

Clinician's guide to a successful adjustment of Philips HearLink in the HearSuite 2023.2 fitting software

Philips HearSuite is the fitting software developed to support Philips HearLink products. It offers an easy-to-use and straightforward fitting flow with sophisticated fitting features that support your needs in your daily practice. You can also visit hearingsolutions.philips.com/professionals/hearsuite to learn more.

This guide introduces the new features, options, and styles available for HearLink 9040|7040|5040 hearing instruments.

Detecting/connecting hearing aids

With HearLink 30 and 40, cabled connection is not possible, therefore Noahlink Wireless should be used. Previous HearLink generations can be programmed using any programming interface, with either wireless or cabled connections.

Transfer settings

For HearLink 30 or later, Transfer settings is available either in the Connection/detection window during the detection process, or through Tools in the navigation bar. All settings with the same value on the source and target instruments will be transferred. Feedback measurements, in-situ audiometry, and other features which are not available in the target instrument cannot be transferred. If possible, they will be set to default or to a new prescription.

Tips

- ✓ Use Transfer settings if your client is happy with the sound and performance of a hearing instrument but they would like to purchase a different technology level.
- ✓ Transfer settings is also very useful if your client's hearing instrument needs to be sent for servicing and you wish to offer your client a spare instrument with the same settings. Your client could also use this as an opportunity to test a higher technology level during the service period.

It is only possible to transfer settings from HearLink 30 hearing instruments or later to HearLink 30 hearing instruments or later.

Firmware updates

Firmware updates in HearLink 30 or 40 are done with Noahlink Wireless. For all previous generations, firmware updates must be done via a cabled connection.

Client Data

Personalization

In Client Data, you will find the Personalization Questionnaire. The questions evaluate your client's sensitivity to several listening situations when they are not using hearing instruments. The outcome of the questionnaire offers an individualized setting for advanced features in SoundMap Noise Control and Specific Noise Management for HearLink 9040|7040|5040.

If your client cannot answer a specific question, you can select "No Option". This will lead to the default setting of one or more specific parameters.

Tips

- ✓ Complete the questionnaire for every client before the first fit. It helps you to understand how sensitive the client is to sounds in different listening situations.
- ✓ If you have completed the questionnaire but do not want to apply the recommended settings, you can perform individual adjustments. However, the target icons indicating the recommended settings will remain visible, so you can easily readjust to them if needed.
- ✓ The Personalization Questionnaire can also be repeated during an ongoing fitting if the client is not satisfied with the sound of the hearing instruments. After completing the questionnaire for HearLink 9040|7040|5040 hearing instruments, you have the choice to keep the adjustment or apply the new prescription.
- ✓ Using personalization is only possible on instruments with SoundMap 2 or later. Answering the Personalization Questionnaire for Philips instruments released before HearLink 30 will not affect any of the settings.

Instrument Acoustics

Family

HearLink 9040|7040|5040 have been added. The available styles are: MNR T R, MNR T, MNB T R and MNB T.

Artificial intelligence (AI) is used to improve noise reduction and make speech clearer in noise, which helps the client create connections to people in noisy environments.

- Cross-frequency band processing coordinates the noise reduction across frequency bands.
- Improves the efficiency of noise reduction.
- Reduces sound artefacts.
- Noise reduction of up to 10 dB.

Tips

- ✓ It is important that the mounted receiver matches the one selected in the acoustics options.
- ✓ The acoustic modeling for the open dome used in the other Philips HearLink hearing instruments is different from the OpenBass dome and should not be cross fitted.
- ✓ The OpenBass dome of 5 mm diameter fits very narrow ear canals. It is only compatible with the 60 receiver.

Fit Instrument

Fine tuning

Up to 24 fitting bands are available for fine-tuning HearLink 9040|7040|5040. When selecting 24 bands, the binaural grid view of the hearing instruments may change to a monaural view. This is due to the limited resolution of the PC screen. Even when working with the monaural view, the left and right side are coupled by default and adjustments will be made binaurally. Remove the coupling if you desire to fine-tune one side only. Clicking on the arrow on the side will allow you to switch between the left or right side.

Tips

- ✓ To have a binaural view on all 24 fitting bands, the highest possible resolution of your PC is needed. We recommend that you use a resolution of at least 1440 x 900.

Tinnitus SoundSupport

Tinnitus SoundSupport is a sound generator integrated into HearLink 9040|7040|5040. It is a flexible system that offers various relief sound options which can be adapted to the client's individual needs. Tinnitus SoundSupport is intuitively integrated in the fitting flow for HearSuite.

- Provides relief for ringing in the ears.
- Helps manage the negative effects of tinnitus.
- Offers customizable options for individual needs.
- Can be activated in up to four listening programs.

Tips

- ✓ Relief sounds should be audible, but they should not interfere with the client's hearing.
- ✓ There are several relief sounds to choose from: shaped to audiogram, white noise, pink noise, brown noise, as well as three different ocean sounds - which can all be further tailored to your client's preferences.

Feature Selection

SoundProtect

SoundProtect, available in HearLink 9040|7040|5040, is found in SoundMap Noise Control. It's a combined noise handling feature designed to deliver improved management of wind, handling and transient noise.

SoundProtect applies two strategies to reduce these unwanted sounds, then the signal is further cleaned by AI Noise Reduction (AI-NR). SoundProtect is comprised of SoundProtect Wind Noise Management and SoundProtect Transient Noise Reduction.

SoundProtect Transient Noise Reduction (TNR)

SoundProtect TNR is found in Specific Noise Management and it reduces sudden sounds for sensitive clients.

This feature employs an updated algorithm to help balance transient sounds in the overall sound scene with faster detection and reduction of sudden sounds in situations where speech understanding is important.

Two stronger states are now available in 9040|7040|5040 instruments:

- Very high – an option for clients who need extra support for transient noises.
- Maximum - an option for clients with a high degree of sound sensitivities.

SoundProtect Wind Noise Management (WNM)

SoundProtect WNM is an updated feature designed for clients that are disrupted by wind and handling noise, and have difficulty hearing speech in windy situations.

- Designed to improve user comfort by reducing the effect of noises caused by wind and handling.
- Designed to allow for better conversation in windier situations, compared to the existing solution.
- Helpful for users who are bothered by unwanted noise associated with manual handling (e.g., adjusting the hearing aid).

Tips

What to adjust when your client complains about:

- ✓ **Hearing too much noise: increase SoundMap Noise Control Transition and set Speech Clarifier lower.**
- ✓ **Having difficulty understanding speech in noisy situations, even though the hearing instruments sound correct: select a more aggressive Directionality setting and set the Speech Clarifier higher.**
- ✓ **Being extremely sensitive to noise: set Speech Clarifier to off and Noise Reduction Mode to maximum. Increase Transient Noise Reduction.**
- ✓ **Hearing too much noise and the sound of the hearing instruments seem very busy: increase Noise Reduction Mode and increase Comfort Control.**
- ✓ **Missing out on details in the sound: turn Comfort Control to a less strong setting or to off.**

Sound equalizer

In the Data Logging section, information is now available for a hearing care specialist if the client has adjusted the sound equalizer in the HearLink 2 app. The sound equalizer introduces the benefit of added sound personalization for the client. This section makes it easier for the client to communicate their desired sound levels to the hearing care specialist. No sound equalizer data is shown for Tinnitus and T/MT programmes as the client is not able to change the settings here.

Connection Count

Connection Count is found under Data Logging. It enables better insights on the client's conversation activity and hearing progress over time. To gain insights into the user's conversation activity and hearing progress, the client must confirm the activation of Connection Count. The data can be used for the counseling process.

Finish Session

Remember volume settings

Remember volume settings is introduced for 9040|7040|5040 instruments, and it is found under the General Controls. When turned on, the client's preferred volume in each program is saved into the hearing instruments. Clients can also enable this feature themselves in the Philips HearLink 2 app.

"Low Battery" spoken indicator

In the Audible Indicators section, Notify me is a "Low Battery" spoken indicator that functions as an alternative to tonal indicators. Notify me improves the client's experience, as it avoids the difficulty of interpreting tonal indicators. It is available in nine languages and will follow the selected default fitting software language when supported.

Batteries

This section will help you know more about the lithium-ion (Li-ion) battery quality of Philips HearLink hearing instruments. Once the Battery Health Indicator shows a capacity of 85% or less, Philips HearSuite will advise to replace the Li-ion battery. Please follow the guidelines on how to change the Li-ion battery. Wear gloves and follow the disposal regulation in your country.

Battery History

Once the Li-ion battery has been replaced, you will find the record in Replacement History. Here, the serial number of the Li-ion battery and the hearing instrument are matched. This information is important in case of warranty issues with the battery.

Tips

- ✓ **To guarantee your client has a continuous, full day of hearing instrument use, we recommend replacing the Li-ion batteries when Philips HearSuite recommends.**

Battery protection mode

Access Battery protection mode in the Tools menu. Battery protection mode will preserve battery life, and it reverts the Li-ion battery to the state that is used during shipment, storage and delivery of the hearing instrument.

To turn off Battery protection mode, you must close the battery drawer and place the hearing instrument in the Philips charger. The LED will turn orange when Battery protection mode is turned off and charging starts normally. To program the hearing instrument, a minimum charge of 10% is required.

Battery protection mode is currently only available for Philips HearLink 30 instruments or later.

Tips

- ✓ **Activate Battery protection mode if you want to store fitted instruments for a prolonged time, return trial instruments that will not be used for a prolonged time, or if you send the instruments for servicing. Once you have set the hearing instrument to Battery protection mode, it is safe to store it with a closed battery drawer. In Battery protection mode, the hearing instrument does not need recharging for up to six months.**

Philips Remote Fitting

Philips Remote Fitting allows you to conduct a live follow-up fitting session with a client located elsewhere. The fitting takes place through HearSuite 2022.2 and later. The client wears the hearing instruments, and they are connected through the new Philips HearLink 2 app. It is recommended to always perform the first fitting of the hearing instruments in the clinic, and you can use this first fitting as an opportunity to see whether your client is interested in a remote follow-up session.

For more detailed information and videos regarding Philips Remote Fitting, visit hearingsolutions.philips.com/professionals/remote-fitting.

Tips

- ✓ Verify if the client's mobile device fulfills the necessary requirements for a Remote Fitting session.
- ✓ Help to download the Philips HearLink 2 app on your client's smartphone.
- ✓ Assist your client in creating their user account in the Philips HearLink 2 app.
- ✓ Select your client carefully to see if they are a candidate for a remote fitting session. Clients with a severe to profound hearing loss or a monaural fitting might have difficulty communicating through the Philips HearLink 2 app, so they are therefore not ideal candidates.
- ✓ If your client is not very familiar with handling apps, suggest to your client that they might wish to have another person onsite to assist during the session.

