**Insight Adjustments**
- Decrease Overall Gain using Occlusion Control
- Decrease Low Frequency Gain
- Decrease Moderate Gain at 1000 Hz and/or 1500 Hz

**Insight Adjustments**
- Increase Moderate Gain at 1000 Hz and/or 1500 Hz
- Increase Loud Gain
- Increase Overall Output
- Increase High Frequency Gain
- Decrease Low Frequency Gain

**Other Considerations**
- Occlusion may be due to the physical presence of the hearing aid and not because of amplification; to test, turn off the hearing aid and have the patient speak
  1. Report persists—issue is occlusion; address with acoustic modifications
     - Enlarge vent diameter
     - Shorten and/or taper canal
     - Remake hearing aid with different canal length depending on current hearing aid
  2. Report resolved—issue is amplification; address with frequency adjustments

**Other Considerations**
- If decreasing Overall Output worsens sound quality, consider increasing Overall Output

---

**Patients Own Voice**

### 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
### Hearing in Noise

<table>
<thead>
<tr>
<th>Patient has Difficulty</th>
<th>Inspire Adjustments</th>
<th>Other Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding speech in background noise</td>
<td>Verify Adaptive Directionality is enabled via Sound Manager screen</td>
<td>If device does not have directional microphones, consider recommending a directional device</td>
</tr>
<tr>
<td></td>
<td>Increase Overall Gain at 1000 Hz and/or 1500 Hz, then higher frequency gain</td>
<td>Consider Starkey® Hearing Technologies Remote Control or Mobile App with Comfort Boost engaged to make the Speech in Noise control more aggressive</td>
</tr>
<tr>
<td></td>
<td>Decrease Soft Low Frequency Gain</td>
<td>Consider use of Starkey Hearing Technologies Remote Microphone + or Mini Remote Microphone to improve signal-to-noise ratio</td>
</tr>
<tr>
<td></td>
<td>Enable Directionality Plus via Sound Manager screen Details link</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Increase Speech and Noise via Sound Manager screen</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Turn Acuity Immersion Directionality off if soft speech sounds are muffled</td>
<td>Consider turning Speech in Noise off for severe-to-profound hearing loss</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patient Hears</th>
<th>Inspire Adjustments</th>
<th>Other Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voices at a distance better than near</td>
<td>Increase Overall Gain at 1000 Hz and/or 1500 Hz</td>
<td>If device does not have directional microphones, consider recommending a directional device</td>
</tr>
<tr>
<td></td>
<td>Increase Overall Soft Gain</td>
<td>Consider Starkey Hearing Technologies Remote Control or Mobile App with Comfort Boost engaged to make the Speech in Noise control more aggressive</td>
</tr>
<tr>
<td></td>
<td>Set Speech and Noise for Less Activity via Sound Manager screen</td>
<td>Consider use of Starkey Hearing Technologies Remote Microphone + or Mini Remote Microphone to improve signal-to-noise ratio</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patient Reports</th>
<th>Inspire Adjustments</th>
<th>Other Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low tolerance for noise</td>
<td>Decrease Overall Output</td>
<td>If device does not have directional microphones, consider recommending a directional device</td>
</tr>
<tr>
<td>Background noise too loud</td>
<td>Verify Adaptive Directionality is enabled via Sound Manager screen</td>
<td>Consider Starkey Hearing Technologies Remote Control or Mobile App with Comfort Boost engaged to make the Speech in Noise control more aggressive</td>
</tr>
<tr>
<td></td>
<td>Enable Directionality Plus via Sound Manager screen</td>
<td>Consider use of Starkey Hearing Technologies Remote Microphone + or Mini Remote Microphone to improve signal-to-noise ratio</td>
</tr>
<tr>
<td></td>
<td>Set Speech and Noise for More Activity via Sound Manager screen</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Increase Low Frequency Gain for Streamed Memory</td>
<td></td>
</tr>
</tbody>
</table>

### Intelligibility

<table>
<thead>
<tr>
<th>Reports</th>
<th>Inspire Adjustments</th>
<th>Other Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>I hear better without my hearing aids</td>
<td>Increase Overall Gain at 1000 Hz and/or 1500 Hz</td>
<td>Consider a customized TV memory via the Thrive™ Hearing Control app</td>
</tr>
<tr>
<td>Speech is unclear/unnatural</td>
<td>Set Speech and Noise for Less Activity via Sound Manager screen</td>
<td>Consider adding a Starkey Hearing Technologies TV streamer</td>
</tr>
<tr>
<td>Speech in quiet is not clear</td>
<td>Increase Low Frequency Gain for Streamed Memory</td>
<td>May need to counsel on fact that poor speech clarity may be due to poor speech discrimination</td>
</tr>
<tr>
<td>TV/Radio is not clear</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Speech Sounds</th>
<th>Inspire Adjustments</th>
<th>Other Considerations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Muffled even when in quiet</td>
<td>Set Quiet for Less Activity via Sound Manager screen</td>
<td>Quiet adjusts expansion to ensure the hearing aids are quiet in a quiet environment</td>
</tr>
<tr>
<td></td>
<td>Ensure Acuity Immersion Directionality is Off via Sound Manager screen Details link</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Increase Soft and Moderate Gain</td>
<td></td>
</tr>
</tbody>
</table>
### Streamed Input

**Reports**
- Streamed input doesn’t have enough bass

**Inspire Adjustments**
- Increase Gain for Low Frequencies
- Increase Output for Low Frequencies

**Loudness**

**Overall Too Loud**
- Voices too loud
- All sounds too loud
- Harsh/too loud

**Inspire Adjustments**
- Change Experience Level to provide less gain (3 to 2 or 2 to 1)
- Decrease Overall Gain above 1000 Hz
- Decrease Gain using Occlusion Control
- Decrease High Frequency Loud Gain

**Loudness Comfort**
- Sounds are painful
- Clattering dishes too loud
- Running water
- Other environmental sounds too loud

**Inspire Adjustments**
- Decrease High Frequency Loud Gain
- Decrease Overall Output
- Decrease Overall Loud Gain
- Set Machine Noise for More Activity via Sound Manager screen

**Overall Too Soft**
- Voices too soft
- All sounds too soft
- Hearing aids too soft

**Inspire Adjustments**
- Increase Overall Gain
- Increase Overall Output
- Increase Overall Soft Gain
- Increase Overall Moderate Gain
- Increase Low Frequency Overall Gain
- Set Quiet for Less Activity via Sound Manager screen

**Other Considerations**
- Consider a customized TV memory via the Thrive app
- Consider adding a Starkey Hearing Technologies TV streamer

**Reports**
- External environment is louder than the streamed signal

**Inspire Adjustments**
- Mute the hearing aid microphones

**Other Considerations**
- Consider adjusting the streamed vs microphone input ratio via the Thrive app
- Consider a customized TV memory via the Thrive app
- May need to start with lower gain settings than the prescriptive target recommends
- 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
- Quiet adjusts expansion to ensure the hearing aids are quiet in a quiet environment

**Other Considerations**
- Utilize Speech Mapping to verify audibility
- Utilize Speech Mapping to identify frequencies causing discomfort
- Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- Quiet adjusts expansion to ensure the hearing aids are quiet in a quiet environment
### Sound Quality

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

### Inspire Adjustments
- Decrease Soft Gain at 750 Hz and below
- Decrease Overall Soft Gain

### Other Considerations
- 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

### Inspire Adjustments
- Increase Overall Gain
- Increase Overall Soft Gain
- Increase Overall Loud Gain
- Set Transient Noise Reduction to Less Activity via Sound Manager screen
- Decrease compression ratios

### Other Considerations
- Adjust time constants for Machine Noise, if available, (slower)
- Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart

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

### Inspire Adjustments
- Increase Overall Loud Gain
- Set Machine Noise for Less Activity via Sound Manager screen
- Decrease compression ratios

### Other Considerations
- Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart

#### Transient Sounds are
- Bothersome

### Inspire Adjustments
- Set Transients for more activity via Sound Manager screen

### Other Considerations
- Consider turning off for severe-to-profound hearing loss

#### Transient Sounds are
- Too Soft

### Inspire Adjustments
- Set Transients to less activity via Sound Manager screen

### Other Considerations
- Consider turning off for severe-to-profound hearing loss
**Sound Quality (Continued)**

### Sounds are

- Hollow
- Muffled

### Inspire Adjustments

- Decrease Loud Gain at 500 Hz and 750 Hz
- Increase Moderate Gain at 1000 Hz and/or 1500 Hz
- Increase Moderate High Frequency Gain

### Other Considerations

- Increase Vent Size and update Acoustic Options to match hearing aid

### Sounds are

- Sharp
- Tinny

### Inspire Adjustments

- Increase gain between 2000 Hz-4000 Hz, then increase gain at 750 Hz
- Increase Low Frequency Gain
- Decrease Overall Output above 1000 Hz
- Increase Speech in Noise
- Increase Compression
- Change Experience Level to provide less gain (3 to 2 or 2 to 1)

### Other Considerations

- Utilize Speech Mapping or Verify Comfort to identify areas of sharpness
- Compression Ratios are increased as the curves move closer together; decreased as the curves move farther apart
- Consider Best Fit using a different fitting formula
- Patient’s auditory perception may be distorted due to long-standing high-frequency hearing loss; counseling is key

### Background Music

- Unable to hear

### Inspire Adjustments

- Set Music adaptation to a higher strength via Sound Manager screen

### Other Considerations

- Consider creating a dedicated Music Memory for improved music sound quality
- Consider use of Starkey Hearing Technologies streaming accessory

### Background Music

- Too dominant
- Unexpected fluctuations

### Inspire Adjustments

- Set Music adaptation to a lower strength via Sound Manager screen

### Other Considerations

- Consider creating a dedicated Music Memory for improved music sound quality
- Consider use of Starkey Hearing Technologies streaming accessory

### Music Sounds

- Too tinny in the Music Memory

### Inspire Adjustments

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

### Other Considerations

- Consider the Fine-Tuning screen for patients who require very discrete frequency specific adjustments
- Consider use of Starkey Hearing Technologies streaming accessory

### Music Sounds

- Too much bass in the Music Memory

### Inspire Adjustments

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

### Other Considerations

- Consider the Fine-Tuning screen for patients who require very discrete frequency specific adjustments
- Consider use of Starkey Hearing Technologies streaming accessory
**Feedback**

**Inspire Adjustments**
- Initialize feedback cancellation with hearing aid in the ear
- Reduce Adaptive Feedback Cancellation Sensitivity (High to Low or Low to Off) via the Feedback Cancellation screen
- Reduce Quiet setting
- Reduce Overall Gain

**Other Considerations**
- Utilize Speech Mapping to identify feedback peak and decrease gain at peak
- Feedback cancellation needs to be re-initialized any time the acoustic characteristics of the hearing aid are changed (e.g. shell modification, new earmold)

**Hearing Aids**
- Whistle
- Chirp

**Inspire Adjustments**
- Reduce Adaptive Feedback Cancellation Sensitivity (High to Low or Low to Off) via the Feedback Cancellation screen

**Other Considerations**
- Utilize Speech Mapping to identify feedback peak and decrease gain at peak
- Feedback cancellation needs to be re-initialized any time the acoustic characteristics of the hearing aid are changed (e.g. shell modification, new earmold)

**Hearing Aids**
- Sound warbly with own voice or other inputs