

Signia Assistant – FAQ

Release version 1: April 1st 2020

Q1: Which devices are compatible with Signia Assistant?

All Signia Xperience hearing aids with Bluetooth.

Q2: Is the Signia Assistant available for all performance levels?

Yes. For the performance levels 7, 5 and 3 just launched, they all have access to the Signia Assistant.

Q3: What kind of changes are done by the Signia Assistant?

The Signia Assistant can apply solution to common issues by changing the following parameters of the first program of the hearing aids:

- Own Voice Processing
- Dynamic Soundscape Processing (DSP)
- Gain/Compression

Q4: Will changes of the Signia Assistant only be made in the Universal Program?

Yes.

Q5: If wearers are streaming, can they ask the Assistant to change the current (streaming) settings?

No, it will only apply to the Universal program.

Q6: Why does the Signia Assistant only apply changes to the first program?

In general, the majority of wearers (~80 %) only use the first (Universal) program. In addition, the Universal program covers all main features, which might not be active in dedicated listening programs.

Q7: What if, after keeping the new settings, the wearer doesn't like them anymore?

There is a reset button for both you in Connex and for the wearer in the app. This reverts the settings back to the original hearing aid fitting. To know more, please check the "Signia Assistant How-To" document available for download on the Signia Library.

Q8: My client doesn't see the Signia Assistant in the Signia App - What is the reason?

There are several reasons why the Signia Assistant might not be available:

- Your client doesn't have an Xperience hearing aid with Bluetooth paired with the app.
- Signia Assistant is not available in your country (please contact your Signia representative to know which countries Signia Assistant is available in).
- Hearing aids were fitted before Signia Assistant was released (if this is the case, see Q9).

Q9: If my clients already have Xperience hearing aids, do I need to activate Signia Assistant?

Yes, you need to connect the devices to Connex, then go to the configuration page; there's a checkbox for activating the Signia Assistant for previously fitted devices (pre-Signia Assistant). If you're using TeleCare 3.0, please ask your local contact how this can be utilized.

Q10: Can the wearer do changes through Signia Assistant if the smartphone is not connected to the internet?

No. The processing power and neural network is hosted online, and there is not an offline solution. This also ensures that the knowledge encapsulated in it is always up to date.

Q11: Will the Signia Assistant work for monaural fitting?

Yes, with the natural limitations in terms of tools for a monaural fitting.

Q12: How is data privacy handled?

Signia cannot trace any personal information at all. The whole system is 100% anonymized, and only big group data is analyzed; no individual data is collected. This is extremely important and the basis for the whole system. We couldn't have such a system if anything was traceable. Our "Privacy Policy" is displayed in the App (Settings->Imprint->Privacy policy) and also available on our Website: <https://www.signia-hearing.com/privacy-policy/>

Q13: When wearers change settings for one situation, what happens to the other situations?

While OVP and DSP are both adaptive and their settings result in situation-dependent changes of the hearing aid sound, the settings themselves are not limited to one situation.

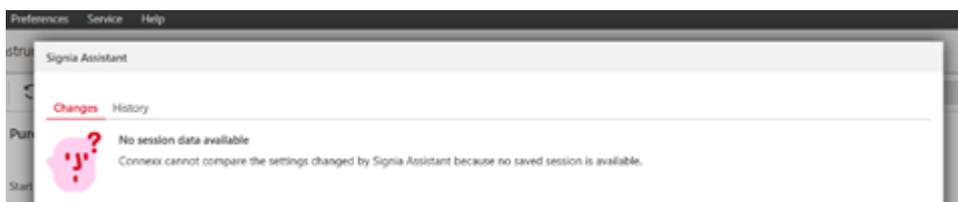
For gain – Signia Assistant can change compression. This means that if someone dislikes loud sounds, loud input is reduced in general, but other sounds are not. The compression enables us to find the preferences for each individual while still maintaining a stable sound experience.

The Signia Assistant measures the environment in which the problem occurs and will apply it with more strength in a similar situation. This means that if there's a problem that occurred when the wearer has only been in a noisy environment, it will be applied for similar noisy situations, and not in quiet situations.

Q14: Does Connexx always show changes done by the Signia Assistant (independent of whether I am in a Signia Assistant supported country)?

Yes. Whereas the Connexx-market (country) might control whether the Signia Assistant gets enabled or not after fitting, if it has been activated once for a hearing aid, this information resides in the hearing aid and Connexx will also support the feature for this specific hearing aid if connected to Connexx.

If the underlying Connexx fitting session for any potential changes made by the 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 displayed separately in the **Changes** view - so in this case, it will remain empty and a respective message is displayed.



Naturally, however, hearing aid settings can still be read out and any resulting settings, even if changed by the Signia Assistant in terms of gain / dynamic compression, Dynamic Soundscape Processing and Own Voice Processing are displayed in the related views in Connexx.

Q15: Can I deactivate the Signia Assistant?

Yes. In case your country supports the Signia Assistant, you can deactivate it for specific customers in the configuration page in Connexx. You need to uncheck the box for "Enable Signia Assistant".

Q16: Will elderly people understand how to use it?

The Signia Assistant is built with simplicity in mind. The result is the dialogue based logical interaction. Everyone who has ever used SMS, chat apps or similar should be able to use it. There are no complicated sound equalizers or anything that require any pre-knowledge. Usability studies also support this. In addition, the wearer experience has been adapted after direct feedback from wearers during development.

Q17: Can I see the changes from Signia Assistant in TeleCare?

No, not for now. These are two independent systems, therefore, for now, you do not get Signia Assistant insights in TeleCare.

For further questions, please contact your Signia representative.