

Duo

Set up: Charge device prior to fitting. Any USB-C charging cable can be used. It only takes **30 minutes** for a full charge.

Fitting Appointment:

Administer **Tinnitus Functional Index Questionnaire (TFI)** and document a pre-treatment score of **25** or more.

Device Fitting:

Step 1: Ensure **Bluetooth** is enabled on the phone.

Step 2: Download **Neosensory App** from **App Store** or **Google Play Store**.

Step 3: Choose **Duo Mode**.

Step 3: Turn on the wristband. Look for **three green lights**.

Step 4: Follow prompts in app to pair device and complete set up.

Patient Instructions:

1. Open the app daily to play the training tones for at least **10 minutes** each day. Do not use headphones. Listen to tones through the phone or Bluetooth speaker only. With your wristband on, you'll feel vibration with each sound. This will help your brain identify which sounds are external vs. internal. Remember it takes up to **8 weeks** to notice improvement, but you may start to notice it sooner.
2. Charge your wristband for **30 minutes** for a full day of use.
3. The wristband is **water resistant** but not waterproof. **Do not submerge in water**. You can wash your hands and exercise without removing it but remove it for activities like showers or swimming.
4. **Contact:** support@neosensory.com or call **(904) 414-4708** for device support.

Follow up: Follow up in clinic is not required. However, we recommend the following to facilitate best outcomes.

- **Call:** A follow up call after two weeks to check in, verify consistent daily sessions and assess progress. Note: Some patients will note improvement in as little as two weeks. This call can be delegated to support staff.
- **Visit:** A follow-up appointment after **8 weeks** to confirm improvement in outcomes. Re-administer the TFI questionnaire.

If significant decrease in score and/or subjective improvement reported: Patient can now be discharged from **active** follow up and can use device as needed going forward.

If no significant decrease in score and/or subjective improvement reported: Patient should continue to be monitored and to do daily treatment sessions. Contact Neosensory Audiology support for further support.

Clarify

Set up: Charge device prior to fitting. Any USB-C charging cable can be used. It only takes 30 minutes for a full charge.

**Note if the patient does not have or want to use a smartphone, it is not necessary for the patient to connect the wristband to the app for Clarify mode. It can be set up in this mode with an office smartphone or tablet prior to the fitting as indicated.*

Fitting Appointment:

Device Fitting:

Step 1 (optional): Ensure Bluetooth is enabled on the phone.

Step 2 (optional): Download Neosensory App from App Store or Google Play Store.

Step 3: Choose **Clarify Mode**.

Step 3: Turn on the wristband. Look for 3 green lights.

Step 4 (optional): Follow prompts in app to pair device and complete set up.

Patient Instructions:

1. The wristband translates speech sounds into vibrations on your skin and needs consistent exposure to speech to learn to help your brain use the information to improve your speech understanding. You should wear it **all day** and then make sure you are doing active listening activities like podcasts, audiobooks, or television for at least **1 hour** each day. **Do not use headphones during active listening** because the wristband needs to be able to hear what your ears are hearing. Remember it usually takes **3 weeks** or more to notice improvement, but you may start to notice it sooner.
2. Charge your wristband for 30 minutes for a full day of use.
3. The wristband is water resistant but not waterproof. **Do not submerge in water**. You can wash your hands and exercise without removing it but remove it for activities like showers or swimming.
4. **Contact:** support@neosensory.com or call (904) 414-4708 for device support.

Follow up: Follow up in clinic is not required. However, we recommend the following to facilitate best outcomes.

- **Call:** A follow up call after **three** weeks to check in, verify consistent daily use and assess progress. Note: Some patients will note improvement in as little as two weeks. This call can be delegated to support staff.
- **Visit:** Not required. Can be done after **4 weeks** or in conjunction with routine hearing aid follow up or testing.

Sound Awareness

Set up: Charge device prior to fitting. Any USB-C charging cable can be used. It only takes 30 minutes for a full charge.

Fitting Appointment:

Device Fitting:

Step 1: Ensure Bluetooth is enabled on the phone.

Step 2: Download Neosensory App from App Store or Google Play Store.

Step 3: Choose **Sound Awareness Mode**.

Step 3: Turn on the wristband. Look for 3 green lights.

Step 4: Follow prompts in app to pair device and complete set up.

Patient Instructions:

1. The wristband is constantly looking for sounds in your environment. The more you use the wristband, the more it can increase your ability to differentiate sounds based on the unique vibrational patterns on your wrist. You should wear it **all day** at least in the beginning to train your brain. You can then use it as needed or at night for better situational awareness. Remember it usually takes **2 weeks** or more to be able to differentiate sounds based on the vibrations, but you may start to notice it sooner.
2. You can adjust the sensitivity of your band based on your environment. Use the “+” button to feel more sound. Use the “-” button to feel less sound.
3. Test out the “**Sleeping**” mode and “**Music**” mode to see if you like using them.
4. Charge your wristband for **30 minutes** for a full day of use.
5. The wristband is **water resistant** but not waterproof. **Do not submerge in water**. You can wash your hands and exercise without removing it but remove it for activities like showers or swimming.
6. **Contact:** support@neosensory.com or call (904) 414-4708 for device support.

Follow up: Follow up in clinic is not required. However, we recommend the following to facilitate best outcomes.

- **Call:** A follow up call after **three** weeks to check in, verify consistent usage and assess progress. Note: Some patients will note improvement in as little as two weeks. This call can be delegated to support staff.
- **Visit:** Not required. Can be done with routine hearing aid follow up or testing.