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Sonnet 3: Touch Key Functions, Energy Management, and Wireless Streaming Options

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You welcome back everyone. I'm Bari Pham, Clinical Education Manager at Med-El. In this section, we're going to shift from hardware features Andrea just discussed and focus on some of the software configuration options available in Maestro. We'll concentrate on three areas you may be configuring during patient appointments, touch key settings, energy management, and wireless streaming options. At first glance, these may seem like relatively small settings, but they can have a significant impact on how recipients use their processors every day.

As audiologists, we spend a great deal of time focused on maps and hearing performances, and understandably so. But patient satisfaction is often influenced by much more than the map alone. Features like processor controls, battery management, and streaming preferences can play a major role in how comfortably and confidently a recipient uses their technology throughout the day. As we move through these features, I encourage you to think about your own patients who struggles with battery management, who frequently streams phone calls or media, who wants as much control as possible, and who prefers a simpler, more automatic experience. Those are the types of considerations that can help guide personalization and ultimately create a better overall experience for the patient.

By the end of this session, you'll be able to one list steps for configuring the touch key settings based on patient needs, and two describe how to adjust wireless streaming settings based on patient needs. Throughout this presentation, think about which patients might benefit from each setting rather than leaving everything at default.

One thing I appreciate about Sonnet 3 is that Med-El has chosen sensible default settings. In many cases, you can fit a recipient and leave these settings unchanged and they'll have a very positive experience right away. At the same time, no two recipients are exactly alike. We all work with patients whose listening needs, dexterity, technology, comfort level, and daily environments vary considerably. The software gives us the flexibility to individualize these features when needed.

It's really about balancing simplicity with personalization.

One of the newest user friendly additions to Sonnet 3 is the touch key. Unlike a traditional physical button, the touch key is activated with a simple finger tap, making it easy for recipients to locate and use without looking in the mirror. This can be especially helpful for recipients who have difficulty finding small processor controls, such as older adults, individuals with reduced vision, or those with dexterity concerns. Many recipients find tapping the processor much easier than locating and pressing a small button. The touch key is disabled by default, so enabling it is an intentional programming decision based on the recipient's needs.

It's also important to remember that touchkey settings are processor wide, meaning the selected function applies across all saved settings programs. There are two available program change and Standby mode with program change selected. Each tap cycles through the programs saved on the processor, eventually returning to program one. With standby mode selected, a tap places the processor into standby mode and a second tap reactivates it. When deciding whether or not to enable the touch key, I encourage clinicians to think about how the recipient is likely to use the processor.

Some patients value quick access and independence, while others may be more prone to accidental activations and may prefer the touch key remains disabled. There isn't necessarily a right or a wrong choice. The goal is simply to match the feature to the recipient's preferences, lifestyle and comfort level.

There are two ways to access touchkey settings in Maestro Click the wrench icon from the session screen or click Open Configuration from the Options menu. Here you'll find touchkey settings. Notice that the default setting is off and the two available processor wide options are Switch Program and Enter Exit Standby Mode. When discussing these options with recipients, I find it helpful to describe the practical benefit rather than the software term. For example, program change allows recipients to switch listening programs without opening the app, or standby mode allows recipients to quickly pause

and reactivate the processor when needed.

The best choice depends on how the recipient uses their processor. For example, a teacher may appreciate quick access to multiple listening programs throughout the day, while another recipient may rarely change programs and prefer to leave the touch key disabled.

The next feature is Energy Management. This is a processor wide setting that is enabled by default and helps conserve battery life automatically. When the processor cannot detect the implant for five minutes, it enters standby mode and powers down both the processor and the coil by approximately 90%. What I particularly like about this feature is that it requires no action from the recipient. They don't have to remember to turn the processor off or make any adjustments.

The processor automatically conserves energy whenever the implant connection is absent for an extended period, and then it automatically reactivates when the coil is placed back over the implant. Battery life is something many recipients care about, especially those who stream frequently throughout the day. While battery performance depends on a variety of factors, including streaming use, listening environments, and volume settings, energy management helps maximize efficiency behind the scenes. Think about everyday situations such as removing the processor at bedtime or taking it off for sports or setting it aside while showering. During those periods, Energy management helps reduce unnecessary battery drain without requiring the recipient to do anything at all.

Similar to the touch key, Energy Management is a processor wide setting and will apply to all programs. In fact, many recipients may never realize this feature is working because it's designed to operate entirely in the background. There are often the best types of features. They simplify day to day use while helping preserve battery life without adding any complexity for the patient. There are two ways to access these settings.

If a change is needed, you can select the Energy Management icon, or you can click this function through the Options menu by selecting Configuration indicated by the three red lines. Energy Management is enabled by default. As you can see, Sonnet 3 also introduces several new digital features throughout the audio key application. Today's recipients increasingly expect the same level of connectivity and convenience from their hearing technology that they receive from other devices they use every day. We all receive notifications on our phones for countless daily activities, and Sonnet 3 extends that experience into hearing technology.

Through the AudioKey app, recipients can receive push notifications directly to their smartphone, including low battery alerts, implant connection lost, Coil connection lost, and other helpful system notifications. These alerts can provide reassurance and help recipients troubleshoot issues much more quickly. Rather than wondering why something doesn't sound right, they receive direct information and what's happening with their system. From a clinical perspective, I think this can be especially beneficial for newer recipients who are still learning how to use their cochlear implant system and becoming comfortable with the technology. These notifications help build confidence and independence while also reducing the need for unnecessary troubleshooting.

We never want to miss an alert, so to access app notifications, click the wrench from the session screen or open Configuration from the Options menu. You can find app notifications here, and this feature is enabled by default.

Now, let's spend a few minutes talking about streaming. Streaming has quickly become one of the most requested features among recipients of all ages. Whether it's phone calls, video conferencing, social media content, music, podcasts, online education, or telehealth visits, wireless connectivity has become deeply integrated into everyday life. For many recipients, streaming is no longer simply a convenience feature it's an important part of communication access. One of the biggest improvements

with Sonnet 3 is built in direct streaming.

Recipients can stream directly from compatible smartphones without the need for an intermediary device, making connectivity simpler and more convenient. Wireless streaming is enabled by default, and in most cases no adjustments are necessary. However, Sonnet 3 also offers additional customization options for recipients who want a more personalized streaming experience. To access these settings in Maestro, open the Options menu identified by the three red lines and select Wireless Streaming Options. In the next few slides, we'll look at the available settings and discuss situations where you may want to adjust them.

For individual recipients, wireless streaming options are Program specific, which means these settings can be adjusted independently for each program. The default setting is mixed input. With mixed input, recipients hear both the streamed audio signal and environmental sounds from the microphones of their audio processor. For many recipients, this is an excellent starting point because it maintains awareness of the listening environment while still allowing them to enjoy streamed content. For example, someone listening to music while taking a walk or exercising, or streaming navigation directions can continue to monitor what's happening around them rather than being completely isolated from their surroundings.

In my experience, mixed input tends to work well in a wide variety of situations because it provides a balance between connectivity and environmental awareness. Unless a recipient specifically tells me they want to focus exclusively on streamed audio, mixed input is often the setting I expect will satisfy the greatest number of everyday listening situations.

The next option is streaming only. With this setting, the audio processor microphones are effectively turned off while streaming, so the recipient hears only the streamed audio signal. There are certainly situations where recipients want maximum focus on what they're streaming. Think about a college

student attending an online lecture, a professional participating in a virtual meeting, or someone watching a movie in a busy household. In those situations, environmental sounds may become distracting, and streaming only can help improve focus and reduce listening effort by prioritizing the stream signal.

One of the advantages of Sonnet 3 is that these streaming preferences can be individualized. What works best may vary not only from recipient to recipient, but but even from one listening situation to another. While this setting can be saved with a specific program in Maestro, recipients also have the flexibility to adjust it through the audio key application, as their listening needs may change throughout the day.

When streaming is active, phone calls always take priority. One of the customization options available in Sonnet 3 is the ability to determine whether ambient sounds remain active during phone conversations, and this setting can be adjusted on a program by program basis. If ambient sound is on, recipients hear both the caller and the sounds from their surrounding environment, including their own voice. If ambient sound is off, the recipient hears only the caller and not surrounding environmental sounds. This is one of those settings that often comes down to personal preference.

Some recipients prefer hearing their own voice and environmental sounds because conversations feel more natural and balanced. Others prefer complete focus on the caller, particularly in noisy environments where background noise sounds may become distracting. If a recipient reports difficulty or dissatisfaction with phone calls, this is a setting worth reviewing. A simple adjustment can sometimes make a noticeable difference in comfort and listening performance during phone calls, adding even more opportunities for personalization. Sonnet 3 allows us to independently reduce microphone volume during streaming while leaving the streaming signal unchanged.

Microphone volume can be reduced by up to 25% in 5% increments, allowing clinicians to adjust the balance between environmental sounds and streamed audio on a program by program basis. This just gives us another level of fine tuning during streaming. Rather than asking recipients to choose entirely between environmental input and streamed audio, we can create a customized balance on their preference and listening needs. Think of it as adjusting the mix between the world around them and the content they're streaming. For example, a recipient who finds environmental sounds overwhelming while streaming music or podcasts or phone calls may prefer a slight reduction in microphone volume.

On the other hand, someone who wants to remain aware of family members speaking nearby may prefer little or no reduction at all. While these adjustments may seem small, they can have a meaningful impact on listening comfort and can make streaming feel much more natural in everyday situations.

When we step back and look at all these features together, a common theme emerges.

Personalization. The touchkey provides simple user control, energy management helps maximize efficiency, and direct streaming expands connectivity. The customization options allow us to tailor the experience to the individual recipient. None of these features changes the underlying map, but each one has the potential to influence satisfaction, convenience, and quality of life.

As clinicians, those are often the details that transform a good fitting and into a great overall patient experience.

Before we wrap up, I'd like to highlight the support resources available through Med-EI. As clinicians, we know that fitting and programming are only part of the recipient's journey. Ongoing education, troubleshooting, support, and patient engagement are all essential to long term success for recipients and caregivers. Med-EI offers a variety of resources including online educational materials, quick tips, virtual support opportunities, customer service, technical support, and hands on instructional videos. Through the Med-EI YouTube channel for audiologists, our clinical account managers and audiology

support teams are available to help with programming questions, product support, and clinical guidance.

Whether you're supporting a new recipient or a long term patient transitioning to Sonnet 3, there are resources available to help both you and your patients feel confident and supported.

And we know technology continues to evolve. Staying current can be challenging. One of the ways Med-El helps support clinicians through ongoing educational opportunities. We're excited to partner with Audiology Online to provide webinars focused on new technology, clinical applications, programming strategies, and emerging research. These resources are a great way to continue building your knowledge and stay up to date on advancements in cochlear implant care.

Whether you're new to cochlear implants or have years of experience, there are learning opportunities available to support your clinical practice. And don't forget about the Med-El Professional blog. It's an excellent resource for clinical updates, programming tips, surgical information and articles related to cochlear implant care. It's a great place to continue learning and stay informed about new developments in the field. You can see where it's located on this page.

So as we wrap up today, I'd encourage you to think beyond the map when fitting Sonnet 3 recipients. The default settings are designed to provide a great experience right from the start, but the software features we've discussed can help you further personalize the processor based on each recipient's individual needs and preferences. Whether it's enabling the touch key for a convenient control, taking advantage of energy management to maximize battery efficiency, or adjusting streaming settings to support different listening goals, these small changes can have a meaningful impact on day to day device use. As clinicians, we have the opportunity to match technology to the person, not just the hearing loss, and that really aligns with Med-El's mission of delivering leading edge technology to restore hearing and empower connection. Thank you for joining us today and for everything you do to

support cochlear implant recipients.

If you have any questions, Med-El can be reached at www.medel.com or 888-633-3524. We really appreciate your partnership and support.