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Advanced TrueFit Software Training

Presenter: Riley Garrone

All right, welcome everyone to Unitron Truefit 5.6. We are really excited to show you some exciting new updates we have in our software today. And we'll also talk about some troubleshooting tips, some first fit tips, and our experience tool pack tools that are a little bit new and rebranded to Unitron. So our learning objectives today, we want you to be able to identify when to adjust signature features in the unitron Truefit software, when to implement various experience tech tools, which we will talk in depth about our tech tools and then describe methods to successfully address some common sound quality issues and some troubleshooting tips as well. And like I mentioned previously, we'll talk about our experience tech tools.

We're really going to focus on first fit two and show you some tips and tricks in the software. We'll talk briefly about our automatic REM two component that has been added to the true fit update. We have an exciting new success check feature as well, and then some troubleshooting tips. So when it comes to Unitron, those of you who are familiar with Unitron, you'll know that one of our big taglines is that we love the experience and we want both you and your patients to love the experience. And we have some really awesome statistics that just really back up how much providers are loving the Unitron software, the tech tools and how patients are doing.

So 97% of our Unitron customers agree that our hearing instruments are easy to fit. We want the software to be easy and intuitive for you all, so it's easy to fit your patients and it's not too time consuming. 91% of our customers of our hearing care providers confirm that Unitron gives them the right tools to deliver the best hearing experience. And 86% of our providers believe that Unitron true fit fitting software helps provide helpful insights that support a better outcome for their patients. And we know at the end of the day, it's really making sure that our patients are well taken care of and that we're programming to the best of the patient's needs.

So moving on to our experienced tech tools. For those of you who have an experience and a background in Unitron, we previously referred to these as our experienced innovations. We're now calling them our experienced tech tools. And we've added a couple additional tech tools that we're really excited to talk about and our experience tech tools, they're really, they're really here for you to have a more of a holistic approach when you are fitting your patient. And you'll see as we talk through today, a lot of them work hand in hand and in conjunction with one another.

We're going to watch this video. It does a really good job of just explaining what our tech tools do overall and then the different components that make up our tech tools. Every day we strive to experience life to its fullest. Whether it's checking off a lifelong goal or simply enjoying the little things, it's important for everyone to fully love the experience. That's why we've created experience tech tools, which allow you to deliver an easy, personalized hearing journey.

Our exclusive suite of experience tech tools include first fit, flex trial, flex upgrade, success, check, log it all ratings, remote adjust and coach. From initial fitting to ongoing support, our experience tech tools are designed to maximize the experience for an enhanced outcome for all. These tools are easy to implement, help you effectively manage time in the clinic, and empower you so you can deliver quality care that's supported by data driven insights. Because at Unitron, we believe everyone deserves to love the experience.

So now that you've seen what experience tech tools do overall, we're going to do a quick overview of our experienced tech tools and then we'll deep dive into a couple of them as well. So our experience tech tools as you can see, there's many components as everything's pulling up right now, we have eight different features that are going to be in our experience tech tools. So starting off first fit, we're going to touch on in just a moment and talk about all the benefits and how seamless and easy Unitron's first fit is

and when we're talking about everything, like I mentioned previously. So you'll, you'll soon realize, as we're talking about all of the experience tech tools, none of Unitron's experience tech tools exist on their own. So they're each part of an intricate network that's embedded in our fitting software.

You can find some of these features in the app and the hearing instruments to give an overall holistic understanding of the patient's listening needs. The aim of this graphic that we're looking at is really to illustrate how easy it is to get the most out of each feature and provide the best possible care to your patients. Previously, we've categorized everything into two different categories, but here we're going to talk about everything and all the experience tech tools that we have to offer. So starting out with a remote adjust. Remote adjust is our option for providing remote care for our patients.

We use an asynchronous approach at Unitron, which really utilizes. You don't have to be on FaceTime or on video with your patients. It allows you as the provider, when you have a moment in between patients to send the adjustment over to the patient, and they accept that on their app. So it allows a lot of flexibility. We know that best practices to have your patient obviously in the office with you, that is under the best case scenario, but sometimes we're not able to do that.

And so remote adjust can offer a really flexible option for programming for your patients without you having to schedule a visit, schedule a FaceTime. You can send those adjustments when it is convenient for you. We then have ratings as well. So ratings is a feature where clients, your patients can give you their feedback and how they're doing and with the hearing aids. And it includes environmental and hearing instrument program information when that reading is captured, and it also will include client comments.

It allows you as the provider to have real time information. So this allows you to inform your client's adjustments outside of the soundproof booth as well. And it really allows you to understand how they're doing outside of the booth and outside of your office. We have log et al. Log it all.

Personally is one of my favorite tech tools that we have. So we know every manufacturer has data logging, right? They are, you know, they'll capture how long the patient is wearing the hearing aids day in and day out. Well, we have log it all, which will capture real life listening data that allows you to enable to give more of a personalized recommendation to your patients based upon their real world listening lifestyle. And we'll touch on, lock it all in a little bit and show you what it looks like in the software.

But it really allows you to give a comparison of all four technology levels to show the patient how they're performing. In the current technology level, you have them fit in, but also compare it to the other three technology levels as well. And then we have coach. So coach. Coach is some helpful notifications that are shared with the patient in order to help support their hearing instrument onboarding experience.

So for example, coach might activate a notification to patients talking about their wear time, how to charge the hearing aids, normal wear and care of the hearing aids, and give them tips along the way. It can really allow for a time saver for you all from a counseling aspect, and then flex trial. So when you hear us talk about flextrial at Unitron, that is our demo devices. And Flex trial really allows your patients to experience amplification outside the clinic and in the real world where they live, where they work, where they play. What I really love about flextrial is like the name indicates, it's very flexible.

You can program the hearing aids, the Flex trials, to be programmed as any technology, level three, level five, level seven, or level nine. You also can use Flex trial in conjunction with log et al. So when the patient returns to your office at the end of their trial period, you can use log et al. To help determine the best technology level that fits their listening needs. And then addition.

So the perfect addition to flex trial and log it all is flex upgrade. It's kind of the third piece of that missing puzzle. And Flex upgrade allows you, it's the only solution available in the hearing aid industry that allows you to easily upgrade your client's current hearing instruments to a higher level of technology in the software, rather than having to physically exchange the devices. And then we do have a new edition of success check that we will talk about a little bit further on in the presentation, which is a very exciting new experience tech tool that we have that will work in conjunction with some of these data logging tech tools that we have.

So I want to deep dive into first fit. So what I really love about our first fit at Unitron is we want to keep things very seamless, straightforward and easy for you as the provider. Our first fit isn't easy configuration, it's as few as four clicks. And our, our motto for you all is that we want you to spend less time in the software so you have more time to focus on all of the counseling that comes with fitting a patient with hearing aids especially, that's involved in that first appointment and that delivery appointment. And then outside of the first fit, we'll go into the software.

You have options to personalize after the first fit as well. So in the first fit, we do have our automatic adaptation manager because we know finding the right starting point can sometimes be tricky for your patients. And that's why we've introduced our automatic adaptation manager that's been in our first fit workflow for a while now. It's in a unique approach to the first fitting of a hearing instrument, and it's not just going to gradually increase the gain over time. While it really appears very simple on the

surface, there's actually a lot going in the background to make sure we're getting the correct starting point.

So you can see on this first flip on this first fit word that there's a couple different factors that go into calculating that first fit. The client's age, the audiogram, the fitting formula, target, and we're trying to achieve that preferred listening level.

So how our first fit response is calculated is we're going to take into account the experience level of the patient, the age, the audiogram, and as you can see on here, so the transparent insertion gain and the preferred listening level, those are two components that are not visible in the true fit software, but they are going to be components that are involved in calculating that that first fit with the automatic adaptation manager.

When it comes to our preferred listening level, we know that preferred listening levels are essentially a reference point for how we want to start clients with their new hearing instrument based upon a couple of different components, based upon age, hearing loss and experience. As we saw in that it was found that older patients prefer lower levels than those who are younger. So that's why age is often a factor when we're choosing that starting point, that new users prefer lower levels than experienced users, and patients with less hearing loss prefer lower levels than patients with more hearing loss. And like I mentioned previously, we've had our first fit in this preferred listening level in the background for a while, and we've had this approach since we launched our discover platform.

So in the first fit workflow, when you see that hearing loss and when that automatic adaptation manager is first going to be enabled, you can see on the left that we will have a flatter frequency response with less high frequency amplification and a bit more amplification in the low frequencies. This is going to allow for a fuller, like richer sound,

but without that tinnitus which most new wearers appreciate. And then you can see on the right, once we work their way up to target and reach 100%, it will fit those gain curves.

Luckily for you all, there's a lot of sophistication in the background of first fit. But it's really easy from the provider standpoint. The only difference between the new users and the experienced users that you'll see is going to be on the third step. And as you can see from the left image, the new users, it will put their automatic adaptation manager somewhere around that customized percentage based upon their age, their hearing loss, and those factors we talked about experienced users, if you like to set everyone at 100%, experienced users is the option that you want to press because it is going to put the hearing needs at 100%, or if you like to put them at 100% and then back them off. I know most of you probably use the hybrid approach.

We know that all patients are different. So most of you providers are probably using a combination of new versed experience users when programming.

And now this is what our first fit workflow is going to look like. So at that first step you can see here we have our client information and then you choose whether it's a first time or a long term user. Like I mentioned previously, first time allows the software to choose the starting point. Long term. We'll put them at 100%.

You can see the second step will have the acoustic information. Make sure you confirm the acoustic information and we will also provide you with a recommended receiver and recommended dome as indicated with that target symbol next to it.

After you choose your acoustics, you'll see your first fit screen on step three. We use n2 as our default fitting formula since it is a gold standard in the industry and we do recommend you keep that as the fitting formula. You can adjust your adaptation

manager if you need to increase or decrease that based upon the patient's comfort level. And we do not recommend running the feedback test even though this will prompt you and it will look like you should run the feedback test. Our best practice is we have a phase canceler automatically built into the unitron hearing aids.

So we do not want you to manually run this feedback test unless it's absolutely necessary.

And then that is the end of the first fit. Like I mentioned before, it is super seamless and easy. Technically only about four clicks to get you through the entire process. And then from here you can go into the tuning screen if you need to further customize the hearing aids. Program manager is where you can add a manual program.

The accessories option is there as well, and then a fitting summary if you wish to print an overall summary for your patients.

So moving on into another one of our experience tech tools, I do want to talk about one of my favorites, logical. Like we mentioned previously, log et al is a really fabulous tool for data logging that we have in the unitron software. It will match patients with the level of technology that will suit their real world listening patterns. Not just what the patient remembers, but we have actual data to back up which level of technology is going to work the best for them. And like we mentioned previously, log et al really captures that real life data and allows you to give your patients recommendations based upon the data that they are, they have been in when they've been wearing their hearing aids.

It allows you to build really a bridge of understanding between you and your patient where they might have difficulties in certain challenging situations. And it's a really great tool to utilize for our patients that might not be super accurate reporters of what

they do on a daily basis and what listening situations they're in on a daily basis. So when you go into the software, this is what log it all is going to look like. You can access the log it all screen by going to the top corner where it says insights and then going over to the third option that says log it all.

You can see on the log it all screen here there's four different scores. So there's four different scores that you'll always have access to. You have the current level of technology that you fit the patient with, but we also give you the other three levels of technology scores as a comparison. The number inside the circle is the total percentage of time a patient spends in the listening environments that are in that level of technology. What I love about the log it all screen is it's very interactive.

So as you click on a lower level of technology than the current technology level that you've been fitting, it will highlight the environments that you would lose red, as you'll see in just a moment. It'll highlight the environments in red. And then if you're going to mock going into a higher level of technology, and if you click on a higher level of technology than the patient is currently in, it will highlight those environments in green to show you what the patient would gain. It can be a great tool to even show your patients and to talk about this data whenever you are choosing a level of technology, best practice is to use this in conjunction with our flex trial fit the patient. Have them wear the hearing aids for one to two weeks.

When they come back into your office to discuss their performance, you pull up the insight screen with the log at all data and you can discuss which level of technology is best and you have actual objective data to make that decision. And then of course, we can always use this as a driver to upgrade a hearing aid as well. We know not all of our patients can get in the appropriate level of technology right from the start. So you always have access to this data at follow up appointments to see if maybe your patient's listening lifestyle has changed and if an upgrade is warranted.

So we're going to take a little bit of a detour for a second and talk about our automatic REM two. So one of our new features that we have, it's been there before, but we have a little bit of an update with the automatic REM two. In this new true fit 5.6 update, we'll discuss a little, we're going to watch a little video on what the automatic REM two will look like in the software, some of the updates, and discuss that briefly as well.

I'm Jesse Sinclair, senior hearing performance audiologist at Sonova my favorite sound is my children laughing.

As an audiologist and an engineer, I understand the importance of accuracy. Fitting formulas are based on normative data, but individual ears and hearing needs are unique. Real ear measurements can give a more accurate starting point for a hearing aid fitting based on a client's real data, but they can be time consuming and introduce opportunities for human error. That is why we have our automatic REM feature in unitron true fit fitting software. Automatic REM has a simple automated workflow that reduces the opportunities for human error and now works with even more REM systems.

Real ear measurements help to establish a solid foundation from which you can build a fitting to the specific needs of your client, and evidence shows that REMs contribute to improved client satisfaction and loyalty. It's not about cutting corners. At unitron, our aim is to deliver sophisticated technology and easy to navigate features, and that's exactly what we get with the automatic REM two integrated workflow.

So, like mentioned in the previous video, we all know that using REM can be a great way using the real ear measures to illustrate that you objectively fit the hearing instrument to the listening needs of your patient, while also bolstering your patient's confidence in you as the expert hearing care provider. We also know that manual real

ear measurements can be very time consuming and require you to have multiple tabs to flip back and forth in order to get that job done. So we want to make this easier for you with the automatic REM two, since it is going to be accessible directly through the truefit software and it will sync to your REM software as it is all connected through the NOAA management system. It will evaluate the unique anatomy of your client's ear canal and provide further personalization and verification of their hearing instruments relative to their listening needs.

So we know real ear measures. We recommend using these for initial fittings and follow up appointments if there is a significant change to your patient's hearing instruments if there's a significant change to your patient's hearing loss, a change in technology level and overall. As hearing care providers, we're always trying to differentiate our practice and our methods, and this is a great way to do that as well.

So the workflow that you'll see for the automatic REM two, you'll have the preparation where you select the REM system. In the fitting formula, we default to na I two. You'll calibrate the probe tubes. You'll have both your unaided and aided measurements that will be recorded there will be a global gain level where you set the global, the global gain level in the software and then the aided measurement as well to match targets. The workflow remains very easy and straightforward.

We want to make things not time consuming for, for all of you. Let me give you that guidance through the step of the process. Now, previously we have been compatible with the Oracle system. So for those of you that have previously previously utilized our automatic real ear measurements, the Oracle has been one of the integrated softwares that we've been able to work with. We have added the affinity suite premise Pro and then the unity three as well in the automatic REM two.

And then of course we are aware that not all markets will be using the above systems widely, so we will keep you up to date on any further compatibility options as they become available.

And now we're going to move on to success check. So our new experience tool, experience tech tool that we've added that we are really excited about, success check is going to be a great way to kind of keep, keep a check on your patients to make sure when they are leaving your office after that fit that things are going well.

And we do have this video. This video is going to give us a really great overview of what success check does and then we'll take a look on how that's going to look from a provider standpoint and what you need to do in order to enable this feature for your patients.

I'm Stacey Gent. I'm the senior product manager, digital ecosystem at Unitron and my favorite sound is live music.

At Unitron, we strive to create digital solutions that support the hearing care journey to bring value to clients and hearing care professionals. Our newest experienced tech tool, Successcheck, was created to do just that. SuccessCheck enables hearing care professionals to access valuable information, including usage data, log at all details, ratings and more, without needing to connect the client's hearing aids to unitron truefit fitting software. SuccessCheck also sends optional email notifications if there is something that we think might need some attention, like low wearing time or a low satisfaction score. Successcheck was created based on feedback from hearing care professionals that they often don't have visibility into their clients experience outside of the clinic.

Clients might call with concerns, but sometimes they don't and instead, for example, they might just not wear their hearing aids. With Successcheck, you will know if your client isn't wearing their devices and you can intervene early to help address any barriers that may prevent a successful hearing experience. Successcheck gives you insight into your clients experience, helping you to know what to expect when they come in for a follow up visit. Success Check is the latest innovation from Unitron designed to help you and your clients love the experience.

So like mentioned in the video, success check, it conveniently accesses those valuable insights about your patient's experience without you needing to connect to their hearing instruments. What's really great, like mentioned in the video previously, when the patient leaves your office, sometimes it's hard to get a gauge on how they're performing. Like mentioned in the video, a lot of times our patients don't let us know when they are struggling. This really allows us to keep track of that so nobody is surprised. We have realistic expectations of how our patient is doing and we're able to intervene and troubleshoot appropriately.

So success check is going to allow you to view your patient's usage data, their log it all data. So previously, those of you who have used log et al log at all is such a fabulous tool that, you know, you'll hear me rave about and you'll hear all of us rave about at Unitron. But log it all. You can view it previously when the patient comes back to see you for a follow up appointment. Now a success check.

After 24 hours you are able to view this data to see how the patient's doing and you don't have to have them necessarily come back to the office to view this data, which is a huge update that we're really excited about. And then with success check you can also view your patient's ratings.

So certain patients we recommend, you know, definitely using the success check for you can use it for patients as a follow up tool for new hearing instrument users to facilitate continuous holistic care for your ongoing patients. Maybe it can be helpful to start that conversation about when it's time to get a new hearing aid as you'll be able to see the different listening environments that the patient is in and as always, differentiating your practice as a hearing care professional.

So a little recap on insights. So when you are in the insights section, you do need to be able to activate insights in order for success check. To be successful, you do need to make sure that insights are enabled in the fitting software under your myunitron login and you also have to encourage the patient to they also have to enable their insights as well in their app. Once the patient enables insights on their app, success check data will start to be collected and to check in on the patient's report. You simply just need to open the patient's most reading recent fitting session you don't have to connect their hearing instruments and after a few seconds the client's success check data will be downloaded and presented to you.

Like I mentioned previously, the first download of the success check will occur 24 hours after the first fitting. And this is assuming that the insights were activated on the provider's end and on the patient's end in the app. You all as the provider when you log into your myunitron account through the software, there's a check that allows you to enable insights. It's defaulted to be checked. So as long as you don't log out of your myunitron login or uncheck that it's a one time thing and then you will have your insights enabled from your end.

In a second we'll show what it'll look like from the patient's end.

So obviously when you're seeing a patient you're going to do their first fit workflow like we talked about previously.

And then when you get to the insights setup page you'll see the enabling insights. You'll have the option to enable that in the remote plus app which we'll talk about in a second. But we no longer need to send an email invitation to your patient and there's no need to manually enter an activation code in the app. You'll have access to the insights screen on this page. All your patient needs to do is pair their devices with a remote plus app and activate the feature during the app setup process.

It will then show that everything is activated in true fit and you'll see those green check marks. So in the app when you're pairing your patient's hearing aids to the app, keep in mind if you want to use this feature, I would pair to the app in that first appointment or just know you won't have you know, access to this feature until you have the patient pair to their app. If you prefer to do that at a follow up appointment, you can see in the app here that black bar that says activate. That's what it'll look like from your patient standpoint. When they need to activate the insights in the app, the patient will download the app, go through the setup process as normal, accept that privacy policy, pair the hearing instruments to the app and then choose to activate insights with that black option that says activate.

Once this is complete, the patients will receive coach notifications. Keep in mind that any new fittings from the discover platform onward that are fit and true fit 4.1 or newer will have coach enabled automatically. This also allows patients to send ratings to you as well.

And one thing I do want to note, for iPhone users, they must click to allow notifications after they activate insights in the remote app for the first time. If they aren't allowing notifications, they won't receive those coach notifications through the remote plus app, and then they'll have to go into their iOS settings to allow the notifications.

And then when you have your patients file up in true fit, you'll be able to see that they've activated this feature and you can see all of those green check marks to know that everything is set in stone where it needs to be. And then we do have the option to customize email notifications as well, so you're able to personalize those email notifications for the success check.

And then, like we mentioned previously, if you these screens aren't yet finalized because this is a new feature. But whenever you're customizing those notifications for the email, you simply can also go to options preferences and myunitron to set your email preferences. If you want a different email than what your login is now overall, we know success check can be a really wonderful tool to use for your patients. We're really excited about this new update. It can help your patients by knowing what to expect at a follow up appointment and help you be better prepared for troubleshooting.

It allows you to intervene early, especially for your patients that might not be transparent with you, that they're struggling with the hearing aids. It allows you to be more informed when making the remote adjustments. So what I really like about this is, like I mentioned previously, a lot of our experience tech tools work in conjunction with one another. And now what a really big benefit of this is if you are using remote adjust for your patients, you now have a bit more data to go off of when you're making those remote options and those remote troubleshooting programming adjustments for your patient. It also allows us to offer more personalized client support through the hearing care journey, which we always know.

We want to give as much custom and personalized support to our patients as possible. And again, it really helps us further differentiate our practice.

Okay, we're going to switch gears a little bit and talk about some of the sound performance updates that came with our Vivante platform. These are features that

we've had since the launch of our Vivante platform from last year, but a little bit new compared to previous platforms. So it might be a little bit of a review for those of you that are familiar with Unitron, of where to find these features and what adjustments you can make in the software. So with the introduction of our Vivante platform, we did introduce a new 8th listening environment in our automatic program. For those of you that aren't familiar with Unitron, we refer to our automatic program as Integra OS.

Our new 8th environment is called conversation and loud noise. And it's the 8th environment that has a feature called Hyperfocus. Hyperfocus really allows for very narrow beam forming in those very challenging situations for our patients where there's really loud noise, where they really struggle. We wanted to give them an option in the hearing aids that really handles this at the level nine technology. Level, this is going to be an automatic feature.

However, you can add this as a manual program at the level seven and nine as well. Now in the level nine technology, this is what the software is going to look like. Whenever you do have. Let me go back for a second. Whenever you do have the hearing aid software opened and they're in that level nine technology, you will see these options in that conversation and loud noise environment.

And there's going to be three, three main features that we've added that you haven't seen previously. So you can see at the top where it says active and Integra OS, and there's that check mark that says enabled. This just means that the conversation and loud noise environment is active. When enabled, the conversation and loud noise program will engage when the defined noise conditions are met. When this is disabled, that means the conversation and loud noise program will never engage within the automatic program.

Because this is a feature that's only automatic at the level nine premium technology, I do recommend keeping this enabled. All of the features we're about to go over. Again, I do recommend keeping at the default value. Unless there's a situation that you do need to adjust for the hyperfocus activation level. This is going to define the noise level in which the conversation and loud noise program will engage.

With an integra OS, the automatic program, you can see there's ten selectable points on the slider, and they are going to be grouped together as one of three values, either moderate noise, loud noise, or very loud noise. Essentially, it's just how much noise in the environment is going to trigger the hearing aids to activate within that conversation and loud noise program with hyperfocus. And then at the bottom, we have our motion detector enabled as a default. So the motion detector defines if the conversation and loud noise environment is going to be engaged. Um, when the patient, it will not engage when the patient is moving or in motion.

So when it's disabled, the conversation and loud noise program will engage when the patient is moving. We have this as a safety tool in the background. We want it to be enabled so that when the patient is walking, if they're moving up from a, from a table where it's really noisy, they're walking away for a moment and it's not as loud anymore. We don't want that narrow beam form. We want them to have awareness for safety reasons to the sides if there's a car coming, if there's people approaching them.

So always keep that motion detector enabled because it acts as a safety tool in the background.

Again, that is the default. So unless there's a certain specific situation that you have to adjust, I would leave everything at the default is best practice of what we recommend. And then if you add conversation and loud noise as a manual program, you will see some different adjustments. We don't have the activation level or motion detector since

it is a manual program in this option and the patient is selecting to go into the manual program. But you do have hyper focus strength, so you as the provider can adjust if you want the beamform to be more narrow or if you want the beamform to be a bit wider.

And then like we mentioned previously, hyperfocus and conversation and loud noise is a automatic part of the level nine. So patients who wish to have their hearing aids automatic and don't want to have to mess with an additional program. This is a great premium level feature, but we do give you the option to add this as a manual program in the level seven and nine as well. Patients can also access this program in their optional apps, in their remote plus app from their phone as well. It's not something that you as the provider always have to add.

They'll always have access to it in their app and it's under the party program. Now, in addition to hyper focus and conversation and loud noise, we do, we have added a premium level 9360 conversation in a car manual program as well. The 360 conversation in a car manual program really allows for special detection that accounts for the acoustics in the car, the road noise, the wind noise. What's really great about the 360 conversation in a car manual program, it's available at the level nine technology. It is a manual program, so it has to be manually activated by the patient either in their app or on the push button on the hearing aids.

However, it can beam form into all four directions. It doesn't matter if the patient is the passenger, the driver, or in the backseat. They will be able to hear in all four directions in the car. While the program is also really accounting for those unique characteristics of the acoustic situation of a car in the mechanical noise.

This is a new feature that is available in our newest platform, Vivante. So we didn't previously have the 360 conversation in a car program in blue. What we did have

previously in our blue platform was car with speech at the level nine technology. But we've now added that as well for the level seven and nine technology in Vivante. So level seven technology in Vivante will have the car with speech, and level nine will have both car with speech and 360 conversation in a car manual program.

And as we are finishing up today, we're going to go over a few common troubleshooting tech support questions that we receive on the audiology side over at Unitron to help you all best troubleshoot for your patients if some of these situations arise.

So the first one, my patients app, is not pairing to the new hearing instruments. We all know we've had this happen before. Let's take a look at what the best practices are in unitron with our remote plus app and what we recommend from a troubleshooting standpoint.

So the first step to the process, you're going to go into that pairing welcome. Pair your hearing aids screen in our remote plus app. We do want you to make sure that all of the background apps that are running in the background are closed if you're having any issues. And we also want you to check that the phone has been recently updated. If it's still not working, we do recommend shutting off the phone for about 15 seconds after you've done all of these things, we want you to check the remote plus app to see if the hearing instruments will connect.

If you've done everything, you've closed all the apps in the background, checked that the phone's updated, you shut off the phone for 15 seconds and you're still not having success. We are going to recommend turning off all other Bluetooth devices within the vicinity of the hearing aid, phones, watches, tablets, and we do also want to make sure that the true fit software is closed and that the hearing aids aren't connected to the true

fit software. We also recommend going into your settings on your phone and finding the remote plus app settings and clearing the data in the cache as well.

Now, here is another troubleshooting, another feedback that I know sometimes we get from patients or situation. So what do we do when a patient says that their phone is only picking up in the car but not their hearing instruments? So when this happens, it's a pretty simple fix, but we want to go into the call routing. So the incoming call audio, it's set automatic by default. So typically sometimes in the car it might, the Bluetooth signal is bigger in the car, so sometimes it might default to the car or to the phone when the patient is in the car, or it might default to their phone rather than the hearing instruments at first.

So what we want the patient, what we want the patient or you all to do in that situation, if you're troubleshooting, if a patient tells you they're having this issue, we want you to change that call audio routing. What you can do to do this is you can go into that accessibility screen on iPhone, click touch, and then you'll see that call audio routing option as well. When you get to the call audio routing option, you'll have automatic Bluetooth headset and speaker Bluetooth headset is going to be their hearing aids. So if they wish for the phone call to always stream straight to their hearing aids, just make sure in the call audio routing that it is going to be defaulted under Bluetooth headset.

So your patient comes in and they tell you that the hearing aids are cutting in and out. And we know this is a really vague complaint from patients. There's a lot, there's a lot of troubleshooting tips that can help with this. So we have a couple things in the software that I would check if your patient's coming in and telling you this. So our first thing that we want you to look at is we want you to ensure that the gain is pretty similar between the programs because this can help limit sensations that the hearing aid is intermittent.

You can see all of the different environments under integra OS. Conversation conversation in quiet small group crowd noise quiet noise music. We do just want you to, to make sure that there's no drastic differences between these automatic environments. If you've checked those automatic environments, you don't see any red flags that could be contributing to the patient. Perceiving that the hearing aids are intermittent, the next step of the process would be going to our configure features screen in the fitting tab.

This is probably one of my favorite adjustments. Personally. If a patient tells me the hearing aids are cutting in and out, we don't think it's like a cleaning issue. If you scroll down where it says sensitivity, this is going to be the transition speed of the automatic program and it defaults to moderate. We recommend leaving it at moderate for your first fit and as the default.

However, if a patient does complain to you that the hearing aids sound like they're cutting in and out. You can change this transition speed sensitivity from moderate to low or very low. I don't recommend transitioning it to high. You always want to transition it to low or very low if you are getting this complaint. Just going to slow down the transition of that automatic program and then it's less perceptible by patients.

And then we also recommend so sometimes when our notifications come out on the phone to patients that can be perceived as the hearing aids cutting in and out. We do recommend going to the phone settings and disabling notifications and disabling the sound and haptics for the different apps and different notifications that they will receive. This can also prevent that issue of feeling like the hearing aids are cutting in and out as well.

And then you can see here on the iPhone, you can go to messages and then you can go to the sounds and you can adjust these notifications.

Now, our favorite that I know all of us have heard, at some point there's too much noise in the hearing aids. So in the unitron software, we have a couple different options of what you can do in a couple different background noise reduction systems. We have anti shock, which adjusts our transient impulse noises. We have noise reduction, which is more of a steady state type of background noise. And then we will talk a little bit about our soft sound reduction as well that we have.

Do you want to reiterate? We also have that hyperfocus that we talked about previously in the level seven and nine, patients can access their conversation and loud noise program to help in background noise as well. If you as the provider in the software and you're wanting to troubleshoot for background noise being an issue, we recommend going to the fitting tab and then scrolling over to the configure features tab. You can see dynamic noise reduction for any of our adjustments. The more you move the slider to the right, the larger the number gets.

The more more noise reduction will be happening. So the more noise reduction, the bigger the number gets. Dynamic noise reduction is a premium level feature at the level seven and nine and it will handle your steady state background noise. We do have noise reduction at all technology levels as well, and noise reduction will also decrease your steady state background noise. Anti shock is an option to adjust at all technology levels for impulse noise, slamming doors, dropping dishes, any sudden or shocking sounds.

And then we do have soft sound reduction as well, which acts as our expansion. For any patients who tell you the air conditioning or those low level ambient sounds are bothering them that is what we recommend adjusting the soft sound reduction for.

And as we are finishing up a little bit today, I do just want to remind everyone we do have our vivante platform. Everything that we just talked about, our features that are involved in our Vivante platform and our Vivante platform came out last year and it does include four RIC options. We have a rechargeable Ric, a 312 battery Rick, a rechargeable telecoil rick, and a rechargeable slim hearing hearing aid Rick as well. It also includes two ptes, a rechargeable power BTE and then an ultra power BTE with a 675 battery for your patients with really severe, severe to profound hearing loss.

Like our previous platform, we do have our tv connector, our partner mic and our remote control as our accessory options with our Vivante platform for your patients who are needing an accessory to accommodate their hearing loss. And because we are under Sanova, we are Roger compatible as well. So in addition to the accessories, as mentioned previously, we are going to be Roger compatible at Unitron. We know Roger is a great realm of connectivity that's very unique and compelling. So it's a great option for your patients who need as much reduction in noise as they possibly can.

So today, I know we talked a lot about our experience tech tools. We have our edition of our first fitness added to our experience tech tools. We talked about our new success check feature. We have that automatic REM two we briefly discussed about which I did want to mention if you are wanting information about automatic REM two, we are adding our guides for the automatic REM two to our unitron website which you can follow directions there on how to utilize the REM if you have one of those real ear verification systems. And then we talked a little bit about our general updates to the 5.6 software.

Common troubleshooting tips as well. I'm going to open it up for any questions that anyone has at this time. And we thank you so much for joining us today and we're really excited for you to experience the new true fit software with the update. Thank you all so much and hope you have a great day.

Thank you so much. Riley. At this time, if there are any questions, please go ahead and send those in. Riley, I'm going to go ahead and ask you a couple of questions here. Okay, let's see.

Could you go over again what accessories are compatible with the Vivante hearing instruments which what the accessories are? You got it. I'm going to scroll back to our screen so we are compatible with the tv connector, the partner mic, the remote control, and then we're also Roger compatible as well.

Okay. Thank you. All right. I don't see any other questions. As a reminder for those of you that will be taking the CEU exam, you will have seven days from the day of the class today to go ahead and complete that exam on audiology online in your account.

Please allow five to ten minutes after we close down the room today for that class exam to appear. If you have any questions, please contact us at 1807 532160. And with that, I think we can go ahead back to the summary slide.

And Riley, if anyone has any questions, how can we get in touch with Unitron? Yes, you can go to our website or you can also contact our helpline at 1808 eight eight two. Or email your local regional sales manager or trainer.

Thank you so much. At this time, we're going to go ahead and close down. And everyone, thank you all for joining us today. Riley, thank you so much. Thank you so much.

Have a great day. It.