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Advanced TrueFit v5.4 Software Training

Presenter: Riley Garrone

Hi everyone. Thank you so much for joining us today. So I am Riley Garrone. I am the trainer for Unitron for the east coast. And we are really excited to have you all.

So a few months ago we introduced to most of you, it probably sounds familiar, our new Vivante platform. And Vivante is a very colorful, lively type of platform that we are very excited to have to offer to you all and to your patients. And what we want to touch base on today is we'll start off by talking a little bit about Moxi VRs, which is our newest extension to the Vivante platform. And then we'll dive into some tips and tricks with some of our most common troubleshooting tips, some of our most common, you know, software kind of tips and tricks that will be very helpful for both you and your patients. So in terms of the Moxi VRs, we are very, very excited to have this new extension of our platform.

So the Moxi VRs, it is a very cosmetically appealing option for our patients and our most cosmetically appealing ric yet, the Moxi VRs. The V is going to stand for our Vivante platform. R stands for rechargeable. So we do have that wonderful rechargeability with the new Moxi VRs. And then the S is for sleek and stylish.

It's really a form factor that can help with patients who might want something a little bit more techy, a little bit slimmer, a little bit sleeker. It's a great option to have in your portfolio. And I want to kind of start off by showing a video that just kind of shows us the overall features and excitement of the Moxi VRs.

SAM so with the Maxi VRs, you and your patients, they can really turn up the dial on hearing in style. So this addition to our Vivante family really boasts an innovative and uniquely contoured form factor. As you can see from the video we just watched and then the picture up on screen of the Moxi VRs. It's very appealing to first time wearers and it is going to be equipped with a very sleek magnetic catch choice recharging case, making it very convenient to have that rechargeability for your patients.

Our patients can now also enjoy the next level sound performance that our Vivante platform has offered. Our Vivante platform allows for personalization in more environments, more advanced features, and then gives your patients the more confidence than ever. It's very sleek and innovatively designed and this vogue addition to the Vivante platform, it looks just as spectacular as it sounds, no matter the path that the patient may choose to take. It's really nice to know that your patients have a hearing aid that they can enjoy any type of situation that's also looking as sleek and cosmetically appealing as it sounds. So I want to deep dive before we kind of look into the sound performance, some of our advanced programming tips in the software.

Something that's really great about the Moxi VRs is it clearly is going to be an alternative to our other RIC models. It's attractive, it's compelling when it's seen either on a table or in your hand. When you're showing your patients the different options for the RIC styles. And what we really like about the new slender profile is it is subtle when placed on the ear. You all know when you're seeing patients, one of the paradoxes you face on a day to day basis is your patient wants really high technology.

They want something that looks appealing. And so it's really wonderful that we now have an option to give them both of those things. An unobtrusive hearing aid that also has wonderful sound performance is very technologically advanced as well.

Design is very important to me. How something looks and how something functions. They need to be working together in perfect harmony. I wouldn't want to wear something that isn't designed in a way that reflects my personal style. I think my personal style is sophisticated, unique, shabby, chic, retro.

Definitely fashion forward and with a little bit of sexy.

I think it would be like some sort of headphones. Oh, like earbuds or the headset. They're hearing aids. This does not look like a hearing aid to me. That's pretty cool.

Aren't they supposed to be this big and flesh colored? My grandma, you can see from two miles away that she's wearing hearing aids. This looks like it'd be very discreet, sleek. They are super light. It feels like nothing.

They almost look like an accessory, a piece of jewelry. Something I would wear going in the gym, jogging.

That's the charger. So you could go all day. One charge really out in. There was no level of difficulty to that. Super easy.

I would love to test drive them. I was expecting to notice a little bit. It's incredible how they just sort of disappear. This is not what I think of when I think of a typical hearing aid. Absolutely not.

That's so amazing. Really, you can't even see it. I'm just putting my glasses on. They feel really good. I think it amplifies your style.

I love it.

So that video, it does a really good job of just showing the first impressions. This group of people that were in the video, they don't know anything about hearing aids. They haven't seen it before. So it's really neat to see their take on it, that it doesn't look like your traditional hearing aid. It's not what you think of when you think of, you know, grandma's big old hearing aid.

It's very techy. It's going to be something new that you have to offer to your patients. And like we were talking about cosmetically appealing options, that's something that our patients have always historically wanted. And I really like this picture because it does a really good job of showing. Comparing our three

different RIC models.

So you can see from the side profile, while the VRs is a little bit longer than our traditional REC option, it is going to be thinner as well. It's designed for both comfort and retention, especially for patients that might wear glasses. It really is going to be contoured to the shape of the ear. It has a very streamlined shape that will nicely follow that contour of the pinna. And you can see from this image as well, it pretty much disappears from that side profile.

It's very sleek. It's very cosmetically appealing. And just as an overview, the VRs is going to be an addition that complements our two other rechargeable RICs. So right now, with the Vivante platform, we are thrilled to announce that we have three rechargeable RIC options. We'll have the VRs, the vrt, which is our telecoil option, and then our standard Moxi VR rechargeable option as well.

Now, I want to shift gears a little bit, and let's talk about sound performance. So Vivante in general, our VRs is going to carry that same wonderful sound performance that we have had with Vivante. And building on the idea of features, how they work, learning more about them, I want to transition and talking about what innovative features we have in the Vivante platform that's really going to optimize sound quality for your patients. And now this might be a great question for all of you joining in today when your patients come in to see you, what is the number one common complaint that you feel patients are telling you that they need help with?

And, Christina, let me know and we start getting some responses, but just let me know, what do you feel as a provider is something that patients still continue to struggle with?

Any responses so far, Christina?

We've got one now coming in. Yes. So, yeah, struggling in noise, background, restaurants. So situational There.

So, yep, hearing a noise, so common theme. So that's kind of what I was looking for you all to say. Hearing a noise, we know that is really what's always going to be a challenge for our patients. Historically, that's always been an issue with new technology. That's always something that we're aiming to improve for our patients.

So we're thrilled with our new 8th listening environment in Integra OS, the Vivante platform. Though we have a fabulous solution for our patients in Hearing in Noise, we're going to have two significant features that will really help us address this type of situation. So Integra OS is our automatic system and it's going to automate. It's going to be processing and blending all of the environments together. But it has evolved to include a new eighth listening environment called Conversation and Loud Noise.

There is a feature that we have called Hyperfocus that is going to be involved in the conversation and loud noise 8th listening environment and Hyperfocus is going to aim to improve the signal to noise ratio for conversations in very, very loud noise. With our premium level 9 devices, this feature makes it very easy for your patients to navigate between those easy and challenging situations without needing to push buttons or get on their app. And then we will talk a little bit further about this. But for patients who maybe don't mind having that level of control as well, at our Level 7 and our 9 devices, this will be an option as a manual program as well. Well, and we'll go over the specifics of setting that up for your patient, what controls that you'll have.

So first, I like to start with the automatic portion of it. So in the premium level 9, it's an automatic option that you will have for your patients. The new eighth listening environment, it's not blended into our other Integra OS settings because we want the automatic transitions into that environment to be smooth, smooth and seamless. If we didn't do that, patients would complain about switching artifacts. So we

have renamed the sensitivity control as Integra OS Sensitivity.

Just to further clarify for you, all the options and the functionality though have not changed. So the default that you'll see on the screen is moderate, which is that middle of the road sensitivity. You can either choose to make this more or less or less sensitive situation where you might decide, okay, let's make this less sensitive for the patient is if, you know, if someone notices maybe that the mics are cutting in and out, they can perceive that change. In general, moderate is going to work really, really well on the flip side, you can also make it more sensitive if someone still struggles in background noise. But I always recommend the default setting of that first fit because the moderate will do a really good job for a majority of your patients.

Now, at the next part of the screen, if you're scrolling down to the bottom, on our Configure feature screen, there's going to be three new controls that are associated with the conversation and loud noise program that's part of the Integra OS automation. The controls are going to be grouped together and placed at the bottom of the configure feature screen. So you just have to scroll down from what you're used to on the Configure feature screen. The Active and Integra os, it defines if the program will activate within the automatic program. So when this is enabled, which is the default, the conversation and loud noise program will engage when the defined noise conditions are met.

When it's disabled, the conversation and loud noise program will not gauge with engage within the automatic program. I recommend leaving that at the default setting as it's a really wonderful feature for your patients in those really challenging situations. You'll then see the hyperfocus activation level and this the activation level. It defines the noise level at which that conversation and loud noise program will engage. Within Integra OS, you can see here there's going to be 10 selectable points on the slider and the values that are grouped together.

They have three, three central labels. Moderate noise, loud noise, and very loud noise. And then at the bottom, the last check mark that you'll see will be the motion detector. And the motion detector is going to define if the conversation and loud noise program will engage while the patient is moving or in motion. And when this motion detector is enabled, which is the default value, the conversation and loud noise will not engage while the patient is moving.

When it's disabled, the conversation and loud noise will engage while the patient is moving. In general, we don't expect too many situations where we would want the motion detector to be disabled. It's more of a safety measure and control we have working in the background to make sure that patients are aware of their surroundings and not artificially having that sound cut off from sound sources around them. If they're walking across the street, we want them to be able to hear cars coming, incoming traffic. It does pose a safety kind of hazard.

So we do want those. We do recommend those default settings are programmed and selected as they will be on the screen when you first open it up. These are going to be the main controls, and they're pretty straightforward. But I want to switch topics a little bit and look up at the setup of the manual control option. So this was our automatic in the level nine, when you're in the level seven or the nine, you do have the option to add our conversation and loud noise program as a manual program.

So the three controls that you're going to see for the automatic program that we just talked about previously, they're not going to be relevant for the manual program. And think about it this way, this is because you won't have an activation level and you won't have those controls because the patient is choosing to enter into this manual program. So the controls that you have as the provider, they're going to be a bit different than those automatic controls. You'll first see the hyperfocus strength that will control the maximum strength of the beamformer that will be applied when the preset noise level at which that conversation and loud noise program will engage is reached. I have some visualizations for

what this is going to mean in a couple of slides.

We'll deep dive into some numbers and how we determine some of these controls as well.

Now, as with our other manual programs, that conversation and loud noise program with hyperfocus, there's a couple different ways that that manual program can be added. It is a premium feature for the Level 7 and the 9 manual program. But you either as the provider, you all can add it in the software. But what's also really wonderful is it is an available option in our Remote plus app for patients and our optional apps. What you will see though, if you scroll to the bottom and on the screen here it actually shows the label Party Party is what the conversation and loud noise program will be for the patient.

And so that's how they can add that from home. If you're someone that maybe you don't like to add manual programs for your patients, or maybe you're concerned with time constraints in your appointment, you won't remember to do that. The patient can add it at home, which makes it really seamless and convenient.

And then two more software points that I do want to bring up while we're talking about this topic. So the first one is this might be self evident, but since that conversation and loud noise is a binaural feature and not available for my neural fittings, we have added some indicators in the software just to advise you all as hearing care providers. You can see right here, these are the alerts that you'll see.

There is also going to be Some extra indicators as a double check. And there is an indicator when the program has been deactivated for a binaural fitting. So if you accidentally uncheck this or maybe forget what this is, when you see the check mark, it will give you a little bit of an indicator and warning that that has been unchecked for binaural fitting as well.

So in terms of our conversation loud noise, we've gone over, you know, the two main uses. We have the automatic, we have the manual options for hyperfocus. But I do want to really dig into hyperfocus, what it means some of the numbers that kind of run along in the background to help us deep dive into this really wonderful feature that we have for our patients. So first we're going to talk a bit about noise floor estimate. And noise floor estimate is going to be a technique that's really used by us at Unitron.

It's going to flatten out the peaks of speech in the noise for a more robust estimate of the noise floor and those really complex, challenging situations. For the noise floor estimate, the numbers are typically going to be a bit lower than the DBSPL that you're used to thinking of.

Like many of our other adaptive features though, the strength of the hyperfocus, it's level dependent and the level where it turns on is going to be what we consider the activation level for both the automatic and the manual strength of hyperfocus at a given time. It depends on the noise floor of the environment of the noise floor estimate. And we'll look at this. We're going to look at the activation level in different configurations and the relative strength based upon that noise floor estimate in the next couple of slides that we look over. And then finally, so we also are going to look at the strength.

So as we conceptualize strength, you can think of strength, it's going to be synonymous with beam width. So where a higher number is more narrow or stronger and a lower number is going to be wider and less strong. And some of the graphs we'll look over in a second, the strength is represented and displayed as a number on the vertical axis. All of these together are going to create the hyperfocus experience, experience for our patients. And since you might end up adjusting these based on a patient's follow up comments, let's kind of see how everything's working behind the scenes and have some visibility and transparency of these numbers as well.

So if you look here, I first want to emphasize we're looking at the activation level in the automatic program. I like to start here, because this is the main use in that level nine technology, it's going to be

the easiest option for patients who where you want to give them these features, but they don't have to choose to go into that program. In general, the automation goes along with the higher technology levels and it's just an overall better experience. So I want to start orienting so we kind of know where everything's labeled. So on the horizontal axis you have that noise floor estimate that we talked about just previously on the last slide.

And on the vertical axis you are going to have a number representing the hyperfocus strength. Again, the higher the strength, the better the directional beam width that's going to handle that background noise. In the Integra OS or automatic program, the activation level can be configured, but the strength of the hyperfocus cannot. The activation level is both the minimum noise floor estimate level required to enter the conversation in loud noise environment, and it'll be the starting point of the level dependency of the hyperfocus.

Now, the default activation level, it's a noise blur estimate. If you're a numbers person, it's about 59 decibels. This equates to a noise, a loud noise in the software. Essentially. Essentially, that 59dB of noise floor estimate will equate to be around 66db.

So like we mentioned earlier, that noise floor estimate, it is going to be a little bit lower if you're comparing it to a single db spl value According to this graph, at that 59 decibels, the strength of that hyperfocus, it's pretty minimal, which this helps to make a smooth transition. We all know when we see these features, that is wonderful, but we want our patients to not perceive these changes and for it to be as smooth and gradual as possible. And this is how we are able to achieve that. As the noise level increases, moving from that left to right across the horizontal axis, though, the strength begins to increase again. That gradual transition really helps make this seamless and enjoyable for your patient and it really minimizes any type of jolting shifts that might come if it's activating at a higher type of level.

Once that noise floor estimate gets to be around 65 or 66 again, remember we started around 59, so once it gets to about 65 or 66, that's the max strength that is reached.

And then you can kind of see on this graph here, it'll show that progression of that hyperfocus activation level and what happens once that maximum strength is reached.

If that activation level is reduced to the minimum. So more towards that moderate noise label, this is going to equate to a noise floor estimate level of 56. And so you'll notice that the level where hyperfocus reaches the highest strength, it's going to be lower. You'd want to make the activation lower to allow someone using automation to be in that setting more like that strong setting more often. So for example, if they're still struggling in background noise is when you would want to make this type of adjustment.

And then if the activation level is increased to the maximum, that very loud noise, this is going to equate to a noise floor estimate level of about 66. This might be useful if someone, if they're in that type of environment that's really noisy a lot. So someone whose job might be in a restaurant, a chef, a server, they might be in those challenging situations more frequently. And again, these are just controls that can help you fine tune the experience in more advanced software programming that we recommend. It's by no means something you proactively have to do in a first fitting.

These are more going to be for your patients that might require a little bit trickier and in depth programming changes and troubleshooting.

Now we talked about the automatic hyperfocus, but let's talk about the manual options. So in our manual conversation and loud noise program, the hyperfocus strength can be configured by UL as the hearing care provider in TruFit, but also in the Remote plus app as well by the patient. So this graph does a really good job of showing the strength of hyperfocus and how that changes depending on the

noise floor estimate level. The hyperfocus strength is on the vertical axis and again the noise floor estimate is going to be on the horizontal axis. And as the noise floor estimate level increases, the strength of hyperfocus will also increase to a maximum level.

That's defined by the hyperfocus strength and that setting is going to be in true fit. The important takeaway that I want you all to know is that there is still some automation. Even though this is a manual program to make the transition smooth, there is still some automation happening. One would assume that the user will change programs in a very noisy environment. And if that's the case, they would likely get the strength that they desire.

But if the noise floor estimate is a little bit lower than the level, that would trigger the max setting, it will only go that high. So this is just a way for us to ensure this feature will still adapt to that changing environment and still have a little bit of automatic features within that manual program as well.

And then here it does a really good job of showing you that level dependence of hyperfocus at the default level. And depending on that noise floor estimate level, the strength of hyperfocus will vary between 0 and 5. Again, we'll call a little bit of attention to, you know, talking about we really want that to be like a smooth transition for your patient. So this is some of the things we do in the background that will really help achieve that smoothness, that really seamless transition for your patient, even during a manual program change.

And now if the hyperfocus strength setting is going to be reduced to a 2, the range of level dependence will shrink and the maximum possible strength of hyper focus will be reduced essentially.

And then you can see if it is increased to our maximum value of 10, the range level of dependence it increases and the maximum possible strength of hyperfocus in return will also be increased when the hyperfocus strength setting is set to that maximum level. There's about a 13 decibel range in level

dependence. And that will kind of round out some of the technical behind the scenes of hyperfocus.

How it's going to function in both that automatic and manual program will function a little bit differently in the controls you have as the provider and how it's going to be achieved to put the patient in that type of program, whether it's automatic at the level nine or whether it's going to be manual at the seven or the nine. But this all does a really good job of breaking down what kind of happens behind the scenes when I open this up to the Q and A.

I know we got pretty technical there for a second, but is there any questions about hyperfocus and the manual or automatic program functions before we move on to some other common troubleshooting tips?

Yeah, I'll just give it a moment because as you said, it's a lot to absorb and marinade, but so far well understood. You went through something very thorough and it made a lot of sense. So I'm still here behind the scenes as well. So if as questions come up, feel free to use that Q and A. But so far we're looking good there.

Riley. Wonderful. So, and if you ever have any questions, you're always welcome to reach out to Christina or myself. And we're happy to talk about these things in depth as well as you're seeing them with patients doing troubleshooting. So shifting gears, no pun intended.

We do have another really wonderful feature in our Vivante platform. That's aiming to really help our patients in one of the challenging situations, which is the car. Now in the Q and A, I want you all to tell me what are things that your patients typically tell you with the car that are tricky for them? What do they typically come and tell you in the office that they're having a difficult time with? When it comes to hearing in the car, the car can usually be a pretty challenging situation.

So there's usually some unique, you know, responses we'll get from patients in our appointments that they still struggle with. Do we have anything, Christina? Yeah. So road noise. And so that's in conjunction with wind noise.

You can't hear anyone also in the back seat.

And what else? Radio. So internal noise.

All fabulous answers and also true. I knew, you know, when I was fitting patients, that's always a common complaint I would get from patients. They couldn't hear their grandkids in the backseat. The road noise is loud. The wind noise is loud.

I think we underestimate how difficult and challenging the car can be for our patients. So what's really wonderful about this 360 conversation in a car program is it is going to automatically focus on speech regardless of where the passenger is sitting. So they can be sitting in the front seat in, you know, the passenger seat, the driver, they can be in the back seat and they will have that beam forming and be able to hear regardless of where they are sitting in the car. The special design is really going to allow for the direction of the speed speaker to be quickly and accurately detected in that enclosed challenging space of the car. And once this happens, the directional focus will be applied and is automatic.

So while this is going to be again a manual program option, at our level nine technology, once that directionality is applied, there's a lot of automatic features happening within this manual program and noise reduction will be applied to account for those unique characteristics of the challenges in a car and the minimal instances where the default settings don't necessarily measure up for our patients. This manual program is also configurable in True Fit and it's an added optional app program for your patients. So they can add. Your patients can add this in the app or you can add it in the software wear

as well, which makes it very convenient. We know hearing in cars is very important.

It's a challenging situation. I know I always had patients tell me on a daily basis they were struggling with that. Although this is a premium level feature, at our level nine with the Vivante platform, we have now made available some of Our legacy features at the level seven, which are our long standing car with spring speech manual program and that actually only used to be a premium option. So we now have that available at the level seven. It doesn't.

The car with speech program doesn't have the automatic direction finding and focusing capability that the 360 conversation in speech has, but it does allow you to configure a static beam former setup in true fit for an asymmetric setting. And that's going to improve hearing to one side. So whether the patient is the driver or the passenger, you can provide two car with speech programs as well. So if you have someone that always struggles, no matter if they are the driver or the passenger, you could add both options. One that's programmed as the driver and one that's programmed as the passenger.

The car with speech program does not focus to the back like the Conversation in 360 car program. Well, so that premium level technology is always going to be a really wonderful feature for patients who maybe can't hear, you know, maybe they pick up the grandkids from school, they can't hear them when they drop them off to soccer practice. That's where that premium level nine technology will trump the premium level seven with some of those car features. Again, that level seven still has really wonderful features with that car and speech program. And again, like we talked about, you know, previously, it will be an option for the patient to add that optional app program for Conversation360 in a car if they're in that premium level nine technology.

There currently is not an optional app program for that car with speech program. That is something you all as the provider need to add in a level seven.

So we know those microphone modes are going to be adaptive for the 360 conversation in a car. So there's not any associated controls that you need to, you know, focus on or adjust. But for the car with speech, the microphone mode, it focuses to the right or the left based on the speech direction that you will select as the hearing care provider. This selection, it's going to be made in the software for either the driver side or the passenger side. So that's just something to keep in mind as you are programming if you're adding this car with speech.

If someone's In a level 7, one of your patients just make sure you are specifying whether you want this to behave as them as the passenger or as the driver. And then you can see in here how that control is going to look in the software and there are going to be some tool Tips too. So some new tool tips that will provide a brief summary for of the microphone behavior for you in case you forget when you're going through all these transportation options for your patients. The order of the manual programs have also changed to reflect the newly available programs. So you'll see the car with speech is now available at that level seven and nine for Vivante.

And at Blue it was only available at that level nine. So we have transitioned some of those premium features to be available at the level seven for Vivante.

Here you can also see the manual program options for the new 360 conversation and car program that's available at that level nine technology. So this, like we mentioned earlier, it can be added as the hearing care provider or it can be added as the patient in the optional app programs as well. And they will have the option to adjust, you know, the patient in the app will have the option to adjust the equalizer noise reduction speech enhancement. So it does offer the patient very customized options to tailor some of these background noise adjustments in that conversation 360 in a car program. In this case, that Focus Mic slider will adjust the dynamic noise reduction if speech is coming from the front in this type of program, if speech is coming from other directions, adjustments to the slider, they don't

necessarily have any effect.

So that's more going to be relevant if the patient is in the back seat and then speech is coming from the front, they're the driver or they're the passenger. That Focus Mic won't necessarily be a relevant adjustment. And then like we've talked about with the other optional app programs, patient changes that are made to these programs, it will be visible for you all as the hearing care providers in corresponding screens in the True Fit software as well. Now, with the addition of our new optional app programs, the order of the optional apps have also changed in True Fit. And I want to backtrack just a little bit.

So like we talked about with the optional app program for conversation and loud noise, that is called Party a little bit easier, the Conversation 360 in a Car program will be called 360 in a Car. As you'll be able to see at that Vivante Level 9 under there where all those optional app programs are listed, you'll see party for conversation and loud noise and then 360 for the 360 conversation in a car. Then this table just provides a really good overview of what levels are, what technology level offers, what car type of programming. And as you can see here, we do have some transportation Options at that lower level of technology at the 3 and the 5 as well. So regardless of what technology level you fit your patient with, we do have an appropriate option for you to be able to troubleshoot for the car, which sometimes can be a really tricky situation to figure out what types of adjustments you want to make for it.

Now, as we are transitioning a little bit, I want to talk about some of more of our advanced programming tips. So we'll talk about, you know, audiology tech support. They are a fabulous, fabulous team that we are so grateful to have here at Unitron. And I like to dive into what are the top questions that we get at our audiology tech support and what's the best way to handle these as a hearing care provider? These are things that I know you all are seeing in the office on a day to day basis.

So we're going to deep dive in some of these more advanced type of situations.

So first complaint or call that we might get sometimes from you, might get it from your patient or we get it from you all as a hearing care provider is my patient's app is not pairing to their new hearing aids. And we know in the world that we live in, Bluetooth can be a lot. It can be a lot of troubleshooting. So we want to give you all the best tips and tricks to be able to handle any type of Bluetooth situation that comes in the door for you. I know sometimes the words pairing and connection, they might be used synonymously as well.

And so today when we use the word pairing, this is going to mean when you pair the Bluetooth device to the hearing instruments and the instruments appear in the Bluetooth menu. When we use the word connect, this is going to be after pairing has been successful and it does not connect to the Bluetooth device, such as like the app or the card. We totally understand the frustration when pairing maybe doesn't go smoothly in the office and in the chat. I want you all to answer, you know, simply write in just a yes. If you have experience where the app is not pairing to either one or both of your instruments.

I'll give you all a second. But if you've had the situation before and you know, maybe the hearing aids, and it could be any type of hearing aids or manufacturer, but where you've had that, I know it can be very challenging and frustrating.

I'll attest to that. Yeah, with all the, you know, customer visits that I get the opportunity, I know it's a hot topic. We have you made this very easy of a question we have yeses all throughout.

I was going to say, I expect in today's world if you are pairing to apps or phones, there probably has been a situation, it's not very uncommon that we have difficulties when it comes to Bluetooth sometimes. So some of our steps that we're going to recommend as you're going through pairing our Remote plus app, we want you to obviously begin with the pairing. It's going to say welcome pair your hearing aids, it's going to come to that screen screen on the app. We also recommend to close all

background running apps. Sometimes this just helps the phone operate a little bit quicker.

Double check. I know sometimes technology might not be our patient's strong suit. See if their phone has been updated to the, you know, most updated, installment update, things like that. It's a good thing to double check if it's still not working, if it's been updated, you closed out the apps, you're on the right screen screen. Try, you know, shutting off the phone for 15 seconds.

I know that's something that you know, typically I know providers we know shut off the device but sometimes running, closing all of those apps in the background is something that I know as a provider I wasn't always aware of needed to be done. And then after you've done all of these things, check to see if the instruments will connect or at least show up in that Remote plus app app. If the above, if it's not pairing to the app, there's going to be some follow up that, you know, some extra tips that we'll have as well. Another couple of things. So you turned off the phone, you've closed out all of the apps, you've gone back in, maybe you're still having some issues.

We'll also recommend at that point to turn off any other Bluetooth phone, watches, tablets within the vicinity and make sure True Fit is closed. So sometimes I know us as providers, we don't realize this, but if your hearing aids are connected to the True Fit software, they cannot talk to the TruFit software and the patient's app at the same time. We do need to make sure that the software is closed. I know I would usually turn off my Bluetooth on my phone when I was pairing Bluetooth for patients. If maybe their wife husband are with them, make sure they turn off their Bluetooth.

We live in a world with lots of devices nowadays, so just make sure anything you can see is going to be turned off for Bluetooth. And then we also can recommend if we're still having issues, we Recommend going into the settings on the phone, go to the Find Remote plus app settings and clear the data from there as well.

If you're still having an issue connecting to True Fit and if you go to True Fit and at the very top where it says hearing instrument, there's a little section underneath that says to delete wireless pairings. This is something that I, if I was running into issues with Bluetooth, I feel like worked very, very well. I delete all the pairings, close True Fit and then retry those troubleshooting tips again for connecting to the Bluetooth.

Now, in terms of verifying what is connected, I want to kind of show a picture of when you're connecting our hearing aids to the phone into the app, what it's typically going to look like. So if you have connected your patient to the phone and to our app, you're going to see there's going to be a total of three Bluetooth connections. For a binaural fit, you, you're going to see that R Dash hearing aid connection that is going to be from the hearing aids to the phone. It will always default to the right hearing aid. Unless you can relabel that in the software. I like to relabel it.

Sometimes for patients to say their name makes it a little more straightforward. Or you can change that to be the left hearing aid in the software. But as the default, you will always see R hearing aid. Both hearing aids are connected, it just shows up as the right hearing aid. Now if the patient decides to pair, if you're pairing them to the app as well, you'll then see the low energy Bluetooth.

So you'll see the R Dash hearing aid for the phone and then you'll see the low energy right hearing aid and the low energy left hearing aid. There will be three total devices. Always counsel your patients to not delete any of the pairings. It may look like there's three hearing aids paired, but it is exactly how it needs to be for the phone and for the app connections. And then you can see here the R hearing aid that's going to be the paired for the phone, which is that Bluetooth Classic and then our low energy Bluetooth, the right and the left is what's going to constitute as that Bluetooth that's connected to the app.

Now, in terms of connectivity, you know, when you call audiology tech support, we know there's a lot of calls that come in that are related to connectivity and Bluetooth. And 99% of the time when we receive calls about connectivity, the issue that prompted the call is something to do with the phone. And the number one strategy, obviously is going to be to reboot the phone. But there's a couple other steps that you can use in the software too. So we've heard reports that sometimes where ringtones are not being heard in the hearing aids, this can be a trigger to delete all the wireless pairings, clear out the Bluetooth memory and anything else that could potentially route, you know, the calls in a manner that you don't want.

And as a final step as well, you can also consider a hearing aid repair or reset in the software. If you go under that hearing instrument option. In this True Fit software, there's that hearing instrument repair reset. You still can't get it to connect. This is a great way to wipe the settings and restart from scratch.

Now, app connectivity, we know, is a huge, huge deal in the day that we live in with hearing aids and technology. But something else that a question that we get quite often is our solution with Bicros and cross adhering at Unitron. So we have a really wonderful bicros cross solution where we can actually program a binaural set of hearing aids to act like a bicros cross device process that you're going to do. And we can always deep dive. Feel free to reach out to myself, Christina, or your regional trainers or your reps for or any type of deep dive on this topic.

But you'll detect the devices and go through that first type of fitting like you would for any type of hearing aids in our software. And then you will actually add our acoustic telephone program is going to be the program that we use as our Bicros program. You can add this and relabel it to say, Bycross or CROs in the software. And then from there what you're going to do is after you've added that Bycross program, you will go into that configure features tab and you will make sure that the preferred phone ear is going to be the unaidable. So I always say preferred phone ear is the poor ear.

Make sure that that lines up, it defaults to the right. So if the right ear is the bad ear, you're great, you're good to go. You have to switch it if it's the left ear. And we do also want you to uncheck the button that says hearing instrument. Push button selects phone ear.

That will be required to be unchecked as well. One of the last steps of the process is when you go into the gain screens in the tuning screen that you'll see under the fitting tab. We do have to make sure that we are clicking on the soft moderate loud controls, unlinking the right versus the left hearing aid from one another, and then we are minimizing the volume for that bad ear. So in this example we'll say the right ear is the poor ear and we are completely reducing the gain at all bandwidths at all frequencies. The last step is you can, your patient has the option they can use the hearing aids as normal hearing aids.

They can do a manual program change to put them into bicros. But if you have a patient that you know prefers to be in bycross more than they prefer to be in the traditional hearing aids, you can go to the end fitting screen. And when you go to hearing instrument setup at the very bottom, you can choose to make the bicros program the startup program for a patient. That way they don't have to switch into their bicros every day. Our Bicros solution is a great flexible solution for patients who maybe they're borderline.

You can't decide, do they need binaural hearing aids? Do they need a bicross? Maybe their word rack is declining in their poor ear so substantially over time that they can still use hearing aids now, but they might need a bycross in the future and can be a really wonderful option to accommodate those patients now. Third, troubleshooting tip. So one of the calls we get into audiology tech support, and I'm sure this might be something you all have heard from your patients before their phone picks up the car, but not in their hearing instruments.

What do we do in this type of situation? So if we're having any type of audio call routing issues, the incoming call audio is going to be set to automatic by default, and that means it's going to route based upon how the call is answered. So if you have your patient come in and they say they can't hear the caller when I answer my phone, likely this is that type of call routing issue in their phone. There's a couple different things. So if you go to the accessibility screen in the iPhone settings, accessibility, you go to touch call audio routing and then select the Bluetooth headset.

This is going to always route the calls to go to the hearing instruments. This is how it'll look in iPhones. So if you have a patient where they always want the calls in their hearing aids, this is a great way to do that. Now a patient's complaint and say that their hearing aids are going in and out, there's a couple different kind of global changes and things that we can do to make sure that, you know, the hearing aid mics aren't coming in and out to make it a more seamless sound performance and sound quality for our patients. The first thing that I want you to do is to go into your fitting screen and on the left under the Integra OS automatic program, it outlines all of the programs, the environments that are in that automatic program.

And as you go higher in technology level, you have more environments that are in the automatic program. We just want to make sure that the gain is pretty similar between the programs because this can limit the sensations that the hearing aid seems intermittent to patients. Maybe we've checked the receiver, the wax guard, we know it's all good, but just kind of make sure there's not too many drastic changes between these environments. And when you go to make sure that that gain is pretty similar, it can just limit the patient perceiving the mics changing. You can also scroll down when you go to that configure features tab.

And if you go to the configure features tab at the top and scroll all the way down that sensitivity we talked about earlier, if a patient reports that they are hearing mics cutting in and out, you can make the

sensitivity lower, which will make it less reactive to changes in the environment. These are the two main fixes that we always recommend. If patients say they're hearing the microphones cutting in and out and it's not a physical blockage issue of the hearing aid, check out those program, those environments within the automatic program, make sure that they aren't too drastically different. And then also look at that configure feature screen sensitivity as well. And then you can see at the very bottom, that's where you're going to find that sensitivity tab.

Now, in terms of event driven systems, we do know that sometimes alerts can also cause the sensation for patients as well. What typically happens in this situation? Say they get a Facebook notification, an email, a text. Sometimes the hearing aid microphones attenuate to focus on the streaming signal, but for the patient, they perceive this as the hearing aids being intermittent and cutting in and out. In order to do this, what I recommend that you do is disabling the app system notifications.

So if you go to their phone and go to the settings and the notification screen, you'll see a list of all of the apps on their phone and those that they receive that corresponding notification. If you have an idea of which app, maybe if they use Facebook, a lot or certain apps that might be causing this, you can go ahead and turn, turn off those notifications. You can turn off the notifications to prevent that hearing aid from switching in and out. And this can be a simple fix for your patients turning off all of their notifications, recommending if they're connected to the hearing aids to, you know, not enable sounds for notifications as they're downloading different apps and things.

Now another complaint. So we've all heard it. The patient feels like their voice is booming, like it's echoing. Couple of things that we're going to recommend. So when you go in the True Fit software, typically what we recommend is we recommend to switch the output, you know, real ear view so you can see and visualize those NPOs.

And we typically want you to lower the MPOs so there's about a 20 decibel spread between the MPO line and the aided output. So just make sure there's some good headroom between the two. That does a really good job at minimizing that feedback from patients that they might be struggling with hearing their own voice or it might be a little bit boomy or echoey. Now, in terms of feedback, so if you have Fit our hearing aids, we are notorious for telling you that we don't always recommend running our feedback management system. But I do like to go over the two primary control options that we will have for feedback in our software.

So when you're adjusting for feedback in the TrueFit software, there's two parts. We have a phase canceller and we have a feedback optimization. The phase canceller is going to be in our configure feature screen, which I'll show in just a second. And then the feedback optimization test, the static test, it will prompt you to do that when you're in the first fitting. We don't recommend that you do that because our phase canceller is built in the background and will work automatically if you get feedback for your patients.

If you go back to that configure feature screen where we talked about sensitivity, the phase cancer strength, you'll see that right in the middle of the screen. And that phase canceller, it's going to default at an eight for all technology levels, but you can increase that to a 9 or a 10 if your patient is experiencing feedback. This is the first tip that besides for you, obviously make sure the dome is more including check for wax, all the things that we know as hearing care providers. But if you're looking for a troubleshooting tip in the software, the face counselor is where you're going to want to go. On the flip side, we do have a feedback optimization.

And the feedback optimization is you will see that in the software. This isn't going to be our number one recommendation for handling feedback, but certainly this is an option that you will have that you might see in the software. And I only recommend doing this when you absolutely have any type of feedback

and you haven't been able to resolve it through more occluding domes, phase canceller and those other tips that we talked about previously, the gain limits that are imposed by this test, it can help the hearing aid from becoming, you know, unstable in certain dynamic situations. But you could also use this information to create a notch filter to fine tune and reduce the gain around, you know, the frequency where you're finding feedback. So sometimes we have providers that will run this test, they'll look and see, okay, where is feedback occurring?

They'll delete the feedback test and then manually adjust for that in the gain curves in the different channels.

Now, like we talked about earlier when I asked you all, what complaints are you getting from your patients most commonly, and we all know background noise, that's always going to be an issue for our patients. It's something we're always going to hear from patients. Now, when your patient comes in and they say that they're having difficulty with background noise, there's two main kind of controls. We know that there is transient noise and then we know that there's steady state noise as well. For our steady state noises, we do recommend noise reduction.

Anything in our software that says noise reduction is going to refer to steady state noise. Anything that says anti shock in our software on the configure feature screen is going to be a transient impulse noise type of option option. So in our higher levels of technology, in the seven and the nine, as you can see here on this screen, we will have dynamic noise reduction. Dynamic noise reduction is a great option at those higher levels of tech to be able to adjust the background noise. If a patient is at a lower level of technology, we still have that standard noise reduction.

So you will have an option to adjust for that steady state background noise in any technology level. The more you move the slider to the right, you'll have visibility of that background noise reduction that's going to be increasing. So you're reducing the background noise the more that you move the slider to

the right when the decibels increase. And then you will see that anti shock as well, which is our transient noise, and you will have that at all technology levels as well. This is probably the most common adjustment.

I would, I would keep the default settings at your first fitting, but these are fabulous troubleshooting tips. Anything that we really cover today is not necessarily something you have to do at the first fit, but definitely tips to have in your back pocket as patients come see you at follow up appointments. And then you'll see we do have some of these features as well, speech enhancement that will be at our different levels of technology as well. And that can just help that fine tuning and increase that clarity for certain patients. Now we do have some of these options in the personalization for the optional apps and in the Remote plus app in general where you can adjust the volume, adjust the equalizer.

We have a wonderful comfort and clarity option that a lot of patients really like when they're using that. So there is some really wonderful personalization within our app that patients can use to reduce the background noise as well. We'll see the equalizer here where they can adjust those different frequencies and you will have transparency in the software if they have made adjustments to the equalizer. We touched on this a little bit previously with the optional app programs. So we're going to kind of skip on through that because we have touched base on that party program for conversation and loud noise and that conversation 360 and a car program that's available.

But we do have other optional app programs such as Cafe, Restaurant, Television that do give us these adaptive features where you can adjust the mics, you can adjust the focus mic, the mids, the highs, the low frequencies, and offer a lot of personalization for your patient as well. Now I know we have really done a deep dive into a lot of a whole different category and variety of topics today. And so there are some really wonderful resources that we have in our software and available if you ever want to learn more about some of these different programming options or features that we have available. We do

have remote options to do remote programming and you can actually access that guide by going into our software and going to the help section at the top. Instruction guides and then remote adjust guide that will give you our remote adjust guide that is completely detailed with the entire process.

And your regional trainers can always break down the process with you as well.

We do have a cross by cross compatibility guide so we can always send you this as well. That deep dives and totally explains all of the steps involved in the by cross cross programming solutions for your patients as well. And then we do have a pairing and programming guide. This will show you how to pair to Android iPhones, the Remote plus app, the functionalities of the Remote plus app, how to pair accessories and then also how to create that remote adjustment session in True fit as well. This might be one of my favorite resources.

We have a wonderful Bluetooth tear off pad and this can do a great job at something you can give to your patients. It's something your regional sales managers can also, you know, offer to you to give to your patients or you have if you're learning how to pair our devices. It's very beneficial for the hearing care provider, but also the patient as well.

And then it just can help assist. You know, it's not only the Bluetooth process, but it can also help assist with that pairing to their app as well.

So we truly appreciate you all, you know, listening, joining us today for some advanced software options. We're very excited about our mock cbrs. We are very excited about, you know, some of the additional options that we have for troubleshooting that you might not think in your average fitting. Again, please feel free to reach out to your regional trainers, your regional sales managers. We're happy to offer any additional troubleshooting or resources that you need and I'll open it up for questions as we're wrapping up.

Thanks, Riley. I. I will. Knowing time is valuable. I didn't see anything that popped up or nothing consistent.

So if as you mentioned, if they need any support or assistance, reach out to your account representative or your expert trainers. And we appreciate everyone attending today. Perfect. Thank you so much, Christina. Thank you all for joining.