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The TruLink® 4 app, which was released in January 2017, takes the companion app for the Halo® 2 hearing instruments to the next level. Since its debut in 2014, the TruLink app has provided remote control and remote microphone functions to patients, as well as allowing patients to make modifications to the frequency response and store them as personalized memories. TruLink has been enhanced throughout the years, and with the latest release, patients can now easily tweak the noise management settings within their device to allow for even more personalization. Starkey Hearing Technologies is always looking for ways to help patients make the most of their amplification experience, and TruLink 4 definitely raises the bar.

The most frequently used screen in TruLink is the Remote screen, which allows simple monaural or binaural changes to volume or a mute function. Should patients desire more significant changes to the frequency response or the noise management settings, they can now do that through the Personalize section, which is accessed through the lower navigation bar. The Personalize section features SoundSpace and Noise Manager. SoundSpace can personalize custom memory sound and Noise Manager can adjust comfort in noisy situations. The amount of flexibility within the Noise Manager depends on the level of technology (i2400, i2000 or i1600) of the device, but patients may modify the noise management setting for use in Wind, Noise or Crowd (Figure 1).

Figure 1: Screens from the new Noise Manager section within the Personalize screen.
These modifications are similar to making changes to the Environment Manager in the Inspire® fitting software and making adjustments to Wind, Machine Noise or Speech in Noise, respectively. Patients can also make changes to the directional response within this section. The default setting for features will always be where the professional sets it, and although the patient can save a new memory, the patient can never make a permanent change to what the professional has programmed.

Starkey Hearing Technologies realizes that patients may not remember all the training and counseling provided at a hearing aid fitting, so we strive to create an easy-to-use mobile app. However, sometimes the sophistication of the hearing instruments and their interaction with the mobile app needs additional explanation. To assist patients, Starkey Hearing Technologies makes sure that there is assistance throughout the app should patients need it. There is an information icon (Figure 2) for every feature in the Noise Manager section, which provides helpful hints as to when the feature should be adjusted. One hint is that changes will only be noticeable in noisy environments; therefore, patients won’t question why they are not hearing changes to the Noise Manager if they are making the change in quiet.

There is also an extensive Information section located in the Settings section, which is accessed by the gear icon. Within Settings, patients can find a Manual section that provides a detailed overview of every screen. New to TruLink 4 Settings is a Feedback section (Figure 3). The Feedback section allows happy patients to write a review and patients who are not satisfied to provide feedback directly to Starkey Hearing Technologies so we can make patients’ experiences better. There is also a simple eight-question survey that patients can complete. The feedback obtained through these measures will be used to drive enhancements moving forward.

Personalization has been brought to the next level in TruLink 4. Patients are able to optimize their amplification to meet their needs and preferences without a trip back to their professionals. This app truly allows patients to enhance every experience.

Figure 2: The Information icon is found in all sections of the Noise Manager, providing useful context for patients.

Figure 3: New to TruLink 4 settings is a Feedback section.