Practical Applications of AMP2

Case-Based Fitting and Troubleshooting with Pro Fit



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Webinar FAQs

How to Ask a Question

Click Q & A, type your question, and Send

Where to get the handout

A PDF handout for this presentation may be accessed through your Pending Courses on Audiology Online or by clicking on the link in Resources tab within the classroom

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Assistance or Tech Support

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Risks and Benefits

The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.

As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.

The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.

The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.

Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.

Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.

It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

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Learning Outcomes

1. Apply a systematic troubleshooting approach to address common SoundGear AMP 2 sound quality concerns, including reduced speech clarity, excessive loudness, tinny sound, and an overly loud perception of the member’s own voice
2. Analyze member follow-up concerns using Data Log, Fine Tuning, and Sound Manager to select programming adjustments and determine appropriate verification
3. Identify smartphone-pairing and app-control issues and select troubleshooting and member counseling steps for SoundGear AMP 2

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AMP 2

SoundGear



IIC NW CIC ITC R ITE R mRIC R RIC 312

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Program with Ease

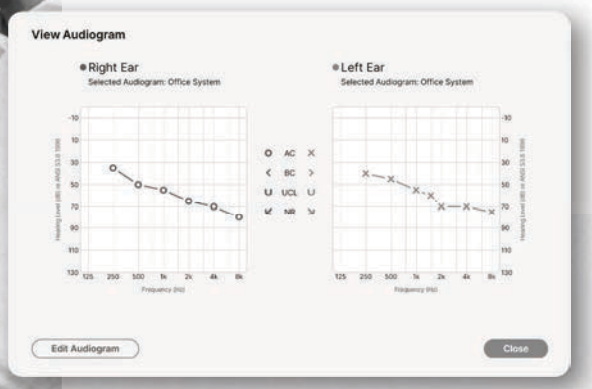
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Case Studies

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Amanda Day



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Amanda Day

Wearing	Member Reporting
AMP 2 ITC R	Dissatisfaction with sound quality

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Troubleshooting Steps

1. Clarify member report with additional questions
2. Check device function
3. Check physical fit
4. Review relevant Pro Fit Settings
5. Make targeted changes
6. Reassess the member's reported sound quality concern following the adjustment and determine whether further programming changes or verification are needed

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Pro Fit Best Practices

Accessing software through the Module Bar:

Will read the current settings in the hearing aids

This is the best practice to ensure the most recent settings within the hearing aids are what is displayed within Pro Fit

Accessing software through previous Noah Session:

Will read the settings associated with the selected session

This is not recommended if the provider is looking for the most up-to-date settings within the hearing aids



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Customs Cheat Sheet

Feeling in a barrel or hollow voice

Reduce 250 Hz, 500 Hz, 750 Hz
Reduce MPO
Decrease loud gain 250 Hz, 500 Hz, 750 Hz

Plugged up

Increase gain at 1000 Hz and 1500 Hz

Voice is nasally or in their head

Decrease gain at 1000 Hz and 1500 Hz

Voice is in their chest or throat

Increase gain at 1000 Hz and 1500 Hz

Voice sounds muffled

Increase loud gain
Increase MPO
Increase high frequency gain

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LIVE DEMONSTRATION

Fine Tuning

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LIVE DEMONSTRATION

Troubleshooting Tool

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Based on Amanda's **goals and needs**, here is our recommendation

Recommendation

Programming – Targeted gain reduction

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Do not edit
How to change the design

Join at slido.com
#2733893

The Slido app must be installed on every computer you're presenting from

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Do not edit
How to change the design

A member reports speech is not clear.

Do you...

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LIVE DEMONSTRATION

Quick Fit

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Do not edit
How to change the design

A member reports everything is too loud.

Do you...

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LIVE DEMONSTRATION

Fine Tuning

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Do not edit
How to change the design

A member reports sounds are tinny.

Do you...

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Do not edit
How to change the design

A member reports their own voice sounds as if they're in a barrel.

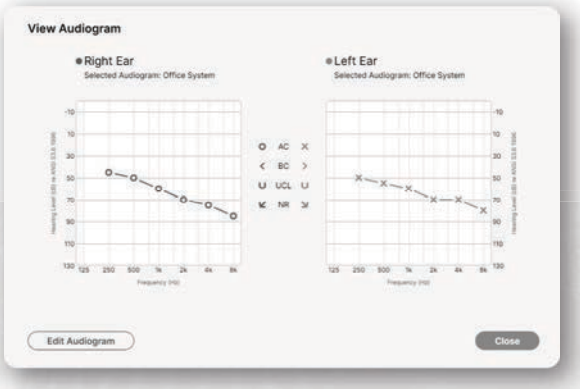
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Laverne Roberts



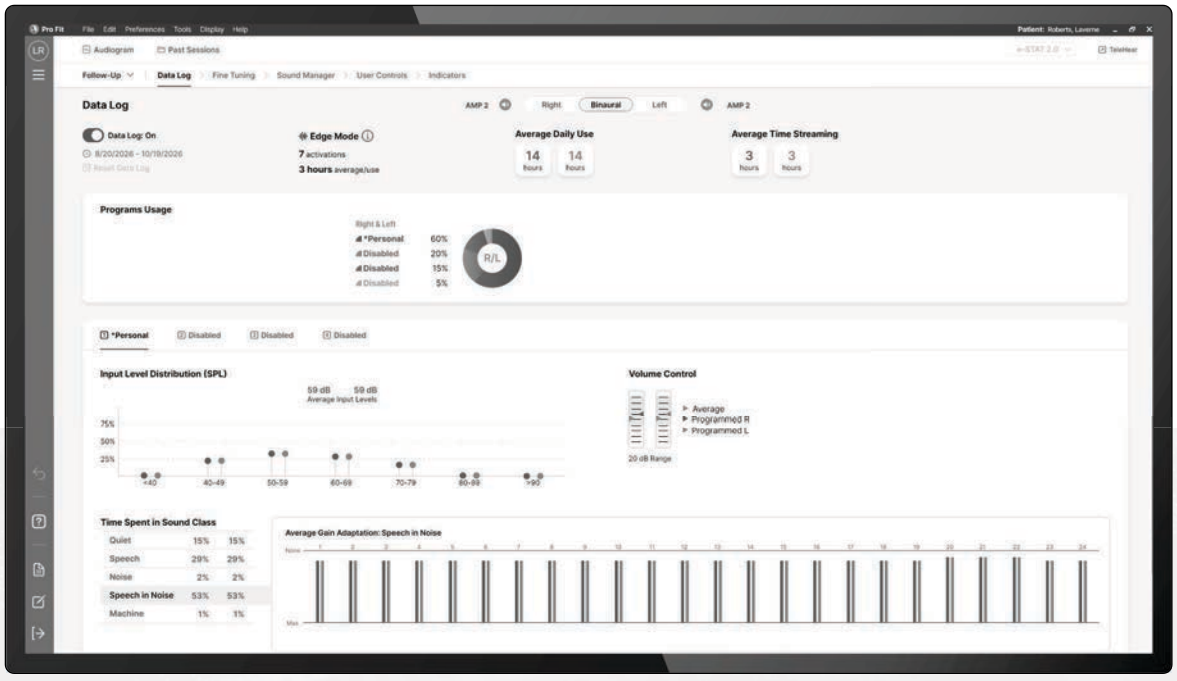
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Laverne Roberts

Wearing	Member Reporting
AMP 2 mRIC R	Struggling in background noise
Open domes *member preference*	Hears whistling while running
Uses My SoundGear frequently	

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Options for Laverne

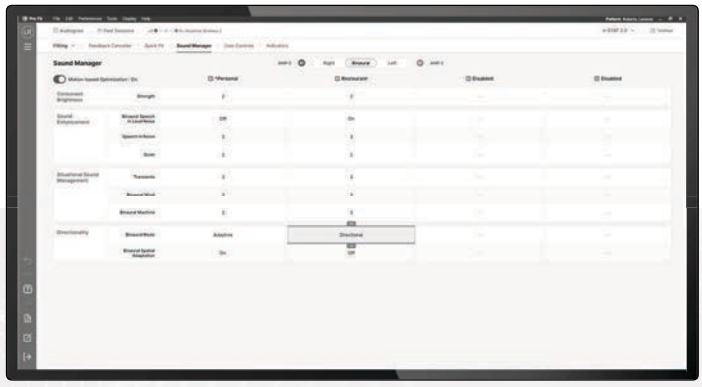
Restaurant Options



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Options for Laverne

Restaurant Options



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LIVE DEMONSTRATION

Fine Tuning

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LIVE DEMONSTRATION

Fine Tuning

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Sound Manager

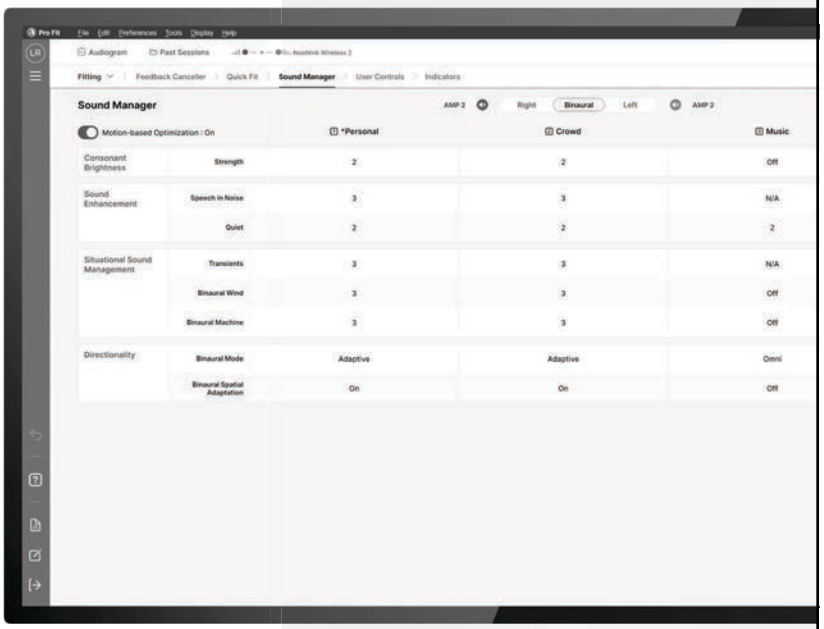
Controls

Consonant Brightness

Sound Enhancement

Situational Sound Management

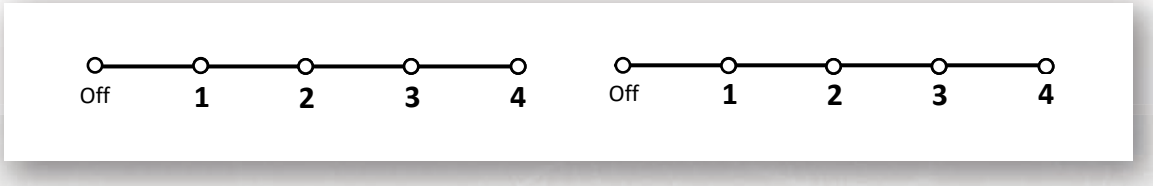
Directionality



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SOUND MANAGER

Adjusting the Algorithms



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LIVE DEMONSTRATION

Sound Manager

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Edge Mode

Intelligent, on-demand feature that enables instant, powerful speech audibility and noise management adjustments when members need it most

Gives members the ability to automatically select when they need more help, eliminating the need for manual programs



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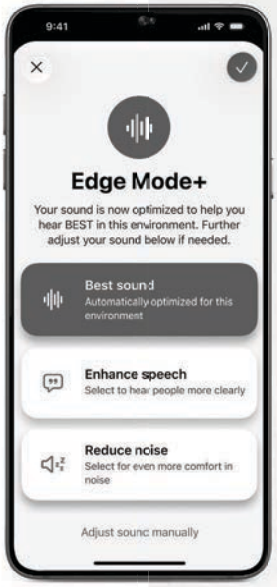
EDGE MODE

Member Driven Controls

Member-driven controls for listening intent

Save Edge Mode setting as a custom program

Adjust settings manually



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Edge Mode Workflow

Member Engages Edge Mode

Member accesses Edge Mode via the MySoundGear app or by activating on-board hearing aid controls

Environment Detected and Parameters Retrieved

Environment is detected by analyzing hearing aid parameters and appropriate stored offsets are retrieved for listening

Member Listens to New Parameters

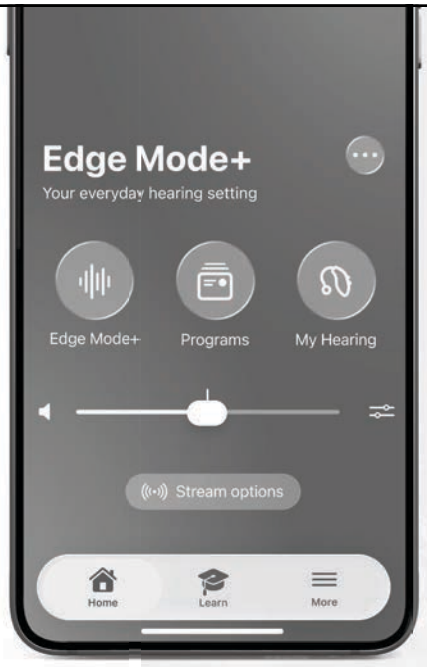
Member listens to the new setting in the challenging listening environment

Member Accepts or Rejects Parameters

Member continues to use Edge Mode, which automatically adapts to changing environments, or switches back to “Personal” or manual program

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Edge Mode



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Do not edit
How to change the design

A member reports struggling in background noise.

Do you...

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Options for Laverne

Whistling Options





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LIVE DEMONSTRATION

Feedback Canceller

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Based on Laverne's **goals and needs**, here is our recommendation

Recommendations

Restaurant/Targeted gain adjustments

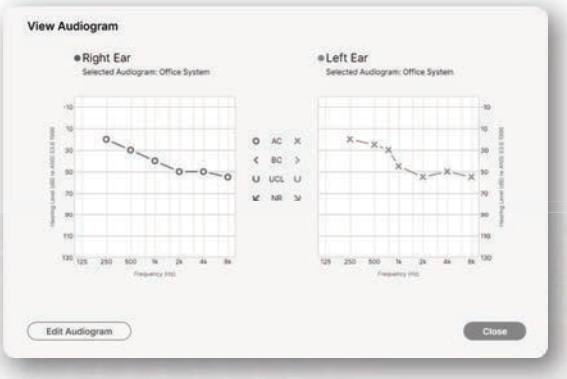
Edge Mode

Advanced tools
Feedback cancellation and acoustics

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Jane Smith



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Jane Smith

Wearing	Member Reporting
AMP 2 mRIC R	Confusion about Sleep Mode Needs help pairing phone

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Ship Mode

Rechargeable hearing aids and chargers are delivered in Ship Mode

Prior to first use:
Chargers must be plugged into an external power source *(e.g., a wall outlet)*

To exit Ship Mode for hearing aids:
Place rechargeable hearing aids into the appropriate charger for 3 seconds and then remove

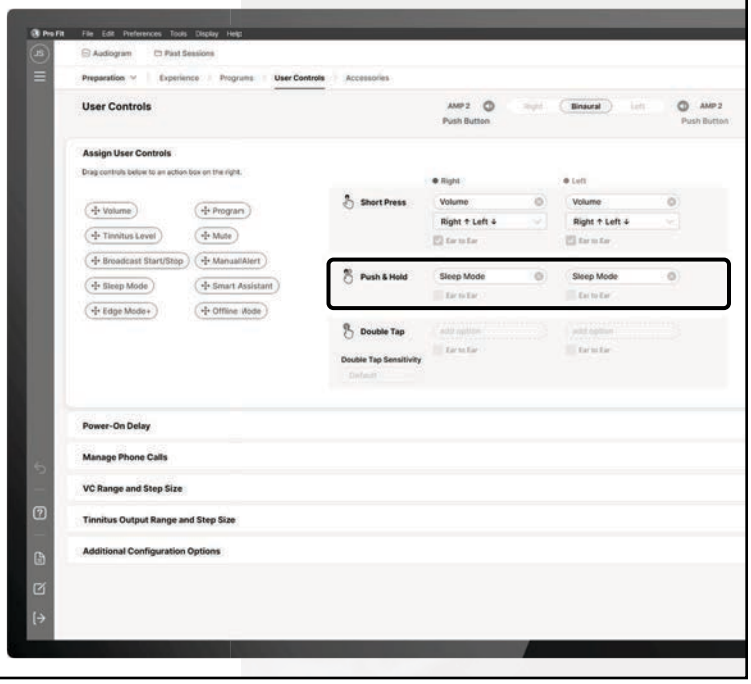


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Sleep Mode

Rechargeable hearing aids' powered down state

Default Push & Hold user control



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LIVE DEMONSTRATION

User Controls

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DOWNLOADING

My SoundGear

Download on the App Store

Requires iOS 16 or higher

You must have an Apple ID to download the My SoundGear app

GET IT ON Google Play

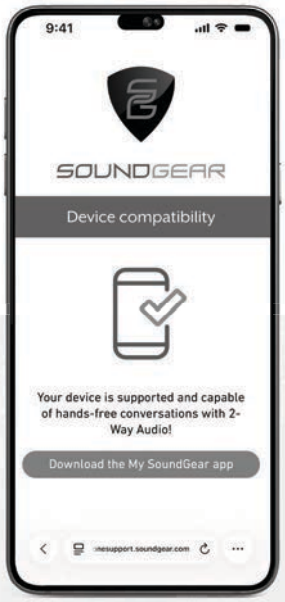
Requires Android operating system 8.0 or higher



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My SoundGear

SMARTPHONE COMPATIBILITY



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Pairing/ Discovery Mode

Hearing aids must be put into pairing mode for different situations

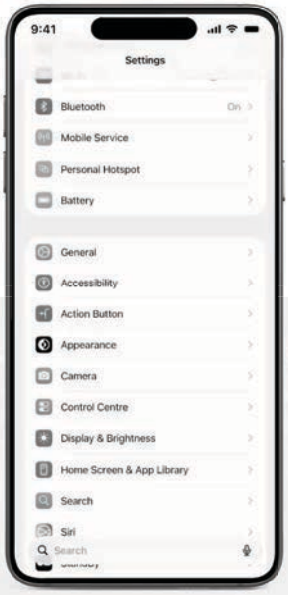
When aids are powered on, they go into pairing mode for 3 minutes

Why don't we want aids in pairing mode all the time?



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Pairing with Apple devices

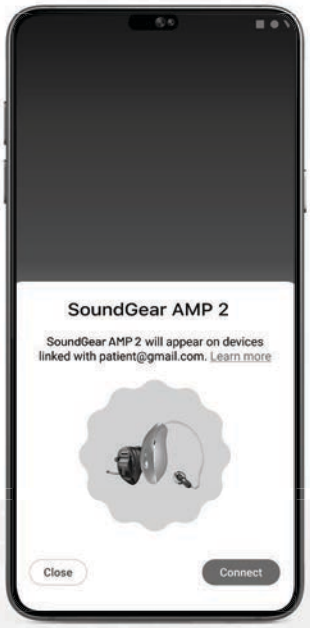


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Google Fast Pair

Quickly connects Bluetooth devices to an Android device, allowing connection with a single tap

EXCLUSIVE TO AMP 2



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Google Fast Pair

Detects nearby devices

Shows a notification with the device's name and picture

Connects with a single tap

EXCLUSIVE TO AMP 2



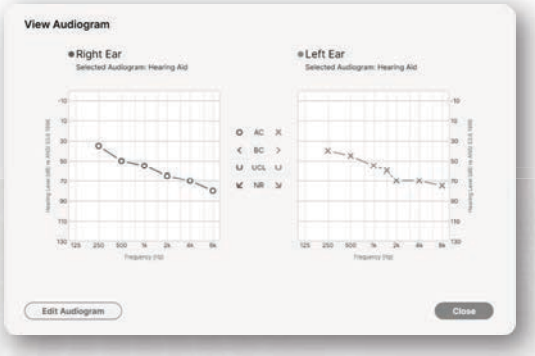
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Devin Miller



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Devin Miller

Wearing	Member Reporting
AMP 2 RIC 312	Streaming audiobooks at work are very soft
Custom skeleton molds	Cutlery sounds are sharp
Uses My SoundGear and Edge Mode frequently	

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Audio Streaming Configuration

Found on the Flyout Menu

Quick Fit and Fine-Tuning controls

Stream Target Match:
Target matches the Audio Streaming Configuration



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Demo Stream

Stream from a paired mobile phone or paired TV Streamer while connected to Pro Fit and customize the streaming frequency response while actively streaming



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LIVE DEMONSTRATION

Audio Streaming

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Do not edit
How to change the design

A member reports cutlery sounds are sharp.

Do you...

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LIVE DEMONSTRATION

Sound Manager

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Based on Devin's **goals and needs**, here is our recommendation

Programming Recommendations

Advanced tools – Demo stream

Programming – Transients control

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Troubleshooting Steps

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3. Identify smartphone-pairing and app-control issues and select troubleshooting and member counseling steps for SoundGear AMP 2

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THANK YOU

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