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Genie 2 Fitting Focus Series: Oticon Real First Fit

Presenter: Chalese Buttars, AuD

- [Chalese] All right, welcome. Thanks so much for choosing to be here as we review today an Oticon Real First Fit. That is the purpose of today's 30 minute course. My name is Chalese Buttars, I am an audiologist and I am a trainer at Oticon, I've been working for Oticon for just under four years now. And anytime I have a chance to be training in the software, I am very happy about it. So thanks so much for choosing to be here with me today. Looking at our learning outcomes, or our learner outcomes and what should you know by the end of this course. By the end of this course, you should be able to explain the process of pairing and connecting Oticon Real instruments using Genie 2 software.

You'll be able to list the required initial fitting steps for Oticon Real and then finally, you'll be able to find the MoreSound Intelligence and Sudden Sound Stabilizer tools in the Genie 2 fitting screen. And describe the controls available on these screens. Now, we have a lot of good information for you today in our 30 minutes. For the majority of the course today, I'll actually be spending the time live in the Genie 2 software, but there are a number of things that I do need my slides to point out to you, so I will use those slides at those points in time. And the first thing that I wanna talk about in our slides today is to give you an overview and to make sure that you know what is the software version you need, and how can you access that.

So at the point of this presentation today, our most current software is Genie 2 2023.2. So that's what you wanna make sure that you are using to fit your Oticon Reals. In looking at how to update the software, there are a number of different options. A lot of people use the Genie Updater tool 'cause it is very easy, if you don't have access or can't, for some reason, use the Genie Updater, there's some individuals who work in hospitals who have firewalls or IT issues, we also have the ability to send you a USB, or even a DVD in order to be able to update the software. Just go ahead and reach out to us and let us know.

Now, looking at your programmer options, that's also something important when you're looking at a first fit for the programming options in 2021, we decided to make things very easy and for a BTE, or receiver in the ear device, we have now made everything seamless. So our Noahlink Wireless is the only option that you need in order to fit the Oticon Real devices. So you'll use your Noahlink Wireless. And the cool part about this as well is if we do have a firmware update available, you can use your Noahlink Wireless in order to do that firmware update, and do the update wirelessly. Those updates should take about 3 to 4 minutes, so just so you are aware of that. Now getting into our software, one of the first things I wanted to make sure to point out to you is where to actually find software version.

Where is that located in Genie 2? If we go ahead and look up at the top left-hand corner, you'll be able to see that Genie 2 2023.2 is the version I'm using and that, again, is the most up-to-date and that's where you can find that information. Now, whenever I do one of these courses, it's always a little hard because I never know the person on the other end, you, who's listening, how experienced you are with our Genie 2 software, or with Oticon, so some of you may have a lot of experience, some of you may be kind of coming to us for a first time, or haven't done a lot. So I always like to do a very broad overview of how the software is laid out in general so you have a good idea of what that looks like.

And then, we will come back and actually look more fine-grained, if you will, at some of the tabs on the left-hand side. So to get a good idea of how the software is laid out, you wanna see up at the top, these are the different screens that you have access to in Genie 2. In the Welcome screen, we're gonna be talking about personalization today. This is one of the things we recommend doing as part of the first fit for the Oticon Real. So we'll talk about that a little later. In the Selection screen, this is where you can go to see all of the different families that are housed here in Genie 2. You can see all of the different technology levels and also the styles.

A couple of other things we're gonna want to pay attention to are our receiver strength, and our acoustic options, and then also, noting that this is where you can go to do a firmware update. In the Fitting screen, this is where you can go to kind of spend probably actually, the majority of time with your patients. When I go into different offices, I know that this is where the providers are spending the majority of times as I watch certain fittings with different patients. So looking at what you have access to on here. In the Fine Tuning tab, you have your levels of adaptation. You can also make different gain changes . We have our Feedback Analyzer we're gonna go through when does Oticon recommend running the Feedback Analyzer with patients on a first fit?

And is that part of our recommended protocol for every patient? We're also going to talk about the MoreSound Intelligence screen today. And although, this may not be a huge first fit tool it's a very important follow-up tool, actually one of the most strong, or useful tools that you have in your tool belts for follow-ups. I'm gonna give you a general idea of what you can find on the screen. You also have things like the Program Manager as well, if you want to add programs for your patients. And then finally in the End Fitting screen, we have the Buttons and Indicators section. So we can go and we can set up the onboard controls, we can play the audible tones for our patients so they can also listen to what different beeps or bops, if you will.

And now we have a new voice notification, what all of those things sound like. So again, that is a very broad overview of how the software is laid out in general. And now, I wanna come back into the Welcome screen, start talking about our first fit protocol, and what our recommendations are for first fit with Oticon Real. Now in the Welcome screen, what you wanna pay attention to first, is this is actually where we recommend connecting to your devices. You do wanna use this Connect button down here in the Welcome screen to be able to connect to the devices. Once you've connected to the

devices, your next step is going to be doing personalization. Now, personalization has a couple of benefits.

Number one, it's a great way to get your patient involved in a fitting, in the fitting process. And the second benefit, and maybe even more importantly, is it actually sets a number of signal processing algorithms for that patient based on their needs and based on their preferences. When you do personalization, it will set seven handles in the Fitting screen specific for that patient. And I'm gonna show you exactly which seven handles those are so you have an idea of what this screen is actually doing. And when we look at personalization, I always like to start at the top and kind of talk as we go our way through in terms of how we recommend doing this process.

When we look at the first dropdown, you'll notice it says Experience and there are three options. You've got None, Short-term/Part-time, and Long-term. None would be a patient who's a new user. Short-term/Part-time would be a patient who's worn the hearing devices less than six months, or inconsistently. And then Long-term would be those patients coming in to basically get an update in devices. They've already been wearing hearing devices and now, they've purchased a new set. When you set this for your patient, it actually changes your list of questions and it also changes your level of adaptation in the Fitting screen. If I start on None, it starts me on adaptation one.

Short-term/Part-time would be two. And then Long-term would be adaptation three. Now, the reason why we wanna set this at the very beginning is because it does change our list of questions, so you wanna make sure you do that right up front. You'll also notice that gender and age on my screen are grayed out and that's because I put this file into Noah. And I put all that information into Noah. And then, Genie 2 went ahead and imported it, so I don't need to worry about that. Now, at this point, you are going to be doing this all unaided so you want the hearing aids off sitting off of the ears sitting on the table.

Now, the reason for that seems maybe a little counterintuitive, but we don't want the hearing aids to change the way the patients are going to hear and experience these sound samples. We don't want any of the signal processing of the hearing aids to get in the way. So we're really trying to figure out how their auditory system essentially works and what their preferences are. So what we're going to do is, again, unaided, we're gonna play this reference passage, it's a person talking, and we're gonna set our speakers so it's at a comfortable volume for your patient. Once you've set the volume so it's comfortable, you'll then move on into these little sound samples. Now, for these, we do not recommend reading the question.

And the reason for that is because they can be confusing. If somebody asked me, "Do you prefer sound to be sharp and distinct, or soft and round," I would probably say, "Well, what is a soft and round sound," so don't read the questions. Instead, give some type of direction similar to this. Okay, Mr. Smith, I'm gonna play some sound samples for you. First A and then B, I just want you to listen to these and tell me which one you prefer listening to. Once you've done that, play about 6 to 8 seconds of A and then 6 to 8 seconds of B. And then, mark whichever one they prefer, that little radio button, and then go ahead and move on.

Now you will note that question three is the exception to the rule, it does not have two sound samples, it's a yes, or a no question. So on this one you can go ahead and read that, and then play the sound sample, and answer it accordingly. Now, once you've done the personalization, you can then move on into the Selection screen. In the Selection screen, as I said earlier, this is where you can find all of the different families that are housed here. And we are going ahead... And we're gonna go ahead and stick with the real one in the miniRITE R style. Now, there may be some of you out there who are not exactly sure what the different styles actually look like, so I wanted to give you an idea of what those do look like.

Now, looking at the styles you have the miniRITE R, which is rechargeable, miniRITE T, which is non-rechargeable, miniBTE R, which is rechargeable and miniBTE T, which is non-rechargeable. For all four of these styles, they do have a t-coil in them. So if your patient wants access to a t-coil, you don't have to think "Oh no, which one do I need to get?" All four of them have a t-coil in them automatically. Now, kind of looking at the landscape of our field, it does seem like rechargeable devices are the most popular in the majority of clinics that I work in. So looking at the miniRITE R and the miniBTE R are two rechargeable options.

Both of these options have access to two different chargers. You have a the desktop charger which has to be plugged into the wall in order to get power, and then you have the smart charger, which actually has a lithium ion battery in it and can hold three days of charge. It also has a lid for those people who may have pets and keeps the hearing devices a little safer, if you will. The desktop charger is a really nice option for patients with dexterity issues because it doesn't have a lid, it's very easy to insert and to take out. So just note for both of these, both the miniBTE R and the miniRITE R have access to these.

And then one last thing to keep in mind before we move on is that the body style or the body size of the miniRITE and the mini BTE are different so they do have different chargers. So make sure to keep that in mind. Now, going back into our screen and now that you know what styles are available, again, we're gonna stick with the miniRITE R today. There are two things that you really want to make sure you do on this screen for a first fit. And first, is looking at the fitting level and ensuring that whatever you have on your hearing aid matches what you've selected in the software. In this case, we've chosen an 85 receiver, and so I just wanna ensure that what I have on my hearing aid actually matches up to that.

And if not, then I need to figure out do I need to change what I have on my hearing aid, or am I going to change what I have in my software? Looking at the acoustics option, this is the second thing we want to pay attention to, and that is which earpiece are we using? When I look at this dropdown, you'll notice that there is a target icon. Now, there is a target icon, or there are target icons in a number of different places in the Genie 2 software. When you see a target icon it's telling you one of two things: it's either saying that, "Hey, this is the recommendation," as is the case with this. Or it's saying, "Hey, this is the default."

And, in this case, this is a recommendation based on the patient's hearing loss. If you decide not to go with what's recommended, which in this case is the base dome double, it's totally fine, please just make sure that you select whatever you actually have on your hearing aid or on your fitting because it will actually change the gain response of what we have in the software for that patient. Now, once I've done that, once I've double checked my receiver and once I've double checked my acoustics, then I can go ahead and move on into the Fitting screen. Now, at this point in time, I wanted to point out this bell notification. You'll notice here that there is a little orange exclamation mark, which means, "Hey, there's something I need to pay attention to."

So if the software wants you to pay attention to something, whether there's a firmware update, or some type of notification that will pop up, up here. So if I click on it, in this case, it has to do with something called conversation activity. So it wants me to go into the Data Logging section, and this is something that's new for the Oticon Real. We added some Data Logging tabs, Conversation Activity being one of them. Now, what this does is it gives us information on how much is the patient talking in simple, moderate, and complex environments. Now, this information can be useful because you can look at it and it gives you an objective view on really how engaged the patient is in their environments, how much are they talking when they're in certain environments?

Now what this notification is trying to tell us is it's saying, "Hey, to get this information and to collect this, we actually need your patient to agree to that." If they agree, then we can mark on the radio button. If they don't agree, that's also fine, we then mark this other little radio button. And once we've done that, then our notification in that bell icon will disappear. Now, moving back up into the Fine Tuning screen in the Fine Tuning screen, you'll notice that you have three different levels of adaptation. And in Personalization, since we selected None, we're starting on one but if, at this point in time, this is actually when most people will choose to do real ear measurements, or verification, they're going to do that with the patient.

And if that's something that you're going to do, you're going to want to make sure that you are on adaptation three before you're doing your real ear measurements. On this screen, another thing I want to point out is this CR button. The CR button allows us to turn on the compression ratio view, so once I turn that on, I can see my compression ratios. If I want access to my MPO then, I need to turn that off so I can make changes to that MPO there. The second tab that we have access to is something called Sound Controls. And sound controls are the first two of seven handles that will be changed potentially when I do personalization.

If I don't do personalization, we'll just start right down the middle, as you can see here. If I do personalization, we may move on to the left, stay in the middle, or move on to the right. I'm giving you an idea of what these handles are doing. Brightness perception is changing gain from 1500 hertz and above. If I move closer towards Brighter, it increases the gain. If I move closer towards Fuller, it'll decrease that gain. Soft sound perception actually changes my knee point for soft sound gain, if I go closer towards Detail, it lowers the knee point and if I go closer towards Comfort, it will actually raise the knee point. So these are a couple of nice little handles that you have access to, to make further adjustments as needed.

Now the third tab that you have access to is also something that is specific to the Oticon Real. Sudden Sound Stabilizer is a feature in the Oticon Real devices and this feature's job is to ensure that patients have comfort with sudden, loud sounds and sudden, soft sounds. This feature attenuates those sounds that may be found in a patient's environment. Sudden, loud sound examples would include things like doors banging, or dishes clanging. Sudden, soft sound would include something like a pen clicking, or a dog walking across tile, or a clock ticking. Now, those sounds can be annoying to hearing aid users and so, Sudden Sound Stabilizer is able to instantaneously identify those and attenuate them. Now for this, most likely, you're not going to have to make changes on a first fit.

But I wanted to point this out so you know what the default is for every patient you're fitting with an Oticon Real, everybody starts at medium. And what medium does is gives up to 15 dB of attenuation of those sudden sounds. If the patient, for instance, comes in and is a follow-up and is complaining about sounds like that, in those examples that I gave you, like a pen clicking, or like a door banging, you have the ability to increase how much attenuation is being given. And one thing to keep in mind that with each setting there is an increase, if I go to the right, by 5 dB of attenuation. So, again, medium starts at 15, high is 20, very high is 25 and max would be 30.

Now, if you're wanting more information on this, we do go into more detail in our course Genie 2 Navigating Oticon's Fitting Software and you can find that on AudiologyOnline. Now, moving on and getting into the Feedback Analyzer, this is a question that often comes up when I am in individual's offices and they'll say, "You know, I heard with Oticon that we shouldn't run the Feedback Analyzer for every patient on a first fit," and that's actually correct. We do not recommend running this for every patient on a first fit. Instead, we recommend running it when you need to. So then the question would be, "Well, how do I know if I need to?" One of the nice things

about the software is when you have hearing devices connected to the software, those hearing devices are making a measurement once every second.

And with that measurement, what it's trying to measure is if we have unstable gain or, in other words, positive loop gain that is happening? And we're measuring that to see if we have that because we know it can turn into audible feedback, that annoying whistling. Now, when you're looking at the fitting software, when you have those devices connected, if there is unstable gain, the unstable gain indicator, this little icon right here, it kind of looks like a download button, will pop up. If it's an issue on the right hearing aid, it'll pop up here. If it's an issue with the left hearing aid, it will pop up here. And if this icon does pop up, you can actually click on it and it gives you some suggestions on what you can do.

And now most of us know, probably all of us here know that what we would want to do, the best option would be to choose a more closed venting if we can. And the reason for that is because we can keep the gain, the clarity that the patient needs. If that's not an option, if the patient's struggling with their voice quality, or feeling plugged up, and we have to keep the venting that we have, at that point, we can go ahead and run the Feedback Analyzer in order for that to try to give us a solution. Now, at this point in time, we are pretty much finished for the most part on a first fit with what we need in our Fitting screen.

However, I wanted to make sure that I talked just briefly about MoreSound Intelligence tab. And there are a number of reasons for this. Number one, this is probably your most powerful follow-up tool you have in the software when working with Oticon Real Devices. Also, when you do personalization, there are five handles on this screen. And all five of them will be set if and when you do personalization. If you don't do personalization where you see these target icons, that is the default for every patient. You'll notice here we're set to moderate, for instance, or balanced, et cetera. Now on

this screen, these five handles, as I said, are some of your most powerful tools you have.

We don't have time in today's course to talk about every single one of these, but I did want to make sure that I talked a little bit about what is MoreSound Intelligence. And I am actually going to cover our top handle up here called Environment Configuration. And when looking at MoreSound Intelligence, what does that mean? That is Oticon's way of saying directionality and noise reduction so, when we're in this screen, that is mostly what we are changing or, in other words, manipulating for the patient is how their directionality and noise reduction is working among a couple of other things. But that's essentially, for the most part, what we're doing here. Now, looking at the environment configuration, again, this is the only handle I'm gonna be covering in this screen today for this course.

But, again, if you want more in-depth information, please check out that Genie 2 Navigating Oticon's Fitting Software course on AudiologyOnline. Now, the Environment Configuration tab that we have access to, this is your primary control. This gives you the ability to tell that set of hearing aids in which situations, or environments does your patient need more help to kick in? We know not all patients are the same. They could have the exact same audiogram, but have different needs as far as what the hearing aid is providing. And so, this allows you to tell the hearing aid, when does that specific patient need more help? And you'll notice that there are five different environments listed here from very simple all the way over to very complex.

Now, if you're looking at that and you're thinking, "Well, how do I know what a simple environment is?" If you hover your mouse over this, it actually gives you some suggestions on what types of environments fall into each of these categories. Now you'll notice that this bar is split up into two colors. We have a dark gray section, and then we have a light gray section. Now, any of these different environments that are in

the dark gray say to the hearing aid, essentially, "As soon as my patient steps into," in this case, "It would be a moderate environment, they need more help to kick in." That's where they need that help to start. So what happens is directionality will start to kick on and it's going to use the handles from this section down here in the Difficult Environment box that include more aggressive noise reduction.

Anything in light gray says to the hearing aid, "Hey, these are easier environments for my patient. Don't need as much help so don't turn directionality on and instead, use the handles from this section, the Easy Environment box that include less aggressive noise reduction." And what you have the ability to do is move this more to the left, if you want the hearing aids to get more help in simpler environments. Or if for some reason you feel like, maybe the patient said, "These hearing aids are taking away too much information," and you wanna back things off, then we can move more to the right, and it's not going to give as much help in those moderate environments, or simple environments in this example.

Now again, we don't have time in today's course to review all of these handles, but just know that this is a great place to go if your patients come back for a follow-up and have specific complaints. Now, moving on into our end fitting, we're getting near to the end of the Oticon Real First fit here. And here's where I like to say, we kind of put the finishing touches on our fitting. In the Buttons and Indicators section, this is where we can set up our onboard controls. If you want to give the patient a program switch, or a volume control, we can do that here.

And what's nice about this is you don't have to remember, "Okay, for program it's a short press. Or for volume, it's a long press," or vice versa, or whatever, you don't have to remember because depending on what you've selected here, your instructions will be at the top of the screen. And it will tell you how long you need to press for a program change, or a volume change, et cetera. You'll also notice down here, at the

bottom, you have the ability to change the volume control step size. 2.5 is the default and is good for the majority of patients. But when you have a patient that has issues with recruitment, or sensitivity then changing this to 1 dB step size may be a nice option for that patient. Now our second tab and the last thing that we're gonna talk about here for a first fit is our Audible Indicator section.

I'm gonna switch back to my slides for this. This is something that's new for the Oticon Real and is specific to Oticon Real. We have added in a low battery voice notification. So instead of all the beep beeps, and the bops, you now have the ability to have it be a voice for the low battery warning. And when I go into the End Fitting screen under the Audible Indicator section up here, I have this kind of Voice notification banner. It allows me to choose from one of nine languages, I can choose a number of different loudness levels. How loud do I want that voice to be? And then, if I scroll down on this screen to the battery low indicator, keep in mind that tone is the default.

But if I want this to be a voice for my patient, the really nice thing about this is when you select Voice, it will still have a few tones, or beeps that come on first and then somebody, a female voice will say, "Low battery." So it's not just this disembodied voice that comes on and could scare our patients. Now, at this point, this is really where the first fit pretty much ends. At this point, we can go into Save and Exit and click Save and Exit. And if I had hearing aids connected, it would also have a pink check mark here in the Hearing Instruments, and we can save in Noah, and in the hearing instruments.

And once we say, OK, then our fitting is gonna close out and everything will be saved as we want it. That's really what a first fit looks like. Now, I wanted to take this time though to also talk to you quickly about the batteries. When you are working with an Oticon Real miniRITE R and actually any of our miniRITE Rs, you have the ability to change the lithium ion battery in office, which is something that has a ton of

convenience. If you have a patient whose hearing aid battery is starting to die out, they'll actually come in most likely and say, "Hey, my hearing aids are not giving me as good a battery life as they once used to have."

This is also helpful like on a first follow-up, or second follow-up as well 'cause if your patient is complaining that they're not getting good battery life and you find out they're only wearing it 8 or 10 hours a day, you can actually hook the hearing aids up, come into this section and look at the Battery Health section. The Battery Health section, if these indicators are green, that means that the battery health is good and that's not the problem. So you can start to rule out if it's the batteries, or is it user errors, is it something else. If the patient is telling you their batteries are not lasting as long as they should and you come in here, and the battery health indicator is grayed out, or blacked out like this, then that's telling you that, hey, that lithium ion battery is really not where it should be.

And you're going to want to consider replacing that. And when you do that, you can send it back to Oticon, we can do it for you. Or you can go ahead and change it in office. If you do change it in office, we ask that you make sure to take the serial number that accompanies that battery's blister pack here, and then type it here into the number 3 section where it says Add Number. And then once you've done that, click Reset New Battery Statistics. Now since we have a few minutes left, what I wanted to do is just quickly recap everything we talked about today so it kind of cements this into your mind and, hopefully, we've seen how easy a first fit with Oticon Real can be.

So at the beginning we talked about the importance of personalization and how it sets those seven handles for your patient. In the Selection screen, we talked about the importance of checking that the receiver strength and that your acoustic options match what you actually have on the hearing aid. In the Fitting screen we went through, if you're going to do verification, making sure to have this selected to adaptation three,

and what some of these other controls can do for you. We talked about when to run Feedback Analyzer and talked about the unstable gain indicator, and how it can give you a notification of, if that needs to be run. We also went just briefly through the MoreSound Intelligence screen and what the Environment Configuration handle can do for you and how important of a follow-up tool this can be for your patients.

In the End Fitting screen, we talked about the buttons and indicators, and how we can set up the onboard controls. And then, finally, how we can play the audible indicators so our patients know what to listen for as it pertains to a low battery warning, or even things like the startup jingle, et cetera. Now with those steps, again hopefully, you've seen how easy a first fit with the Oticon Real can be. And I hope that this course gave you the information that you need to feel empowered to do a first fit with the Oticon Real devices. So, with that, if you have any additional questions, please always feel free to reach out to us, we're happy to help with whatever we can. And thank you so much for your time.