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ReSound Government Services: Flexible Fittings with ReSound Smart Fit 1.18

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Okay, I want to welcome all of you to today's course. It's a Resound government services course on flexible fittings with Resound smart fit 1.18. My name is Kara Sinner, and I'm a content development and training audiologist at Resound, located outside of our Bloomington, Minnesota, our north american headquarters. So let's dive into this real quick. Our learning objectives for today are going to be we describe the first fit navigation.

We're going to want you to identify the new Resound smart fit 1.18 features and then describe the Resound Nexia advanced fitting options. So I'm going to dive in here with a little bit of PowerPoint first, and we're going to kind of go through some of those first fit navigation screens and talk about that. And then we'll switch over and kind of go live into the software with a screen share so that you can see that live software. And we'll kind of go through the different screens there and do some additional talking with that. So if you have questions as we go through, go ahead and type those in the q and A, and I will try to look at that during.

If not for sure, I'll touch base at the end of it to make sure that we can get your questions that you have answered. So kind of unique to government services is that we do pre programming of hearing instruments for you at the manufacturer or at the factory, so that when you receive them, they are already connected up as a set of hearing aids and kind of programmed to that first fit for the audiogram that you've provided to us. So this is a look at our smart launcher screen. So when you first launch Rizal and smart fit, this is the screen you come into. And to kind of begin that fitting, you want to, of course, connect to the hearing instruments.

So you'll hit that connect to Resound smart fit, and that will identify what you have connected via the no link wireless. So with that pre programming, as you can kind of see here, they are already assigned as the right and the left. They're already a set. They are linked because of that pre programming. We want them to be linked.

So for the fitting, of course, when it's binaural fitting, one thing to point out here is that some of our products have what we call push to assign, and you can see that by this little kind of finger point icon that's present. So if it has that feature, you can actually just press the push button on one of the hearing aids, and you only have to do one because they're already paired up. As I said, it'll identify and assign both of them. So if you see that you can use the push button on the device itself to assign them, or you can always also just click on this assign both to assign them as well. So it's kind of an either or.

If you don't see that little push finger icons, because some of the previous generation products and the btes, they don't support that feature, then you will just click the assign both to assign them. We also have the beep icons over here. If you click those, what it does is it presents a presentation tone in the hearing instrument. If you want that confirmation of the right and the left that's available as well.

Once you assign them, they will populate on the right and left navigation panes, as you see here. And when you see that, then you can just hit the continue in the lower right corner to continue on to the next screen, which it will bring you to the physical properties on the physical properties. So any kind of receiver in the ear hearing instrument, the neurons, they have that automatic receiver detection. So the tube length will automatically be populated here. The earpiece is a drop down that you can select the actual dome that you are fitting with.

It's kind of record keeping for you. You can select, it should match whatever physically you have on the hearing instruments. You'll see this little badge is a recommendation badge. So based on the audiogram, we will recommend what dome we think. But that's completely at your clinical discretion as to which dome you use.

And you can just use the drop down to select which is ever the most appropriate for your particular patient. Also the drop down for the size of the dome. Now, the size is just, again, for record keeping purposes here. So you can look back and see what actual size dome that you selected for the patient. And you'll do that on both the right and the left side to make those selections.

Then when you're done, you hit continue again in that lower right corner. It's going to bring you to the DF's calibration. So the digital feedback suppression system, this brings this calibration screen up. This is something that we recommend that you do to get the best feedback control. So with the hearing instruments and the patient's ears, it's going to present a short kind of loud tone to each ear, one after the other, to calibrate that feedback path in that individual ear.

So by doing that, we get that best representation of where feedback may occur and that best ability to be able to cancel it. Now, this is something we recommend. It's going to be required if you choose our Marie receiver, because we have that microphone on the receiver itself. We want to make sure that you're actually using that best foot with that because of course mics and receivers, as they get closer together, there is more potential for feedback. So we want to make sure that we're controlling it the best we can by using the feedback calibration.

Again, we recommend that you do it for all. But if you're using some other kind of standard receiver, you could bypass it and just use what we call the auto DF's, which is just kind of a, you know, calibration that's based on sort of that average type of ear. So what you'll do is you'll hit the calibrate button in the lower right corner. The hearing instruments are muted during this calibration. And then once it's completed, you'll see the calibration curves appear.

And you can kind of see definitely you want to have your target and gain curves below that calibration region. That gives you that most headroom for the feedback control. So once that's all good and satisfied, you click the continue button in the lower right and that will bring you into the gain adjustment screen. So as you notice here kind of highlighted in the center, they unmute automatically. The hearing instruments do as you come into this gain adjustment screen so they're muted during calibration, but then they will unmute when you arrive here on this screen is where you're going to probably spend a lot of your time doing, or most of your time doing your gain adjustments.

And we're going to look closer at this when we go into screen sharing. But you make whatever fine tuning adjustments you need to make. And then when you're all done with that, just click save in the lower right corner. So the changes happen real time for the patient to hear while you're making them. But in order to secure and finalize that, to program them into the hearing instruments, you do need to hit the save.

And then that will go through the save process. Once you get these green check marks to appear, everything saved and you can disconnect at that time and hit the exit result. Smart fit.

Okay, so we're going to, before we dive into a screen share for the real software, I want to just kind of go over some of the features that are new to the resound 1.18 and kind of point out some new things that you have available to you. The first thing is going to be a new profile for patients who maybe need that more comfortable fitting out of the gate. So those brand new users who can't handle that prescribed gain, we have a new profile that actually reduces that gain, sets that gain level to about 70% of our first time user target. So first time user is meant to be kind of like, oh, hey, start here. This is going to be quieter than an experience level target.

But even for some new users, that can still be a little too much. So now you can go in and under the experience level, choose the first time user onboarding, and what that will do is set that gain level percent at 70% automatically. Additionally, it also does an increase to some of the noise reduction settings for those advanced features. So again, setting that to be that more comfortable fitting out of the gate for your patients. This does replace that previous profile that you may have noticed in other software or previous generation software that was said comfort user.

This is now going to replace that. And it's actually just configured to provide that more significant reduction in perceived loudness for patients.

We also have a new hearing noise program, and what hearing noise is, it actually takes the place of the program environment names, whether it was a restaurant program or we had ultrafocus or front focus. So kind of depending on the family of instrument or the technology of the hearing instruments you were fitting, you could have a program environment that had one of either the restaurant, ultrafocus or front focus names. Now, instead of seeing those names, they will all say hear and noise. So this is going to be kind of, think of it, the second program, that default second program for listening and noise, we're going to simply call it hearing and noise, hear and noise, so that it's maybe a little bit more meaningful to the patient. So when they're using an app, maybe they'll see hearing noise as that program name, and it makes more sense to them than possibly what restaurant or ultrafocus or front focus did previously.

What that looks like in the fitting software is, again, you're going to have it populate as that program environment name. And if you go into the advanced features is where you can find the directionality options. And so for, you know, like our resound Nexia, we use front focus. So in that hearing noise program, the directionality option, this is now where you're going to see the front focus appear. That's the directionality option for that particular product that you're fitting in the hearing noise environment.

So previous generations, you know, we had like, ultrafocus. You could see ultrafocus there. If it was that product family. Like the resound one links, resound links Quattro. It would say like adaptive, you know, directionality would be that default there.

So under the advanced features is where you can find that directionality option that's associated with the hear and noise program. Now, you can always use the dropdown and switch to something else, but certainly this is what the default is, is the best recommendation for those programs.

We also have now a new cross and bicross fitting option with the resound Nexia. And we're going to kind of go through these screens because when I screen share, I'm just going to kind of have a normal binaural fitting. But I wanted to give you a peek and kind of talk through some of the things that you will see and point out some highlights of when you're fitting either across or by cross with the resound Nexia. So again, you're going to have these hearing instruments that appear here, they're going to be assigned as the cross transmitter. So whichever hearing instrument you have connected as the cross transmitter, you can tell that also by the model code, it's going to be cx instead of the NX for the hearing aid side, but those will be assigned to each of those ears as they're connected.

And then again, you're still going to have that choosing of the dome or appropriate ear mold. So in the case of a cross-fitting, we have that normal ear, you know, probably want to have some sort of open dome. It's probably going to be know, recommended as such. Just note that we don't make a recommendation for the cross transmitter side. And on this physical properties, you'll see that little cross icon appear there.

So it kind of just gives you that visual of which side as you're fitting is that cross transmitter. So with the cross transmitter side, that should always, that dome selection

should be per the patient's comfort. You know, typically more open is probably going to be maybe the best for them. But again, use your clinical expertise on what is most comfortable for them.

When it's a by cross fitting, we will recommend it again according to what the audiogram that's in. But again, you choose which dome or ear mold option is going to be the best for your patient.

You're going to run the digital feedback suppression. One thing to point out here with cross and bicross fittings is that there is no output to the ear that is using the cross transmitter. So you'll see this is not going to actually run a DF calibration that'll only be run for the hearing aid side as indicated on the right here, right ear for this particular fitting screen. So you run the DF's calibration for that ear, and then when you get to that gain adjustment screen, another thing to point out here is that you're only going to be adjusting the gain on the hearing aid side. So again, we see this cross symbol to kind of just let you know, like, hey, that's the cross transmitter side.

I'm not going to adjust any gain here. We're just transmitting that signal wirelessly over to the hearing aid side, and then all of the gain control is going to be managed on that hearing aid side.

Now, in the cross or by cross fitting under the advanced features, you're going to see something that says cross. So this will be available if you're doing a cross or by cross fitting, if you're doing a regular fitting. And we'll see that later when we're in the software. That is the cross is grayed out because this is only going to apply to the cross transmitter in a cross or by cross fitting. So what this gives you is a balance control.

So it lets you control how much of the signal transmission from the cross transmitter is happening. So if you want more to be transmitted, you move it to the right towards the cross microphone. If you need to lessen it a bit, you move it to the left towards the hearing aid microphone or whichever side you're fitting your cross on. So towards cross microphone, it gives you more of that cross transmitted signal. And that's really the only adjustment that you're going to do to that cross transmitter side.

Then under our device controls, you have the ability to assign push button parameters. A couple things to point out here is that if you notice the synchronized volume control changes is grayed out in center there. What that means is that the volume control is not synced between the cross transmitter and the hearing aid side in the cross or by cross fittings. So you can choose, let's say if you want to choose the volume up down option for the hearing aid, that volume up down using the push button control is only going to operate it for the hearing aid side. On the cross transmitter side, you can still give them control to adjust that balance on their own, that transmitter balance by choosing the cross up cross down, but that doesn't sync.

They're independent from each other. So it's just one thing to be aware of there when you're all ready to be done with your cross-fitting again, always have to hit that save button to finish and save and it'll go through that save process. And again, we put this cross icon on almost every screen just to again, give you that visual reminder during the fitting of what you can expect or of which side is that cross transmitter negative gain. So this is something new with the 1.18. And I have a very aggressive minus ten.

It's just really to show you that at all the frequency handles. You now have the ability to set the gain at a minus ten level for all the input levels with the 1.18 fitting software. So why do we want, or why is that something that you might need to do from time to time? Well, just to show you in the fitting software, the gain view, if you have the gain values zeroed out at all input levels, that doesn't mean there's no sound, because what

manufacturers do, what we do is that we actually add in some calculations to account for that average ear canal resonance. If you switch to the output view so you can go to display options and choose the output view, you'll see that in the mid and high frequencies we actually have some gain even when these values over here say that it's zero.

So this is that, again, real ear kind of unaided gain for that ear canal resonance that's represented here. And you can see 67 at the three k. So that's 17 decibels. So that might be something just to keep in mind, like you are getting some gain in these fittings just to kind of calculate for that average ear response.

So why do we allow it? Well, because from a manufacturing perspective, we all do this because the fitting software is not going to actually know what that individual ear canal resonance is. So we have to use that average ear calculation to display that insertion gain. And we know that the average ear can vary. If you're close to that average, it's probably going to be pretty good and you're not going to need to adjust much.

But if you have a smaller ear canal or maybe even another thing that plays a factor is how deep is that dome or ear mold fitting, those patients will probably perceive that average as too loud. And so even though you're at zero, you may need to bring that down further at certain frequency handles if they say that things are too loud.

So when is this going to be, you know, important for you from a fitting perspective is cross fitting. So this is why this is kind of like implemented now, is if you have that normal ear over on the hearing aid side and you have all your gain handles set to zero, but that patient's still complaining that things are too loud. You now have the ability to kind of reduce some of that average gain that's being added in there and make that more comfortable for them. You know, another application would be just simply with real ear measurements. If you're adjusting the gain to those prescriptive targets and

maybe you have one frequency range that is still a little bit too high, even though you have it set at zero, this now will allow you to reduce it to that up to the minus ten to get that better match with your real ear measurements.

Another, you know, just kind of thing to always kind of consider when you're doing real ear is think about our environmental optimizer. That's going to be that automatic adjustment of the gain. And we do have some default settings that apply. So in terms of the quiet and speech only environments, which is typically what it's going to be when you're doing your REm measurements, realize that there is two decibels of additional gain at all frequencies that's being added there. So if you're having trouble kind of fitting to those rem targets, you know, maybe go in and kind of adjust that environmental optimizer there and then use the gain handles to do the fine tuning per the frequency.

So that's just a little bit of a tip that might help you out with that.

Another new feature here in our fitting software is tap control. So tap control allows patients to answer phone calls hands free. So if you have patients that are able to use that hands free type of technology, you can give them this tap control feature if it's suitable for them. Where you're going to find that is going to be under the device controls. And it's in the center here says tap control.

So there's a couple different checkboxes here. We have enabled and we have call for both the left and the right ear. So you can do it actually for the left or the right or both, and give them that feature through the push button control. Where a phone call comes in, they just have to actually just tap the hearing aid or the ear anywhere near that, and an accelerometer is going to detect that motion and will pick up the phone call, so they don't need to answer it at the phone level. Couple things here.

If both the enabled and the call are checked, what that means is that that patient out of the gate is ready to use tap control. So phone call comes in, they can use that feature to answer the phone call. Now, it does have to have that hands free. The phone itself has to have that compatibility for the hands free to be able to do that. But if they have all of that, then they'd be ready to use that tap control feature.

You as a clinician can come in here and configure what you think is best for your patients. Of course we want you to judge that and not just force this feature on everybody, because it might not be appropriate for all of your patients in the case, if you have this enabled checked, but you uncheck the call, what that means is the features enabled, but they won't be able to use it until they would decide if they're using the Resound Smart 3d app, they can go in there and they can toggle that feature on. So maybe they're not sure they want to use it. You'll give them the ability to turn that on if they think they want to try it, is what that means. Then our third option is if you uncheck enabled, what that does is it actually unchecks the call automatically.

And in fact, call is unchecked or is grayed out, you can't check it if enabled. So you first have to enable it in order to even do anything with call. And what that means is that feature is not active for the patient at all. So if they go into their app, they're not going to see it there, they can't enable it themselves. So this is when, you know, out of the gate, you don't want this patient using this feature.

You have the ability in the fitting software to completely control that by unchecking enabled, which then unchecks the call.

So let's say that you did that second option where you enabled the feature, but you didn't, you know, want you want them to choose if they want to enable it in the via the app. I'm just going to play a little video here. There's no sound to it, but it'll show you that, how that looks in the app to enable the tap control.

And I'll just kind of talk through it as it shows up here. So they're going to go under the my resounding. And then there's the tap control, and then you see the answer phone calls for the right and the left, and they can toggle that off or on. And then, so if it's on, of course that feature is available for them to use. If it's off, then they have, they can't use it.

Another new feature is hands free control configuration within the fitting software. So I know that this is super important, especially for your patients who work in secure facilities and aren't allowed to have that hands control feature active. This allows you to configure that upfront in the fitting software for those people who can't have it. If you uncheck it, that means that the hands free control capability is disabled. They'll just use the phone as normal for their phone calls.

And that voice pickup of course enabled. They can use the hands free and use the hearing instrument microphones for that voice pickup. So with it disabled, one thing good to know too is that for the Apple compatible devices, right. Apple has their own native controls inside those devices. If you disable this in the fitting software, they won't have that control in the Apple native device to actually go and turn it on by themselves.

So this is this Mac think of this really top control where you're just saying you're not having you this feature at all enabled for you. So previously, you know, they could go in and kind of configure that self themselves in the app. But if you say nope, you're not having it, they won't even see that in the native app of the Apple compatible device to do any kind of configuring further. So this is going to, I know, be really important. I know this is a, was something that was really wanted to be able to turn that off for those patients who can't have it.

Another new item is a push button configuration when you're doing monorail Rie and BTE fitting. So we already have this for custom hearing instruments where you could configure that monorail device to be a volume control, volume up, volume down. We now are applying this as well to monorail Rie and VT EI fittings. What it means is if you choose volume up for one of the options, whether it's the short or long push option, the other option automatically is the volume down. This is going to apply to any of the resound, one or newer Rie and BTE models.

So you can configure it that way.

Accessories we have a new wireless accessory, the tv streamer plus. And this is a new wireless accessory that actually uses Bluetooth low energy audio. So the new streaming audio protocol from Bluetooth, this is compared to our previous generation device or wireless accessories, this is a new one that is basically a Bluetooth Le audio device. So you're going to see in the fitting software under the accessories where you have two different options. You have a pair new generation accessory which is going to be the tv streamer plus and you still have pairing for previous generation accessories.

The reason they have to be separate is that this one just takes up one of those. You have a maximum of eight Bluetooth devices that can be paired to a set of hearing aids and the tv streamer plus would be one of those devices if. But resound Nexia, and I should mention ResoundNexia family is compatible with this new tv streamer plus. But we, we also still provide compatibility with those previous generations accessories for resound Nexia. So if you still have, you know, the previous tv streamer two or you have, you know, multi mic, you can still pair those accessories as well.

But that's going to be the same typical process that you're used to previously. So in that case they take up one of those three channels. So you pair it to channel one, channel two, or channel three. When you're doing that pairing of those previous

generations with the new tv streamer plus, there's no channel. It's going to use what we call mix in streaming.

So when you activate the streaming from that wireless accessory from the tv streamer plus, it just uses the gain settings from whatever program they happen to be in when they activate the streaming from it. This is very similar to how our mix in streaming works, like when you're streaming audio or media or phone calls from either a compatible Apple or Android phone. So it's the same kind of concept there.

Another new thing as we've reconfigured our reports just to make them easier to use, offering some new features that are going to be good for your patients. So where you're going to find this is under the finalize tab. We've actually consolidated in this white ribbon under reports. If you click on that, you're going to find your report. Toggle here.

So you can do your clinician report or the report that you configure for patients. For each of those, you can check the items that you want added to the report, and once you check them, they'll appear under that reports layout section. Anything with a pencil next to it indicates something that you can edit. So session notes for the patient, you can add some of those notes that will print off on the report that you hand to them. We also have print languages available, so before it would only print in English, but perhaps you have somebody who would prefer a different language.

For the printout you can select. There's a long list, a variety of languages that you can choose from there. And then we actually have a larger font option here. So we've done a couple things with the font. We actually increased the font size compared to previous, so it used to be a 16 pixel font.

It's a 19 pixel as the default. And then if you check this larger font box, you actually get even a larger font, which is going to be a 22 pixel. So just some, you know, we knew, we know that previously it was pretty hard to read some of that stuff. So we've just increased it as a default. And then also given this larger option, which is going to be super handy, then we also have print preview, so you can preview what that printout is going to look like.

You can save it as a PDF. So if this is something you need to put in your electronic files, you have a PDF. If you need to, you know, send it to a patient, you can send it as a PDF. And then we have an email. So just want to kind of tell you what, how, what this email is.

Email just pulls up your email program that you have on your computer. It doesn't automatically email anything. It doesn't send anything. But then you could attach that saved PDF. So it just kind of saves a step from going out of the fitting software, pulling up your email separately, you can access it from the fitting software to pull up your email system and then attach it and send it.

Okay, so we are going to switch gears now. I'm going to look at the Q and a here really quick. Before we do that, I have a question says for Cross, are you able to create an additional program that is hearing aid only? You can, you can create additional programs, but they're always going to be part of that cross setup. So you're always going to get that transmitted signal over.

Now you can, from the controls, you can, you know, reduce that amount. That is the, if you give them the cross up cross down, they can reduce the volume of that. If they're using an app, you would be able to actually mute that cross transmitter side. So there's, you know, those options that kind of, they can sort of self configure. But once it's designated as a cross by cross.

Is a cross by cross for any of the programs that you're going to set up there? Another question that just came in says, does tap control answer and hang up calls? I assume there's no way to decline a call with tap control. That's correct. So it's an answer the call only.

They would either hit the push button to go into, you know, change the program or end the call on the phone itself. So those are options for tap control. But yes, today it's just a double tap to answer it. And that's the functionality there. Great questions.

Thank you. All right, I'm going to switch, and hopefully this does this seamless where you're now looking at my fitting software screen.

This is the 1.18 as is located up here in the top left. I'm actually connected to my Rizzoni Nexia micro Rie hearing instruments. I can tell they're rechargeable because I have this battery icon right here, tells me I got a nice full charge, which is always something that's best going into the fitting if it's fully charged. I'm just going to take us a walk through here across these main tabs. This is sort of, we try to navigate you through from left to right for the fitting.

So under the patient tab here, we have this profile screen. This again is where I'm going to point out that you have the ability to change that experience level. So our default is first time user. But certainly you can select the nonlinear, if they're an experienced user, if they're maybe somebody who you're doing a super power fitting and they have that linear experience, you can choose that as well here. And then here's that first time user onboarding.

So when I select that, you'll notice that gain level automatically switches to 70%. So this is going to be 70% of the gain of the first time user target. One thing to point out is

after they've had time to acclimate, if you want to change to a more experience level, like, I'll just go back to the first time user as an example. Notice that that gain level stays at 70%. The reason we do that is we don't want to flip.

If you've done some fine tuning, we don't want to just automatically flip it back to the 100% and then you kind of negate that fine tuning. We'll let you make that, that call. If you change to a different experience level and you want to kind of go to the first starting point for that new target level, just, you can come down here and then choose that 100% to get back to what the, what the gains would be for this experience level. Another thing I just want to point out, which might be handy, is that we now offer the ability to copy the serial number. So this could be, if you're using some other application you can copy and then paste it to the other application.

Just helps with avoiding manual transcription errors. I'll point out another location under instrument setup where you can do that as well. So just gives you that flexibility to not have to manually type it down if we go over here, data logging, I'm not going to have any because we don't have any. I haven't ran these hearing aids specifically, I just have them cooked up. But this is where you'd find all your data logging information for the various categories here if you wanted to check on that.

And then over here under our resound assist tab, if you notice, I'm up in the top right. I am logged into the GN online services. So once you're logged in, you can activate as you choose. For patients that live assistance function, one thing to point out is we used to have the patient consent in the fitting software. If you notice under menu, it's no longer there.

We have moved the patient consent to the app. And the reason for that is because anything that you typically require some sort of consent is really the user's responsibility, not you as a clinician, to have that consent. So the app will walk them

through. If they want to consent to using the live assistance, they have to accept the part a of the consent to use it. There's also a part b that's optional, so it's not required to use live assistance.

But if they accept that in the app, then what that does is it just gives information on how they're using the app. So we can use that information to improve that app experience kind of for them down the road, but know that they have to accept part a in order to use the live assistant. So if you go come in here and you turn it on for a particular patient, you can see there's going to now be a notification that patient consents and it says required. So at this point, what that means is the patient hasn't gone into the app and done that consent. So if you're planning on doing a live assistance call, this would give you maybe need to do some of that pre work to say, hey, you have to go in your hearing aids.

Some of the requirements, they have to be paired to the phone in the app. They need to turn on their mic and their camera. They need to accept this consent to use the feature. Then once they've done that, it'll say accept it, and it gives a date of when they did that. So then you know, oh, yeah, okay, I can do this live assistance call with them.

So that's where you'll find all that over. Next red tab item is the instrument setup. This is where you're going to find your physical properties. So if you need to make adjustments to the dome that you're using, you can do that here. This is also where you can access the calibration if you needed to rerun that.

And then over here in the details just gives you details about what you have fit and you can look at the features of the particular product and the data sheet for it is all handy right there in the fitting software for you. This is the second place where you can take advantage of doing that copy serial number. So that's the other place you'll find it.

Okay, gain adjustments. As I kind of mentioned earlier, this is where you're going to spend the majority between gain adjustments and advanced features, probably the majority of your time in the fitting software. So on the first tab here we have the fine tuning that gives you the access to look at the gain handles for each of the right and the left hearing instruments. It allows you to add programs here. So it's going to default to the all around and the hearing noise program.

If you want to add another one, you can use the plus sign. And let's say you want to add an outdoor program, you can do that. So you can do up to four programs to remove a program, it's pretty easy. Just again click on the arrow and say remove program and it'll remove that out for you for gain adjustments, whatever you happen to be highlighted. One way to adjust gain, I should say is with the handles themselves.

So whatever you're highlighted on, it could be all. You could do a particular frequency handle, you could do a particular input level or you could click and drag and do, you know, a section of them. So whatever's highlighted in the gray is what you're going to be adjusting. And then in the center here, the default is in one decibels steps, but you could change it in, you know, two or three and then you use the up or down arrow to, to make that adjustment.

They are linked by default. So if you wanted to just adjust the right ear only, you can click unlink and then it will just highlight on the right side.

Another way to do the quick gain adjustment is with the gain level percent here. So if you are in here and things are just, you know, overall too loud, you can choose a different percentage and set that up right from here over here. On the tools side of things we have some other features that you can use. You can reorder the programs very quickly so it'll pull it up and you can just highlight and change the order as you see fit and apply it.

We have a recalculate. So let's say you've done a lot of fine tuning and the patient maybe said I liked it better when I first, before we made all these adjustments. You can quickly come in here and you can reset the gain in the MPO only, or if you want to reset all fine tuning, what that does is it also does any of the advanced features that you've made changes to. We'll reset that. You can do it for just the current program you're on, or all programs, and you can also do it for a right or left year.

So by default they will both be selected. But you can uncheck if you don't want to apply that there and then you hit recalculate.

Another gain adjustment would be over here under the environmental optimizer. So this is going to be used when you say, you know, we have patients that say everything's great except this one situation. So everything's great except when I'm, you know, at home and people are talking, it just seems loud. So you could go in here then, and maybe you don't know whether it's a soft speech or a loud speech, but you know that it's just when people are talking, there's not a lot of noise in the environment. And you can come over here and you can decrease the amount of gain that you're applying in those particular environments.

So this is that automatic kind of gain adjustment feature with the environmental optimizer. It'll adjust the gain for these when it, when it detects, when the classifier detects these different types of environment, and it modifies the gain according to how you have set here.

All right, and then we have acceptance manager over here. If you want to have that gain adjust over time so they come in, they're first time users, they think things are too loud. You can come in here and after you've, you know, you, you've reduced it to where it's comfortable, come in here and say, well, for over what period of time do you

want this increase to automatically happen? You can choose that duration from one week to six months. And then if things are too, currently too loud, which is probably, this is mostly the option, people are going to use the gains.

If the, where it's set on the screen is too loud, you can use the slider. It's going to reduce it till they find it's comfortable. And then once that's done, you hit the activate acceptance manager to activate that feature. And then over time it will increase back to that 100%. You also have the option if you want to program it on the gain screen to be comfortable, but then you want it to increase.

You can do that increase up to about 125% over where it currently is on that screen and then activate it that way. So I think probably option one here too, out for patient is maybe most often used, but know that there is this other option that you can choose if you want.

All right, so under tools, we're going to go back over there again, we have an auto relate feature. What this feature does is it says, I've done a lot of adjustment maybe to my all around program one, and I want to apply those same types of adjustments to the other programs I have. So this is a really quick, easy way. You can include, it automatically includes the gain in the MPO, but you could uncheck that if you didn't want to. If you're using our sound shaper, which is our frequency lowering feature, that would apply as well.

And then when you're using like super power fittings, also have options for compression mode and compression limit mode settings that could be applied. But then whichever program you check here and then you hit both ears and it automatically applies those same type of changes. So it's real easy to, to do that without having to go into each individual program and make those same types of adjustments. Manage program names is another one. Just to point out if they're, especially if they're using an

app, you can rename the program that maybe is something more meaningful to them, and then they'd be able to see that in the app or like the remote control too, so that bigger remote has the display screen.

They'd see it there as well.

Okay, over next category here is the advanced features. So this is probably the other place where you're going to spend most your time. So under advanced features, the first tab here is the speech. This is where you're going to find again, your directionality options. So remember when I said hear a noise for renozynexia, that default is going to be front focus, but you could change it to one of the other options that are listed there.

All around is going to be our default 360 all around. So that again, that's that automatic directionality, right. It's going to switch those microphone patterns based on what's most appropriate for the listening environment. So typically most people are going to spend most of their time in all around, and it's just going to automatically take care of the gain, it's going to take care of the noise reduction, it's going to take care of the microphone modes that are most appropriate for the environment that they're in, and they don't have to even really touch it, right. So that's the goal.

We just want them to put them in and just go live their lives. The hearing noise program, this is it for those people who maybe they want to have that selection and they get into those scenarios and they say, oh, sometimes I just want to be able to really focus in on what's in front of me. That hearing noise program with the front focus directionality is going to give them that control when they choose that they need to use it. For all of our directional options, we use directional mix. And what directional mix is, is it is determining how much of the response across the frequency response is going to be processed omnidirectional.

And then where does that directional processing kick in? So this is our multiband directionality, right? So through the low frequencies, you're going to have omnidirectional to a certain point where it then starts to do the directional processing. So low frequencies being processed as omni, we get really good benefits of maintaining those intraoral time cues that are available in the low frequencies. When it's omnidirectional, they don't get messed up.

It also provides a very natural voice sound quality for patients because we're not applying, applying different types of boost options in those directional modes that sometimes when you turn on traditional directionality, patients will say, oh, my own voice sounds way too loud. Doing that omnidirectional processing keeps at a very natural sound quality in the lows for the patients. Then, of course, once the directionality kicks in, then you get that nice signal to noise ratio benefit. You can adjust the directional mix. We do default it based on the audiogram of the hearing of the patient and then the hearing aid model that they're wearing.

So it really is like the best option as a default according to those, those factors. But let's say you say somebody's, oh, I wish. I just not quite hearing quite as well. You know, maybe you want to give them a little bit more directionality. If you, you know, move it up, it's going to lower that split that happens.

So you'll get actually directionality kicking in at a lower frequency versus at a higher one when it's the very low or the low. So generally speaking, really good low frequency hearing patients are going to be very low or low as they start to get that diminishing hearing loss in the low frequencies, then medium or high to give them that more directional help throughout a bigger portion of the frequency response time constants is the attack and release of the fitting of the compression system. So we default to syllabic, which is going to be that very fast attack and release for basically all of the programs except for like a music program. We will default to slow because music being

so dynamic, we don't want it kind of going in and out of compression so aggressively for that. So we slow that down another time when you might want to slow it down, you know, fast, moderate, maybe if they have some cognition issues, sometimes that slower tech and release can be beneficial for those people.

Sound shaper, is that frequency lowering? If you note, we have it off as a default, so we want you to choose it for those patients that you think it might be of benefit to. We will bold type the what recommended. So for this particular audiogram I have in the recommendation is to leave it off. But if you have an audiogram that supports one of these settings, it would be bolded to kind of guide you on what you should try for that.

Under the comfort tab here. This is where you're going to find your algorithms that are designed to provide comfort to your patients. So this is going to be your feedback suppression system, the DF's ultra three. Once you calibrate it, it will go to a mild setting, but you can increase it to moderate or strong to make it more aggressive music that slows down how aggressive it is. So if they're an avid music listener and you have a music program, music will actually be the default for that so that it doesn't cancel out music sounds unintentionally.

Right. Because it's going to view that as a tonal input and cancel it. Noise tracker is the noise reduction system. So per environment, what that means is it's going to be, again, adjusting the noise reduction based on those seven environments. So again, giving you those automatic noise reduction controls.

And you can go in here and modify those in a similar fashion to how you did the environmental optimizer, gain controls. And you just use that little cogwheel to access that. If a product has wind guard, you'll see that there. That's going to help reduce wind noise that comes across the microphones. Impulse noise reduction is another

feature that is going to be when you have those kind of those abrupt high frequency sounds that are very, you know, they can't handle hearing them.

Impulse noise reduction will reduce those, you know, dishes clanging keys being thrown on a desk, those kind of really harsh sounds, it will reduce that. And then expansion is when you have. This is going to be particularly for when people have really good low frequency hearing. Right. They might be able to pick up the ambient room noises, you know, air conditioners, those kind of just general noises that are very, very low inputs.

They might hear them too much because we're applying a lot of gain to soft sounds with wide dynamic range compression. So this kind of undoes a little bit of that. Going to be super beneficial for the people who have normal lows because they don't want additional gain for those types of sounds. Tinnitus sound generator. This is where you're going to find that feature, and you can turn it on for the, you know, one or both ears.

We also have nature sounds as an option where when that's on, you'll be able to choose a different nature sound to use and be able to set that for patients who need that. And as I mentioned, the cross control here, you see it's grayed out because I don't have a cross fitting. So when you do have a cross or bicross fitting, this is where you'd access that cross balance control, and then you'd have the ability to adjust it down here.

Next tab over is the device controls. And that's going to be where you can configure your manual controls. As we kind of mentioned before, the tap control feature and the hands free control feature is located here. Your button options. So if you have the push button that you can configure, you can do volume, you know, right, raise, left, lower, as is shown here.

You can set a long push to a change program some of the other. This will be activation of streaming. If you think about this is like, if you're using a wireless accessory, they could use the push button to activate that wireless accessory. So if they're not using an app or something else, that's how they would do it, by setting that feature there and then, oh, I'll hit over here. Standard beeps.

I think my computer is a little hung up here for some reason, is where you configure the levels of the beep controls. And then this is where you can access accessories for the different wireless accessories to do the pairing in the software. And then we have the finalized tab that we showed you where you can access your reports. So we do have a question here. Do advanced features selections in smart fit change for lower technology models?

They do. They do. So one thing good with government services, you do have the top technology level. But if you're ever at a facility, I know some of your facilities maybe deal with some of the commercial product that comes through, then, yes, that kind of is that differentiator. That's where if we have a mid or more entry level product, that's what usually changes is those advanced features and how many settings you can choose for each of those.

So yes, you will see some differences there. You have the top level, the level nine product available. So that will give you the full feature set flexibility all the time.

Okay, so I'm going to go back to my PowerPoint just real quick here, just to show this last final slide. Thank you for taking time to join us today. I know it's a lot of information. There are a couple handouts that can help you with the fitting software that I included. Always our government services phone line here.

We have great staff that is always there to help you out with whatever questions you have. And then also on our website, you can find additional information that you're looking for for products or software. So it's always a great resource to look for. But thank you all for joining and that's all we have for today.