



AUDEARA

Getting started with AudAssist Desktop

Software Version: 2.0

About AudAssist

Audeara's AudAssist Desktop is a computer software designed to help clinics quickly and easily personalise your client's A-02 Headphones. With AudAssist, you can provide an efficient, full service experience for your clients by helping them unlock the power of tailored sound.

What's new with AudAssist 2.0?

- ▶ **Import file** from NOAH to create a hearing profile for Audeara headphones.
- ▶ **Additional fitting options** to support CROS fittings.
- ▶ **Personalisation demonstration** so that clients can experience the difference that personalisation makes in the clinic.
- ▶ **Express fit** allows you to take less than a minute to personalise your client's headphones!

Setting up AudAssist

There are three sections within Audeara Settings:

- ▶ Clinic information
- ▶ Import file settings
- ▶ Logging

AudAssist Settings | Clinic Information

AudAssist

File Help Audeara A-02 (no fit detected)

Settings

Clinic Information

Clinic email will only be used to populate the client's product support material. This email will not be added to a marketing list.
Note, when using import files, these settings will be overwritten by the information within the imported file

Clinic name

Clinic name must be set

Clinic address

Clinic address must be set

Clinic email address

Clinic email address is not valid

Clinic URL

Import file settings

Fit identifier field Name ID None

When using import files from Noah, which field should be used to populate the fit name?

AudAssist v1 data location:

Cancel Save

Scroll down to get to 'Logging' section

Logging

Current Log Size: 3.05 MB

Current State: Enabled

Log Caching: Enabled

Log Format: simple ▾

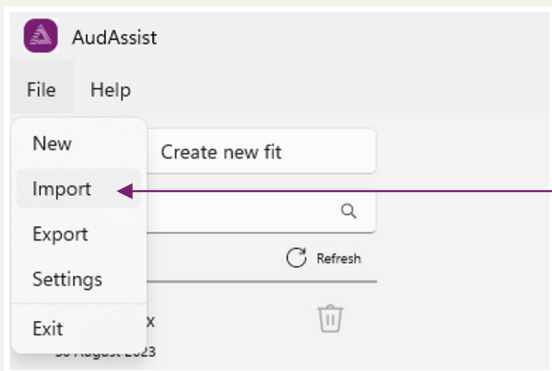
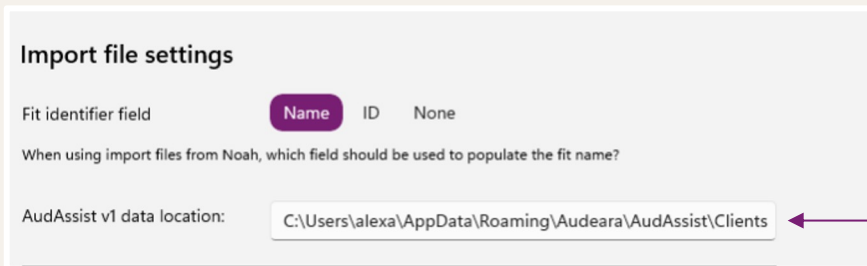
Upon first launch of AudAssist on your computer, you will be required to input your clinic information.

Upon first launch of AudAssist on your computer, you will be required to input your clinic information.

This will ensure that we can provide you and your clients with seamless software and product support if required.

Email addresses will only be used for product support purposes and will not be added to a marketing list.

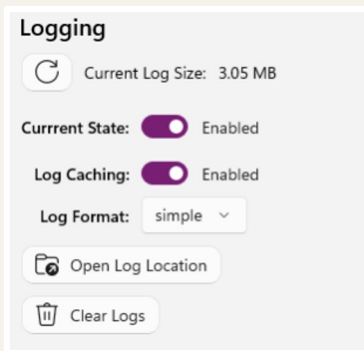
AudAssist Settings | Import file settings



If you previously used AudAssist v1, you can import your client data into v2. To do this, follow these steps:

1. In AudAssist v2, under the 'Import file settings' section, copy the file path for the 'AudAssist v1 data location' into your computer's File Explorer.
2. Select all client files from the folder and copy to your Clipboard (Ctrl + C).
3. Return to AudAssist v2, select 'File' in the top left corner, and then select 'Import'
4. The data location for AudAssist v2 will open in a new window. Paste files (Ctrl + V) and click 'Import'.
5. You will now be able to see all your previous client details on the left side of the screen within AudAssist v2.

AudAssist Settings | Logging



The screenshot shows the 'Logging' settings panel. At the top, there is a refresh icon and the text 'Current Log Size: 3.05 MB'. Below this, there are two toggle switches: 'Current State' and 'Log Caching', both of which are turned on (labeled 'Enabled'). Underneath, there is a dropdown menu for 'Log Format' set to 'simple'. At the bottom of the panel, there are two buttons: 'Open Log Location' with a folder icon and 'Clear Logs' with a trash can icon.

Troubleshooting support

If you encounter a problem with AudAssist, please email through the following to support@audeara.com:

- ▶ Steps taken when you encountered the problem. This will help us to reproduce that problem and investigate thoroughly.
- ▶ Attach the Log file from AudAssist.
To find the log file:
 - ▶ Navigate to **'File'** > **'Settings'**
 - ▶ Under the **'Logging'** section, click **'Open Log Location'** – this will open the folder where your logs are located
 - ▶ Select the latest log file and attach to the email

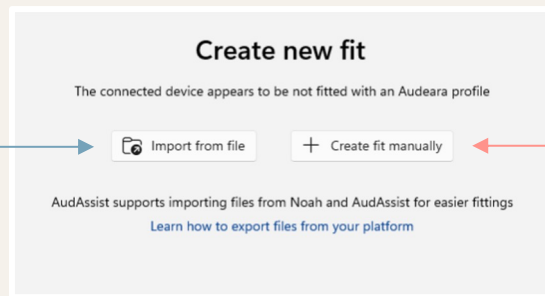
Recommended settings

To ensure that we can provide you with troubleshooting support, we recommend keeping the default settings as pictured to the left.

Create new fit

Create new fit

There are two ways to create a new fit within AudAssist. **Choose from the following two options:**



Import from file*

- ▶ Export file from Noah and import directly into AudAssist

***Please note:** This feature may not be available to some clinic groups depending on IT security features and the ability to export files from Noah.

Manual fit

- ▶ Manually input audiometric air conduction frequencies

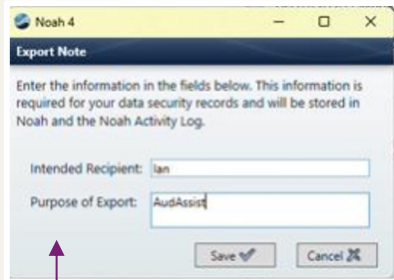
Create new fit | Import from file



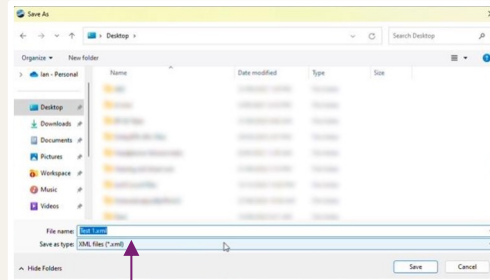
1. Export Patients



2. 'Use for data analysis'



3. Complete 'Export Note'

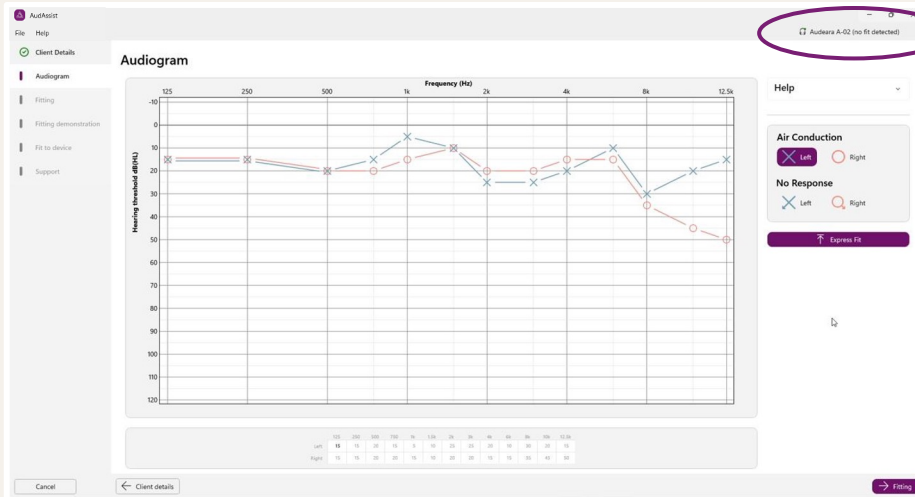
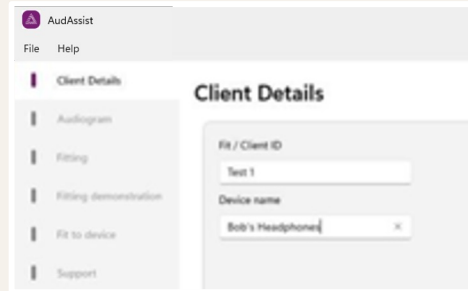
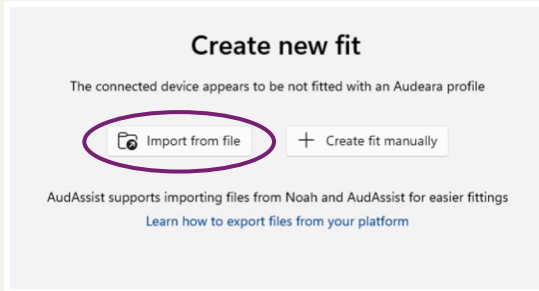


4. Save as .xml file

To import an audiogram into AudAssist, first you need to export the file from Noah.

1. Select the Client Record, then go to the 'File' menu and select 'Export Patients'
2. Check the 'Use for data analysis' option and click 'Export'
3. 'Export Note' must be completed before the 'Save' dialog appears
4. Choose save location and make sure the file saves as an '.xml' file
5. An export confirmation will pop up, select 'OK'
6. Now open AudAssist

Create new fit | Import from file

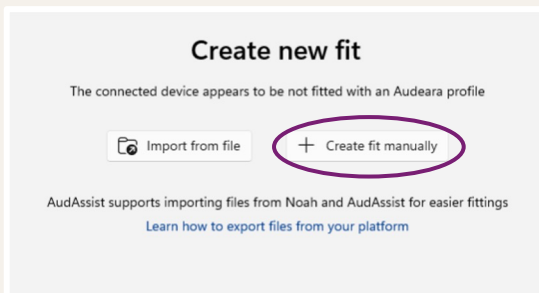


Connected headphones will appear here

To import a file into AudAssist:

- ▶ Select the 'Import from file' option, navigate to file saved location and select 'Open'
- ▶ The Fitting Wizard will open to the Client Details step. AudAssist will auto-populate the Client ID as per your settings – you can edit this if required
- ▶ The client's headphones can also be renamed – this will be the name that appears in Bluetooth device searches
- ▶ Select 'Audiogram' in the bottom right – the client's audiogram will be imported on the next screen
- ▶ Connect the A-02 Headphones to the computer using the supplied USB-A to C cable. It's important to ensure that this is a data cable and not just a charging cable
- ▶ Either proceed to 'Express Fit' or go through the 'Fitting' wizard

Create new fit | Manual fit



Ensure client details are correct before creating the fitting:

- ▶ Enter the client's name or the preferred identification code for your clinic
- ▶ The client's headphones can be renamed – this will be the name that appears in Bluetooth device searches
- ▶ When complete, select 'Audiogram' in the bottom right to begin manual fitting

Create new fit | Manual fit

Audiogram

Frequency (Hz): 125, 250, 500, 1k, 2k, 4k, 8k, 12.5k

Hearing threshold dB(HL): -10, 0, 10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 110, 120

Click on graph to select threshold

| | 125 | 250 | 500 | 750 | 1k | 1.5k | 2k | 3k | 4k | 6k | 8k | 10k | 12.5k |
|-------|-----|-----|-----|-----|----|------|----|----|----|----|----|-----|-------|
| Left | 5 | 5 | 0 | 10 | 0 | 5 | 10 | 5 | 25 | 20 | 30 | 35 | 35 |
| Right | 10 | 5 | 5 | 10 | 5 | 0 | 5 | 15 | 25 | 20 | 30 | 35 | 35 |

Required frequencies highlighted red in table

Select entry type

Air Conduction

Left Right

No Response

Left Right

Express Fit

Device cannot be fitted due to the Audiogram missing mandatory values.

Add missing values to Audiogram to allow fitting to headphones

Finish Client details Fitting

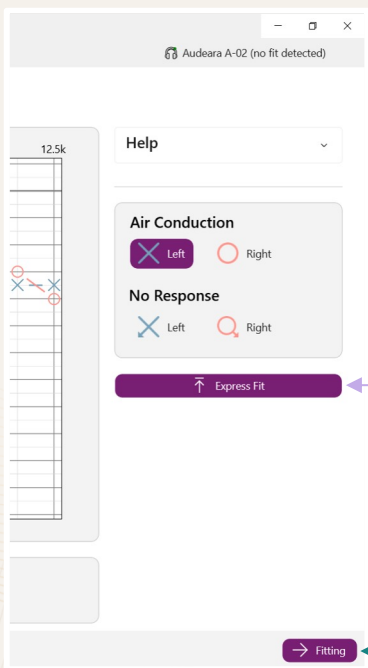
To manually enter a fitting:

- ▶ Select entry type: Air Conduction or No Response for either Left or Right ear
- ▶ Enter the client's audiometric thresholds by clicking on the graph with the mouse or enter them directly into the table at the bottom of the screen
- ▶ Ensure that all the required frequencies highlighted in red in the table are entered
- ▶ To delete entered frequencies, either select the relevant entry type and click the incorrect point on the graph to remove it, or delete entry from the table
- ▶ Connect the A-02 Headphones to the computer using the supplied USB-A to C cable. It's important to ensure that this is a data cable and not just a charging cable
- ▶ Either proceed to 'Express Fit' or go through the 'Fitting' wizard

Fitting headphones

Fitting headphones

Once the fitting has been created within AudAssist (whether you have imported from file or created the fit manually) **choose from the two options to upload the fitting to the headphones:**



Express Fit

- ▶ Upload fitting directly to Audeara headphones

Fitting Wizard

- ▶ Additional fitting options and personalisation demo


Express Fit

Fit to device

✓ Success - The headphones have been fitted

| | |
|----------------------------|-----------------|
| Client id: | Louise |
| Device name: | Louise's A-02's |
| Clinic: | |
| Personalisation: | Audiogram |
| Audio Routing: | Stereo |
| Volume Limiter: | Default |
| Non Responsive Ear: | Off |

Help
Fitting saves the fit profile into the Audeara headphones. Headphones must be fitted before they can experience the personalised sound.



↑ Fit to headphones

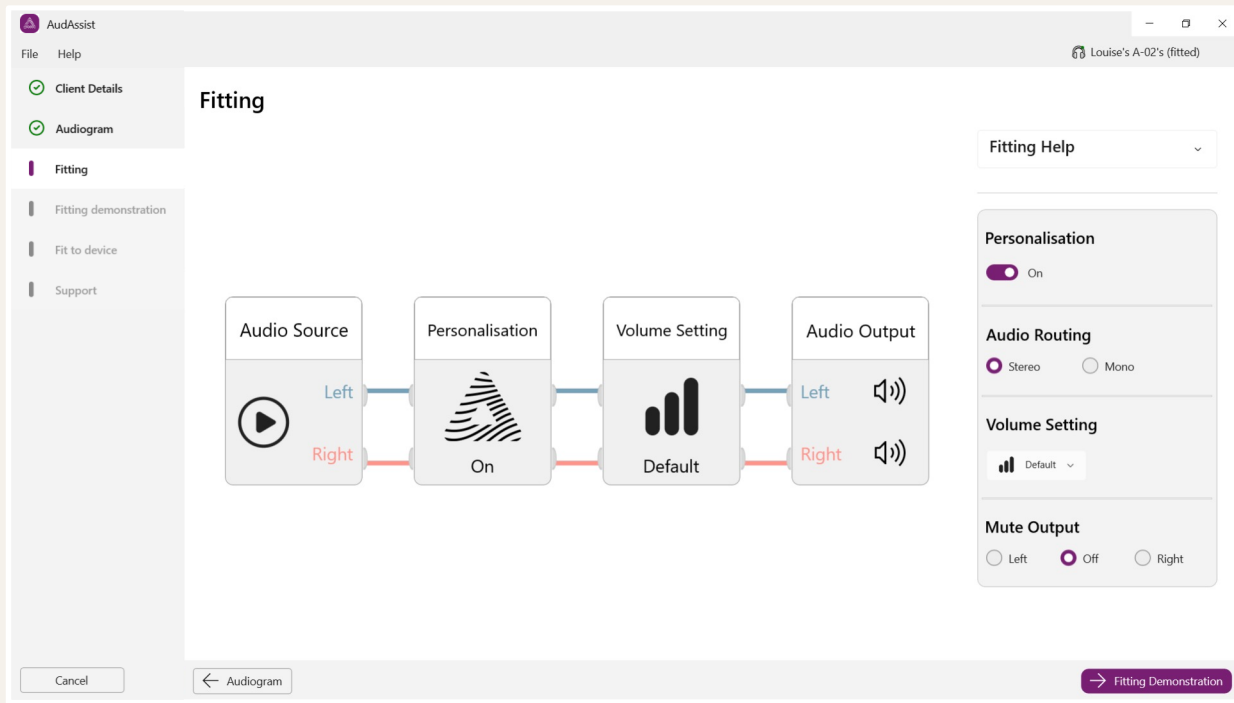
Fit successful to Louise's A-02's's Headphones. You may now safely unplug the headphones.

Finish ← Fitting Demonstration → Product support

Selecting Express Fit will upload the fit directly to the A-02 Headphones

- ▶ You may need to wait a few moments while it's being uploaded
- ▶ Once complete, a success notification will appear on screen
- ▶ Select 'Finish' in the bottom left and unplug the headphones

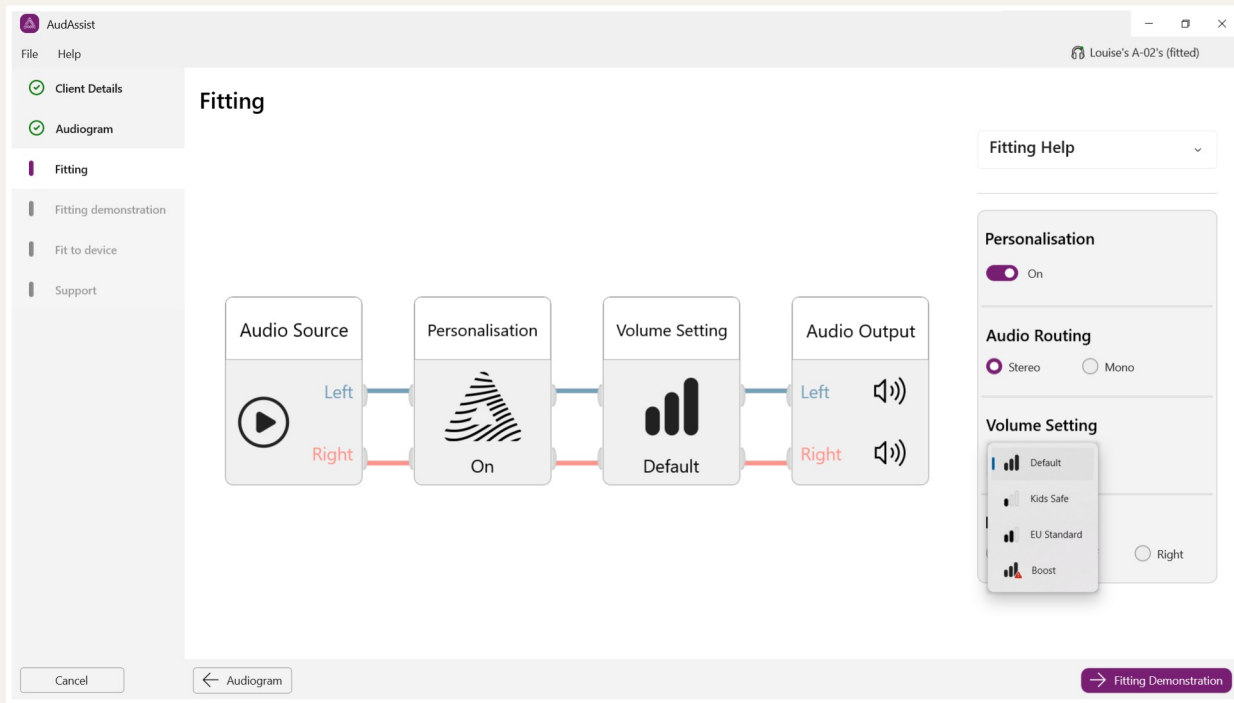
Fitting Wizard | Overview



There are several fitting options that may be applied on the fitting screen – these will be reflected in the audio flow diagram:

- ▶ **Personalisation** – this can be turned on/off to apply the fitting to the headphones. We recommend that you keep this on.
- ▶ **Audio Routing** – Stereo or Mono sound may be applied to the headphones. This may be useful in some CROS Fittings or other special cases.
- ▶ **Volume Setting** – Volume limiting or boosting may be applied to adjust maximum volume. Detailed information on this can be found on the next page.
- ▶ **Mute Output** – either the left or right ear may be muted for CROS Fittings or other special cases.

Fitting Wizard | Volume Setting



There are several Volume Setting options that may be applied on the fitting screen:

- ▶ **Default** – Industry standard, no additional volume limiting is applied.
- ▶ **Kids Safe** – This volume limiting setting may be applied to restrict output to a lower level for children (85 dBA).
- ▶ **EU Standard** – This volume limiting setting may be applied to restrict output to the recommended European Safe Listening level.
- ▶ **Boost** – This volume setting may be applied to increase the maximum volume. Caution must be taken as this boost increases the volume above standard safe listening levels. It should only be used at the discretion of the audiologist in extenuating circumstances.

Fitting Wizard | CROS Fitting

Mono recommended

Select which ear to mute

The interface displays the following settings:

- Audio Source:** Left (blue), Right (red)
- Personalisation:** On
- Volume Setting:** Default
- Audio Output:** Left (blue), Right (red)
- Audio Routing:** Mono (selected), Stereo
- Volume Setting:** Default
- Mute Output:** Left (selected), Off, Right

Navigation buttons: Cancel, ← Audiogram, → Fitting Demonstration

Use the fitting wizard to apply a CROS Fitting:

- ▶ It's recommended that Audio Routing is changed to 'Mono', so the same signal is going to both ears
- ▶ Mute the output of the Non-Responsive ear – make sure that you have the correct ear chosen
- ▶ Once the fitting selections are complete, proceed to 'Fitting Demonstration' and 'Fit to device'

Fitting Wizard | Fitting demonstration

First apply hearing profile for demo

Select to play a track

Switch on/off to experience the difference

Help
The client can experience the differences between their personalised sound profile and ordinary headphones.

To demonstrate the difference of personalised sound to your client:

- ▶ Make sure the headphones are switched on and connected to the computer with the data cable
- ▶ Select 'Configure for Demonstration' – this may take a few moments as it will upload the hearing profile created in the previous steps to the headphones
- ▶ If the volume levels are low, check your computer's volume output and make sure this is set appropriately
- ▶ Choose from one of the embedded audio files and use the switch in the bottom right to seamlessly switch between Personalised and Non-Personalised states to highlight the benefits of Audeara's personalisation

Fitting Wizard | Fitting demonstration

The screenshot shows the AudAssist software interface. The title bar reads "AudAssist" and "Louise's A-02's (fitted)". The sidebar on the left contains the following menu items: Client Details, Audiogram, Fitting, Fitting demonstration (highlighted), Fit to device, and Support. The main content area is titled "Fitting demonstration" and features a button labeled "Configure for Demonstration" with the text "or start playing to configure for testing". Below this is a list of audio files:

| Audio File | Duration |
|-----------------------|---------------|
| Classical - Orchestra | 01:24 / 04:01 |
| Classic Hollywood | 00:00 / 01:08 |
| Rock/Metal | 00:00 / 03:34 |
| Electropop | 00:00 / 02:08 |
| Spoken Word | 00:00 / 00:56 |

To the right of the list is a "Help" section with the text: "The client can experience the differences between their personalised sound profile and ordinary headphones." Below the text is an image of a pair of black headphones. At the bottom of the main area is a volume control slider and a "Personalisation" toggle switch. The bottom navigation bar includes a "Finish" button, a "← Fitting" button, and a "→ Fit to device" button.

To demonstrate the difference of personalised sound to your client:

- ▶ Make sure the headphones are switched on and connected to the computer with the data cable
- ▶ Select 'Configure for Demonstration' – this may take a few moments as it will upload the hearing profile created in the previous steps to the headphones
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Fitting Wizard | Product support

AudAssist

File Help Audeara A-02 (no fit detected)


- Client Details
- Audiogram
- Fitting
- Fitting demonstration
- Fit to device
- Support**

Product support

Client email
 Send email

Help

Submit your client's email so Audeara can provide them with their product warranty information. We respect your client's personal information and will only use their email to provide them with product support and warranty information. Your client's email will not be added to a marketing list.



Finish ← Fit to device

Providing your client's email here will enable us to send them warranty information for future product support if required.

Your client's email will only be used for this purpose and will not be added to a marketing list.