

How to conduct a Nuance Audio Demo

Nuance Audio Glasses and Phone



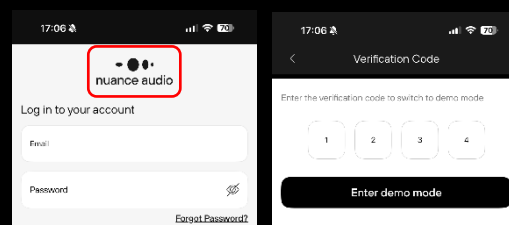
Switch on the glasses by pressing the button (2sec) on the right temple until the green LED lights up. This will automatically connect the glasses to the Nuance Audio app.

To perform a demonstration, make sure the glasses are in DEMO mode.

On the login screen, **tap seven times on the Nuance Audio logo** and enter the access code **1234**.

Start a demo session by filling in the required anonymous customer data.

Access the Demo Mode



1. Select PROFILE A, optimised for quiet environments, from the homepage
2. Set the volume to 3
3. Verify that the Audio mode is set on 'Frontal'

We recommend starting the demo with the eyewear in standby (Upper right Button – Off)

Select Initial Profile (A, 3)



It is important to introduce the glasses as innovative and designed to improve speech perception while leaving the ears free.

Anticipate that **during the test, the customer might perceive a higher-pitched or tinny sound than usual:**

“Hearing some metallic sounds is completely normal, as the glasses amplify high frequencies to make speech clearer.”

Activate the glasses using the Standby button (ON)
Position yourself in front of the customer and speak at a natural volume.
Point out how your voice becomes clearer than usual.

Tap the on/off button on the homepage to switch the glasses on and off and make the difference.
(A/B testing)

It should be highlighted that the glasses have two listening modes:

- ‘FRONTAL’, which amplifies sounds coming directly from frontal sound sources by reducing background noise,
- ‘360’, which allows sounds to be heard from all directions.

Invite the client to rotate their head while continuing to speak in order to make them understand how the perception of sound varies.

If the location is sufficiently noisy, select PROFILE C and keep the volume at 3

Switch between different Audio Modes



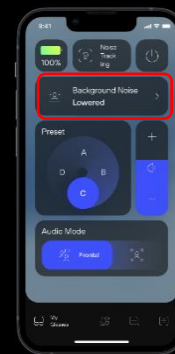
Compare the sound quality again with and without the active glasses. If the amplification is still not sufficient, increase the volume.
Here the patient may ask why he/she hear his/her own voice amplified.
Answer that it is completely normal and that getting used to hearing one's own amplified voice requires a short adjustment.

Now show an advanced function of the glasses for noisy environments: background noise suppression.

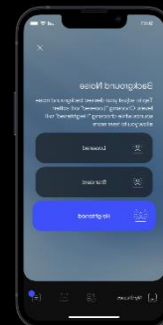
Start by listening to the amplified sound without any noise reduction filter by selecting background noise > Heightened.
Point out how annoying this is in the current location environment, but can be used in a quieter environment

Now activate background noise reduction by selecting in background noise > Lowered.
Notice how the sound becomes more pleasant and the voice much sharper

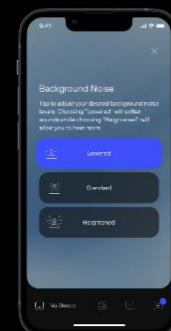
Background Noise



Background noise: 'Heightened'



Background noise: 'Lowered'



Close the conversation by pointing out that this is only a basic demonstration.
With customised calibration, the glasses will adapt perfectly to the customer's needs, further improving sound quality, including the perception of one's own voice

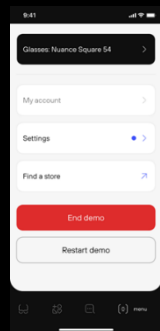
At the end of each demonstration, it is necessary to end the demo session to collect anonymous feedback within the app and prepare the device for the next user.

For any doubts or questions, the app offers a **support section** with detailed resources, including FAQs and troubleshooting. In this section, you can find immediate answers to the most common questions.

Calibration



“End demo”



Go to Support Section

