to, you would point that microphone towards it very much like a traditional microphone that we would hold in our hand. Now the micro microphone as well as the multi mic have 80ft of distance from the hearing aids. This is often going to be set as line of sight. So if you've got really thick concrete walls or you've got a lot of curves, you probably won't get 80ft.

But if you're far away, direct line of sight, you can walk across a parking lot and you will be still be able to hear that conversation. So personally I've walked across a very, very large restaurant into a restroom to wash my hands and had my multi mic on and people could still hear me because we wanted to do a demonstration to see how far away we could get and how many walls we could get through this. Both devices, the micro mic and the multi mic, both have between 10 and 11 hours of streaming or 10 to 11 hours of battery life, however you want to think about it. And if you are accidentally dropped these two devices by 3ft or higher, we will mute out the multi mic or the micro mic sound so it doesn't clatter around in those patients ears. So they both have accelerometers in them that allow us to have this capability.

Now the multi mic, along with being a directional microphone, also has the ability to do multiple functions, very much like the name says, multi mic, multiple functions. And so in addition to that directional microphone, if you put the multi mic in a horizontal plane, it will automatically go into an omnidirectional microphone pattern or more of a tabletop situation if you would like. The next feature that it has is that it does have a T coil connection. So if you have hearing aids that are resound and you don't have a T coil on them, but the patient wants T coil, this might be the way you could go to get around that. It also has the ability to do a line end.

So what I mean by that is there's a mic jack at the bottom of it and you can put a microph or any type of hardwire that you want for audio sound. And then last but not least, it does have a DAI capability. Now those are the two microphones that have been around for a really long time. So let's say maybe 2016, 2017. So it is time for something a little bit more updated, a little bit new.

And that is going to come in the form of a multi mic plus. So in addition to all the things that we saw for the multi mic and the micro mic, so that's going to be the omnidirectional versus the directional microphone patterns. The 80ft of distance, the accelerometer, the drop detection, etc. Etc. We have added a few things.

So the design is a little bit sleeker, a little bit updated. So the Multi Mic and the Micro mic are going to be black and shiny. This is going to be the same size, but it's going to be a little bit matted, more of a gray or charcoal color. We have added between five and 10 additional hours of battery life, so that allows our patients between 5 and 10 extra hours of streaming. And that's going to be pretty significant because if we think about the average of folks, like how long they're up per day, the average is 16 hours a day.

And sometimes I know it could feel like there's no way I was up for 16 hours. It was really like 24. But the average is 16. So even if we're getting 15 hours of battery life out of the new multi mic plus, that

means that these patients do not have to turn off their Multi Mic plus throughout their day. They should be able to leave it on, and this will allow for easier streaming capabilities.

They won't have to turn it off, turn it on, turn it off, and turn on. To maintain the battery life, they should be able to turn it on at the beginning of the day and not worry about, in most cases, recharging at any point. So the Multi Mic and the micro mic have 80ft of distance. The multi mic plus gives us an extra two feet. So then we're 82ft.

And we do have this new pairing process with our two new accessories called One Touch Pairing. And we're going to talk about that and show you a video on what that looks like. So you can see the differences between the traditional type of pairing that we've seen in the past versus this One Touch pairing with our two new accessories. So, as mentioned, both the Multi Mic and the Multi Mic Plus, I know we got wild and crazy with our names here, have these capabilities. Presenter mode, or that's going to be your directional microphone, table mode, or omnidirectional microphone.

This all happens automatically. You don't have to tell the mics to do anything. It just knows where you're at. And that's partly to do with that accelerometer. And then this audio mode that has the microphone modes that we've just spoken about, your T coil option, that headphone mode, and then the FM mode, which is where you could put a DAI on and if you need that capability.

So of note, with that headphone mode, since COVID we've had a lot of people working remotely and with that comes some challenges and some interesting things that we have to kind of work around for our hearing impaired patients. And one of those is good audio capabilities. From hearing aids to the computer during Zoom calls or teams calls or whatever platform that person or that company happens to be using. So we've had a lot of questions about what is the best accessory to use in these situations. So the phone Clip plus, yes, it's been discontinued still out there that has the Bluetooth.

But the Bluetooth isn't going to be your best option for this. The best option for those Zoom team call folks is going to be either the Multi Mic or the Multimic Plus. These are going to allow you to actually hardwire this remote microphone into that computer so the patient will be able to hear the conversations and then the people on the other side will be able to hear their responses. So multi mic, multi mic plus is going to be 100% the way to go.

Now, besides the additional two feet that the multi mic plus gives us, and besides the five to ten additional hours, along with the more sleek design, the other feature that the Multi Mic plus gives us is this oracast. So we've been talking about oracast for a year, year and a half, two years. And the reason that we just really are excited about oracast really coming to market here is because of this. Currently, when we have a remote microphone, we are capable of going from resound hearing aids to the Resound Multi Mic or Multi Mic Plus. And if you happen to be doing bimodal, that can be interchanged with a cochlear implant as well.

So kind of still cool. Can actually pair to quite a few devices at once. But it is going to be a little bit limiting. It's not going to be universal. When we start doing oracast, we will be able to broadcast that signal.

So whatever you're trying to stream, not just to resound hearing aids, but to any thing that utilizes Bluetooth low energy audio. Now, of course, we hope it's always resound hearing aids, but we want to make sure that we have open access for whatever broadcast we're trying to stream to cochlear implants, other different hearing aids, wireless headphones, gaming headphones, wireless earbuds. Any device that's utilizing Bluetooth low energy audio, that remote control or this Micro Mic plus, excuse me, will be able to do that. So we've kind of opened up the land of streaming and broadcasting to a lot of other people.

That's Kind of a lot of information. And we don't actually need to use the Q and A, but we certainly can. I can look over here, but when we're thinking about what the differences are between the Multi Mic and the Multi Mic plus, and if you want to do the Q and A, that is wonderful and I'll open it up here. But what do you see the differences are, or actually the benefits are over the Multi Mic. Do you see any of them at all?

And so while we wait for folks to respond, I'll go ahead and give you my take on it. And my take is that when we're comparing the Multi Mic plus to the Multi Mic, patients are going to get that extended distance and 2ft can make all the distance in the world. The other thing that I do think is going to be a benefit is that 5 to 10 hours of battery life or streaming and I do think that having that oracast case capabilities are really going to open up a lot of things for our patients. So in my head, those would be the biggest benefits that you get with a Multi Mic over Multi Mic plus over the Multi Mic. They are both wonderful devices, they both work really, really well.

And also as a caveat, which is something important to know when we're talking about the two new accessories, the Multi Mic plus and the TV Streamer plus, which we're going to get to here in a couple of minutes, these devices are only compatible with Nexia and whatever products come after Nexia. So if you're like, well, why would I ever order the Multi Mic? Well, that's if you have somebody in Omnia or quattro or lynx3d or lynx squared, whatever it may be, multi mic plus, tv streamer plus won't pair to them. They're not compatible. And that's a little bit of a shift or change at how we've done our accessories at Resound.

Since the inception of these accessories, they have been all backwards and forwards compatible. So it did not matter what you had as far as a hearing aid or an accessory, you could pair those hearing aids to those accessories. So as of now, all the accessories that we'll call them those legacy accessories or that previous generation accessories, they pair all the way through Nexia. But the Multi Mic plus and

the TV Streamer plus pair to Nexia only. Hopefully I didn't confuse you there.

And we have the Q and A. Thank you so much. So the question is, hi Eric, can you pair the Multibic plus to a Bluetooth earphone? Thinking of it, it would still need to be to the hearing aids at this point. And then a second question is for monoral fit, how to best navigate when the patient wants headphone for better, blah, blah, blah.

Okay, hang on, Anonymous, let me think about this for just a second and I will come back around to it. Okay, all the tricky questions here today, but they're good ones. Okay, so as promised, let's take a look at the legacy pairing or how we've been pairing our accessories. And then the next video will show us how we pair the new accessories. These are very similar processes, but there's just a few little differences that if you don't know about them, you'll be like, ah, what happened here?

So we are going to go ahead and watch our multi mic being paired to some resound hearing aids. And so what's going to happen is you want to make sure that the device is on. You're going to know it's on because it's flashing. And we are going to look at the back of the device and find that white circle. Once you push the circle, it's going to flash orange at you to let you know that you're in pairing mode.

And once you see that orange light, you're going to want to turn on your hearing aids. Now, these hearing aids are obviously battery driven. If you have rechargeable, you pull them out of the charger, you can see that orange light with steady state flashes one more time orange and then it flashes green. Once that green flash happens, we know that the pairing has occurred. So that is multi mic and TV streamer and the remote controls in the phone Club plus, same idea.

Now, when we're talking about the new multi mic plus, there's a couple differences. One, you don't have to turn the hearing aids off and then back on to put them in pairing mode. You just start the pairing mode on the accessory itself. And two, we want to make sure that the accessories are right next to the

hearing aids. So that's a little bit different.

In the past we've been able to just leave them wherever. But with these new two new accessories, you got to plop those Nexias right up next to the multi mic plus and this TV streamer plus so again, we've got a flashing light at the top. The design is exactly the same as far as where things are located. On, off button, volume control, pairing mode, pairing button. So we're going to go ahead and push that pairing button.

And so we got a little different color up there. That's a blue color. This is going to take just a smidge longer and it's three cycles. So now we've paired to, let's say ear one is the right ear, Hearing aid number two will be the left ear.

And then you think you're almost done. But wait, there's more. There's one more cycle in order for this pairing to happen. So we just want to watch that light. We want to make sure it goes three different times, and then we are good to go.

It'll start flashing green. So green at the end for both of those pairing processes lets us know that we've actually done the pair.

So just like we've done before, you're able to pair the hearing aids to the accessories within the software. So you can do it outside the software, you can do it inside of the software. We don't care how you do it. The benefit of being able to do it both ways is that if you have to send it over to the patient, that accessory, they can do it in the. In their house.

They don't have to be attached to the software in order to make that connection occur. Just be aware here in the software that you do need to choose, am I doing the previous generation or am I doing the two new ones? And so you just go there and then you'll be able to find where you can do the pairing.

Just remember, you still have to put the accessory into pair mode by pushing that button on the back of the device.

Now, something that is different with the multi mic plus is the ability to pair the actual multi mic plus to the Resound Smart 3D app. And that's what this looks like. It will. The app is going to guide you or your patients or both of you completely through it. So you're going to want to press the more tab and then the pair, the new accessory.

Choose the accessory that you want and you're going to want to make sure that it's on and you're going to push that same pair button that you did to pair the hearing aids to this multimic plus, same flashy light. And then you're going to hit search for that connection process to happen. Do we want to do this pairing to this device? Yes, we do. Yay.

And now you have paired the multi mic plus to the smart 3D app. And that is what's going to help us get set up for putting the multi mic into an oracast broadcast. So for here, we're going to tap my resound and we're going to tap or cast broadcast. And so now I can use my Multi Mic plus to broadcast my oracast signal.

All of these videos are on the YouTube channel as well for resound specifically if you need them. And when we're thinking about comparing the Multi mic to the Multi Mic plus, something that's the same but different. The similarities is that you're going to turn the multi mics on and you are going to push the pair button on the back of those devices. And the difference is going to be that for the Multi Mic plus, you don't have to turn the hearing aids off and you have to smush them right next to the multi mic. So the hearing aids and the multi mic should be touching in order for that pairing mechanism to happen.

And don't forget, it's three cycles. 1, 2, 3, right ear, left ear and then the completion.

Now for our last couple of accessories here. So we still have the Resound TV Streamer 2. So this is tried and true. Patients really like this. It allows us to directly stream the TV audio into the patient's hearing aids.

This often we hear a lot of the saves marriages. I'm sure that you have too for any type of accessories that you hear, specifically that TV streamer because it allows the patient to listen to the TV at the volume that they're comfortable at. And at the same time the audio is still coming out of the regular TV microphone or microphones and speakers. And then whoever else happens to be in the room, you'll be able to hear the volume of that TV at the volume that you're comfortable with. So everybody's happy.

You do get that 23 foot range. You can walk around the house. I've had people take their garbage out to the end of their driveway and come back and listen to their favorite show. It always just has to be plugged into some sort of electrical outlet or supply power supply in order for it to work. Last year with the addition of the multi mic plus, we also launched the TV Streamer Plus.

They both work very similarly. The TV Streamer 2 and the TV Streamer Plus. As the plus would indicate, there's a few different things that go along with the newer TV streamer. It for one is much smaller, so it's about the size of a Tic Tac box. And with that different design, you can play with where you put that TV Streamer plus in relation to the actual tv.

It comes with Velcro strip. So if you need to smack it onto the back of the tv, you don't have to look for that. We already have dispensed that for you it also is going to have that new pairing process, which is called One Touch pairing. In addition to those changes, the TV Streamer plus also works with Bluetooth Low Energy audio and can be an oracast broadcast supplier. So just allowing our patients to have a lot of flexibility with that oracast.

So this is what it looks like to pair the TV Streamer plus to the hearing aids.

So again, make sure it's plugged into a power source that is going to be your pair button. And you don't have to turn the hearing aids off and back on to put them in pairing mode anymore. You just have to plop them really close to that device to the TV Streamer plus and hit the pair button on the back of the TV Streamer Plus. So it's going to do hearing aid number one, we'll call that the Rite Aid. Again, hearing aid number two, everything takes between 12 and 15 seconds, give or take, so it's a little bit longer and then your last one.

So there will be three parts, but again, it takes less than a minute. And then you should be good to go. When that green light comes on, you know you've paired.

And then just like the Multi Mic plus, you can also pair the TV Streamer plus to the Smart 3D app. It's going to be the exact same process. By hitting more and then hit setup, you're going to hit the TV Streamer plus and it's going to walk you through what you need to do. Push that pair button on the back of the TV Streamer plus, make sure you got a flashing light at the front, and then hit that search button.

So again, the smart 3D app is going to tell you exactly what that process is.

And the reason that you're going to want to do this is to be able to put the TV streamer into that oracast broadcast mode, which we are about to see here. And also something different with the smart 3D app and the TV streamer plus is that you do have the ability for something called sound delay, which is right here. And sound delay, if there's like a little bit of a delay between the audio and what you see the lips moving on the tv, you can make that streaming process or that latency faster or slower to better match up. So that would be some of the benefits of doing that.

Okay, so when we kind of wrap this up talking about that new TV Streamer plus and why, if we have the opportunity with the Nexia hearing aids, why would we do this over maybe the TV streamer I would say

that you do get that oracast component. It is smaller, so you have more flexibility in where you can place the TV streamer plus in relation to that patient's tv. Also you have the ability for that sound delay. You know, sometimes there is a latency issue and it is, it is hard to watch TV when the lips are moving and that sound isn't jiving like it's. It's really hard to watch that.

So having that ability to correct for that within the Smart 3D app, I think can be really helpful to our patients as well. And last but not least here, this is what we've got for pairing. And this could be backwards besides just Nexia. So you can have up to eight Bluetooth devices paired to the hearing aids. Just be aware that the TV streamer plus and if you happen to do the multi mic plus to the smart 3D app will take up one of those eight slots for the previous generation of wireless accessories, the TV streamer and the multi mic, it's three and that's how it's been forever.

So any combination of a micro mic, a multi mic or a TV streamer, you compare them to one set of hearing aids. For the phone clip plus, it's one to one. And for the remote controls, it's still one to one. When we're talking about tips for pairing, you got the one touch. No need to reboot the hearing aids.

Very short press. Want to make sure those hearing aids are right next, if not on top of the accessory and then the solid lights to confirm the pairing. Eight accessories in total. Six accessories are backwards and forwards compatible. Phone clip plus remote control two are still compatible, but they are discontinued.

And then the two accessories that are only compatible with Nexia. TV streamer plus Multi mic plus. So that brings us pretty much right up to the 30 minutes I will say thank you so much for joining us today. I will come over here and try to get into the questions, the Q and A again because I know I had one that I was going to come back to you here and I'm going to take a picture of this question and see if I can't get it answered.

Okay, thank you again and I hope everybody has a wonderful day.