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An Optimized Tour Through Connexx Fitting Software With IX

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- [Danielle] Hello and welcome to this optimized tour through our Connexx fitting software with integrated experience. My name is Danielle Robertson and I'm one of the senior clinical education specialist with Signia. I'm accompanied by my colleague Erin Downard, who is also a clinical education specialist with Signia. Before we get started with our course, I just want to review some webinar FAQs. So if you'd like the handout from today's presentation, you can go to your pending courses and download it from there or you can click on the link from the chat. If you'd like to earn CEUs after the course, go to your pending courses on Audiology Online and pass the multiple choice exam. You do need a paid membership in order to earn CEUs. If you need assistance or technical support, please call 1-800-753-2160 or you can email customerexperience@continued.com.

After completion of this course, you'll be able to perform a first fit in our Connexx software with any of our Signia hearing aids. You'll also be able to describe how to view Signia Assistant changes within our Connexx software, and you'll be able to identify what's new in the software for our integrated experience platform. Before we get started with our Connexx software tour, I would like to introduce you to Signia's integrated experience and how we are unleashing the power of conversation for your wearers. So we know that our consumers are diverse and they have individual needs. The consumers, this is where we get our inspiration at Signia. It's where we get our data and our insights. At Signia, our purpose is to deliver products and services that make a difference to the wearers. We refuse to see hearing loss as a limitation and we offer one of the industry's widest portfolios to be consumer-centric. We've created new styles of hearing aids like Stiletto, Silk, and Active, so we're not only targeting different hearing loss categories, but we're also actively inviting those who are still on the outside due to stigma. And we wanna make sure that we're offering those consumer-centric options and helping those patients be more engaged in better hearing health through hearing aids, Signia continues to challenge what is possible in the world of hearing, and we are launching our next big industry first technology and

successor of the highly innovative AX platform. So I am excited to share with you our integrated experience, which is a new and unique way of approaching signal processing, and we continue to deliver on our promise to be brilliant. With integrated experience, we are going to unleash the power of conversation. When we think of group conversation, especially in noise, we know it can be difficult. So we know those conversations in those large groups and those conversations that are happening in those highly challenging environments is the biggest difficulty for those with hearing loss. Having conversations in these situations can be hard to hear due to the surrounding environment. It can be hard because of the way conversation flows between multiple talkers and how quickly the conversation can move. Real conversations are very dynamic and people change positions, they change locations, and conversation can come from any angle. Oftentimes these individuals find themselves falling behind. They need to ask for repetition, and oftentimes this leads them to just disengage altogether.

So the result is that they miss out on the moment and it can affect their ability to contribute to that conversation. So at Signia, we knew we needed a solution. We were looking for a solution that focuses on enhancing speech from individual conversation partners while preserving the surrounding sounds. We needed a technology that adapts to the conversation partners in real time, even if they move or if the wear turns their head. Signia started this journey with the experience platform and we took a big step forward in securing speech understanding, while also factoring in the need of the wearer to feel contacted with their surroundings. The limitation was in that single track processing, which forced us, like our competitors, to compromise on the acoustic scene in order to secure speech clarity in those difficult listening situations. We began addressing this with our augmented experience. This is where we introduced our split processing. So unlike that traditional processing, which processes all sound together, making it difficult to separate the speech from background noise, with our split processing, it allows us to individually process speech and noise in order to provide the

contrast that's needed between the speech and the surrounding sounds, so we can separately adjust the compression of those surrounding sounds and the amplification of speech. And this ensures that speech is audible and heard clearly above the background noise that we are able to maintain at a comfortable level to provide a truly immersive experience for the wearer. Now with our integrated experience, we are going to continue this split processing approach. We've taken a leap forward and we're leveraging its processing speech and power for completely reimaged approach. It allows for the inclusion of multiple conversation partners even in those very difficult listening situations. So with integrated experience, we're gonna introduce the world's first multistream architecture that is capable of pinpointing and enhancing multiple speakers in real time. With Signia integrated experience, we're featuring realtime conversation enhancement. This is the heart of our innovative technology and puts conversation first. This technology empowers wearers to engage dynamically in conversations to ensure that every spoken word is understood and every shared laugh is appreciated and every story is fully experienced. I don't want you to just take my word for it. I'd like for you to see it in action through this quick demo video.

- Hearing group conversations in noise can be difficult for everyone, but can especially be difficult for those with hearing loss. This is why we developed Signia Integrated Experience with realtime conversation enhancement. It's the world's first hearing aid with a multistream architecture capable of accurately pinpointing multiple speakers in realtime conversation even as they move or as the wearer turns their head. Let me show you what I mean. The demonstration of how the device undertakes real time conversation enhancement. Okay, so we have a mannequin set up wearing our brand new Signia integrated experience hearing aids. We are recording the live hearing aid sound. We have eight loud speakers recreating the sound of a noisy restaurant. Lastly, we have a tablet connected to the Signia integrated experience hearing aids with a custom app to show visually what the hearing aids are doing live. Okay, let's run it.

- And if I start talking here, you can see that the hearing aid immediately picks up my location and enhances my voice so you hear me clearly above the noise.

- Yep, and now it immediately picks up my location to enhance my voice too. But people aren't always standing still. So you can see that even when I move, it stays locked on me and keeps my voice clear.

- [Speaker In Gray] And it even picks me up when I talk from behind.

- And it can track multiple speakers-

- [Together] who are talking at the same time.

- Thanks, guys. At Signia, we believe in the power of conversation and we are excited for you to discover the unique benefits of Signia integrated experience with real time conversation enhancement.

- [Danielle] So that is a great demo video. But now let's take a look at this multistream architecture in action. With realtime conversation enhancement, it makes integrated experience the world's first hearing aid that is capable of accurately pinpointing and enhancing multiple speakers in realtime. This real-time conversation enhancement is adapting to any changes in the auditory environment 1,000 times per second, building an incredibly detailed auditory picture of your surroundings. And the benefit is the where we'll never lag behind and will be empowered to stay in and contribute to a conversation. So with Signia integrated experience real-time conversation enhancement, we can describe this groundbreaking technology in three steps: we analyze, augment, and adapt. Integrated experience analyzes conversation dynamics, the number of conversation partners, their location, their proximity, and their prominence to the wearer. And then we're gonna augment that speech using real-time

conversation enhancement, where our advanced focus stream technology locks on to each identified conversation partner to optimize their speech. This is going to happen in partnership with our split processing to ensure that the wearer always feels immersed in their surroundings. And finally, integrated experience is going to adapt and constantly adapt to the change within that auditory environment 1,000 times per second. So although we can simplify this into a three stage process, it is a continuum. These three stages are always working together all the time. So as these advanced focus streams are constantly able to react and fuse in new ways to create a combined shape that best isolates speech and enhances the conversation seen in every moment, we keep the acoustic environment stable and comfortable at the the same time, so the result is a live auditory space. So we use our split processing to separately process the background sound to keep the wearer immersed in the surroundings, but not distracted by them, while we smoothly enhance multiple conversation partners. So integrated experience can unleash the power of conversation.

The benefits of having real-time conversation enhancement is that your patients and conversation partners can move naturally. They stay involved, they stay continuously engaged, and they contribute to the conversation with ease. Signia integrated experience's ability to keep up with that pace of real world group conversations ensures that the wearer can stay involved no matter how lively things get. It's a natural conversation. They're connected to their surroundings and they engage with others, while they act naturally and hear multiple speakers even if they're not facing them. So with integrated experience, we unleash the power of conversation. We allow access to group conversations with that real-time conversation enhancement and split processing. We still offer our own voice processing 2.0 to allow wearers to contribute to that conversation comfortably by increasing the acceptance rate of their own voice. We also empower the wearers to use fine tuning in the moment through our Signia Assistant. Signia Assistant is our artificial intelligence that is apt-driven allows the patient to utilize Signia Assistant in the moment to make changes as needed. As far as

utilizing Signia Assistant, the hearing care professional does have the ability to see when Signia Assistant changes have been made by the patient. You can see here that when your patient comes in and you open a previous fitting session with that patient and read out those hearing aids, you are going to see an indicator that says "Signia Assistant changes have been made." Once you read out the hearing aids, it will take you to the data insight page within the software. You'll see under personalization that Signia Assistant changes have been made. The problem that was identified by the patient was loud sounds were too loud, and Signia Assistant may level-dependent gain changes. This is a quick summary. If you'd like to see the details of these changes, you're simply going to click on the Signia Assistant icon in the top toolbar. When you click on the Signia Assistant icon in the top toolbar, it will show you the specific gain changes that have been made for your right and left ear, for your soft, average and loud level input. You can see the gray is indicated by the last session the patient was in your office and the red is indicated by the changes made through Signia Assistant. If you'd like to see a detailed history of how often the patient has utilized Signia Assistant, you can simply click on history and it will show you the date, the time, and the changes that were made.

If you or your patients are not happy with these changes, you can easily click on Discard All Changes in the bottom right corner. When you click on discard all changes, from here you will be prompted to accept, the deletion of these changes and reverting everything back to the last fitting session from your software. From here, you can go in and reprogram the hearing aids to anything that is needed during that particular session. If you and your patient are happy with these changes, you can just keep them. You can close this window out, and now your fitting session will save the current changes in the hearing aids. So that is the use of Signia Assistant through the Connexx software. And now what I would like to do is turn this over to Erin for the discussion of what's new in our Connexx 9.11 software.

- [Erin] Thank you so much, Danielle. I just have a couple of slides here and then we're gonna go ahead and dive into the Connexx 9.11 software. First and foremost, we had now upgraded to our Dynamic Soundscape Processing 3.0. So the real-time conversation enhancement that Danielle mentioned earlier is now a part of that Dynamic Soundscape Processing 3.0 slider bar. This means that it has affected adjusting that slider bar in Connexx, and then it's also one of the parameters that can be changed via the Signia Assistant. We've also we're excited to announce that we've increased the number of processing channels and frequency shaping channels for our level five and three IX performance levels. In addition, we have an improved AutoFit workflow. So for those of you who are using our AutoFit with the Connexx software, you'll notice that the workflow steps in progress has improved. We've added helpful visualization and then added some textual hints for each step of the AutoFit. Now going back to those handles, like I mentioned, with our AX technology, you as the provider had access to 16 handles, with IX it's now 18, and then with the three level you had 12 previously and now you have 16. So let's take a closer look as to what that is reflected in the Connexx software.

So you'll notice we have our seven, five, and three technology levels here. The top row, these are under your frequency shaping tab. So you'll notice the handles we've selected is 10, but if you actually count each individual handle where you can move that slider dial, there are 20 for your seven and your five, there will be nine handles there, which means 18 slider bars. And then in year three there are eight handles, so 16 slider bars. And then one step further. If you go to the Gain tab, you will see each one of these individually for your soft, average and loud inputs. So you'll notice you have 20 different gain handles that you can make adjustments for for your soft, average, and loud sounds. That's gonna give you more flexibility not only with your fitting but matching real ear targets and lead to hopefully higher patient satisfaction. All right, so next, let's go ahead and dive into the Connexx 9.11 software. All right, so I'm sure most of you are familiar with our Connexx software. The very first tab that I like to visit is our

Hearing Aids tab. You can find out a lot of information on this tab, especially if you are new to Signia. It's going to give you a list of all our current devices. So for example, if you were interested to know if we offered a custom hearing aid that was both Bluetooth and rechargeable, you would pop up with our NCO Charge and Go AX option. So you can really narrow your search down here if you wanted to learn a bit more about our products. In addition, if we select, I'm gonna go ahead and select our pure Charge and Go 7IX instrument, and you'll notice that the S receiver is highlighted and then it gives me my fitting range, and I can even make that a little bit bigger to check the fitting range there. If I select the M, you'll see my fitting range move, so on and so forth with power. So that's a great double check to make sure you have the appropriate receiver strength for your patients. And we certainly recommend there is no need to overfit your patients if you don't have to. So for this particular audiogram that I have in here, I would fit an S receiver. An M is going to be too powerful, and therefore we could open up potential sound quality issues. I am going to go ahead and simulate a fitting of our pure Charge and Go 7IX instruments. And we're gonna walk through a basic first fit and some common follow-up adjustments.

So our first fit process can be done in three easy steps. First and foremost, you're gonna wanna choose your acoustical parameters. And this is where you tell us are you fitting an ear tip or are you fitting an ear mold? And then one step further, if you have chosen one of our ear tips or sleeves, what kind, is it an open, a vented, one of our sleeves, a tulip? You will now notice that we have the option of a round one vent on the same line as that tulip dome there. They are on the same line because the tulip domes and the round one vents have very similar acoustical responses. But for those of you who have been waiting for a round closed dome, you now have that option. So let's go ahead and choose that for today's fitting. And then I will do the same thing on the left ear as well. Once you have completed your acoustical parameters, your step two is to select your fitting formula and experience level. The fitting formula will default to IX fit, which is our proprietary fitting formula, but you as the provider certainly can make

changes here if you prefer a different fitting algorithm for whatever reason. If you prefer NAL-NL2, for example, you can select that and you can know that you will not lose any of the features in our IX technology. You're simply new fit, different fitting formula. You will simply just have different targets and a little bit different compression there. For today's purposes, I am going to fit to our IX fit. And then, of course, your experienced level here. You have three options: new, experienced, power. I always recommend fitting to an experienced fitting level, 'cause you're more likely to meet those real ear targets if you're running verification measures. And the third and final step, the most important step is to actually come down here and hit this first fit icon, and therefore we will now dump those selections that you just made into the hearing aids. So you will see now our gain curves are up to target and you have this lovely green check mark up here beside first fit.

After your first fit, we do recommend running own voice processing on your binaurally fit RIC and BTE patients. We introduced own voice processing back on our NX platform in 2017. So this is certainly not a new feature, but it is still incredibly unique in the industry. We are the only manufacturer offering own voice benefit for your wearers without having to sacrifice your gain in audibility for your patients. It allows hearing care providers to fit patients more occluded and increases the wearers acceptance of their own voice. Now, I already briefly mentioned Dynamic Soundscape Processing 3.0, but just a few changes you will notice on this screen with Connexx 9.11. First is the pictures here look just slightly different. The images represent more of group conversations as well as one-on-one conversation, and it is now labeled Conversation Support, because, as Danielle mentioned, with this integrated experience technology, the emphasis is hearing and participating in those group conversations, which we know our patients are often hesitant to do with their hearing loss. Every patient when you first fit them with the Signia hearing aids, is going to default to balance, which means your patients are going to get an ample amount of conversation support in each environment. I typically recommend leaving this at balanced during your first fit,

because you're not sure how they're going to perform moving forward. So I think of the DSP slider here as a follow-up adjustment. So if your patient comes back for a 1, 2, 3 week follow-up, whatever your protocol is there, and they're still struggling to hear a conversation, then I'm going to move this slider bar up one notch towards highlight. And in doing so, you're increasing the support from that real time conversation enhancement to pull the speech out clear for your patient, making it easier for them to follow along. Now of course, if your patient does not need as much conversation support or they perhaps they're a long time user, they feel like the hearing aid is quote unquote, maybe doing "too much," in that incident I might turn the slider bar down towards awareness. Now this by no means is eliminating any of that real-time conversation support, it's just relaxing a bit for those patients who might not need as much help. For most of the patient population, they will remain at balanced or go up towards highlight, but it's nice to have the flexibility to go either way, depending on your patient's individual needs.

Next up, I certainly do often visit basic tuning on my first fits. I like to think of your basic tuning tab here as your quick global adjustments. Every change you make on the basic tuning tab is about a two to three decibel change. So for example, you fit your patient to experienced and they mentioned that everything is too loud, I would come to master gain, I would click this one time, and now we have reduced things, like I said, on average about two to three decibels. So it should be enough to make a noticeable difference. And then, of course, if they mention things are still too loud, you can take it down once more, but I typically only go one or two clicks on this screen just because it is a large change that you're making. And you certainly don't want to click this minus sign 3, 4, 5 times and then all of a sudden you've drastically reduced that gain in your hearing aid. Moving on, if you'd like to make more finite changes, that can be done under your fine tuning screen. So we already saw some screenshots of this in our presentation, but sound and loudness your frequency shaping specifically, this is, again, where you can be more precise in your individual hearing aid adjustments. So

you can see that I can adjust each individual frequency band on its own, if you wish, or let's say your patient, you wanted to make a change to the high frequencies, you can highlight and drag. And then from there you can either go up three steps or up one step and vice versa, down one and down three. So again, it's nice to have that one step option if your patient perhaps is saying everything is too loud, but you're hesitant to bring them too much down further, that one DB step is a great option there. And then same thing for overall gain. If you wanted to turn all of these down, rather than doing it individually, if I hit this top left corner here, it's going to highlight the whole frequency range. And then again, I can go down one, down three or, of course, up if you would like to go the other way. Now the Gain tab, this is where you can see those soft, average and loud independent gain changes here. So this is likely the screen, if you're not using our AutoFit and you are performing verification measures manually, this is likely the screen you're gonna wanna come to while running those real air measurements.

So, let's say you run your average curve and you're under targets from about 4,000 and higher, then you can simply come here and highlight 4,000 and higher for your average input and you can bump those up. So you can, again, be much more specific with your gain changes on this gain handle here. All right. Next up, I like to point out our Sound Settings tab. I like to think of this as more of your advanced features in our hearing aid. Of course, across the top, this is where you'll find our eWind screen, our wind management system, our sound smoothing, which is for your loud impulse transient sounds, our feedback cancellation system that is automatically turned on in every single one of our hearing aids. And is also why we recommend that you do not run the feedback test that you saw back under your First Fit tab, unless, of course, you're getting audible feedback in office. And then Auto EchoShield. This is a feature that's available automatically in your seven level technology to help with reverberation. And of course, if your patient is in a level five technology level, they can add it as a manual program, and that manual program would be called Reverberant Room. So that

ism again, an advanced feature of our five and seven level, but of course, in seven it's automatic. Now, the change that I like to show you on this screen with Connexx 9.11 is this Focus Modes tab here. So if I hit this little wrench, this is where you can see that that real time conversation enhancer is automatically turned on and it's going to be, again, automatic in conjunction with our spatial speech focus and binaural directionality. Now if you haven't already noticed, we have what I like to call hover to discover in our software. So if you do wish to learn a bit more about each feature, if you simply hover over it, you will see that little pop-up box that tells you a little bit about what that feature is doing. Now we do recommend that you leave these on with our integrated experience technology. We also recommend that you leave these settings locked within that universal program, because, again, this is all happening automatically within those focus streams and it's going to provide your patient optimal support for that listening environment.

Going back to that follow-up, if they're not getting the conversation support they'd hoped for, then I recommend making changes to that dynamic soundscape processing slider bar. If you do want to make changes to either the speech and noise management or the microphone modes, we recommend you do that in a separate program. All right. So now what I want to do is I am actually going to detect a pair of our Silk Charge and Go IX hearing aids live in the software, because up until now we have been simulating our pure Charge and Go IX hearing aids, but we've also announced that we now have our rechargeable Silk. So first and foremost, when you are programming our Silk Charge and Go's, we are using the Connexx Air to do that. So I am going to change my programmer to the Connexx Air and then we're gonna go ahead and hit Detect. Just like your pure Charge and Go's, that Silk does need to be turned off and on, so pulling it out of the charger in order to put it in that pairing mode here. And a couple of tips with your Connexx Air, most likely you're doing this in the patient's ears, but sometimes you might be doing it on the table. The hearing aids need to be right outside of that neck loop. I also sometimes give the tip if you're having any trouble,

difficulty with detection, sometimes it even works to hang that Connexx Air programmer over the patient's ears. Now you'll see mine detected, I have them sitting right here on the table. So I have already pre-programmed these, so it knows which one is right and left. But you'll probably find that when you find have a new pair of hearing aids from Signia, they both come as a left hearing aid. You can either check the serial numbers or, of course, play your indicator tones to indicate which one is right and left there. So we are going to do a new fitting of our Silk Charge and Go IXs. And that'll just be a couple of different options in our Connexx 9.11 software with the Silks, as opposed to your Pure Charge and Go's. Your first fit process though is exactly the same. So you'll follow that three fit process. First and foremost is choosing your coupling type. I typically recommend using one of our sleeves while fitting the Silk product, because it has a slightly different shape to it than our domes, and it also has a slight bend in the sleeve to better mimic the shape of the human auditory external canal. So let's go ahead and choose our vented sleeve here. And while I do recommend that you'll notice that you have, of course, all of your options. So any of your earwear 3.0, you can fit them with an open dome or a tulip dome or that one vent. Again, I'm going to change it on my left ear as well.

Moving on to step two is that fitting formula and experience level. You will note, again, as I mentioned previously, you can skip the feedback test here, because that is our backup feedback system. As I mentioned, Signia already has a feedback system in place in all the hearing aids that we ship out. It does not require you to run a test in the software, a calibration of any kind, turn anything on. It's automatically on. And when your patients are fit appropriately, it does a very good job of combating feedback. So I am going to keep my fitting formula on IX fit, and again, I'm going to move on with my experience level here. I will note that if your mind works in percentages and you set someone to new, you are setting them at about 75 to 80% to target, experienced would be like setting them at 100%, and power is gonna be a little bit more of a linear fit, more of 110% to accommodate those power users. So again, I recommend

experienced. Third and final step is to actually hit My First Fit tab. And once again, we can watch those gain curves, pop up to target, and we have our green check mark. Now, you'll notice here on along my left hand tab here in the Connexx 9.11 software, you'll note there's not own voice processing in the Silk product. And that's because OVP is only available in devices with our two mic and a binaural fit. So that is why you're not seeing own voice processing. If you forget that in you're fitting Signia products, simply, if you don't see it as an option, it just means that that hearing aid you're fitting, of course, does not have that feature capability there. So you will be able to change your dynamic soundscape processing 3.0 in those Silk devices. And again, same thing here with the Pure Charge and Go, going up towards highlight is going to provide more conversation support. Moving down towards awareness is going to relax that conversation support.

Now, if you want to learn a little bit more or a few weeks go by before your first IX fitting, you can always come over here to where it says More Information. And it's gonna give you a quick paragraph here about what Dynamic Soundscape Processing does, and then again, what each of those three points are where if you move towards awareness, balance or highlight there. Now, also on your Dynamic Soundscape Processing screen, you'll notice the sound equalizer. And again, you will also see this if you're fitting a Pure Charge and Go as well, but the sound equalizer are your automatic gain offsets in the hearing aid. So, for example, you'll notice that if the hearing aid detects your patient is in quiet, these are zeroed out, meaning there's not going to be any automatic gain changes because there's nothing going on in that environment, no speech, no conversation for the need for a boost there. If your hearing aid identifies the environment to be in a noisy environment, you will notice that there is a plus one increase in those mid to high frequencies, assuming your patient might need help with clarity in that situation. If there's music detected in the environment, they get a plus two increase here in those lows and a plus one here, again, improving the base of that music to give them a fuller, richer sound. And lastly, if the hearing aid classifies your

patient is in a car, if there's road noise detected, it's going to pull these low frequencies down a bit, assuming that is where noise is happening. So, I like to point the sound equalizer out here, because this is a fantastic place to make gain changes in the hearing aid if your patient's complaints are one-off. So for example, if your patient comes back in for their two week follow-up and they say, "I'm doing really well with my new hearing aids, I'm hearing my conversation partner better, the TV volume has drastically dropped, but I still am struggling in a restaurant." So for that particular patient, of course, we could come under basic or fine tuning and make some gain adjustments there, but remember, when you do that, it's impacting the gain in all situations moving forward. Your patient only complained of conversation and hearing when they were in noise.

So for that particular patient, I would likely go up towards highlight, and that's automatically gonna help that environment for them. If you prefer to take it one step further, you could always select your noisy classifier here and perhaps you do take the low frequencies down just a little bit to help with any noise in the environment. It's a fantastic way to make changes within the universal program. So I did not mention, but everything you're changing on the sound equalizer and, of course, your Dynamic Soundscape Processing bar is happening within the universal program. So it's a way for you to make the hearing aid more automatic for your patient without having them to rely on a program change, because we all very well know that sometimes patients forget they have programs or maybe they physically cannot change programs, whether that be on ear level or with the use of an app. So the more automatic you can make that hearing aid, typically the more satisfied your patient is going to be there. So Sound Equalizer and Dynamic Soundscape Processing, you will see both of those, whether you're fitting our Silk Charge and Go 7IX or, I'm sorry, either three technology levels or that pure Charge and Go telecoil and non-telecoil model there. Oh, I did not mean to click personalization, I meant to, but while I am here you can see that if your patient did make Signia Assistant changes, they would be right here. Now for your Silk patient,

Signia Assistant is not available in our app because it does not have Bluetooth. So that's going to be a Pure Charge and Go IX feature only here. Now, I love to point out under sound settings for our Silk product, this hearing aid has the ability to go directional, which is, I'm gonna unlock this just so we can take a closer look here, it's currently the only CIC on the market that has the ability to go into a directional pattern. We use a feature called Binaural One Mic Directionality that allows even those patients who have gone with a smaller hearing aid, whether it be for cosmetic concerns or other reasons, maybe their hearing loss in general, they're still going to get the benefit of directional microphones in their hearing aid, which we know ultimately is going to help them hear speech in all environments, particularly in those noisier environments. Just as I mentioned with the Pure Charge and Go IX, I typically recommend to keep these locked, and if you did want to make changes, you can add a separate program. So for example, if I added a Reverberant Room program, these features are not locked and you have arranged to change them here.

Now one of my favorite features in the Signia software is that changes are saved in real time. So let's say, if I look down at the bottom toolbar here, I see this little green arrow icon here that says Synchronize. If I make a change, let's say I bumped this win manager up to max, it says programming, and you get those little black spinny circles, you might have even missed it, it happened so fast. Let me do that one more time to make a change. It says programming, and then seconds later it says synchronized. That tells you that, again, every change you make in this Connexx software saves in the hearing instruments in real time. So I know we have all probably been there a time or two, you spend your time with a patient, you fit them, and then they walk out the door and you forgot to save. You can rest assured that with your Signia fittings, all of your hard work did not go wasted. Your changes did save in real time for your patient there. Now when it's time for your patient to leave, I always recommend visiting the Documentation tab here. Of course, a lot of them are gonna get their booklets, their safety manuals with those hearing aids as well, but a lot of that information sometimes

is not always relevant to them. So this is going to give them a quick one-page printout of the hearing aids. So again, we have our Silk Charge and Go 7IXs here. It's going to list their programs for them. And then of course, the Silk does not have a push button, because they can control the programs either via our Mini Pocket Remote or the Signia app. But if it did, you would be able to see the button functionality. So if there was a volume control say on our Pure Charge and Go's, it would show you that the top button turns it up, the bottom one turns it down, unless you have configured it otherwise there. And then of course you can customize that in your fittings here. Some practices like to put their logo on and others will just simply take like the phone stuff away, if the patient is not a smartphone user, you can simply remove some of that smartphone link there to make sure they're not getting confused in any way, shape, or form. All right, let's get back to that Fitting tab here. So your program handling, because I mentioned programs, I always like to point out that you can rename the programs that you've added.

So if your patient, if you've given them a Reverberant Room program, again, Reverberant Room is a great program to add if your patients are struggling with any type of reverb or echo. And we know that can happen in any environment, not just your stereotypical big open classroom, tall ceiling, hard surface. It can happen at home if there's reflective surfaces such as a coffee table, a kitchen table, entertainment center, so on and so forth. If they're, again, in our seven level technology, the Auto EchoShield is a fantastic feature at help reducing that reverberation. But if you have given them a manual program and either them are you, it's not very reverberant room and you say, "I don't really know what that means," you could simply rename it Echo or something along those lines there. And then, if I go back to that Documentation tab, actually, it's going to reflect that name change as well. So it now has your Echo program. So you have that option to change the program names and you can also change the program names within the app as well. Once you are all finished with your programming of your hearing aids, I always recommend that you hit this Disconnect button in the bottom left

hand corner. If I hit disconnect, you release that connection between the hearing aids and the programmer. So if I had, again, a pair of the Pure Charge and Go IX hearing aids connected, we know that those are compatible with smartphones for streaming, your iPhones and your ASHA-compatible Androids. If you are a provider who helps the get that set up for your patient in office, you disconnect down here, it's gonna release that hearing aids connection to your NOAALink wireless, which, again, is what we used to program, the pure Charge and Go's, and therefore you can do your phone pairing right there and leave this session up in Connexx. Now we all know that patient before they walk out the door. You think you have them set in a comfortable manner, but then they say, "Oh, can you turn these down just a little bit again before I leave?" And of course, if you've closed things out already, you have to reopen the session, maybe reopen NOAA, you have to restart their hearing aids in order to detect up here. But fortunately you can avoid that, if you've hit Disconnect down here at the bottom, because as long as you've left this screen up, if I come back down here and I hit Connect again, and again, I have not restarted my hearing aids at all. They have still been sitting on my table, and in your case, they would be still in your patient's ears, it's going to pick up that connection and leave us right where we left off.

So you'll notice it now says Disconnect, meaning we are connected now. So I love that feature. It's a great way, again, for you just to save some time as the provider. Now when they're completely done, of course, you can hit your Save icon here. It would prompt you to make notes if you'd like, or you can even hit the X in the top right hand corner and it will still prompt you to save there. Lastly, before I wrap things up here on Connexx 9.11, is our Configure menu. Now the Configure menu itself, we introduced this last fall, so it's not necessarily a new feature, but we have added some new capabilities to this feature. So, if you are someone, again, who is just starting out with Connexx, or maybe you are more comfortable with other manufacturers and their workflow, and you'd like to change the workflow around in our software, you can. So for example, I mentioned under that fine tuning and sound and loudness, when you're

at that gain tab, that is where you can manipulate your level specific frequency bands if you're doing real ear measurements. Perhaps you like to do real ear right after your first fit, which is probably most common, I can select this Fine Tuning tab and I can drag it up to be right under my First Fit. So if I now hit okay, you will notice that right after you do your first fit, your workflow goes right into your fine tuning, your frequency bands, and then of course you can visit... So now we have, again, that Fine Tuning tab right after your first fit. Now the new update that we've had to our configure menu is you can now rename the titles. So for example, if fine tuning does not necessarily make sense to you, you can click this little rename folder and you can change this. Let's say we change this to something simple and just call this Gain. And then once again, if I hit Okay, we now have our order restored, so we go from first fit and then we move right into our gain handles here. So again, for those providers who just prefer a different workflow and/or you'd like to rename some of these things, don't forget about your Configure icon over here on the left hand side. And with that, I will turn it back over to Danielle to wrap us up.

- [Danielle] Thank you so much for that, Erin. Great software tour. And just to wrap us up and get us finished up here, don't forget how we are unleashing the power of conversation with our innovative Signia Integrated Experience. We've done decades of research and recently focusing on conversation, what's important to conversation, and looking at the breakthrough technologies that we have to come together to drive unique wearers with benefits such as hearing multiple talkers, even as they move with our real-time conversation enhancement technology. This allows patients to contribute to the conversation and they can contribute even more comfortably utilizing our own voice processing 2.0 and get help when they need it with our Signia Assistant. So integrating seamlessly to unleash that power of conversation. If you'd like to learn more about our Connexx software or about our integrated experience, please visit more of our courses on Audiology Online. Thank you so much for joining today and have a wonderful day.