PHILIPS

HearSuite

Clinician's guide to a successful adjustment of Philips HearLink in the HearSuite 2020.2 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. Also visit hearingsolutions.philips.com/professionals/hearsuite.

This guide introduces the new features, options, and requirements, which are available for HearLink 9030|7030|5030 hearing instruments.

Requirement:

For the HearLink 9030|7030|5030 MNR T R with a lithium-ion battery, programming and updating the instrument firmware is strictly done only with the Noahlink wireless programming interface. Cabled programming is not possible. To prevent damage to the hearing instruments, connecting through FlexConnect should not be attempted.

Other HearLink hearing instruments can still be detected with Noahlink, ExpressLink or Hi-Pro 2.

Client Data

Personalization

In Client Data you will find the new Personalization menu point with a questionnaire. The questions evaluate your client's sensitivity to several listening situations without using hearing instruments. The outcome of the questionnaire offers an individualized, recommended setting for each of the advanced features in SoundMap Noise Control and Specific Noise Management in HearLink 9030|7030|5030.

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 that you can easily readjust to them if needed.

Tips

- ✓ 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 9030|7030|5030 hearing instruments, you have the choice to keep the adjustment or apply the new prescription.
- ✓ Answering the personalization questionnaire for older Philips HearLink instruments will not affect any of the settings.

Instrument Acoustics

Family

HearLink 9030|7030|5030 have been added. The available style is the MNR T R rechargeable style.

Earpiece

For HearLink 9030|7030|5030, we introduce the OpenBass dome. The OpenBass dome delivers more low frequency bass to enrich signals like music while providing good retention in the ear canal and a comfortable fit to the client. It replaces the traditional Open dome and due to the SoundTunnels™ with a 70% reduction of the venting area and tunnel-like opening, it can improve the low frequencies while providing the similar open performance of the traditional open dome.

Tips

- ✓ Consider using the earpiece which Philips HearSuite recommends in the acoustic options. It is marked with a target icon and offers a more comfortable fitting experience for the client.
- ✓ 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 9030|7030|5030. 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 at least the resolution of 1440 x 900.

Feedback Manager

The SoundMap Feedback Canceller now offers an intermediate adjustment. Select between Maximum, Medium and Off. Maximum is the default setting which most of the clients will appreciate. It is possible to select individual settings for different listening programs.

Tips

- ✓ To ensure the best solution for the client, we recommend measuring the feedback properties of the fitting. Awareness of the feedback path at the start of a fitting is important in considering the acoustics of the earpiece. If the acoustic properties change, then repeat the feedback measurement.
- ✓ It is recommended to run the feedback measurement especially if there is audible feedback or the fitting curves on the amplification screen are too close to the predicted feedback margin.
- ✓ With the Maximum setting, the client can enjoy the full benefit of the SoundMap Feedback Canceller.
- ✓ The Medium setting is only recommended for very sensitive users who may complain about compromised sound quality.
- ✓ For musicians or music lovers, ideally a music program can be assigned with the SoundMap Feedback Canceller turned off.

Feature Selection

Features

SoundMap Noise Control includes the new adaptive features in HearLink 9030|7030|5030 MNR T R to reduce different noise levels in various environments.

- **Directionality Mode**: select a directionality setting from the following options:
  - **Pinna**: The microphone directional pattern is fixed and simulates the natural directionality of the pinna. The directivity pattern is set by one of the two options of the Pinna Mode.
  - **Fixed Directional**: the microphone pattern is fixed in a hypercardioid polar response in all frequency bands. The user can hear all sounds from the front, while sounds from the back are almost not audible.
  - **Adaptive Directionality**: The microphone pattern adapts the null direction of the directional pattern in each frequency band to minimize the noise surrounding the user. It offers a strong noise attenuation from any direction, even in environments with little noise.
  - **Dynamic Directionality**: The microphone pattern adapts between the pattern selected by the Pinna Mode and the maximum directional effect selected by Maximum Effect. Null steering efficiently reduces multiple noise sources. The directionality effect increases for environments that are louder and noisier and decreases in environments that are quieter. Dynamic Directionality is the default setting for HearLink 9030|7030|5030. It provides maximum speech understanding combined with effective noise reduction in challenging listening situations.
- **Maximum Effect**: selects the maximum strength of the Dynamic Directionality in noisy environments. High offers to adjust to the narrowest possible directional pattern and Low to adjust to a wider directional pattern. The higher the setting, the more effective the attenuation of noise sources behind and on the side of the user will be.
- **Pinna Mode:**
  - In the **Omni Directional** setting, you achieve a sensitivity to sounds from all directions. Your client can experience an all-around sound awareness in quiet situations.
  - With **Pinna**, you simulate a microphone pattern like the natural pinna. The user has awareness of the sound from all around but can focus a bit more on speech from the front.

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- **SoundMap Noise Control Transition** determines at which environmental noise level, described by signal-to-noise ratio, the directionality (Dynamic Directionality mode) and noise reduction will be activated. In higher transition modes, the directionality and noise reduction will engage in quiet and high signal-to-noise ratio environments, while in lower transition modes, it will only engage under noisier and louder conditions. A high setting supports clients who are very sensitive to speech understanding in noise. A medium or low setting provids more awareness of the environment.
- **Noise Reduction Mode** determines the strength of the attenuation of background noise such as traffic or a busy restaurant. The different levels are, Off, Low (up to 6 dB), Medium (up to 8 dB) and High (up to 10 dB) attenuation. The level can be adjusted depending on how much your client is disturbed in the presence of background noise.
- **Speech Clarifier** increases the perceptual contrast between speech and noise in noisy environments. It dynamically increases the level of speech between 1 and 5 kHz in noisy environments and makes speech stand out in noisy environments.
- With **Comfort Control** you can actively reduce amplification in noisy environments, where speech is not detected. It helps your client to feel more comfortable in noise-only situations.

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 to understand speech in noisy places although the hearing instruments sound right: 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 seeming very busy: increase Noise Reduction Mode and increase Comfort Control.**
- ✓ **Missing out on details in the sound: turn Comfort Control to a less stronger setting or off.**

Finish Session

Batteries

This section will help you know more about the battery quality of Philips HearLink hearing instruments that operate with a lithium-ion battery. Once, the Battery Health indicator shows a capacity of 85 % or less,

Philips HearSuite advises 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.

Tips

- ✓ **To guarantee your client a continuous full day of use of the hearing instruments, we recommend replacing the lithium-ion battery when Philips HearSuite recommends.**

Battery History

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

Battery Protection Mode

Access the battery protection mode in the Tools menu. Battery protection mode is a mode that preserves battery life.

The battery protection mode is a state of the lithium-ion battery that is used during shipment and storage of the instrument. The hearing instrument is delivered in that state. 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 the 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 available only for Philips HearLink 9030|7030|5030 MNR T R instruments.

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 the battery protection mode, the hearing instrument does not need recharging for up to six months.**

Transfer Settings

For HearLink 9030|7030|5030, Transfer Settings is available. You can access Transfer Settings through Tools in the navigation bar. It is possible to transfer the settings within the HearLink 9030|7030|5030 models. 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.

Transfer Settings between HearLink 9030|7030|5030 and other hearing instruments is not possible. Settings between all other Philips HearLink models and styles can be transferred.

Tips

- ✓ **Use Transfer Settings if your client is happy with the sound and performance of a hearing instrument yet would like to purchase a different technology level.**
- ✓ **Transfer Settings is also very useful if the hearing instrument of your client needs to be sent for servicing and you wish to offer the client a spare instrument with the same settings or even with a higher technology level to try it out during service period.**

Philips Remote Fitting

Philips Remote Fitting allows you conduct a live follow-up fitting session with a client located elsewhere. The fitting takes place through HearSuite 2020.2 and later. The client wears the hearing instruments, and he is connected through the Philips HearLink Connect app. Remote Fitting is only active for follow-up visits. Perform the first fitting of the hearing instruments in the clinic.

Tips

- ✓ **Use the opportunity during the first fitting to find out if your client is interested in a remote follow-up session.**
- ✓ **Verify if the client's mobile device fulfills the necessary requirements for a Remote Fitting session.**
- ✓ **Help to download the Philips HearLink Connect app on your client's smartphone.**
- ✓ **Assist your client in creating his user account in the Philips HearLink Connect app.**
- ✓ **Select your client carefully to see if he is a candidate for a Remote Fitting session. Clients with a severe to profound hearing loss or a monaural fitting might have difficulties to communicate through the Philips HearLink Connect app and 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.**
- ✓ **For more detailed information and videos regarding Philips Remote Fitting, visit hearingsolutions.philips.com/professionals/remote-fitting.**