Philips HearLink 9060 FAQs

*Please call the Philips Costco Support Team Hotline at **800-327-3394** for additional support. You can also contact our team at learning@sbohearing.com.*

1. **Which models are offered for the HearLink 9060, and what are the main features?**
   - *The premium rechargeable HearLink 9060 is offered in a **miniRITE R (MNR R)** style only*
   - *The MNR R includes a single pushbutton, telecoil, LED indicators, voice alerts, existing miniFit Detect receivers in 4 fitting levels, and a full day of power with one hour of charging*
   - *Powered by the new **SoundMap 4** AI sound processing and **SoundTie 5** connectivity package, it provides your members with our best hearing experience yet*

2. **What does SoundMap 4 offer compared to SoundMap 3?**

   SoundMap 4 is built on our most advanced sound processing technology, introducing new AI–powered advancements that help deliver clearer speech and more comfortable listening:
   - ***New AI Dynamic Directionality** — designed to detect, prioritize, and enhance speech; improves speech clarity and supports communication in everyday situations*
   - ***New SoundProtect Wind Noise Management 2** — detects and manages wind noise with greater precision for easier listening outdoors*
   - ***New Feedback Canceller 2** — offers fast detection and suppression of feedback, providing greater listening stability for a more reliable and comfortable listening experience*

3. **What does SoundTie 5 offer compared to SoundTie 4?**

   SoundTie 5 offers an increased streaming range, greater connection stability, and a new streaming filter in the HearLink 2 app, helping create a smoother streaming experience — in addition to offering the latest Bluetooth® technology so members can enjoy hands–free calls and stream their favorite music, TV series, movies and podcasts on their preferred devices:
   - ***Made for iPhone®** — As Made for iPhone hearing aids, your members can stream and make hands–free calls on iPhone, iPad®, Vision Pro® and Mac®*
   - ***Upgraded Android™ experience** — Select Android and Windows 11 PC users can also stream and make hands–free calls via the latest Bluetooth® LE Audio technology*
   - ***Stronger, more reliable connections** — HearLink 9060 offers increased streaming range and fewer dropouts, for more consistent streaming*
   - ***Stream in comfort** — The new **Streaming filter** helps your members listen to streamed audio more comfortably in noisy places by reducing noise while streaming audio to their hearing aids*
   - ***Auracast™ broadcast enabled** — HearLink 9060 includes support for high-resolution Auracast broadcasts via the HearLink 2 app, so your members can easily tune in to public broadcasts at airports, cinemas, and more*
   - ***Connect with Fast Pair** — Bluetooth LE Audio–enabled Android devices can be effortlessly paired to your member's hearing aids with Google's Fast Pair*

4. Are the acoustic options for HearLink 9060 the same compared to HearLink 9050 MNR?

*The **Bass dome single vent** is now available for HearLink 9060 only. Please do not use the Bass dome single vent with HL 9050 or older products, as it is not supported in the HearSuite fitting software and the acoustic response shown on screen may not accurately reflect the response occurring in the member's ear. Otherwise, the same domes (OpenBass dome, Bass dome double vent, and Power) and molds (Lite Tip, Micro mold, Canal, and Full Shell) continue to be offered for the miniFit Detect receivers.*

5. How does the AI Directional Focus feature work in the Philips HearSuite fitting software?

*When you select AI Dynamic Directionality, you can choose from two **AI Directional Focus** options to optimize the feature:*

- ***Wide (default):** Adjust the setting to "Wide" if your member is disturbed in difficult situations and needs help to **focus on the general area** in front*
- ***Front:** Adjust the setting to "Front" if your member is overwhelmed in difficult situations and needs help to **focus fully on the person in front** of them*

6. Is HearLink 9060 compatible with the HearLink 2 app, and are there any new app features?

Yes, it is compatible with the HearLink 2 app. In August 2026, an update to the app (version 1.8.0) allows members to benefit from 3 new features:

- ***Minor firmware updates** — allows members to apply minor updates directly through the app, ensuring they have the latest improvements for their hearing instruments without needing to visit the center*
- ***Wax filter replacement reminder** — notifies members to replace their wax filters, reducing unnecessary visits to the center; they can review instructions on how to replace the filter and reset the day count, as well as personalize the reminders for 2, 4 or 8 weeks*
- ***Streaming filter** — reduces background noise around the member when playing audio to their hearing aids: when it's noisy, it blocks more sound; when it's quiet, it lets more sound through*

SBO Hearing US, Inc. is a member of the Demant family of companies. Demant is a brand licensee of Royal Philips. Apple, the Apple logo, iPhone, iPad,Mac and the Mac logo are trademarks of Apple Inc., registered in the US and other countries. App store is a service mark of Apple Inc. Android™, GooglePlay and the Google Play logo are trademarks of Google LLC. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc.The Auracast™ word mark and logos are trademarks owned by the Bluetooth SIG. Any use of such marks by Demant is under license. Other trademarks and trade names are those of their respective owners.