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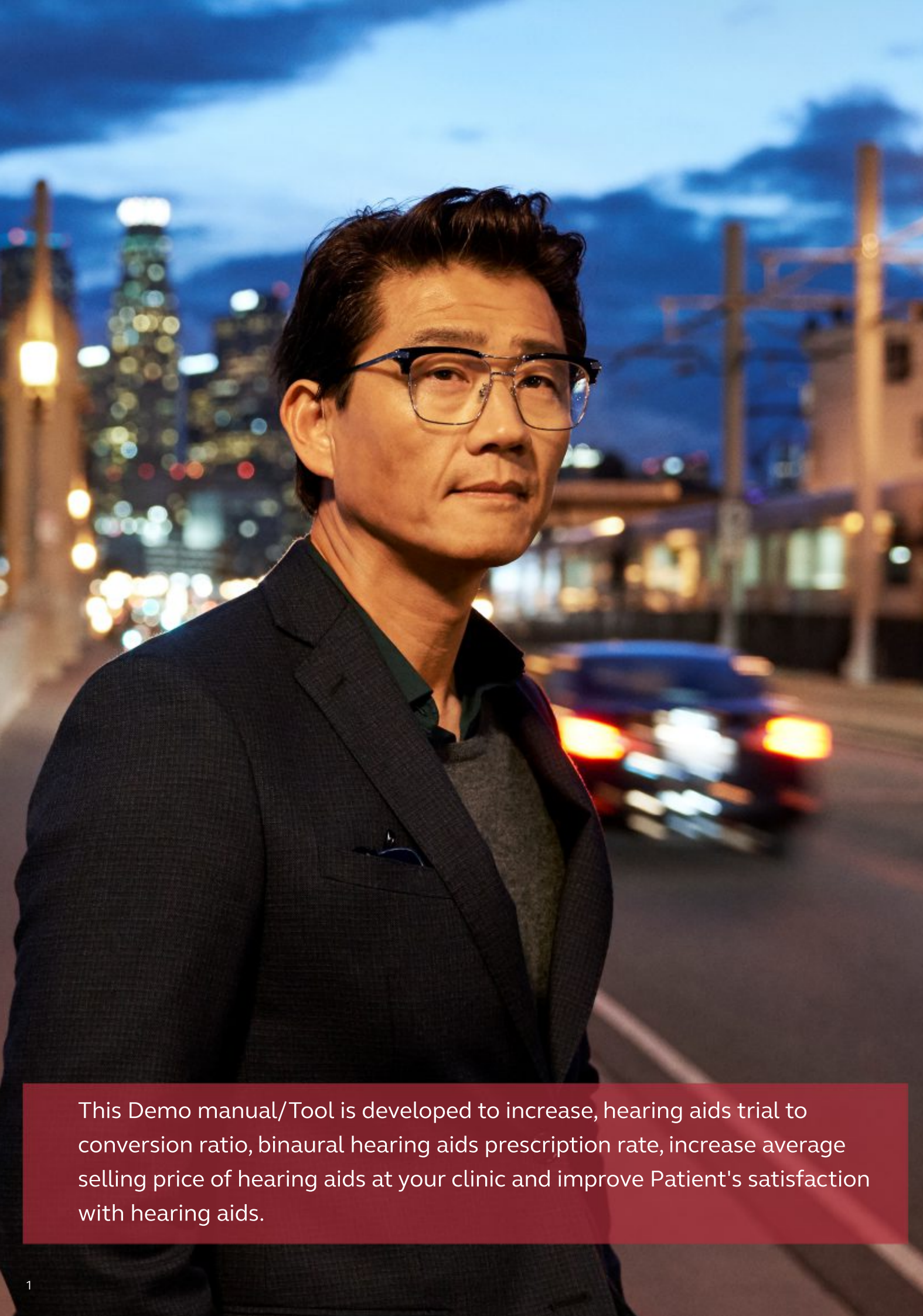
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Your way to
better hearing

GN Making Life Sound Better
FOR 150 YEARS





This Demo manual/Tool is developed to increase, hearing aids trial to conversion ratio, binaural hearing aids prescription rate, increase average selling price of hearing aids at your clinic and improve Patient's satisfaction with hearing aids.

Rapid 3-Step Procedure

Step
1

Hearing aids selection

To understand your patient's hearing challenges, lifestyle & suggest appropriate hearing aids.

Step
2

Programming & Trial

To create a wow effect in patient's mind.

Series-4 Hearing aids

If the hearing aids selection tool suggested series-4/essential hearing aids please follow below mentioned procedure.

A. Series-4 hearing aids Programming & Pairing

- Programming series-4 hearing aids.
- Pairing series-4 hearing aids to TV Unite 2.

B. Series-4 hearing aids trial

- Conversation at 5ft distance in a quiet room.
- Comfort in noise.
- TV streaming.

Series-5/7/9 Hearing aids

If the hearing aids selection tool suggested series-5/7/9 hearing aids please follow below mentioned procedure.

A. Series-5/7/9 hearing aids Programming & Pairing

- Programming series-5/7/9 hearing aids.
- Pairing series-5/7/9 hearing aids to iPhone/accessories.

B. Series-5/7/9 hearing aids trial

- Speech understanding in noise.
- TV streaming.
- Phone streaming in noise.

Step
3

Checklist for Clinician

To ensure that you have performed all trials as per the prescribed procedures.

Hearing aids selection

Everyone experiences hearing loss differently. To find the right solution for you, it is important to recognize your experiences and the situations that matter to you most.

- How have you noticed that your hearing is reduced?
- When you cannot hear, what do you do?
- How do you feel in those situations?
- Are your friends, family or colleagues affected by your hearing issues?

Please note the 3 most important situations for you.

1

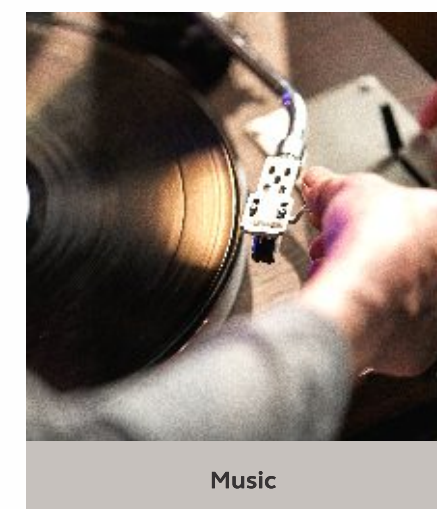
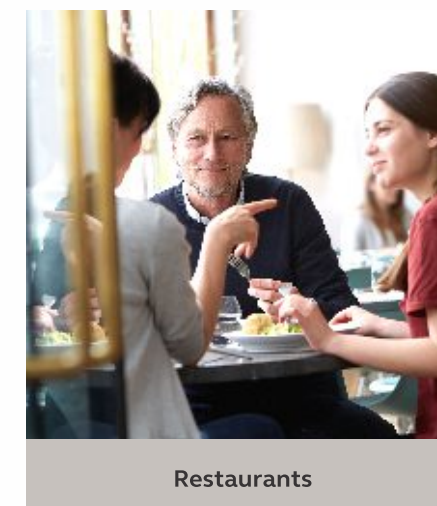
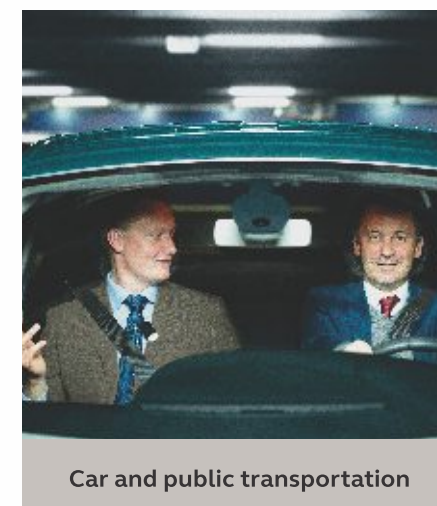
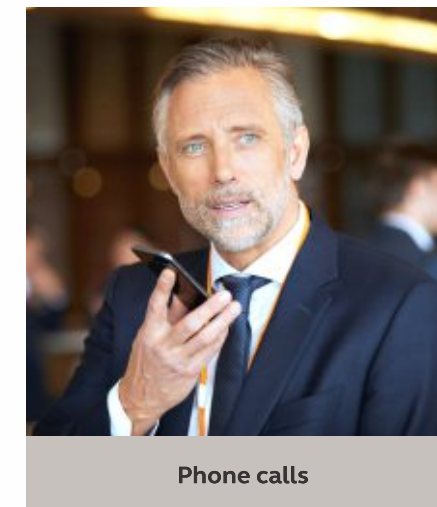
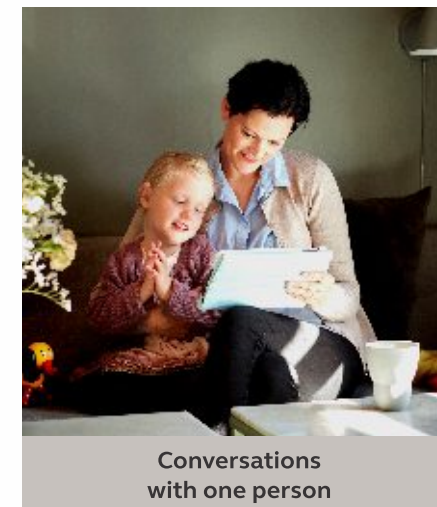
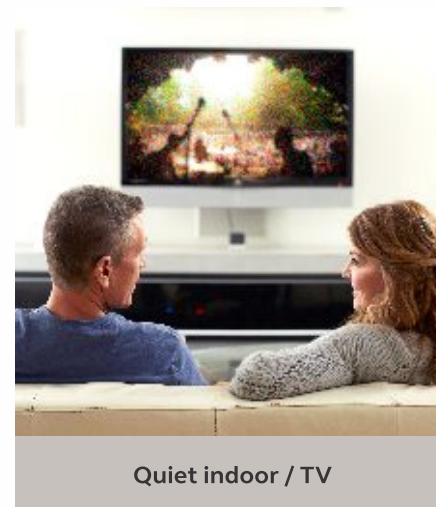
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3









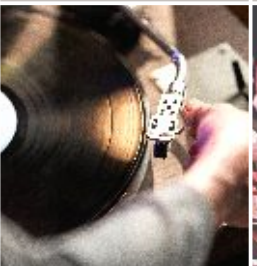
















First signs of hearing loss

- People around you mumble
- You are sometimes told you talk too loudly
- You have to turn up the TV
- You have a hard time following a conversation

Here you can find inspiration for challenging situations:



Hearing aids selection...continued

ACTIVE ON THE GO – Frequent background noise									ONLINE FITTING AND ADJUSTMENT	9 SERIES	QUALITY OF SOUND AND NOISE REDUCTION
Quiet indoor / TV	Conversations with one person	Phone calls	Smaller meetings and gatherings	Car and public transportation	Outdoor	Restaurants	Music	Large social gatherings	 REMOTE FINE TUNING	Premium <ul style="list-style-type: none">• Advanced directionality• Individual and unique hearing experience• Fit for any hearing environment• Direct streaming and control from smartphone• Remote Fine-tuning	<div>★</div> <div>★</div> <div>★</div> <div>★</div> <div>★</div>
											
MODERATELY ACTIVE – Occasional background noise									ONLINE FITTING AND ADJUSTMENT	7 SERIES	QUALITY OF SOUND AND NOISE REDUCTION
Quiet indoor / TV	Conversations with one person	Phone calls	Smaller meetings and gatherings	Car and public transportation	Outdoor	Restaurants			 REMOTE FINE TUNING	Advanced <ul style="list-style-type: none">• Advanced directionality• Several noise reduction possibilities• Remote Fine-tuning	<div>★</div> <div>★</div> <div>★</div> <div>★</div>
											
QUIET – Limited background noise									ONLINE FITTING AND ADJUSTMENT	5 SERIES	QUALITY OF SOUND AND NOISE REDUCTION
Quiet indoor / TV	Conversations with one person	Phone calls	Smaller meetings and gatherings						 REMOTE FINE TUNING	Mid-level <ul style="list-style-type: none">• Basic directionality• Simple noise reduction• Remote Fine-tuning	<div>★</div> <div>★</div> <div>★</div>
											
VERY QUIET – Rare background noise									ONLINE FITTING AND ADJUSTMENT	4 SERIES	QUALITY OF SOUND AND NOISE REDUCTION
Quiet indoor / TV	Conversations with one person									Essential <ul style="list-style-type: none">• Limited setting options• Basic functionality	<div>★</div> <div>★</div>
											

Programming & Trial “Series-4 Hearing aids” (BTE, RIC, W-ITC, W-CIC)

Series-4 hearing aids must be programmed and paired to accessories in the below mentioned two step procedure, one after the other.

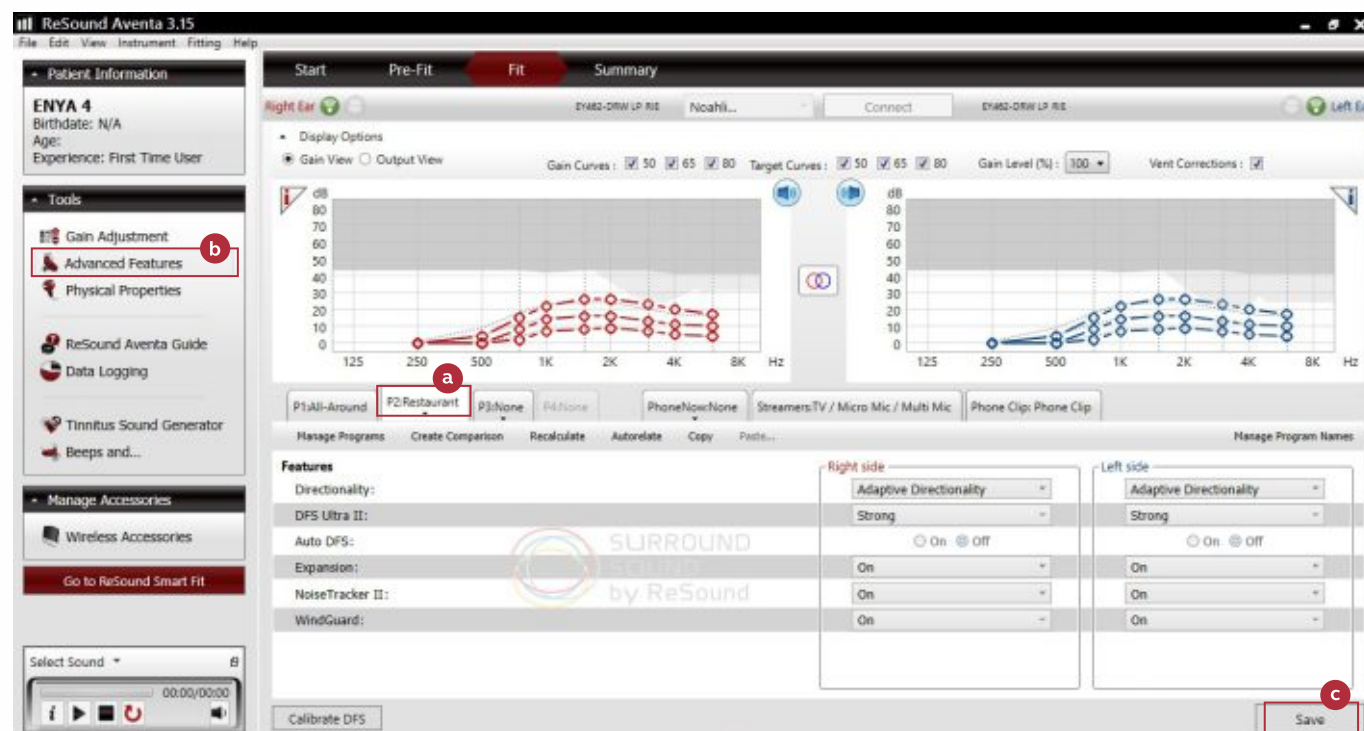
A. Series-4 Hearing aids Programming & Pairing to TV Unite 2

- Programming series-4 hearing aids.
- Pairing series-4 hearing aids to TV Unite 2.

i. Programming series-4 hearing aids

Plot **Audiogram** of patient and do the first fit.

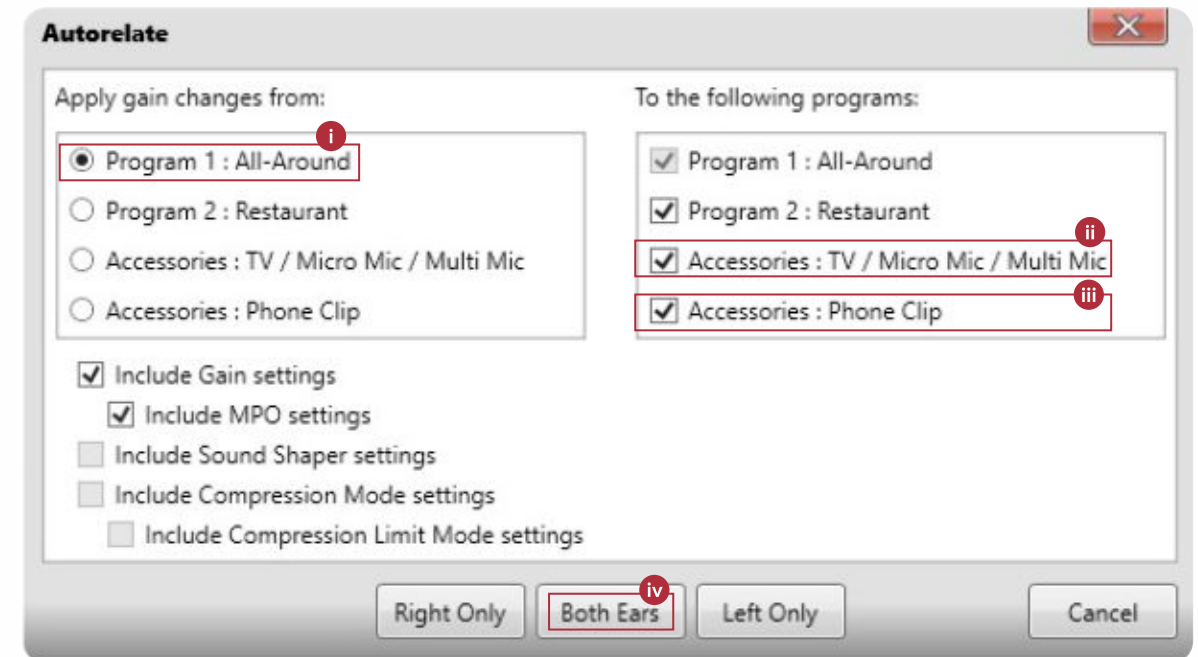
- Add 2nd Program P2 “**Restaurant**” (You would see two programs i.e. P1-All Around and P2-Restaurant).
- Click on Restaurant program > **Advanced features** (Make changes accordingly).



- Click on **Save**.

d. Kindly ensure

- Program 1: **All-Around** is ticked.
- Accessories: **TV/Micro-Mic/Multi Mic and Accessories** is ticked.
- Phone clip** is ticked.
- Click on **Both Ears**.



ii. Pairing series-4 hearing aids to TV Unite 2

Pair Essential 4 series hearing aids to **TV unite 2**.

(To know more on pairing ReSound hearing aids to TV unite 2, kindly scan the QR code below).



Tv unite 2 pairing

B. Series-4 Hearing aids trial (BTE, RIC, W-ITC, WCIC)

Now that you have successfully programmed Series-4 hearing aids, perform hearing aids trial. Trial process has three steps, please implement one after the other.

- i. Conversation at 5ft distance.
- ii. Comfort in noise.
- iii. TV streaming.

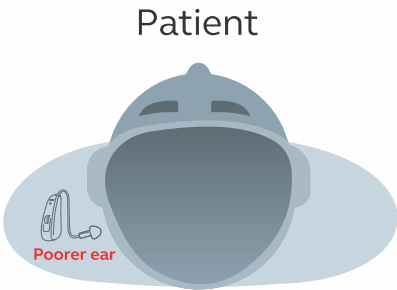
i. Conversation at 5ft distance

Conversation at 5ft distance, must be done in three conditions.

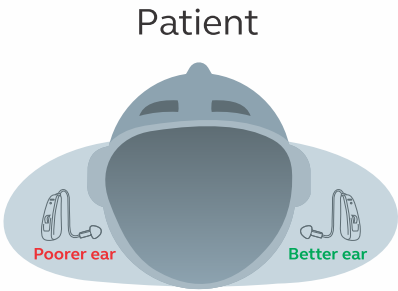
- a. Without hearing aids.
- b. With hearing aid only in one ear/Monoaural (poorer ear).
- c. With hearing aids in both the ears.



a. Without hearing aids



b. With hearing aid only in one ear (poorer ear)

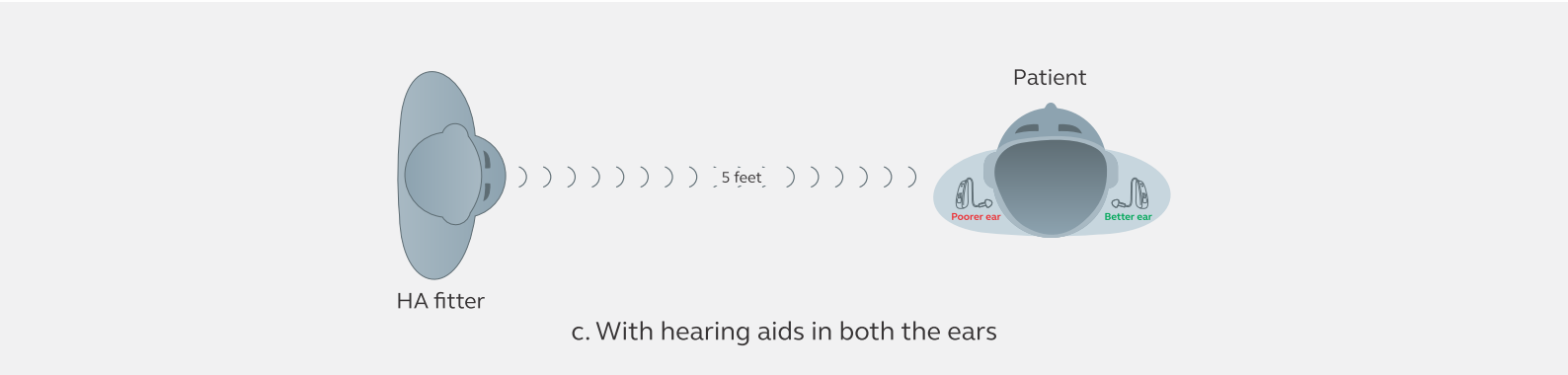
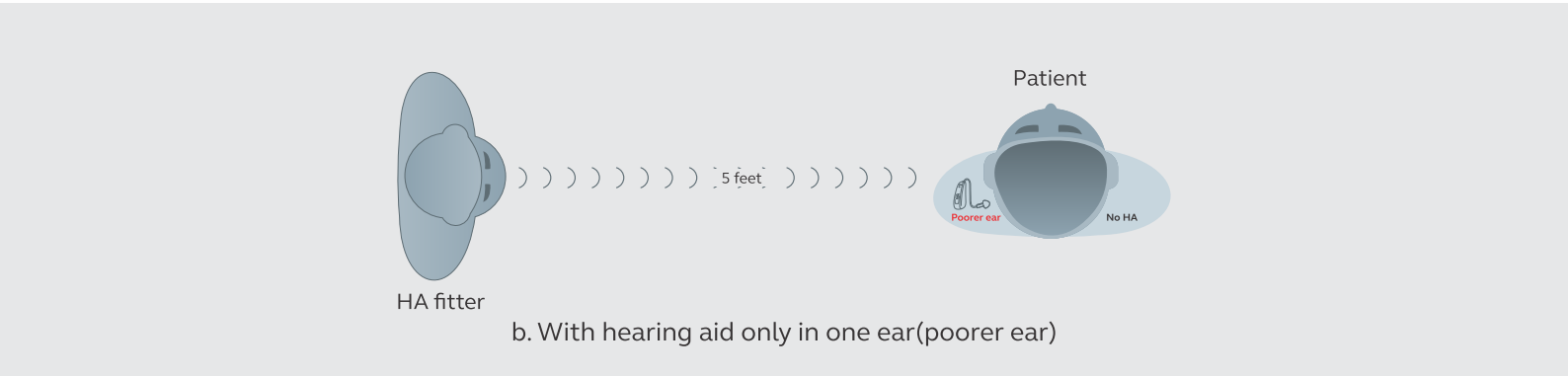
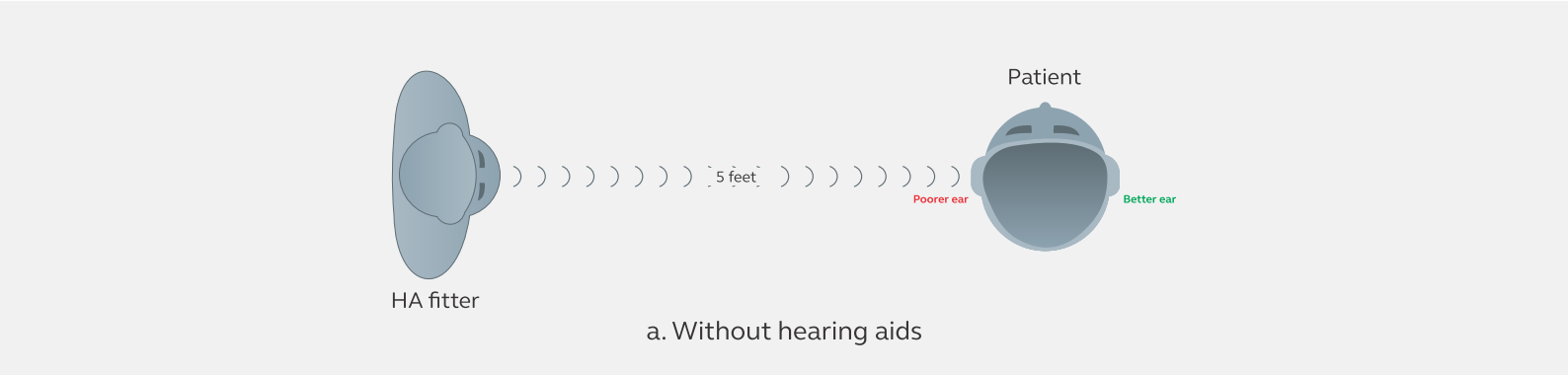


c. With hearing aids in both the ears

Situation / Trail

- Make Patient sit comfortably in a chair.
- Ask 5 questions from 5ft at Soft Input level, from the poorer ear side. i.e. if your patient has moderate loss in right ear and severe loss in left ear, ask questions from the left side.

Note: (Speech levels should not exceed 60 dB SPL at the patient ear level. Use sound level meter App on Smart phone.)



Questions can be: (Always use different questions for all 3 conditions)

- Q1: - What did you have for your breakfast?

Q2: - What is the time now?

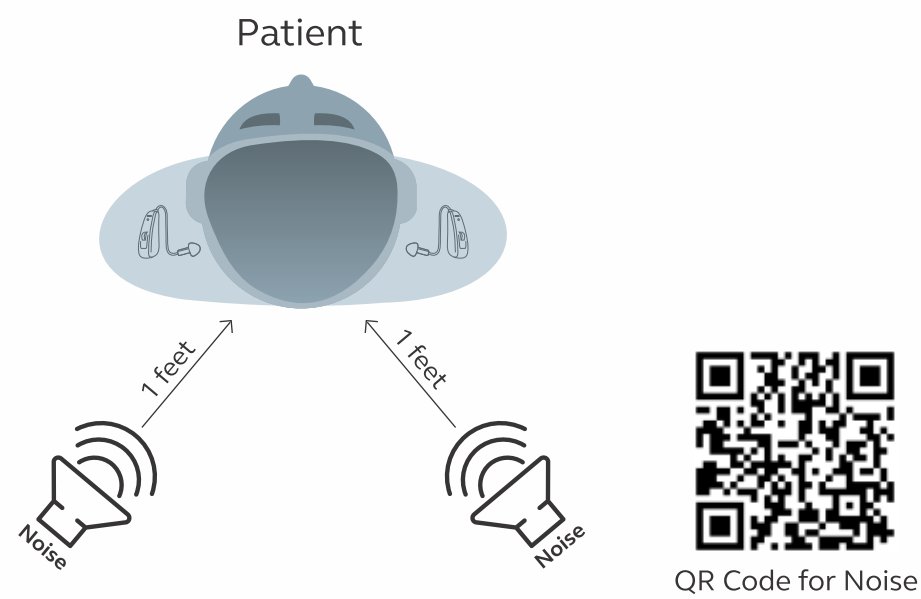
Q3: - Is 66 bigger than 77?
- Q4: - Is it raining outside?

Q5: - Am I wearing a hat?

- Note down how many questions could your patient follow/ hear and understand, in the clinician checklist.

ii. Comfort in noise

- Talk to your patient that he/she is undergoing trial for Comfort in Noise with ReSound hearing aids (Not Speech Understanding)
- Play noise (downloaded from YouTube using QR Code) at the back side of the patient, speaker should be 1 feet away from patient's ear. Noise should be 70 dB SPL, on sound level meter App, on smart phone which is placed at patient's ear level. Refer to below picture:



- Put hearing aids on patient's both ears (Binaural). In All-Around Program, ask him to hear the noise.
- Change the program to Restaurant mode and ask him to hear the noise again.
- Ask patient if he/she has noticed any difference after turning to restaurant program.
- Note down, how patient's would rate his/her experience on a 10-point rating scale, in the clinician checklist.

iii. TV streaming

- Make your patient know that he/she would be hearing TV directly into his ears like Bluetooth headphones.
- Play patient's choice of video from Computer/Television.
- Ask patient to rate TV streaming experience on a 10-point rating scale, in the clinician checklist.

Step 2

Programming & Trial “Series-5/7/9 Hearing aids” (BTE, RIC, W-ITC, W-CIC)

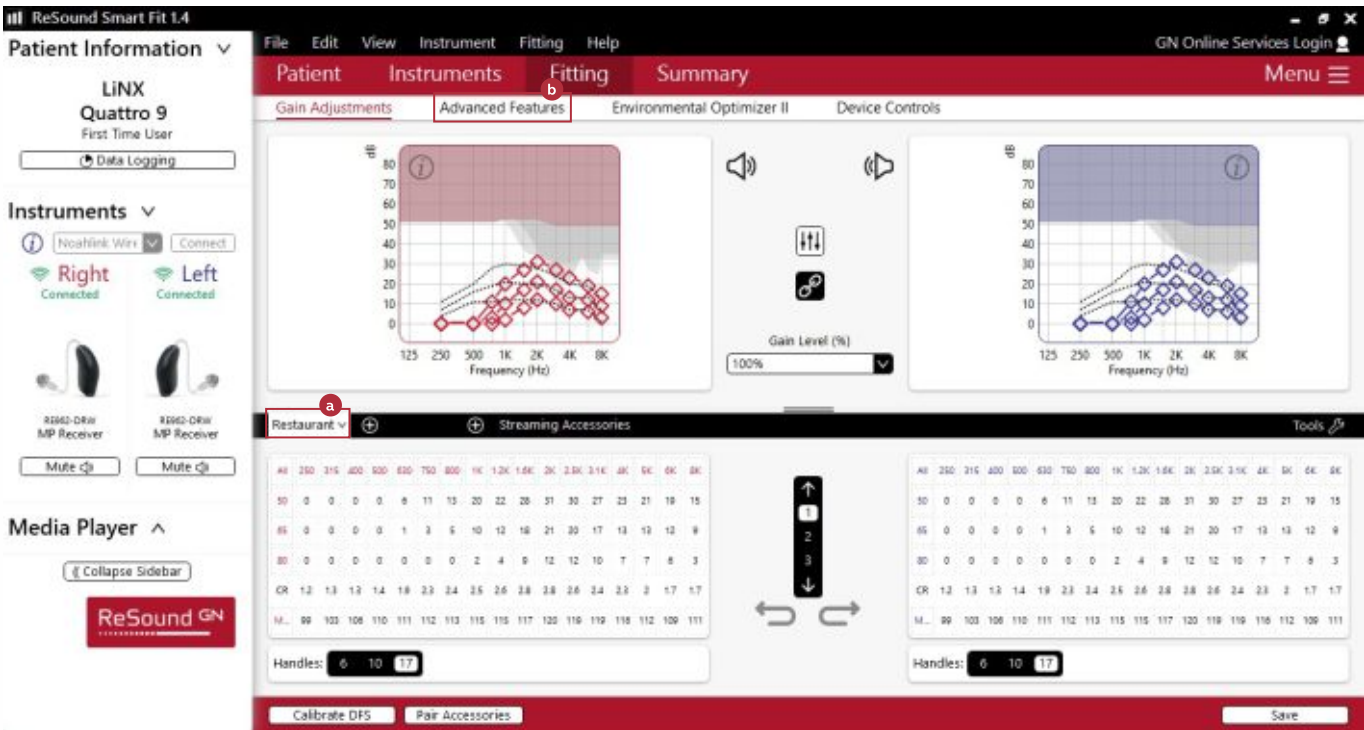
Series-5/7/9 Hearing aids must be programmed and paired to accessories in below mentioned two step procedure, one after the other.

A. Series-5/7/9 Hearing aids Programming & Pairing

- i. Programming series-5/7/9 Hearing aids.
- ii. Pairing series-5/7/9 Hearing aids to iPhone / accessories.

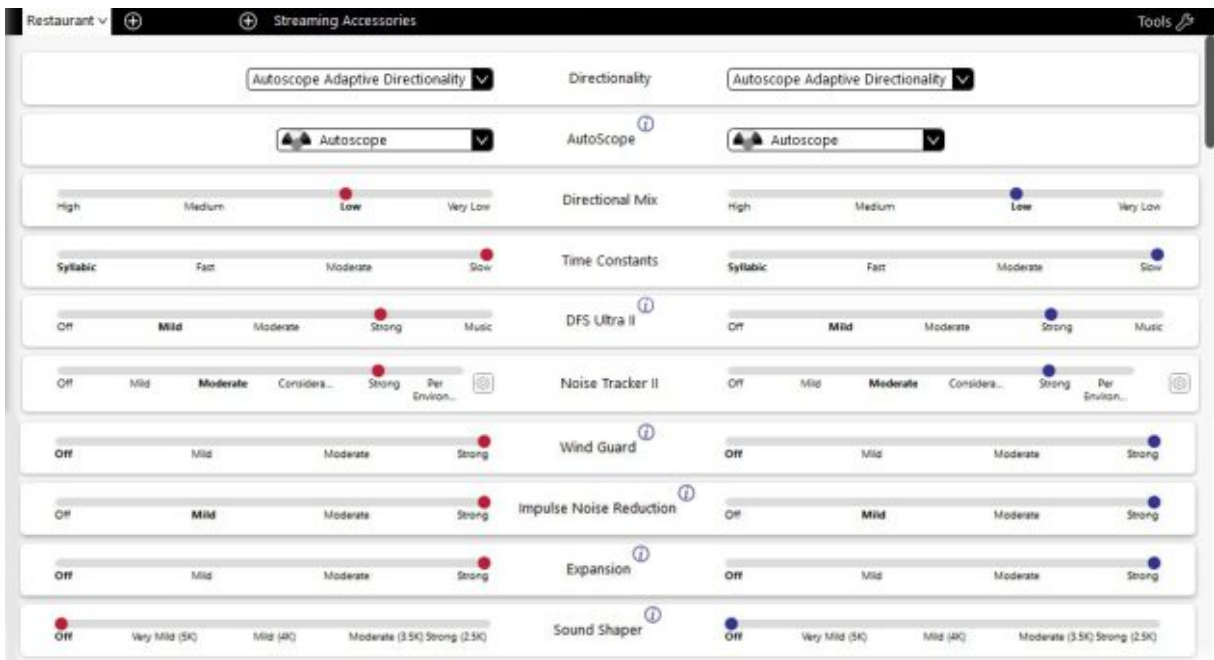
i. Programming series-5/7/9 Hearing aids

- Plot **Audiogram** of patient and do the first fit.
- a. Make Program P1 “**Restaurant**”.
- b. Click on Restaurant program -> **Advanced features** and make changes in it.

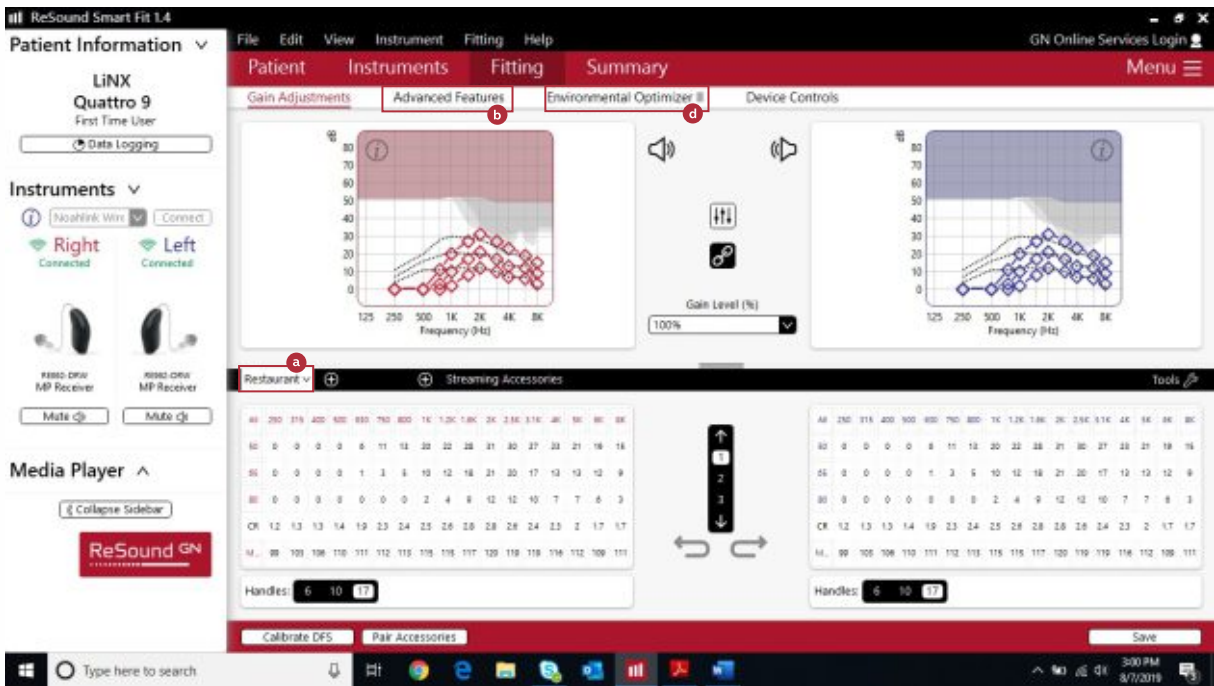


c. Make following changes to **advanced features** of restaurant program.

- Directionality: - Auto scope Adaptive Directionality.
- Auto scope: -Narrow (not in WCIC).
- Dir Mix: - As per default. /Don't change anything.
- Time constants: - Slow (only available in 9 series).
- DFS ultra: -Strong.
- Noise tracker: - Strong (set to highest possible).
- Wind guard: - Strong (set to highest possible).
- Impulse Noise Reduction: -Strong.
- Expansion: -Strong (set to highest possible).
- Sound shaper: - Off.

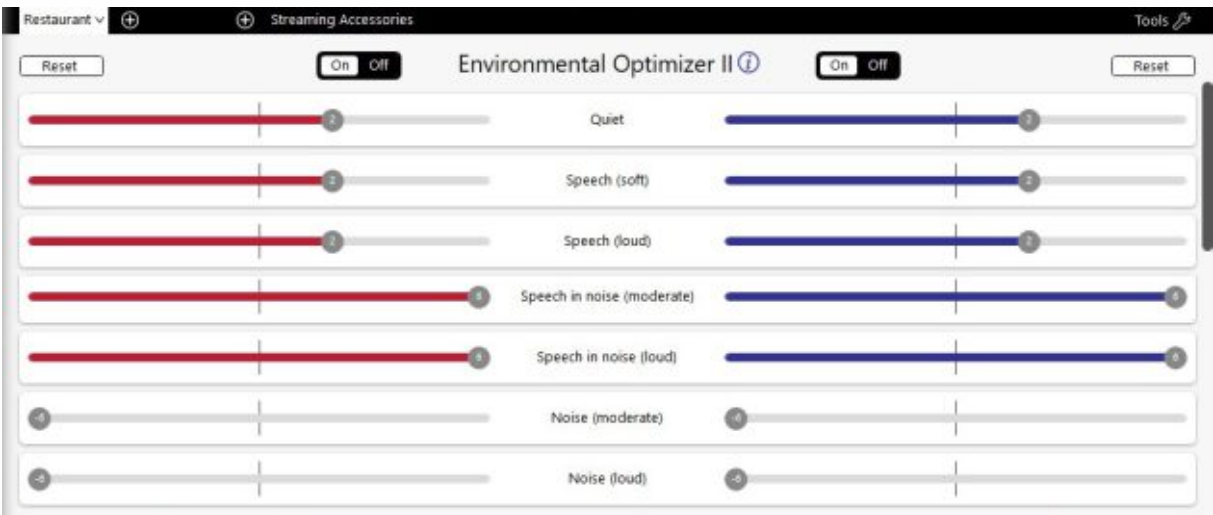


d. Click on **Environmental optimizer**. *This feature will only be available in 9 & 7 series hearing aids.

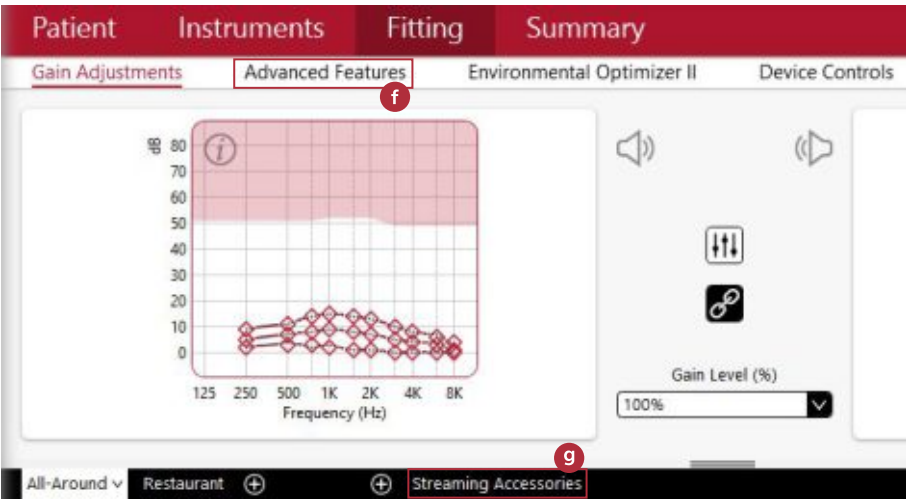


e. Make following changes in **Environmental optimizer** of restaurant program.

- Quiet: - Default/ Don't change anything.
- Speech Soft: - Default/ Don't change anything.
- Speech Loud: - Default/ Don't change anything.
- Speech in noise moderate: - (+6dB) level.
- Speech in noise loud: - (-6dB) level.
- Noise Moderate: - (-6dB) level.
- Noise Loud: - (-6dB) level.



f. Make following changes to **advanced features**.

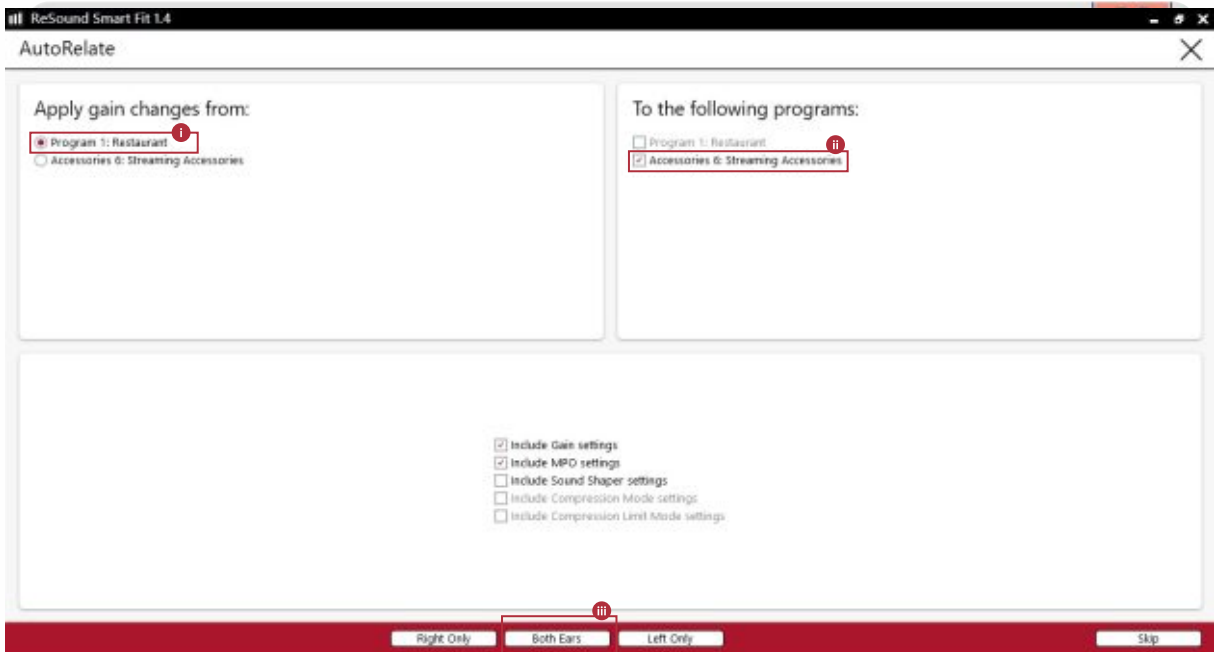


g. Click on **Streaming Accessories**.

- Mic relative to TV (-12) dB.
- Mic relative to Mic Accessory (-12) dB.
- Mic relative to Mobile Device (-12dB).
- Mic relative to Phone Clip+ (-12dB).



- i. Click on **Save**.
- j. Kindly ensure.
 - i. Program 1: Restaurant is ticked.
 - ii. Accessories: Streaming Accessories.
 - iii. Click on Both Ears.



ii. Pairing series-5/7/9 Hearing aids to iPhone/accessories

- Pair series-5/7/9 hearing aids to iPhone /Phone Clip + and TV unite 2.
- (To know more on pairing ReSound hearing aids to iPhone, Phone clip + and TV unite 2, kindly scan the QR code below).

Note: If patient does not have iPhone, then pair hearing aids to Phone Clip +.



MFi pairing



Phone Clip+ pairing



Tv unite 2 pairing

B. Series-5/7/9 Hearing aid trial (BTE, RIC, W-ITC, WCIC)

Now that you have successfully programmed Series-5/7/9 hearing aid, perform hearing aid trial. Trial process has three steps, please implement one after the other .

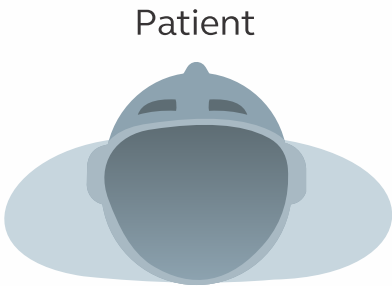
- i. Speech understanding in noise.
- ii. Phone streaming.
- iii. TV streaming.

i. Speech understanding in noise

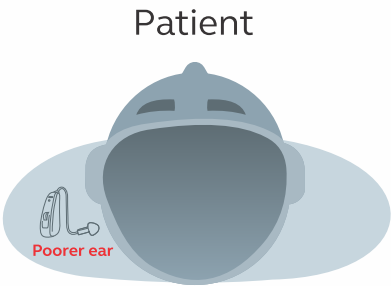
- a. Make your patient know that he/she would be undergoing a trial to understand, how his hearing aids will help him/her understand speech in noise. He/she is supposed to repeat the words heard.

Speech understanding in noise must be done in three conditions.

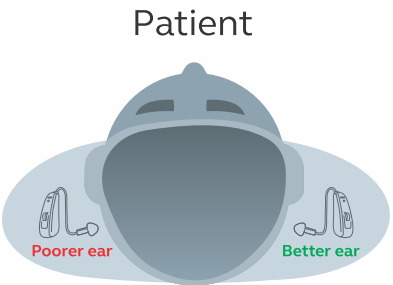
- a. Without hearing aids.
- b. With hearing aid only in one ear/Monoaural (poorer ear).
- c. With hearing aids in both the ears.



a. Without hearing aids



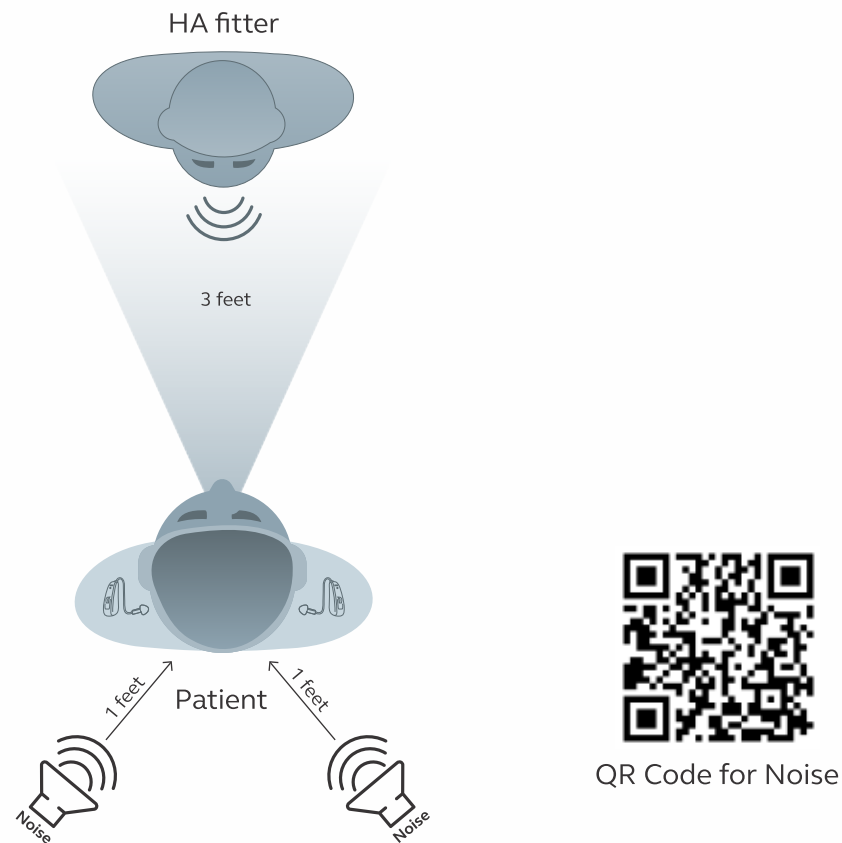
b. With hearing aid only in one ear(poorer ear)



c. With hearing aids in both the ears

- b. Play noise (downloaded from YouTube using QR Code) at the back side of the patient, speaker should be 1 feet away from patient's ear. Refer to below picture:
- c. Play noise (downloaded from YouTube using QR Code) at the back side of the patient, speaker should be 1 feet away from patient's ear. Noise should be 70 dB SPL, on sound level meter App, on smart phone which is placed at patient's ear level. Refer to below picture:

Note: (Speech levels should not exceed 70 dB SPL at the patient ear level. Use sound level meter App on Smart phone.)



- c. Put hearing aids on patient's both ears (Binaural), in the Restaurant Program, ask him/her to repeat words that you speak.
 - d. Read following kind of words loudly and clearly one after the other.
(Don't repeat same words for all three conditions)
- | | |
|-------------|-----------------|
| 1.Cupboard | 6. Doorbell |
| 2.Soapbox | 7. Sunshine |
| 3.Airport | 8. Birthday |
| 4.Bedroom | 9. Play ground |
| 5.Ice-cream | 10. School room |
- e. Mark how many words he/she has correctly repeated in the clinician checklist.

ii. TV streaming

- Make your patient know that he/she would be hearing TV directly into his ears like Bluetooth headphones.
- Play patient's choice of video from Computer/Television.
- Ask patient to rate TV streaming experience on a 10-point rating scale, in the clinician checklist.

iii. Phone streaming in noise

- Make your patient know that he/she would be hearing phone call directly into his ear without he/she needing to put phone to ear.
- Dispenser should call patient from outside the test room
- Dispenser should engage patient in telephone conversation, ask him/her general/situational questions. E.g. Who is standing in front of etc.
- Ask patient to rate phone streaming experience on a 10-point rating scale, in the clinician checklist.

Checklist for Clinician
(Series-4 hearing aid)

Did you demo the following details?		
1	Conversation at 5ft without hearing aids? No. of questions patient heard and understood?	Yes / No ____/ 5
2	Conversation at 5ft with hearing aid only in poorer ear? No. of questions patient heard and understood?	Yes / No ____/ 5
3	Conversation at 5ft with hearing aids in both ears? No. of questions patient heard and understood?	Yes / No ____/ 5
4	Comfort in noisy environment with hearing aids on both ears? Patient score	Yes / No ____/ 10
5	TV streaming in calm environment? Patient score	Yes / No ____/ 10

Patient Name : _____

Clinic : _____

Date : _____

Checklist for Clinician
(Series-5/7/9 hearing aid)

Did you demo the following details?		
1	Speech understanding at 3ft without hearing aids? No. of questions the patient heard and understood?	Yes / No ____/ 10
2	Speech understanding at 3ft with hearing aid only in poorer ear? No. of questions the patient heard and understood?	Yes / No ____/ 10
3	Speech understanding at 3ft with hearing aids in both ears? No. of questions the patient heard and understood?	Yes / No ____/ 10
4	Phone streaming? Patient score	Yes / No ____/ 10
5	TV streaming? Patient score	Yes / No ____/ 10

Patient Name : _____

Clinic : _____

Date : _____

Patient Feedback Form
(Series-4 Hearing aids)

Kindly provide your feedback for the demo: (please tick)

1. Conversation at 5 feet **without hearing aids?**
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐
2. Conversation at 5ft **with hearing aid only in poorer ear?**
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐
3. Conversation at 5ft **with hearing aids in both ears?**
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐
4. Comfort in noisy environment **with hearing aids on both ears?**
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐
5. **TV streaming** in calm environment?
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐

Patient Name : _____

Patient Signature : _____

Clinic : _____

Date : _____

Patient Feedback Form
(Series-5/7/9 Hearing aids)

Kindly provide your feedback for the demo: (please tick)

1. Speech understanding in noise at 3 feet **without hearing aid?**
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐
2. Speech understanding in noise at 3 feet with hearing aid **only in poorer ear?**
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐
3. Speech understanding in noise at 3 feet with hearing aids **in both ears?**
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐
4. **Phone streaming?**
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐
5. **TV streaming** in calm environment?
Excellent ☐ Good ☐ Average ☐ Poor ☐ Very Poor ☐

Patient Name : _____

Patient Signature : _____

Clinic : _____

Date : _____