

REXTON BICORE

HEADSET MODE FOR iOS

HANDBOOK

JULY 2022

REXTON

INTRODUCTION

To tackle the demands of daily life it is often necessary to master the art of multi-tasking. Hard-of-hearing individuals can rely on Rexton in helping them with this daily challenge. One way Rexton hearing aids can make life easier is by connecting to Bluetooth® devices for streaming their favorite TV shows, music, and phone calls.

Rexton BiCore introduces the new Headset mode for iOS. Hearing aids that are connected to an iPhone via Bluetooth automatically turn into the smartphone's headset. This makes talking on the phone more convenient than in the past, because users won't need to hold their phones anymore in order to talk into their iPhones' microphones.

HOW IT WORKS

With Headset mode for iOS, when a call is initiated, the user's voice is picked up by the hearing aids' microphones for the phone call. BiCore's trusted Speech Preservation Technology reliably supports the transmission of a clear speech signal to the conversation partner while surrounding environmental sounds remain audible for hearing aid users - building a connection that is stable to its core.

To ensure optimal sound quality during the phone call, the hearing aids automatically switch to dedicated phone call streaming settings. These headset mode streaming offsets can be fine-tuned by the hearing care professional if desired.

PREREQUISITES

- Install Connexx 9.7, Rexton 9.7.0
- Update hearing aid firmware if necessary
- Once firmware updated, Headset Mode is available for performance levels 80, 60, 40

All Rexton BiCore users using iOS devices with iOS version 15.1 or later can use Headset Mode.

ACTIVATE HEADSET MODE FOR iOS

Headset Mode is operational and switched on by default after First Fit. In case you would like to offer Headset Mode to a user who already wears Rexton BiCore hearing aids, connect the devices to Connexx and update firmware if a firmware update is offered. Once the firmware is updated, Headset Mode will automatically be active, it is not necessary to use the *Recalculate Fit* function.

You can see that Headset Mode is available in the *Configuration* Section under the *Hearing Aid* tab (Figure 1).

In order to deactivate Headset Mode, the user can use the iOS menu. Note that Connexx will always show the checked box to indicate Headset Mode is available to the user regardless of whether the user has deactivated Headset Mode in iOS.

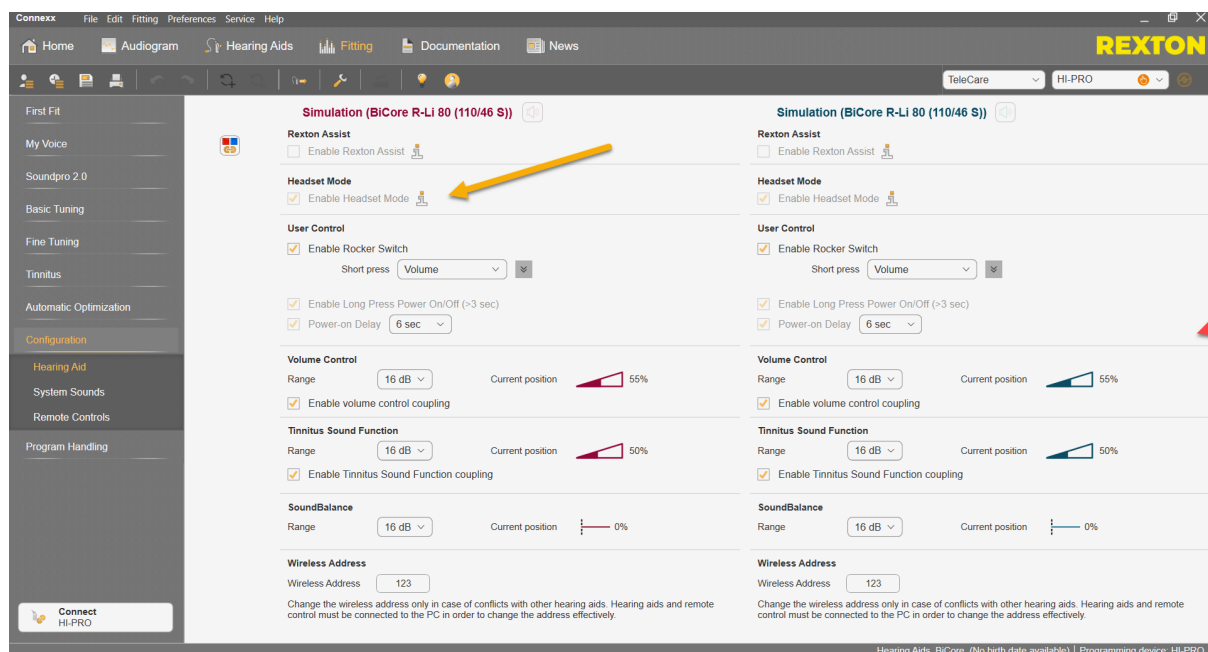


Figure 1. Headset Mode is visible in Connexx, but cannot be deactivated

To utilize Headset Mode, the hearing aids must be paired with the user's iPhone via Bluetooth. To do so, activate Bluetooth on the hearing aids by switching them off and on. Follow the pairing process of the smartphone to establish the connection.

The Rexton app is not needed to use Headset Mode, all settings are adjusted via iOS menus. For convenience it might be helpful to the user to add the Headset Mode control to the Control Centre of this phone (Figure 2).

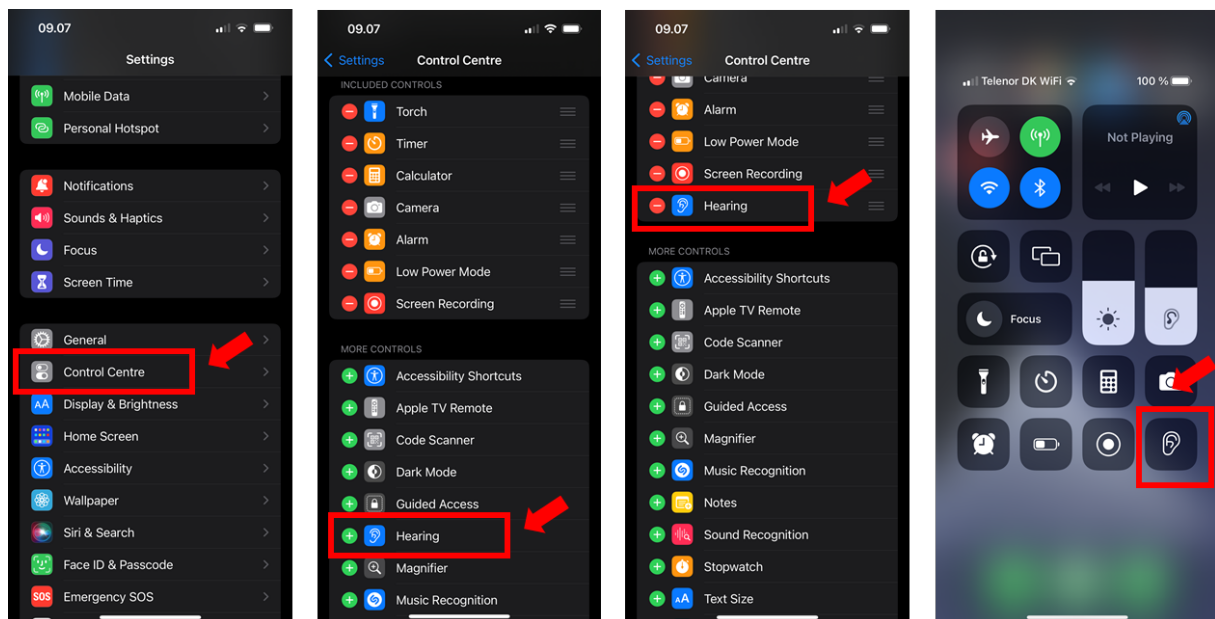


Figure 2. Add Headset Mode Control to Control Centre

Select the *Hearing* icon in Control Centre to access Headset Mode input options (Figure 3).

When *On* is selected, Headset Mode is enabled, and the user's voice will be picked up by the hearing aid with the strongest connection to the phone at the start of the call.

Selecting *Off* disables the Headset Mode functionality. The audio signal of phone calls will still stream to the hearing aids, but the user's voice will be picked up by the microphone of the mobile device.

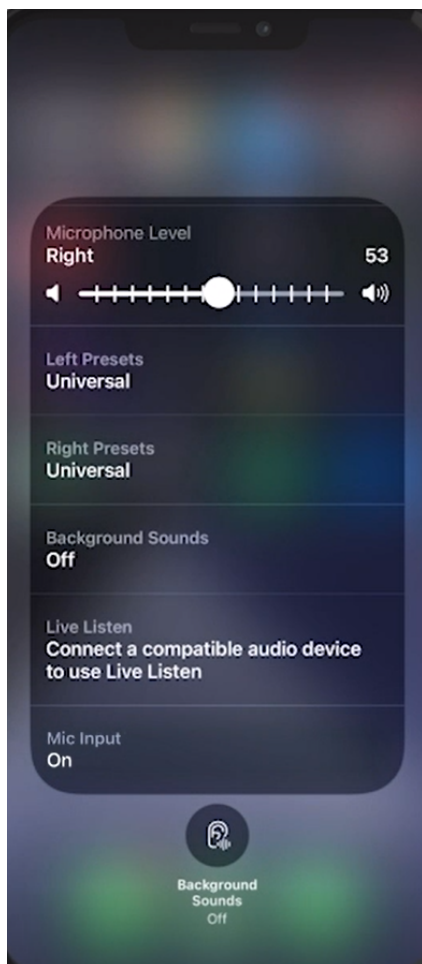


Figure 3. Mic Input should be On to enable Headset Mode.

When a call is initiated or answered, the user's voice will automatically be picked up according to the current input selection. This selection cannot be changed during a call.

FINE-TUNING

To provide optimal sound settings for the phone call, dedicated streaming offsets are applied for Headset Mode phone calls. Carefully selected default settings, depending on the acoustic coupling of the fitting, reduce fine-tuning effort and maximize successful outcomes. For example, the default level of microphone attenuation during streaming events has been

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set to obtain an enhanced signal-to-noise ratio for streamed audio, while allowing the user to maintain situational awareness.

The perceived strength and quality of the Bluetooth streamed signal will be impacted by the patient's hearing loss but can be enhanced further using the Audio Streaming adjustments in the Connexx fitting software (Figure 4).

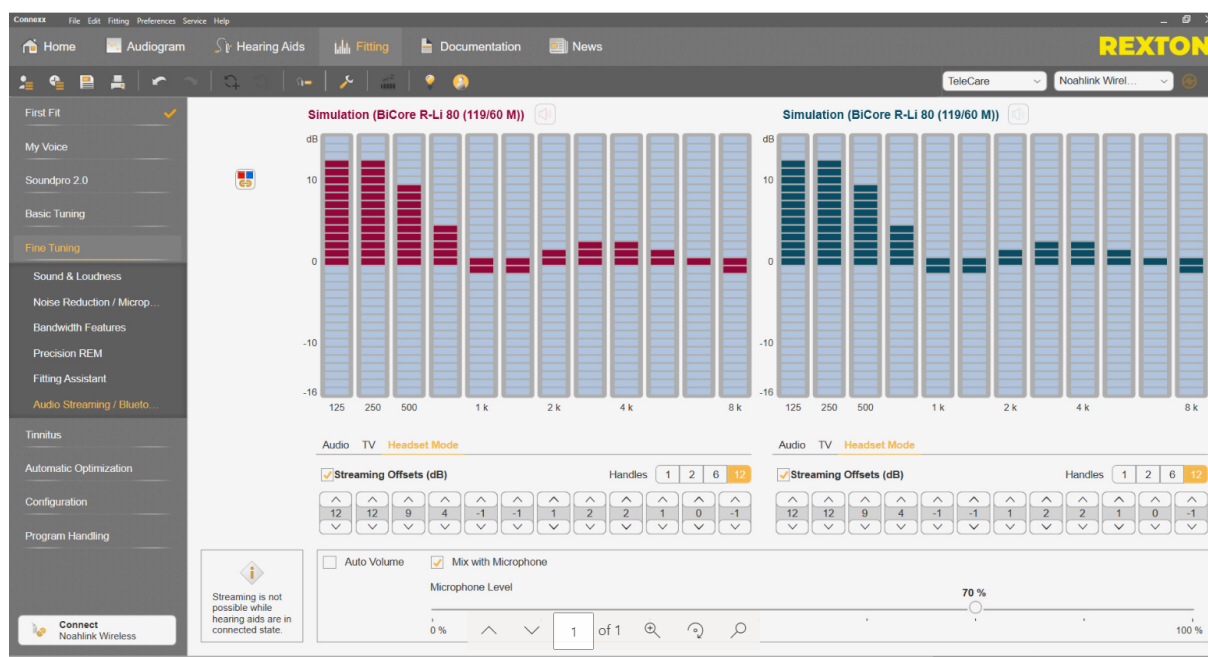


Figure 4. Adjust Headset Mode offsets in Connexx

In the *Audio Streaming/Bluetooth* tab in the *Fine Tuning* section, you can adjust the overall gain using one handle or multiple handles representing multiple frequency bands. The gain represented by the red and blue bars is added to or subtracted from the streamed signal only and is applied to any program the patient is using while streaming. Connexx provides a flexible 12-band frequency equalizer for the streamed audio signal. You can also adjust the level of the hearing aid's microphone input which is mixed with the streamed audio signal. The default setting is *Mix with Microphone*. You have the option to change the level of the hearing aid microphone relative to the streamed signal. The default is set to 70%. To increase the microphone level, move the slider to the right and to decrease the microphone level, move the slider to the left. Deselect *Mix with Microphone* to deactivate the hearing aid microphone.

OPTIMIZING THE STREAMING EXPERIENCE

In order to ensure a seamless streaming experience for hearing aid users, it is important they understand the benefits and limitations of Bluetooth with respect to smartphone placement and changing environmental conditions while streaming. Assessing the user's streaming experience in an office with the smartphone placed on the table does not adequately evaluate real-world use scenarios where smartphone placement is typically in a pocket or bag. Confirming the user has good usability at the initial fitting promotes user confidence and repeat business. The following workflow is recommended when fitting Bluetooth-integrated hearing aids to maximize patient satisfaction with varied smartphone placements and real-world listening environments.

After pairing the smartphone with the users' devices, go to a different room and call them on their phone. Ask them to evaluate signal quality, clarity and comfort of the phone call. Instruct them to place their smartphone in a back pocket or simulate pocket placement by holding the smartphone against the body with a typical back-pocket orientation and the smartphone pointing downwards. They should turn the head left, front and right and assess if this makes any difference to their experience. Now place the smartphone in some other pocket (e.g., coat) or bag (e.g., backpack, pocketbook) and repeat assessing turning the head to left, front and right.

If smartphone positions and/or head orientation result in a less than favorable assessment, review how the body and other obstacles can limit transmission. In the end, instruct the user to reposition the smartphone for optimal signal strength, consistency, and quality.

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We believe that nothing hearing related should ever be left to chance, both for the people with hearing loss, and those who depend upon them. We understand their challenges and we meet them with proven hearing technology that is made Lifeproof so it can be counted upon to perform reliably in even the harshest environments. At work, at home, during leisure time, exercise and in all weather, you can always **RELY ON REXTON.**

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