



Welcome to HLAA Webinars

Assistive Hearing Tech and COVID:
Tips, Apps, and More

Richard Einhorn
Board Chair, HLAA





HLAA Webinars Disclaimer

The Hearing Loss Association of America (HLAA) believes that information about products and services that could benefit people with hearing loss should be made available to consumers to help them make informed decisions about their hearing health care.

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Overview

General Tips

Adjustments/Repairs

What to do in a pinch

Connecting (includes video calls/conferencing)



But first...

How To Watch This Presentation



How To Watch This Presentation

The slides will be made available to all after the presentation



It is also being recorded so you will be able re-watch it later

How To Watch This Presentation

So just relax,
listen, and enjoy
the show!

Just try to get the
general ideas



Take a few notes, if
you want to, then
come back to the
slides later if you're
interested in
something particular

How To Watch This Presentation

Consider:
Could anything
presented here
be helpful?



If so, explore, be
patient, use Google
for further
information and
and feel free to ask
questions



GENERAL TIPS



GENERAL TIPS

HLAA
hearingloss.org

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CORONAVIRUS

News and Resources

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CORONAVIRUS

News and Resources

READ MORE





coronavirus



SELECT LANGUAGE ▼



 **WALK4 HEARING**
Hearing Loss Association of America
15 YEARS 2006 - 2020

2020 Walk4Hearing Lineup

Celebrate the Walk's 15th anniversary and make our campaign bigger than ever.

[WALK WITH US!](#)



PORTAL LOGIN

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BECOME A MEMBER

DONATE



coronavirus



SELECT LANGUAGE ▼

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ABOUT HLAA



2020 Walk4Hearing Lineup

Celebrate the Walk's 15th anniversary and make our campaign bigger than ever.

WALK WITH US!





One More Important Button:

One More Important Button:



PORTAL LOGIN

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Donate Today

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HLAA Mission Circle

Monthly Sustaining Donations

When you join the Mission Circle, a minimum monthly pledge of \$20 or more will automatically be charged to your credit card. Your donation will be acknowledged with a special letter at the end of each year for tax purposes.

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Memorial Donation

Create a lasting tribute in memory of a loved one, friend, co-worker, or community leader.

Honorary Donation

Honor someone special with a donation in his/her name.

Share:



MAKE AN IMPACT

[Become a Member/Renew](#)[Donate](#)[Legacy Giving](#)[How Are Donations Used](#)[Charitable Gift Acceptance Policies and Guidelines](#)[Charity Review Websites](#)[What's Your Story](#)[Volunteer, Internships and Jobs](#)[Corporate Sponsor & Marketing](#)



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Thank You!!!!!!



GENERAL TIPS

Batteries





GENERAL TIPS

Batteries

Hearo Club
hearoclub.com



GENERAL TIPS

Batteries

Buy batteries in bulk

For example:

Local Pharmacy: \$17.99 for 16 (\$1.12 per battery)

Online retailer: \$22.90 for 80 (\$0.29 per battery)



GENERAL TIPS Batteries

Put them everywhere



GENERAL TIPS

Batteries



Put them everywhere



GENERAL TIPS

Batteries

Put them everywhere



Batteries

If you have a cochlear implant with a rechargeable battery, get an extra rechargeable



Adjustments/Repairs



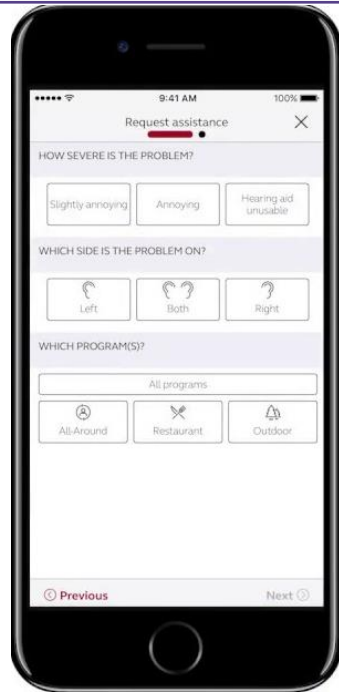
Adjustments/Repairs

Remote
Audiology
(aka tele-audiology)



Check with your
audiologist if this
is available for
your device

Remote Audiology (aka tele-audiology)



Define severity, side and program.

In this example, the patient indicates the problem is annoying, occurs in both ears and in the Outdoor and Music programs.

Select the options that best represent the problem **you** are experiencing.

Tap **Next**.



Adjustments/Repairs

If tele-audiology is not available

Contact audiologist via phone or email

Describe problems as clearly as possible:

Not: “it doesn’t sound good”

Instead: “it sounds very muffled and I can’t understand speech”

Arrange drop-off at audiologist’s office: observe physical distancing!

Check with company: you may be able to mail it back to the factory



Adjustments/Repairs

Packing/Cleaning Hearing Aids for Return

Follow audiologist's/mannufacturer's recommendations

Do *not* use alcohol (maybe)

Do *not* use Purell, bleach, etc. (definitely)

The audiologist will treat all devices as “contaminated”

Audiologists will wear protective gear, and clean them thoroughly

Consider placing a note in the box



In a Pinch Solutions



Older hearing aids

Be sure to clean
thoroughly before
using



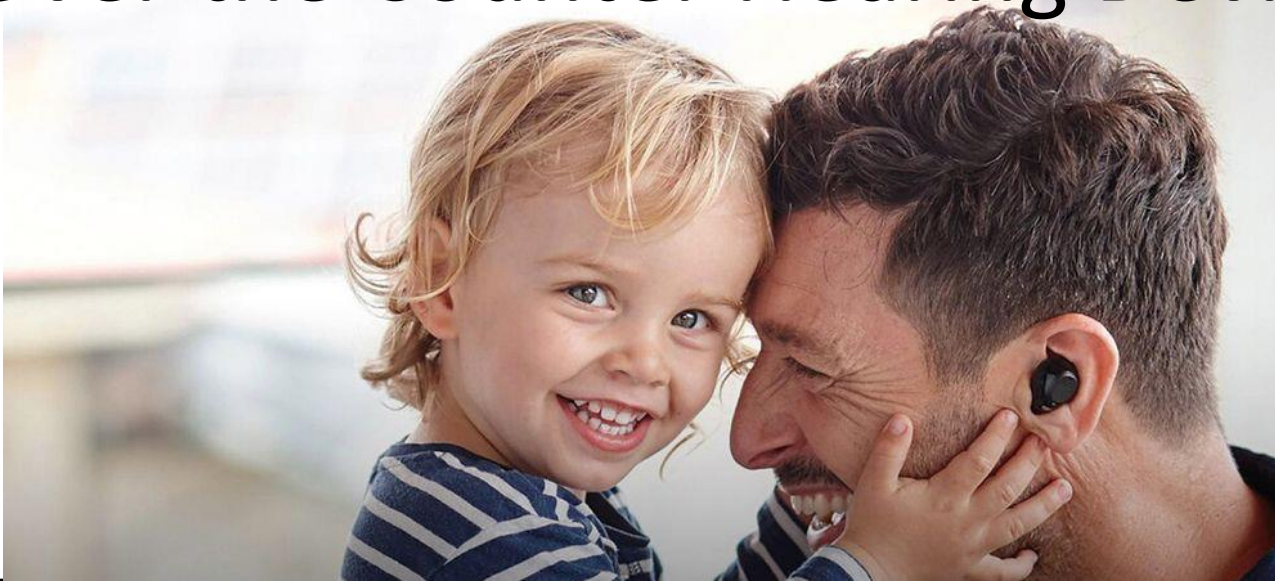
Be sure you have the
right size batteries!

Over the Counter Hearing Devices



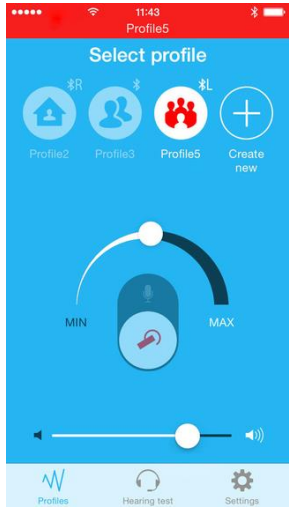
Bose
Hearphones

Over the Counter Hearing Devices



Nuheara
IQ boost

SmartPhone Apps



Petralex



EarMachine



ListenApp (returning soon)

SmartPhone Apps

Must use wired headphones. Bluetooth will not work well



Suitable for mild to moderate, possibly moderate/severe hearing losses

SmartPhone Apps

Communication Apps

Typing Back

- Big Note (iOS & Android)
- Google Keep (iOS & Android)

Phone Calls

- Convo (iOS & Android)
- Purple (iOS & Android)
- Sorenson (iOS & Android)
- IP Relay (iOS & Android)

Captioned Phone Apps

- CaptionCall (iOS)
- Clear Captions (iOS)
- Hamilton (Android)
- InnoCaption (iOS & Android)
- Sprint Web CapTel (Web page)

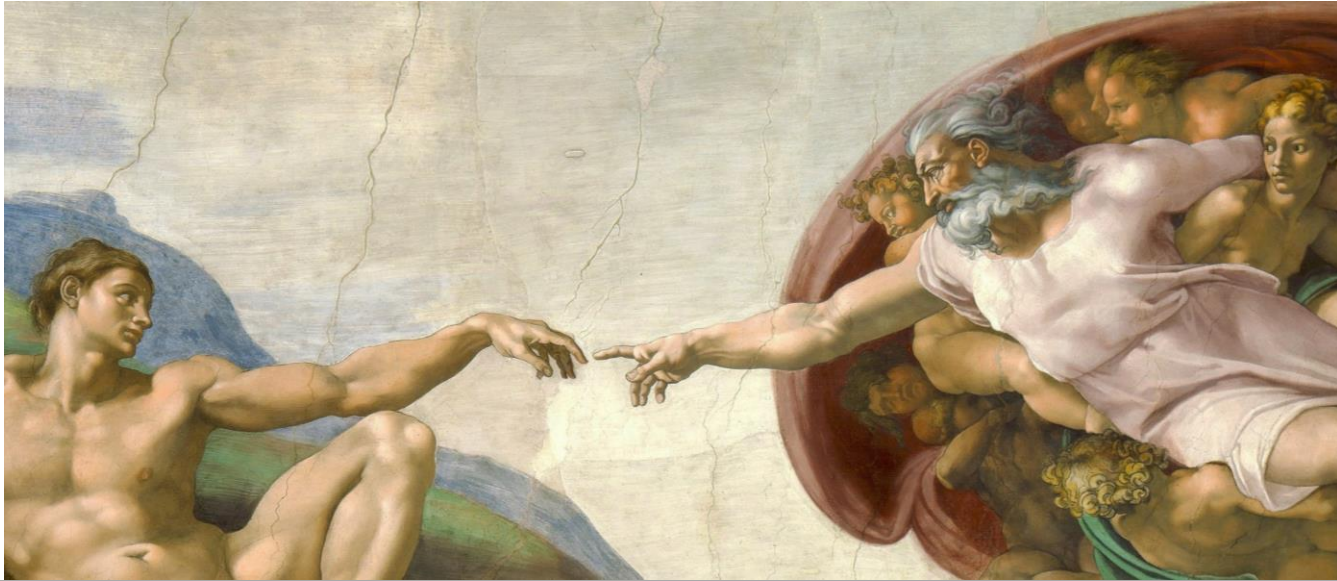
Courtesy:
Eric Nelson
Weill-Cornell

Additional devices



Pocketalker

Connecting



Clarity

amplified landline phone



Connecting

CaptionCall

captioned phone



Connecting

1. Deaf user signs to the interpreter



2. Interpreter speaks to the hearing user



3. Hearing user speaks to interpreter

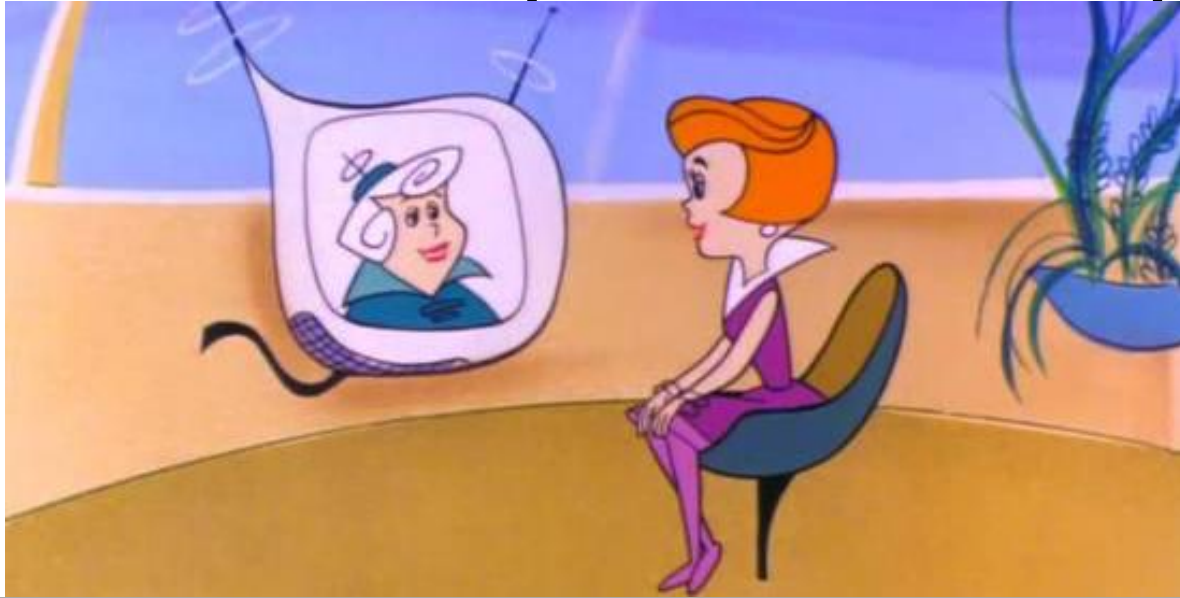


4. Interpreter signs to the deaf user

Video Relay Service



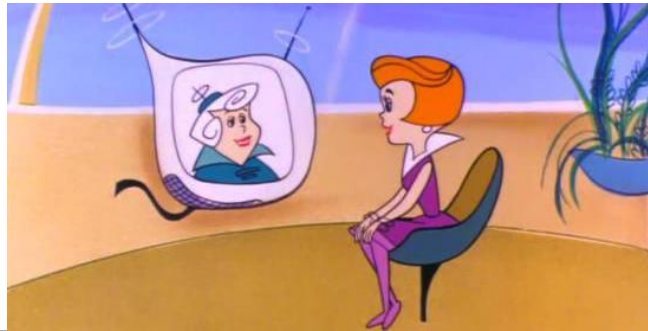
Video Calls/Conferencing



Video Calls/Conferencing

General Setup Instructions

Making the most of your video calls





General Setup

Every video call/conferencing service has a different set up

The setup is often needlessly complicated, unfortunately, but once you've gone through it a few times, it can be learned.

I'll show some set up steps from a few services to illustrate the general idea

For family and friends, settle on one (or two) video services

Take the time to learn as many features as you can.

Learn slowly. Get it up and working reliably first, then find additional features



General Setup



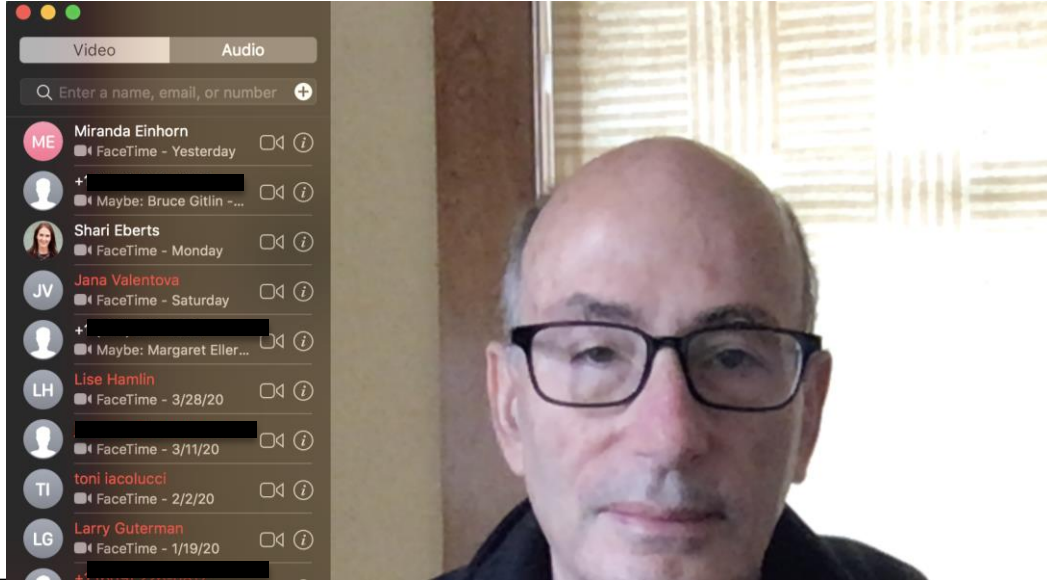
General Setup

Some video apps just open

A solid purple horizontal bar spans the width of the slide at the bottom, serving as a footer.

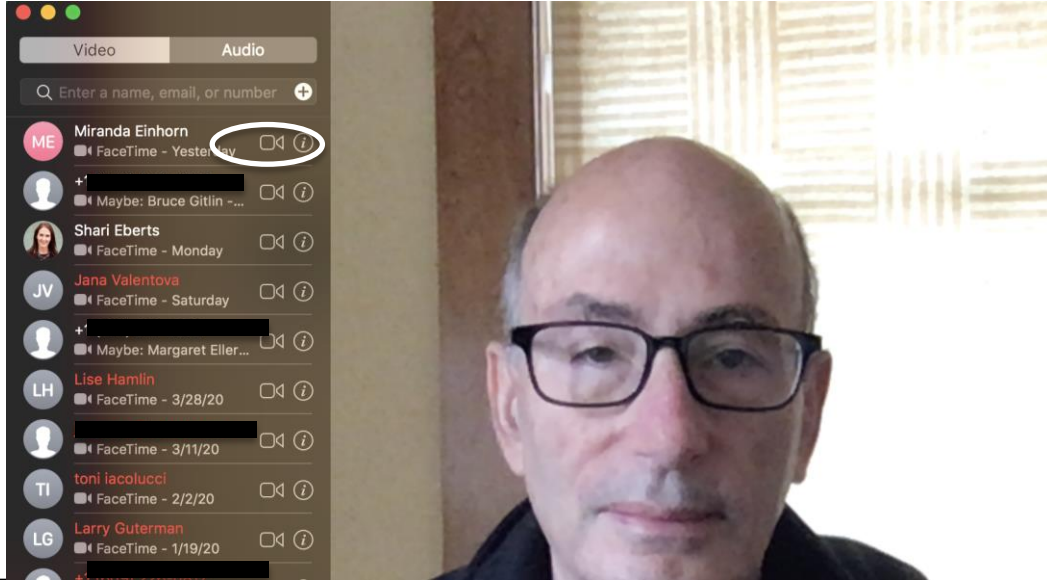
General Setup

FaceTime



General Setup

FaceTime





General Setup

With some video apps, you'll get an email invitation with instructions



General Setup

Hi Richard Einhorn,

You are invited to a Zoom webinar.

Date Time: Apr 17, 2020 02:00 PM Eastern Time (US and Canada)

Topic: Hearing Assistive Technology at Home

Join from a PC, Mac, iPad, iPhone or Android device:

[Click Here to Join](#)

Note: This link should not be shared with others; it is unique to you.

Password:

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

Zoom





General Setup

Hi Richard Einhorn,

You are invited to a Zoom webinar.

Date Time: Apr 17, 2020 02:00 PM Eastern Time (US and Canada)

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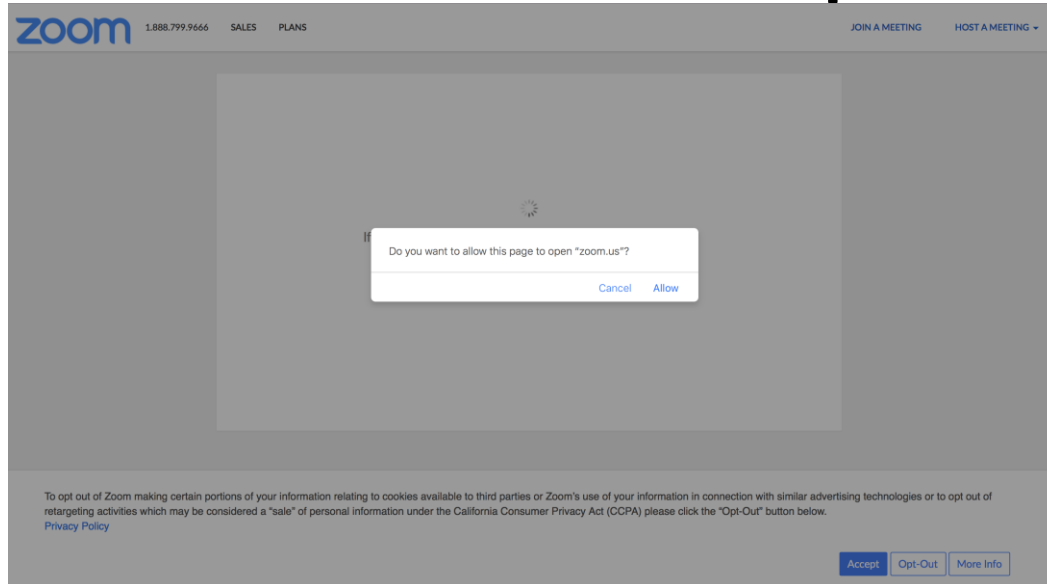
Password:

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

Zoom

And when
you click...

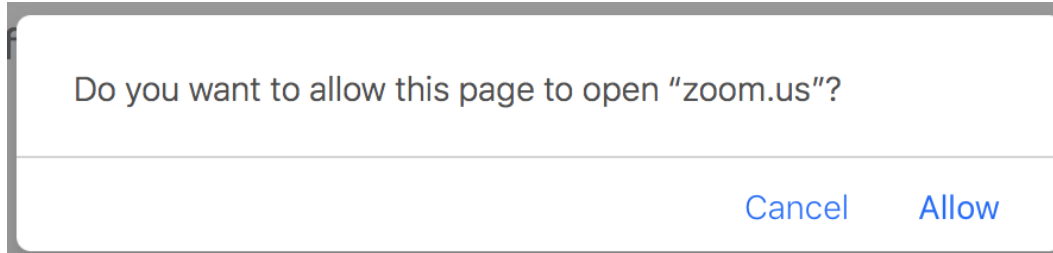
General Setup



Zoom

You'll be taken to
a web page...

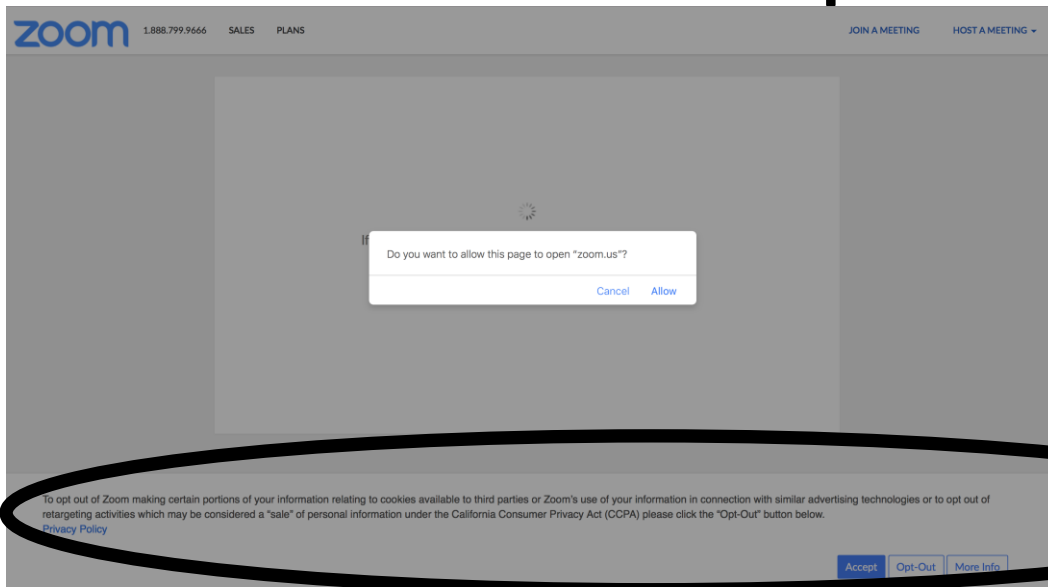
General Setup



Zoom

Which will then
open an app

General Setup



Zoom



General Setup

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[Privacy Policy](#)

Accept

Opt-Out

More Info

Zoom

And after far too
many more utterly
unnecessary steps...

General Setup

Zoom



Voila!



General Setup

Video and Sound Troubleshooting Basics



General Setup

Video and Sound Troubleshooting Basics

When in trouble:

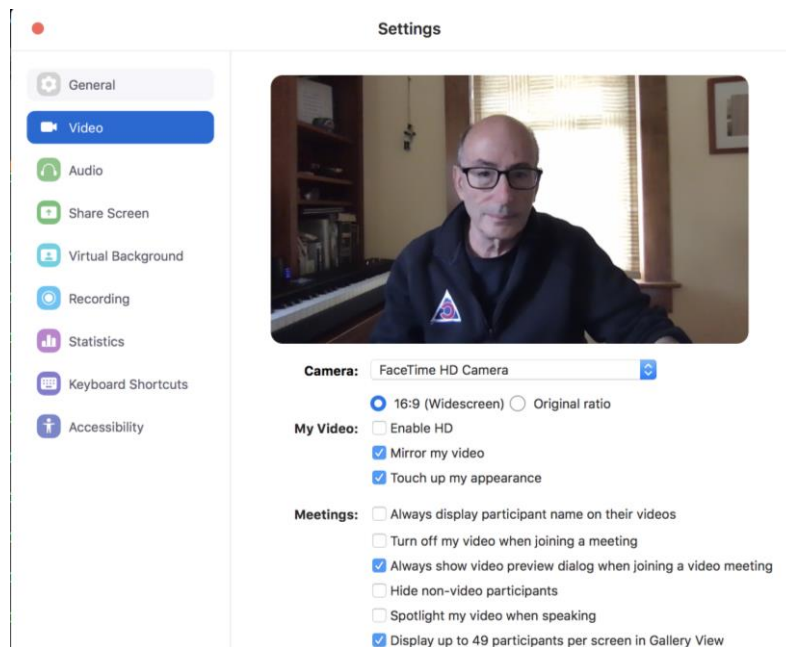
Try going to the settings or preferences for the program you're using

Then look for the video and audio (sound) settings and adjust them

Be sure that the volume is turned up!

Zoom

Settings



The screenshot shows the Zoom settings window with the 'Video' tab selected. On the left is a sidebar menu with options: General, Video, Audio, Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main content area shows a video preview of a man with glasses and a dark jacket. Below the preview are settings for Camera (FaceTime HD Camera), My Video (16:9 Widescreen selected, Enable HD unchecked, Mirror my video checked, Touch up my appearance checked), and Meetings (Always display participant name on their videos unchecked, Turn off my video when joining a meeting unchecked, Always show video preview dialog when joining a video meeting checked, Hide non-video participants unchecked, Spotlight my video when speaking unchecked, Display up to 49 participants per screen in Gallery View checked).

General

Video

Audio

Share Screen

Virtual Background

Recording

Statistics

Keyboard Shortcuts

Accessibility

Camera: FaceTime HD Camera

16:9 (Widescreen) Original ratio

My Video:

Enable HD

Mirror my video

Touch up my appearance

Meetings:

Always display participant name on their videos

Turn off my video when joining a meeting

Always show video preview dialog when joining a video meeting

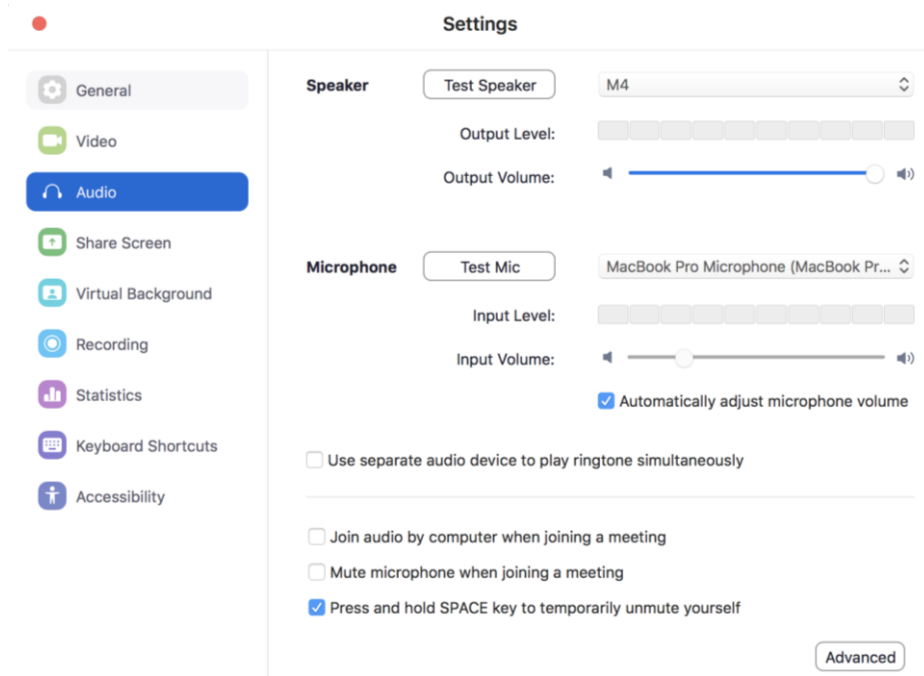
Hide non-video participants

Spotlight my video when speaking

Display up to 49 participants per screen in Gallery View

Video settings

Zoom



The image shows the Zoom application settings window, specifically the Audio section. On the left is a sidebar with navigation options: General, Video, Audio (selected), Share Screen, Virtual Background, Recording, Statistics, Keyboard Shortcuts, and Accessibility. The main content area is titled 'Settings' and is divided into 'Speaker' and 'Microphone' sections. The Speaker section includes a 'Test Speaker' button, a dropdown menu set to 'M4', an 'Output Level' bar, and an 'Output Volume' slider. The Microphone section includes a 'Test Mic' button, a dropdown menu set to 'MacBook Pro Microphone (MacBook Pr...)', an 'Input Level' bar, an 'Input Volume' slider, and a checked checkbox for 'Automatically adjust microphone volume'. Below these sections are three checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Join audio by computer when joining a meeting' (unchecked), and 'Mute microphone when joining a meeting' (unchecked). A fourth checked checkbox is 'Press and hold SPACE key to temporarily unmute yourself'. An 'Advanced' button is located at the bottom right of the settings panel.

Settings

Speaker Test Speaker M4

Output Level: [Progress bar]

Output Volume: [Slider]

Microphone Test Mic MacBook Pro Microphone (MacBook Pr...)

Input Level: [Progress bar]

Input Volume: [Slider]

Automatically adjust microphone volume

Use separate audio device to play ringtone simultaneously

Join audio by computer when joining a meeting

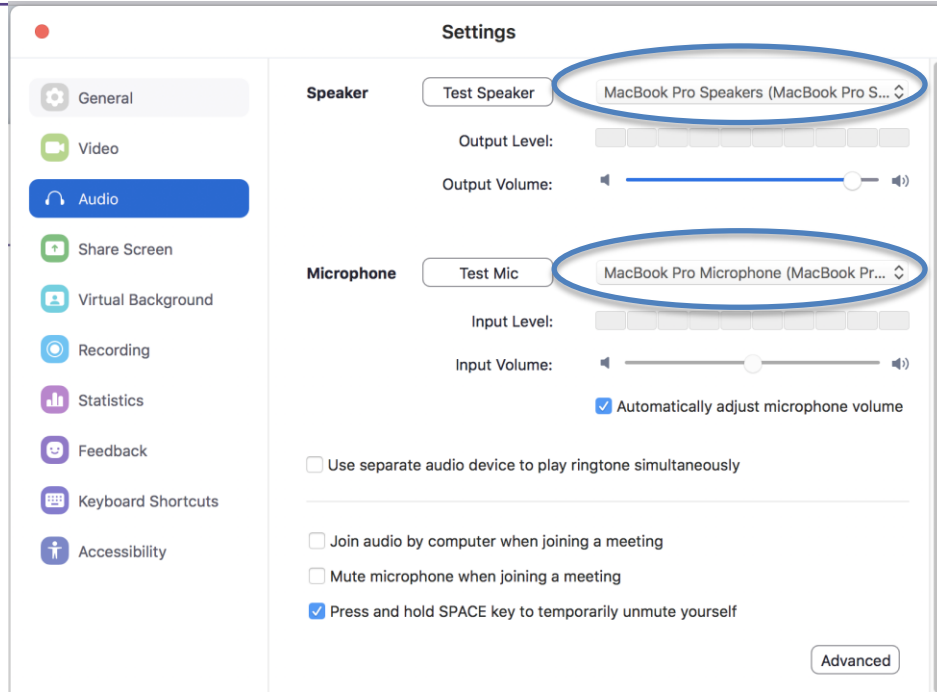
Mute microphone when joining a meeting

Press and hold SPACE key to temporarily unmute yourself

Advanced

Audio settings

Zoom



The screenshot shows the Zoom application settings window, specifically the 'Settings' tab. On the left is a sidebar with various settings categories: General, Video, Audio, Share Screen, Virtual Background, Recording, Statistics, Feedback, Keyboard Shortcuts, and Accessibility. The 'Audio' category is selected and highlighted in blue. The main content area is titled 'Settings' and is divided into 'Speaker' and 'Microphone' sections. In the 'Speaker' section, the 'Test Speaker' button is next to a dropdown menu showing 'MacBook Pro Speakers (MacBook Pro S...'. Below this are 'Output Level' and 'Output Volume' controls. In the 'Microphone' section, the 'Test Mic' button is next to a dropdown menu showing 'MacBook Pro Microphone (MacBook Pr...'. Below this are 'Input Level' and 'Input Volume' controls, along with a checked checkbox for 'Automatically adjust microphone volume'. At the bottom of the settings are three unchecked checkboxes: 'Use separate audio device to play ringtone simultaneously', 'Join audio by computer when joining a meeting', and 'Mute microphone when joining a meeting', followed by a checked checkbox for 'Press and hold SPACE key to temporarily unmute yourself'. An 'Advanced' button is located at the bottom right of the settings panel.

Audio settings



Tips for Better Video Calls and Conferencing



Tips for Better Video Calls and Conferencing

Sit close to your computer or phone

- Easier to see you

- Better sound pickup

Speak in a normal tone, maybe a little bit slower

Adjust the lighting for clarity (Google “how to light a video call”)

Be patient with technical problems. If they’re really bad, just hang up and re-connect

Advanced Tips



Because that's what
grandchildren are
for...



Blur Background (if offered)

Blur Background (if offered)

Skype



Not blurred

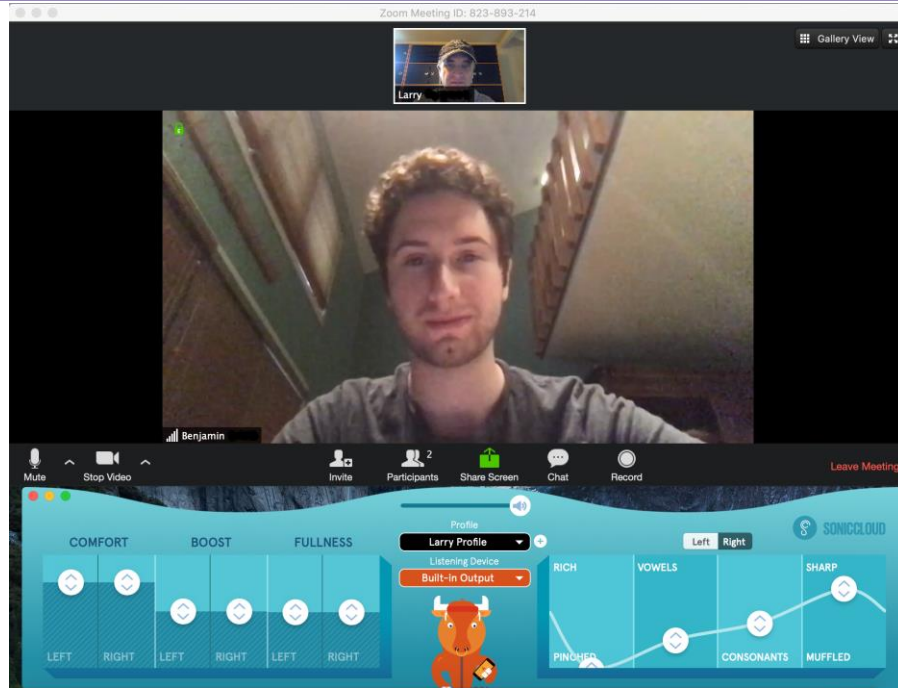
Blur Background (if offered)

Skype



Blurred

Sonic Cloud with Zoom



soniccloud.com

At least one new hearing aid will connect wirelessly and directly to a computer

Works with
Bluetooth



Set up instructions
easily available on
the web

Mini-Mic wireless
streaming to
compatible CI/HA
of



Requires a 1/8"
male to 1/8" male
audio cable

Mini-Mic wireless
streaming to
compatible CI/HA
of



Requires a 1/8"
male to 1/8" male
audio cable

Mini-Mic wireless
streaming to
compatible CI/HA
of



Requires a 1/8"
male to 1/8" male
audio cable

“TV” loop system
can be connected
to your computer’s
audio out jack



hearinglosshelp.com



GEEK ALERT

Even More Tips for Better Video Calls and Conferencing



GEEK ALERT

Tips for Better Video Calls and Conferencing

Use an ethernet cable for your computer

Use the 5G option for Wi-Fi



GEEK ALERT

Tips for Better Video Calls and Conferencing

Use a headset with
a boom mic





Captions

The gold standard remains CART, aka captioning by a live person, like Whitney today

Automatic captions can be very good, but...

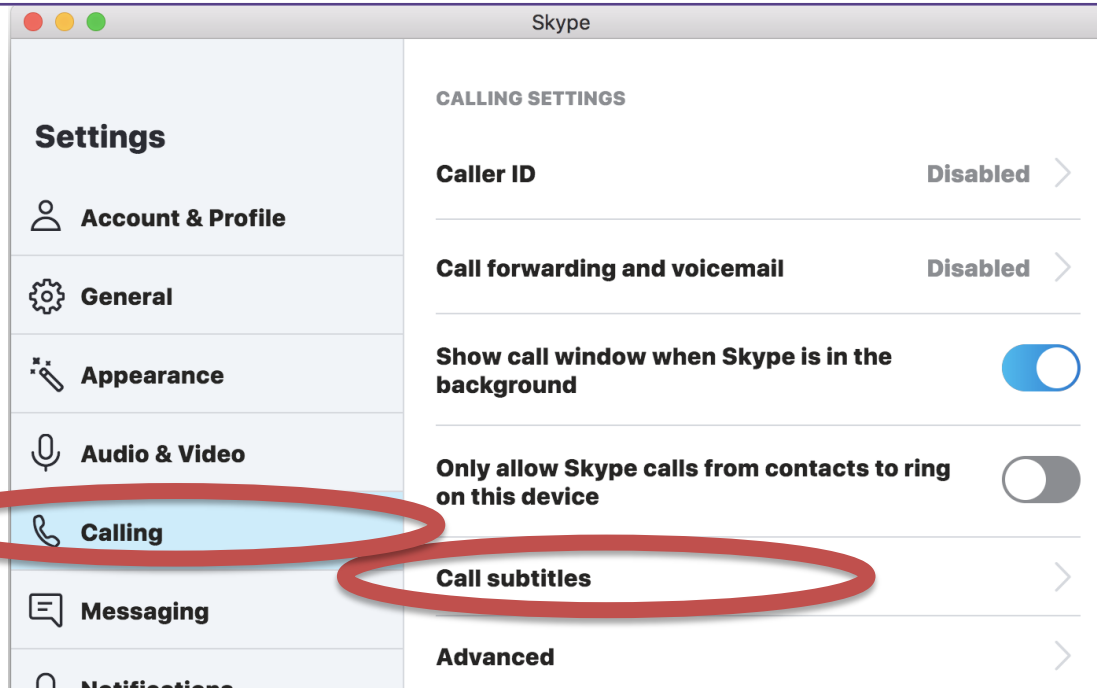
At the moment, in general, you have to pay for the good ones

Each video service handles auto-captioning differently (if they offer it at all). Use google to find out what each service does. Some examples...



As far as I know, no automatic captions and no option for adding live captions to the image.

FaceTime



Skype

Settings



Instructions for live (CART) captions not ready for prime time
i.e., requires more steps than a standard user should have to deal with
And you will need to pay for CART service

Otter will work with Zoom Pro, Business, or Enterprise plan
Translated: you have to pay for a Zoom account (plus pay for Otter)
Set-up is relatively straightforward

Zoom



Anecdotally, MS Teams has impressive auto-captioning
But Teams Free does not offer captioning
Upgrading Teams is complicated and expensive (\$150/year plus)
And you need your own domain name (additional expense)

Microsoft Teams



Captioning Apps

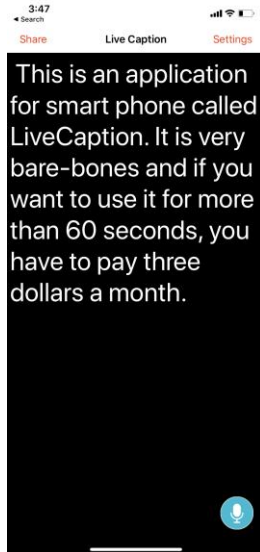


Captioning Apps

Captioning apps for smartphone might work for video calls for you
There is free captioning on new Android devices, and it's good, but...
The good auto-captioning apps I'm aware of require payments for real usability

For video calls and conferencing, use your computer for video and audio and place your smartphone near your computer's speakers while running the captioning app

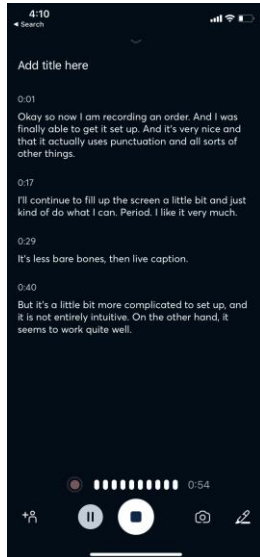
Captioning Apps



Live Caption
\$36.00/year

(60 seconds/session in free version)

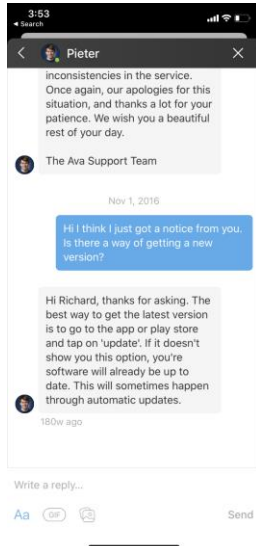
Captioning Apps



Otter
\$100/a year
(100 hours/month)

(10 hours/month for free version)

Captioning Apps



AVA
\$180.00/year

(5 hours/month in free version)



Question

For people with hearing loss,
shouldn't automatic captioning be free and easy to access on all video
conferencing and video calls>

Especially now????



Thank You

Carla Beyer-Smolin

Stephanie Czuhajewski

Alicia Spoor

Cheri Perazolli

Shari Eberts

Roxana Rotundo

Larry Guterman

Doug Beck

HLAA Staff

Whitney Riley (CART)



Thank You

Carla Beyer-Smolin

Stephanie Czuhajewski

Alicia Spoor

Cheri Perazolli

Shari Eberts

Roxana Rotundo

Larry Guterman

Doug Beck

HLAA Staff

Whitney Riley (CART)

And finally...



Thanks for coming to
HLAA Webinars!

Visit the website: hearingloss.org

Richard Einhorn, Board Chair, HLAA
(richardein@mac.com)