

Alera FAQ

Q: Can Alera be programmed wirelessly as well as with programming cables?

A: Yes. The Alera 61 can be programmed with and without wires while the Alera 60 must be programmed with programming cables, as it does not have wireless capabilities. When using programming cables, you can use the Speedlink, HiPro, or NOAHlink with a CS44 cable with a CS53 flex strip or the CS63 cable and flexstrip combination. The flexstrip can be inserted at the bottom of the hearing instrument with the dot on the flexstrip facing away from the outer wall of the housing. When programming wirelessly, the Airlink interface is required. Regardless of the interface used, a battery is required while programming.



Q: Can the microphone on the Alera hearing instrument be active while streaming from the Unite TV streamer?

A: Yes. Activation or deactivation of the Alera microphone while streaming from the Unite TV is a programmable setting in Aventa.

Q: Does the PhoneNow program over-ride the Unite TV signal if the patient chooses to answer the phone while watching television?

A: Yes. PhoneNow literally switches programs. So, when the hearing instrument detects the phone signal the instrument will automatically switch from the streaming program to the PhoneNow program and then back to the streaming program when the patient puts the phone down. The same relationship exists between other listening programs and PhoneNow.

Q: Will streaming and use of the remote control affect the battery life of the ReSound Alera?

A: Yes. The more you stream, or use your remote control, the more quickly you will exhaust the battery in your hearing instrument. However, battery drainage is not equal for all wireless functions. As the battery weakens, functions will progressively be dropped. Eventually, the hearing instrument will stop working altogether. The loss of various functions will typically follow the patterns outlined below.

- When using the hearing instrument in streaming mode and the battery voltage drops below the minimum required level, streaming will stop, a melody of beeps will be heard and the hearing instrument will automatically return to the most recently used microphone (i.e.: non-streaming) program. Remote control functionality will continue when applicable.
- When battery voltage drops again and can no longer support remote control functionality, a different melody of beeps will be heard. Regular, non-wireless hearing instrument functionality will continue.
- Finally, when battery voltage drops again and is approaching a voltage that will not support non-wireless hearing instrument functionality, a low battery warning will be heard every 5 minutes until the battery can no longer support hearing instrument function and the hearing instrument will shut down.

As a result, a weak battery will support some functions and not others. The exact functions that will be affected by a weak battery will be determined by the power consumption of each function. It may therefore be helpful to replace the battery whenever some, but not all, hearing instrument functions stop working.

Q: Will all batteries work equally well in my Alera hearing instruments?

A: No. We have found variations in the performance of the Alera hearing instrument with different brands of batteries. The Rayovac brand consistently performs well with this hearing instrument. We have also noted good performance with Panasonic and Duracell, whereas problems have been noted when using the Energizer brand in Alera as well as Unite.

Q. What is the typical battery life for the Alera 61/60 with and without streaming?

ReSound Alera 61	#312 Battery	8 hours of streaming per day	up to 4 days
ReSound Alera 61	#312 Battery	Without streaming	7-10 days
ReSound Alera 60	#10A Battery	Without streaming	approx 7 days

Q: What is the difference between the Alera AL960-DR vs Alera AL61DRW?

A: The AL960-DR is the smaller of the two models, directional, a RIE model, non-wireless and uses a #10A battery. The AL61-DRW is the larger of the two models, directional, a RIE model, wireless and uses a #312 battery.

AL960-DR	Directional	RIE	non-wireless	#10A battery
AL61-DRW	Directional	RIE	Wireless	#312 battery

Q: Can the wireless feature be deactivated on a wireless hearing instrument model?

A: Yes. If wireless accessories are not paired with the Alera hearing instrument, the wireless features will not be activated. Once wireless accessories have been paired, you can deactivate wireless functionality, by engaging flight mode.

Q. How does flight mode work?

A: When wireless functionality must be deactivated (such as during air travel), it is possible to activate flight mode. To do so, open and close the battery door on the hearing instrument while simultaneously pressing the push button. If you subsequently open and close the battery door, you will disable flight mode and wireless functionality will be restored.

Q: Can the patient access the Unite TV without a remote control?

A: Yes. Short pushes on the hearing instrument pushbutton will allow the patient to cycle through standard/non-wireless programs. Long pushes (i.e.: push and hold) will allow the patient to cycle through the streaming programs. As such, the patient can access all listening programs by means of the remote control or the pushbutton.

Q: Is the phone signal transmitted to both ears?

A: If you pair the phone to the Unite Phone Clip and access the streaming program for the phone (via the remote control or pushbutton on the hearing instrument) the patient can hear the phone in both ears.

Q: Over what distance will the Airlink transmit?

A: Airlink will transmit over approximately 10 feet. However, if the patient steps out of range and then steps back into range, it will automatically reconnect.

Q: Is PhoneNow available in Alera hearing instruments?

A: Yes.

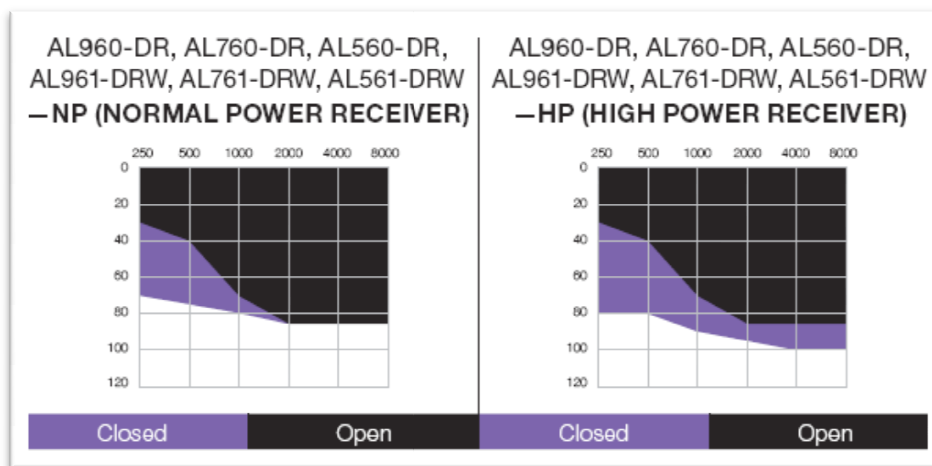
Q: What receiver options are available for the Alera?

A: Both the Alera 60 and 61 are compatible with the NP (normal power) and HP (high power) receivers.

Q: Why doesn't ReSound Alera have an LP (low power) receiver?

A: The LP receiver was introduced with hearing instruments built on ReSound's previous platform, primarily to alleviate noise complaints from those with normal or near-normal hearing. Because of the new ReSound Range platform, the noise floor has been reduced dramatically, eliminating the need for a receiver with lower output.

Q: What is the fitting range for the Alera 60/61?



Q: Does Alera utilize "ear to ear" communication (ex. adjustments in one ear result in changes in each ear)?

A: Changes made to the hearing instrument via the push button will only affect the hearing instrument to which the change was made. However, with the remote control, both hearing instruments can be adjusted simultaneously.

Q: Does Alera use Warp™ sound processing?

A: Yes. Alera utilizes the 17-band Warp signal processing in both the Alera 9 and Alera 7 and 6-band Warp in Alera 5.

Q: Is Alera quieter than Live or dot²? If so, why?

A: Yes. Alera is built on our new Resound Range platform with a lower noise floor (-11 dB) as compared with legacy products.

Q: Is Alera moisture coated?

A: All Alera hearing instruments include iSolate nanotech, ReSound's industry-leading moisture protection. It works by coating all elements of the hearing instrument – inside and out -- with a thin protective layer that bonds at a molecular level to the various components in order to shield them without affecting their performance. Moisture coming into contact with any element of the hearing instrument will simply roll off without being absorbed.

Q: Is Alera available with a telecoil?

A: Alera 60 and 61 models do not include a telecoil. However, BTE and custom products that will be released in January 2011 will be available with a telecoil.

Q: Is Alera compatible with FM systems currently available?

A: Although the Alera 60 and 61 models do not include Direct Audio Input (DAI) capabilities; an Alera BTE model that will be released in January 2011 will be available with DAI. As such, it will be compatible with currently available FM systems.

Q: Will Alera be available in the remote microphone model?

A: Yes. Custom remote microphone models will be available in the Alera product family in January 2011.

Q: Is there an extended bandwidth with ReSound Alera?

A: Yes. The bandwidth extends to 7000 Hz.

Q: Why is there no volume control? How can I change the volume?

A: For the Alera 61, the volume can be controlled directly by the wearer with the optional Unite Remote Control. Additionally, for Alera AL961 as well as the AL960, environmentally dependent volume control settings can be configured in Environmental Optimizer II in the Aventa3 fitting software.

Q: What is the significance of AutoScope Adaptive Directionality? How is it different from MultiScope Adaptive Directionality?

A: AutoScope Adaptive Directionality improves upon MultiScope directionality by making automatic adjustments to the beamwidth through environmental steering. AutoScope automatically adjusts the directional beamwidth based on the relative levels of the inputs to the front and rear microphones. As the signal to the front becomes more intense, the beamwidth narrows. As the signal to the front becomes less intense, the beamwidth widens, allowing more audibility for surrounding sounds. AutoScope Adaptive Directionality creates an effect of zooming in on the speakers if they are directly in front of the listener, and zooming out when the listener is surrounded by many speakers.

Q: Why was NoiseTracker II per environment introduced? Doesn't NoiseTracker II adapt automatically?

A: NoiseTracker II automatically changes the amount of noise reduction applied based on an estimate of the signal-to-noise ratio. However, it is limited by the Aventa setting of mild, moderate, etc. This means that the maximum amount of noise reduction applied may not be what is most beneficial for the listener in a given situation. For example, a smaller degree of noise reduction is often preferred for quiet situations, and a more aggressive setting for a noisy situation, such as riding in a car. This is why we have different NoiseTracker settings in different environmental situations. Environmental Optimizer II automatically sets the maximum amount of noise reduction possible that is most appropriate for the specific environment that is identified by the environmental classifier - without the user having to identify the environment and manually change programs to optimize the setting.