How to use Signia Assistant

Author: Vera Wolf, Dipl.-Ing. (FH)

1. Introduction

Everybody aims for the perfect fit, especially when it comes to hearing aids. First Fit provides a good basis for a successful fitting - but as every listener is different in terms of listening perception and personal preferences, there may still be the need for further individualization. Signia Assistant is the tool to enhance precision and optimize the sound for every individual, by taking those differences into account. It is thereby the perfect addition to personal customer relationship.

Hearing care professionals put in their expertise and experience to define the ideal starting point for each fitting. However, we know that habituation to a new hearing aid is a journey which requires time and dedication from both listener and fitter – who, unfortunately, cannot be available around the clock. Some clients may not be able to describe their wishes very precisely, which increases the challenge – additionally, the potential improvement cannot be realistically tested in the fitting environment when it actually applies to a different listening situation than the current. So, when wearers wish to change their individual sound impression, the Signia Assistant is the ideal addition to give Xperience wearers the security of 24/7 support.

Now, customer satisfaction can be increased by involving wearers in the adaptation process and achieve adaptation success even faster. The exact personalized changes made by the wearer can be viewed in Connexx, in order to assess and support their personal preferences and guide them along the way to their ideal listening experience. It's a completely new level of insights into the wearer's hearing.

2. Getting started – setting up the Signia App step-by-step

2.1. Bluetooth pairing within the Signia App

Signia Assistant is available for every Signia Xperience hearing aid with Bluetooth connection.

In the **Settings** menu available under the ☰ icon, select **App settings - Set up the app.** In order to connect to the hearing aids, choose the connection option **Bluetooth** and follow the instructions. For pairing, switch on your hearing aids, make sure they are in reach of the smartphone (approx. within the range of about ½ m) and follow the shown instructions as shown in Figure 1.
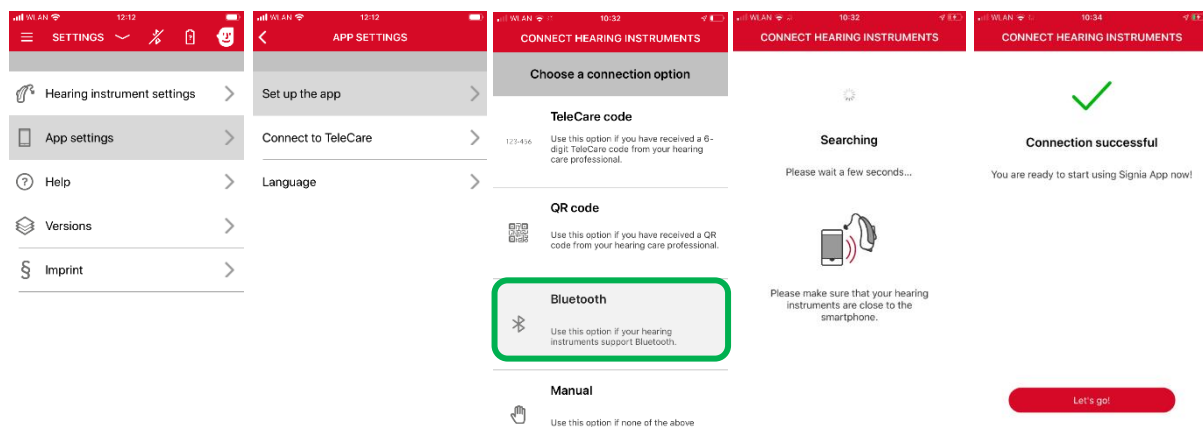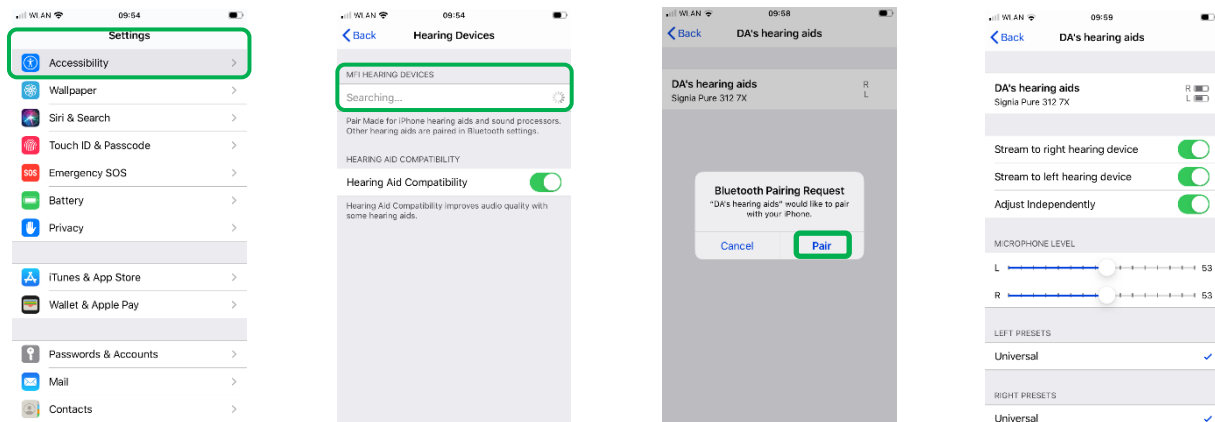

Figure 1: Connecting hearing aids to the Signia App via Bluetooth

2.2. Preparation of Bluetooth pairing for iPhones:

Go to **Settings – Accessibility – Hearing / Hearing Devices**. Switch on the Xperience devices to set them to pairing mode, so they will automatically be detected under **MFI HEARING DEVICES** and can be selected for pairing, see Figure 2.


Figure 2: Bluetooth Pairing in iPhones with MFI (made-for-iPhone) hearing aids

2.3. Availability and Effect of Signia Assistant

When available and activated for the current hearing aids, Signia Assistant is directly accessible via an Icon in the Signia App as displayed in Figure 3.

By clicking on the Icon in the upper right corner, a chat dialog provides different listening categories. Selecting one of these automatically leads to further specifications for a potential improvement of the hearing aid wearers' personal listening experience. It directly and permanently changes the hearing aid settings in the **Universal** program - the wearer can hear the effect immediately. If it should not be rated as helpful to improve the current situation, the most recent change can be reverted.
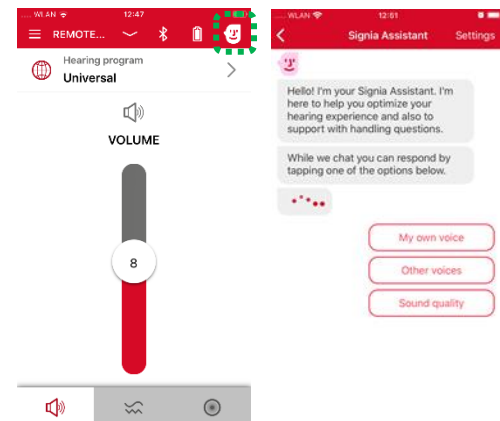
Figure 3: Accessing the Assistant within Signia App

The Signia Assistant can modify the following options:

- (Overall and level dependent) Gain / Dynamic Compression (up to +/- 12 dB)
- Dynamic Soundscape Processing (within the available range)
- Own Voice Processing (if trained and activated in Connexx, within the available range)

Normal restrictions, like feedback cancellation measurement (CGM), MPO etc. also apply for the Assistant. If these are not exceeded, changes can also be applied multiple times or alternatively through different solutions. If required, all changes can also be reset - both by the client (within the App, see 0) and by the hearing care professional (in Connexx, see 5.3.).

2.4. Restart Chat

In order to start a new chat with Signia Assistant, the Signia App may be closed and restarted. Alternatively, this can be achieved via **New chat** at the end of a conversation, as shown in Figure 4, or by going to **Settings** and selecting **New chat with Signia Assistant**, see Figure 5.

If a new chat is started, this only means that the conversation is cleared and will restart. All existing settings including previous changes will remain in the hearing aids.
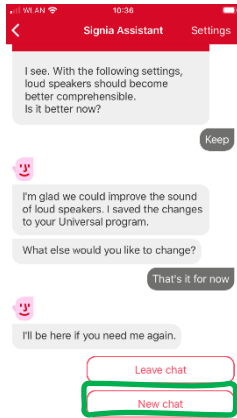

Figure 4: Start **New chat** at the end of a conversation
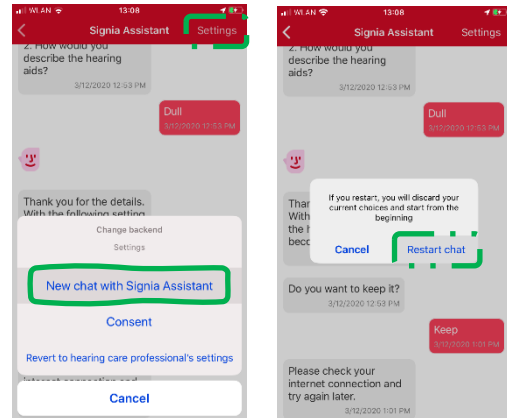

Figure 5: Restart chat via "Settings" menu

3. Fitting and Read-out in Connexx
3.1. Activate Signia Assistant

For all compatible hearing aids, **Enable Signia Assistant** can be checked in Connexx under **Configuration – Hearing Instrument** as shown in Figure 6. With all new fittings from Connexx 9.2.10 onwards, the Signia Assistant is automatically enabled after First Fit. For existing Xperience hearing aids that were previously fitted with Connexx, the use of Signia Assistant is not automatically activated. In this case, the box can be checked subsequently. As soon as the Signia Assistant is available in the Signia App, this will be indicated to the wearer, see Figure 7.
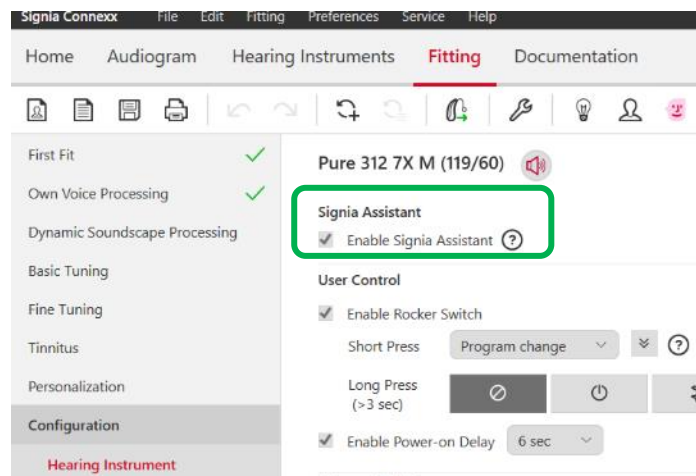

Figure 6: Enabling Signia Assistant in Connexx

The shown dialogs also explain the difference of Signia Assistant - which is able to apply permanent changes to the hearing aids - to remote control functions, where all changes are discarded upon restart of the hearing aids.

If it should not be desired or indicated for a customer to use Signia Assistant, it can also be disabled via simply un-checking the checkbox in Connexx. In this case, the Signia App will automatically recognize this after pairing with the hearing aids and the Signia Assistant icon is not available.
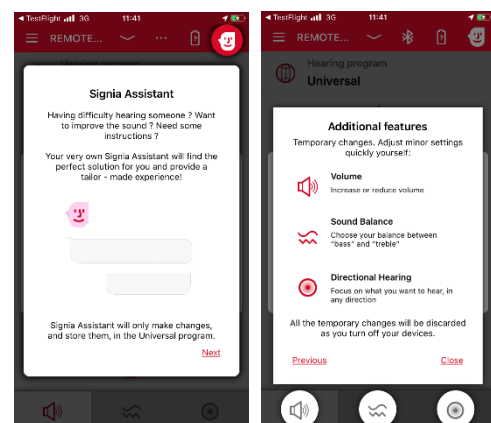

Figure 7: Wearer notification for availability and operation principle of Signia Assistant

3.2. Review Signia Assistant changes

As soon as Signia Assistant-induced changes are available, this will automatically be highlighted upon **Detection** in Connexx, see Figure 8.
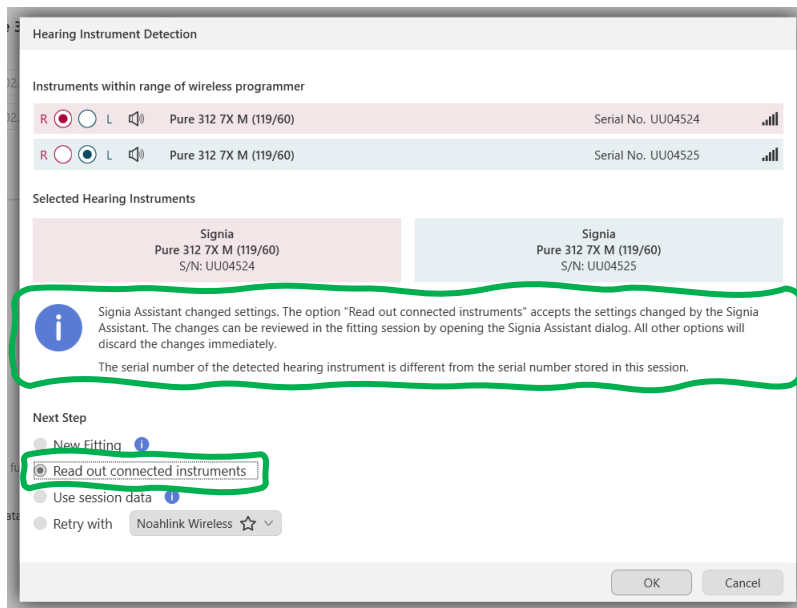

Figure 8: HCP notification upon Detection in Connexx

When alternatively using the **Connect** option (Figure 9), a separate dialog may shortly summarize what has changed since the last fitting session.
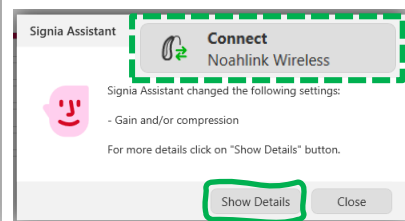

Figure 9: HCP notification upon Connection in Connexx

The option to **Review Signia Assistant changes** can also be accessed via an icon in the task bar as illustrated in Figure 10.
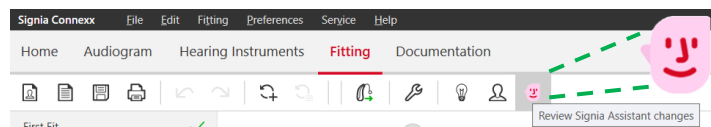

Figure 10: Toolbar access to **Review Signia Assistant changes**

When the previous fitting session is available, this dialog (see example in Figure 11) will display the **Changes** made by the wearer via Signia Assistant. As mentioned before, changes can refer to **Own Voice Processing**, **Dynamic Soundscape Processing** and **Compression / Level dependent gains (dB)**.

In case a change has occurred, the previous setting will be marked in grey, whereas changes are displayed in light red.

Whenever data are unchanged, the graph will remain empty in this area or category.
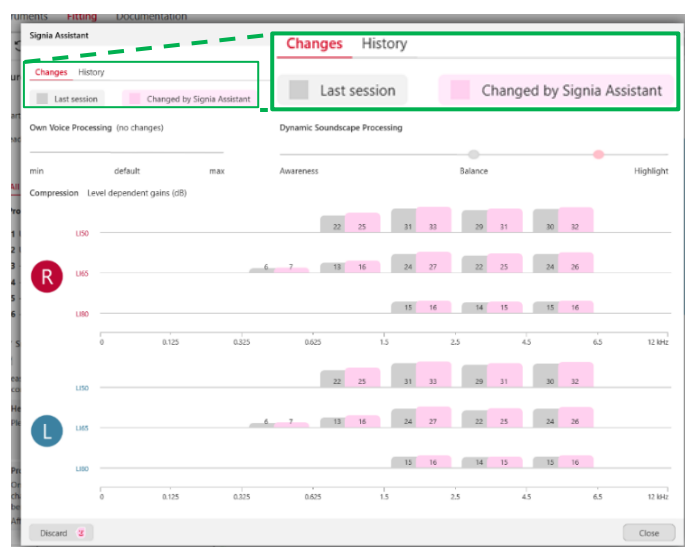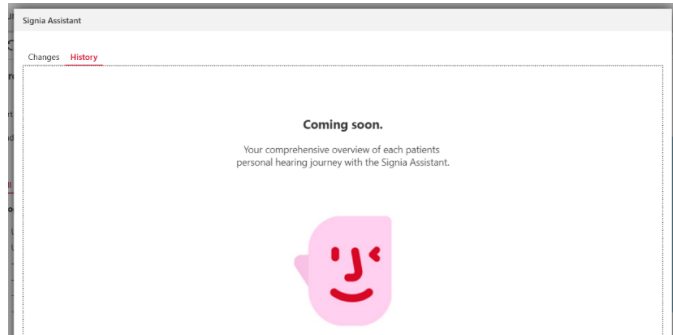

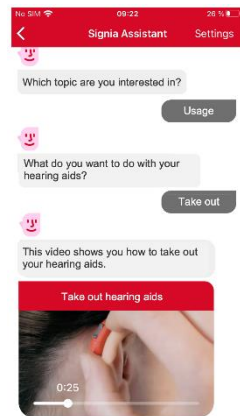**Figure 11:** Overview of **Changes** made by Signia Assistant

The second tab will soon show the **History** of individual events inducing a direct change of the individual hearing aid settings (Figure 12).

Figure 12: History of **Changes** made by Signia Assistant (coming soon)

4. Handling → Usage & Troubleshooting

In some situations, it may be helpful for the hearing aid wearer to reassure how to handle and care for the hearing aids. So, as an add-on apart from audible changes, the Assistant also contains some information for Usage and Troubleshooting, to give support for coping with the most common handling issues. It for example shows the wearer how to switch the hearing aids on and off, how to clean them and how to change batteries. These descriptions are supported by pictures and short videos.


Figure 13: *Handling – Usage & Troubleshooting*

5. Tips and Tricks
### 5.1. Previous fitting session unavailable

If the previous Connexx fitting session underlying any potential changes made by Signia Assistant is available, it is recommended to load this first, in order to view the changes accordingly.

In case the previous fitting session for the current hearing aids is *not* available in the Connexx database, these changes cannot be separately displayed in the **Changes** view - so in this case, it will remain empty and a respective message is displayed, see Figure 14.
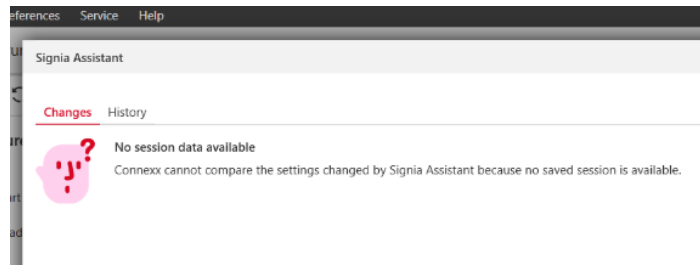
Figure 14: No previous session data available in Connexx

Naturally, however, hearing aid settings can still be read out in Connexx as usual. Any resulting settings, in terms of gain / dynamic compression, Dynamic Soundscape Processing and Own Voice Processing are displayed in the related views in Connexx, shown in Figure 15.
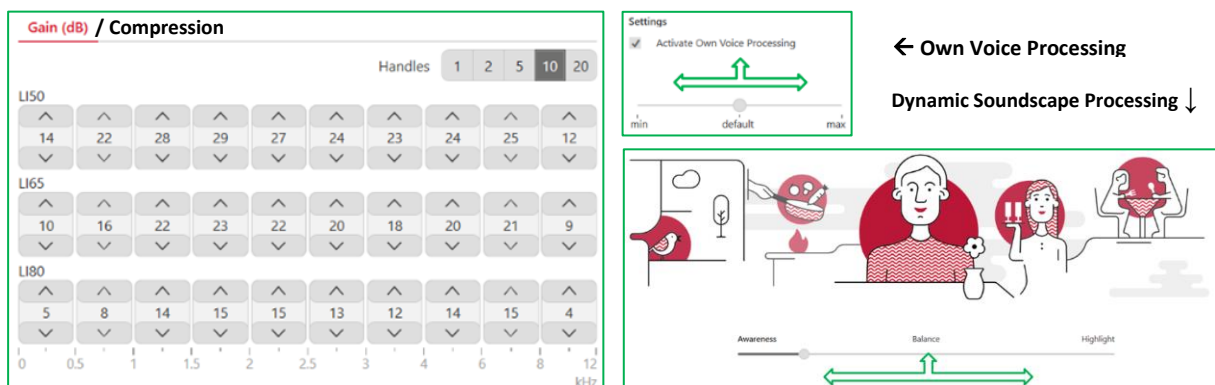

Figure 15: Potential changes by Signia Assistant in Connexx: Gain/Compression, Own Voice Processing and Dynamic Soundscape Processing

5.2. Revert all changes in Signia Assistant

In case a wearer is not satisfied with the new settings done through the Signia Assistant, the **Settings** menu in the upper right corner provides the option **Revert to hearing care professional's settings**, see Figure 16. This restores the previous fitting session in the hearing aids. All changes induced by Signia Assistant are then discarded and will no longer be available.

Please note: After the "Revert" option has been used, it is strongly recommended to pair the hearing aids with the Signia App over again. Otherwise, this option will <u>not</u> be available in case of further changes.
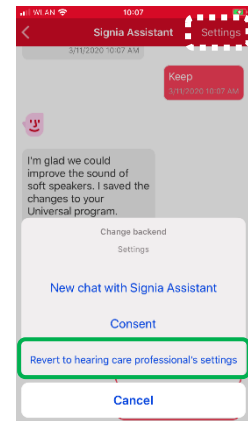
Figure 16: Revert all changes to return to latest hearing care professional's settings

5.3. Revert all changes in Connexx

In case the hearing care professional wants to revert the changes, the **Signia Assistant - Changes** dialog provides the option to **Discard changes made by Signia Assistant**. By confirming the upcoming dialog as shown in Figure 17, the previous settings from the last available fitting session are restored in the connected hearing aids.
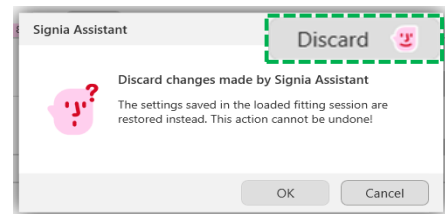
Figure 17: Discard all changes in Connexx

6. Summary

Signia Assistant directly empowers the wearers to personalize their hearing experience - for the first time, as and when desired. It provides instant, audible improvement for the most challenging listening situations. Based on simple selections, parameters are automatically adjusted in order to optimize the wearers' listening experience in specific environments and provide helpful tips, even if the hearing care professional is not around. Last but not least, the Signia Assistant gives full transparency to the hearing care professional, providing a new level of insight into the listeners' personal preferences.