

Patient Adjustment Guide

PRODUCT: Synergy Products: Muse, SoundLens Synergy, Halo 2

Patient Report

VOICE SOUNDS

- > In a barrel/tunnel
- > Echoes
- > Hollow
- > Like they have a cold/ears plugged

VOICE SOUNDS

- > Muffled

VOICE SOUNDS

- > Distorted
- > Crackles
- > Unnatural/like a megaphone

PATIENT HAS DIFFICULTY

- > Understanding speech in background noise

PATIENT HEARS

- > Voices at a distance better than near

PATIENT REPORTS

- > Low tolerance for noise
- > Background noise too loud

MUSIC SOUNDS

- > Unable to hear background music
- > Background music is too dominant
- > Unexpected fluctuations in background music
- > Music too tinny in the Music Memory
- > Music has too much bass in the Music Memory

Inspire Adjustment

- > Decrease Overall Gain using Occlusion Control
- > Decrease Low Frequency Gain
- > Decrease Moderate Gain at 1000Hz and/or 1500Hz
- > Acoustic Options dialog box will update based on connected hearing aid

- > Increase Moderate Gain at 1000Hz and/or 1500Hz
- > Increase Loud Gain
- > Increase Overall Output
- > Increase High Frequency Gain
- > Decrease Low Frequency Gain
- > Enlarge Vent Diameter
- > Shorten and/or Taper Canal
- > Acoustic Options dialog box will update based on the connected hearing aid

- > Decrease Moderate Gain at 1000Hz and/or 1500Hz
- > Decrease Loud Gain
- > Decrease Overall Output

- > Verify Adaptive Directionality is enabled
- > Increase Overall Gain at 1000Hz and/or 1500Hz, then higher Frequency Gain
- > Enable Directionality Plus via Environment Manager screen
- > Decrease Soft Low Frequency Gain
- > Increase Speech and Noise via Environment Manager screen

- > Increase Loud Gain at 1000Hz and/or 1500Hz, then try Higher Frequency Loud Gain
- > Decrease Soft Gain
- > Increase Overall Output

- > Decrease Overall Output
- > Enable Directionality Plus via Noise Control screen
- > Set Speech and Noise for More activity via Environment Manager screen

- > Set Music adaptation to a higher strength via Environment Manager screen

- > Set Music adaptation to a lower strength via Environment Manager screen

- > Set Music adaptation to a lower strength via Environment Manager screen

- > Decrease treble via QuickFit screen
- > Increase bass via QuickFit screen

- > Decrease bass via QuickFit screen
- > Increase treble via QuickFit screen

Other Considerations

- > Occlusion may be due to the physical presence of the hearing aid and not as a result of amplification
- > To test, turn off the hearing aid (open battery door) and have the patient speak
 1. Report persists – issue is occlusion; address with acoustic modifications
 2. Report resolved – issue is amplification; address with frequency adjustments
- > Enlarge Vent Diameter
- > Shorten and/or Taper Canal
- > Remake hearing aid with either deeper or shorter canal length; depending on current hearing aid
- > Inspire-selected Acoustic Options must match options connected to hearing aid

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Occlusion may be due to the physical presence of the hearing aid and not as a result of amplification
- > To test, turn off the hearing aid (open battery door) and have the patient speak
 1. Report persists – issue is occlusion; address with acoustic modifications
 2. Report resolved – issue is amplification; address with frequency adjustments
- > Enlarge Vent Diameter
- > Shorten and/or Taper Canal
- > Inspire-selected Acoustic Options must match options connected to hearing aid

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > If decreasing Overall Output worsens sound quality, consider increasing Overall Output

- > Verify Adaptive Directionality is activated
- > If device does not have directional microphones, consider recommending a directional device
- > Directionality Plus adjusts the level of activation of Speech and Noise to engage at a lower input level
- > Consider SurfLink Mobile or SurfLink Remote set to iQ Boost for Wireless Devices

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Consider SurfLink Mobile Remote Microphone set to Focus or SurfLink Remote Microphone for Wireless Devices

- > Verify Adaptive Directionality is activated
- > If device does not have directional microphones, consider recommending directional device
- > Directionality Plus adjusts the level of activation of Speech and Noise to engage at a lower input level
- > Consider SurfLink Mobile or SurfLink Remote set to iQ Boost for Wireless Devices

Consider creating a dedicated Music Memory for improved music sound quality

Consider the Fine Tuning screen for musicians who require very discrete frequency specific adjustments of loud and soft music

Patients Own Voice

Hearing in Noise

Music

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Patient Report

Inspire Adjustment

Other Considerations

Loudness

OVERALL TOO LOUD

- > Voices too loud
- > All sounds too Loud
- > Harsh/too loud

- > Engage Experience Manager, selecting a lower level starting point
- > Change Experience Level to provide less gain (3 to 2 or 2 to 1)
- > Decrease Overall Gain
- > Decrease Gain using Occlusion Control
- > Decrease High Frequency Loud Gain

- > Patient may not be accustomed to amplification or may be accustomed to lower gain devices
- > May need to start with lower gain settings than the prescriptive target recommends
- > May need to consider a different fitting formula
- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart

LOUDNESS COMFORT

- > Sounds are painful
- > Clattering dishes too loud
- > Running water
- > Other environmental sounds too loud

- > Decrease High Frequency Loud Gain
- > Decrease Overall Output
- > Decrease Overall Loud Gain
- > Set Machine Noise for More Activity via Environment Manager screen

- > Ensure Best Fit is using e-STAT Fitting Formula
- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Utilize Speech Mapping to identify frequencies causing discomfort

OVERALL TOO SOFT

- > Voices too soft
- > All sounds too soft
- > Hearing aids too soft

- > Increase Overall Gain
- > Increase Overall Output
- > Engage MPO Boost
- > Increase Overall Soft Gain
- > Increase Overall Moderate Gain
- > Increase Low Frequency Overall Gain
- > Set Quiet for Less Activity via Environment Manager screen

- > Patient may not perceive the aid as being loud enough depending on previous hearing aid experience
- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Utilize Speech Mapping to verify audibility

Feedback

HEARING AIDS

- > Whistle
- > Chirp

- > Initialize Whistlefree Feedback Cancellation with hearing aid seated in ear
- > View Maximum Stable Gain to check for areas of possible feedback
- > Use Auto Gain Adjust
- > Decrease Overall Soft Gain
- > Decrease Overall Moderate Gain
- > Decrease Overall Loud Gain
- > Decrease Overall Gain

- > Whistlefree Feedback Cancellation needs to be re-initialized any time the acoustic characteristics of the hearing aid are changed (ex: shell modification, new earmold or earbud)
- > Utilize Speech Mapping to identify feedback peak and decrease gain at peak

Sound Quality

NOISY

- > Hearing aids are noisy
- > Refrigerator hum too loud
- > Hearing aids are noisy in quiet environments

- > Set Quiet for More Activity via Environment Manager screen
- > Decrease Soft Gain at 750Hz and below
- > Decrease Overall Soft Gain

Quiet adjusts expansion to ensure the hearing aids are quiet in a quiet environment

PUMPING

- > Hearing aids cut in and out
- > Hearing aids cut in and out when patient speaks
- > Loud sounds fade in and out

- > Increase Overall Loud Gain
- > Set Machine Noise for Less Activity via Environment Manager screen

- > Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- > Adjust Time Constants if available, (slower) for appropriate classification on Environment Manager screen

SHUTTING DOWN

- > Hearing aids shut down with loud sounds
- > Hearing aids cut out when patient speaks
- > Loud sounds fade in and out

- > Increase Overall Output
- > Increase Overall Soft Gain
- > Increase Overall Loud Gain
- > Engage MPO Boost

Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart

SOUNDS ARE

- > Sharp
- > Tinny

- > Increase gain between 2000 - 4000 Hz; then increase gain at 750 Hz
- > Increase Low Frequency Gain
- > Decrease Overall Output
- > Engage Experience Manager, selecting a lower level starting point
- > Change Experience Level to provide less gain (3 to 2 or 2 to 1)

- > Patient's auditory perception may be distorted due to long standing high-frequency hearing loss; counseling is key
- > Consider Best Fit using a different fitting formula
- > Utilize Speech Mapping or Verify Comfort to identify areas of sharpness

SOUNDS ARE

- > Hollow
- > Muffled

- > Decrease Loud Gain at 500Hz and 750Hz
- > Increase Moderate Gain at 1000Hz and/or 1500Hz
- > Increase Moderate High Frequency Gain
- > Acoustic Options dialog box will update based on connected hearing aid

- > Increase Vent Size and update Acoustic Options to match hearing aid
- > Inspire-selected Acoustic Options must match options connected to hearing aid

Intelligibility

REPORTS

- > I hear better without my hearing aids
- > Speech is unclear/unnatural
- > Speech in quiet is not clear
- > TV/Radio is not clear

- > Increase Overall Gain at 1000Hz and/or 1500Hz
- > Set Speech and Noise for Less Activity via Environment Manager screen
- > Enable Television Memory via Memories Menu or Memories screen

- > May need to counsel on fact that poor speech clarity may be due to poor speech discrimination
- > Consider SurfLink Mobile set to Start/Stop Audio Stream and/or SurfLink Media 2 for Wireless Devices