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Genie 2 Fitting Focus Series: Oticon Intent First Fit

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Welcome to our Genie Two fitting focus series. My name is Karen Tool and I'm the National Education and training specialist for Oticon. In this short course, we will cover how to easily and successfully complete an initial fitting of our Oticon intent product family. After this course, it's my hope that you'll be able to explain the process of pairing and connecting Oticon intent hearing instruments using Genie Two software. List the required initial fitting steps for Oticon intent and find the more sound intelligence and set and sound stabilizer tools in Genie Two fitting screen and describe the controls available on those screens.

Noah Link Wireless is the programming device that you're going to use to program Oticon intent and any future Sirius platform hearing aid. Genie Two also supports the Noah Link Wireless two, which is an updated version of NOAA Link Wireless that was released in 2023. Instead of a USB, it uses a USB C for connection and has a faster connection time. Noahlink Wireless two product will be a drop in replacement for the current no link wireless and have the same capabilities in Genie Two. The device will show up as Noahlink wireless.

Before Oticon intent devices can be connected to Genie Two, the speaker units must be attached and stay attached throughout the fitting process. This is different than our previous products. Like Oticon real, Genie Two will not let you proceed with the connection if the speaker units have not been attached. Next, you'll need to deactivate the battery protection mode in the hearing aid. This is something that we've had to do with our previous platforms and to deactivate battery protection mode, you'll need to place the hearing aids in the charger and wait for the led light to turn on.

It will show orange first, and then when you remove the hearing aids from the charger, the led light will turn green and you'll hear the startup jingle play. While the hearing aids do arrive with enough charge to complete an initial fitting, we really recommend that you fully charge the devices prior to fitting them to your patient. Now you can connect the hearing aids wirelessly to genie two using your Noah link

wireless. If the hearing aids will not be fit within the next 14 days, we also recommend that you put them back into battery protection mode to protect the battery while you wait for your patient to arrive. This will make sure that your battery lasts as long as possible for your patient.

Oticon intent is smaller than our previous mini writes but still has a telecoil. It also uses a size 13 lithium ion rechargeable battery. The design is optimized for discreetness and comfort. The mini fit detect speakers have a memory capability, which I'm going to show you within genie two software, and it has an easy to use single push button, a pulsing led light, and can accept or end calls with a touch. Oticon intent is available in four performance levels and a broad color palette, including two new colors, honey beige and my personal favorite, sky blue.

Oticon intent has two charger options, the smart charger mini write for charging on the go and the desktop charger. When deciding which charger to choose, Oticon recognizes that while many hearing aid users might prefer just one charger, the option to have both should be available. When selecting a charger. It's really best for you as the hearing care professional and your patient to collaborate and determine which one best needs their needs when comparing chargers. The portable smart charger minifit offers the same functionality of the desktop charger, including a 15 minutes charge time for only 4 hours of use time.

And you'll also have a power bank for on the go and a protective lid. Those may appeal to your patients who want more versatility and happen to be avid travelers. The desktop charger is often considered easy to use and might be a better option for those who have very large ear molds. Now let's go ahead and get into the software.

Okay, the first thing that you'll see is that you are in the welcome screen here, and let me point out how we're going to set up Genie two software. What you'll see at the top is our four pages welcome selection, fitting and fitting. In the top right corner you'll find the latest version of software for Genie two.

Right now at the time of this video, it's 2024.2. Over on the left hand side you will see our table of contents and these are the pages that you can go through within your main four pages.

Up here under your welcome screen, you have that start session and personalization as well as our links. All of those get moved forward into your selection screen. So what I'm going to do here is just connect the hearing aids which may take a moment, and then we're going to read them out and I'll show you what the minifit detection looks like once they've been read.

Okay, we have right and left as you see here, it's going to let you know that it was previously fit as a right or a left receiver just to give you a warning and that we have changed it from a 60 receiver to an 85. We're going to go ahead and continue as we know we've changed the receiver and here you can see that it says length two, the power level and that it's right or left. It also reads out the serial number as embedded in the receiver. However, you don't need to see that from this page. And we're going to hit start new fitting and hit now that we're getting connected, I will go over what you'll find within the selection screen.

Okay, let's go ahead and close this over here. At the bottom of the screen you'll find your families so that if you were in a simulation mode, you could choose from intent one, two, three or four and look at the differences between them. If you hover over the hearing aid, you'll also get a list of all of the features within intent one. You'll see here that we have that 85 receiver. And if I were to click on the fitting level here and try to change the receiver, I will get an error message letting me know that I have an 85 attached.

Let me do that right here real quick just so you can see that error message. It's telling you that it will disconnect the hearing aid if you continue with a change in the receiver level. Over here on the left hand side is personalization. That's our next page down. When I look at this, I have now two options for personalization, the classic personalization questionnaire and the new audible contrast threshold test.

Both of these will make changes to your help in noise support within your more sound intelligence screen. Looking at audible contrast threshold test if you have this in your office and you're doing this diagnostic test, it can automatically bring in your act value or you can also enter it right here. Once you hit save, it will give you your severity level here at the bottom. And if you have to, you can always edit the value and save again. Once you make those changes, it will re prescribe your settings.

Next one down is our acoustics. This is a great screen because we always want to make sure that your earpieces match what is in real life versus what is recommended in the software. You can see what's recommended in Genie two because you have an open base dome here next to this little target symbol. The target symbol in this case is just a recommendation as you as the hearing care professional are the one who's going to determine what is best for your patient based on their needs, size, shape of their ear, as well as their audiometric information. So I'm going to continue with the recommended earpiece and move down to the audiogram screen.

Under the audiogram screen you'll see you've got your air conduction thresholds and if you perform bone conduction thresholds but do not want them in your prescriptive targets, down here at the bottom where it's grayed out, you'll have a box that will be checked with a magenta check mark. If you'd like to remove bone conduction values, you just uncheck this box. Now let's go down to your links. Most of these links have been revamped into what's called the resource center. So I'm going to click on this and it will bring up a hidden website for Oticon.

This is where you will be able to click on your instrument family, your hearing instrument style, and get guides as well as technical data sheets on any of our products.

Okay, now that we've gone through that, I'm going to move over to the fitting screen. The fitting screen is where you're going to spend most of your time when you're doing an initial fit.

What you'll see here under fine tuning is that you have gain controls, sound controls, and sudden sound stabilizer. Under gain controls you have up to your 24 fitting bands for your intent one, and you can move from your adaptation level one which is 80% to target to two, which is 90% and three which is 100%. The next tab over is your sound controls. Your sound controls are really great for making quick adjustments. The first one here is brightness perception, which is a quick increase and decrease of your mid to high frequencies to help specifically with clarity.

This one right here, which is grayed out because I have a more mild loss in this hearing aid, is your soft sound perception. By moving it down toward comfort, you're increasing your knee point thresholds and moving it up toward detail, you're decreasing your knee point thresholds. The last tab over here is your sudden sound stabilizer. Sudden sound stabilizer is for your transient or impact sounds. And it's just not just your high impact sounds, it's your softer impact sounds.

So if you have that patient who complains about their dog walking across the tile or the sound of their keyboard typing while they're at work, then this is a great way to make an adjustment to support them with those types of impact sounds without affecting your speech. With intent one, you have six different options. It goes all the way from off to max, and max is a 30 decibels attenuation. When you move down to intent two, you go from off to very high at 25 decibels intent three, off to high at a 20 decibels attenuation and then for your intent, four, you have only off and medium at a 15 decibels attenuation. And when you have low, which is only available in intent, one, two, and three, it's just a ten decibels attenuation.

Now let's move on to your feedback analyzer. Feedback analyzer is a tool that you're going to use when you are looking for a little bit extra support when your patient is experiencing feedback. Now, that doesn't mean that we have a lot of things running along in the background, including our morsound optimizer, which is our feedback prevention system. This is something that you might use and you

might not use within a first fit. It's your choice.

So what I would like to point out is when is it really recommended to do so, and how do I know if the patient is getting feedback if I can't hear it? So I'm going to take the intent hearing aid and cup it in my hand. And you'll see over here on the left side of your screen, this little lines with the arrow down pointing up. That's our unstable gain indicator. So I have this hearing aid with the 85 receiver in my hand, and I'll open it up to let you see that it's disappearing, and I'll close it again.

So even though the hearing aid is being cupped in my hand right now and you can't hear it, you can see that feedback is happening. And this is a great indication of when you might want to run that feedback analyzer. The awesome new thing about intent products is that the feedback analyzer is embedded within the chip of the hearing aid. So when you're running this, it will run 22% faster than our previous generations. Now let's move on to your more sound intelligence screen.

Once again, the more sound intelligence screen is going to have some changes adjusted to it if you do personalization. And that's whether or not it's the personalization questionnaire or Oticon intense or the audible contrast threshold test. Starting up here is your environmental classifier. Your environmental classifier has several options to determine where your patient needs help in noise. So over here you've got your easy situations, and over here you've got your difficult situations.

Easy situations are going to be the areas where your patient is not really struggling very much or communication is happening with ease. What I want to point out here is difficult situations where this is where your patient has communication breakdowns, where things kind of go difficult. So if you're looking to see what these little environmental classifiers are just hover over them and you'll see examples of all of these different types of situations. So if you have that patient who's like, I can hear Nancy or their best friend while they're out for coffee, but it's only when they're in busier restaurants that they have difficulty. You can move this over by clicking on the box or clicking on the arrow.

This way you make sure that your patient's help and noise support is personalized to their needs. Down here at the bottom, you've got your neural noise suppression easy and neural noise suppression difficult. Neural noise suppression easy is how much support in noise when they're in those easy environments. With intent one, you have the option of zero, two, four, and six. This default target up here will change when you have done your personalization questionnaire or performed your audible contrast threshold test.

Right here, it's set for two. However, you can go all the way down to a six decibels attenuation of background noises. For neural noise suppression difficult, you also have four handles. It starts at that six decibels and moves all the way down to a twelve decibels attenuation. The next handle within your environment or your more sound intelligence screen is your sound configuration.

You can access it by clicking anywhere along this box or on the arrow here in the corner. It is laid out with your easy situations over here and your difficult situations over here. In the center you have sensor technology and your neural noise suppression, which can be enabled and disabled. And the reason it's in the center is because it affects both environmental classifiers. If you're wondering about more information on our sensor technology, you can click on the I here and a pop up will come to show you what types of sensors that we have and what they affect, including our head turns, our body motion, and the other sensors that we have.

If for some reason you have a patient who has tremors or a neurological disorder in which you feel that there is an issue with whether or not those sensors will be accurate, you can turn the sensor technology off. Now remember, sensor technology is only available in oticon intent one and intent two. For your easy situations, you have three different pinna models to choose from in intent one, and it does go down as you go down. In technology, you have balanced as your average ear aware for your ear that has more of a side to back approach and then focused for a more frontal approach. Excuse me.

Now, you'll see here that you have another eye button. So just in case you're wondering what it is again, you just click on that eye, and it'll give you a quick overview of what these three different virtual outer ears are. And then over here you have your sound enhancer for difficult situations. This is either going to allow for background noise to be more detailed for your patients who really want that full sound scene to really come through clearly, or for your patients who want a little bit more comfort. Most people are going to like it right here on the default, which is balanced.

Otherwise, if you have that patient who really wants to hear everything in their environment, click them up to detail, or your patient who prefers to be a lot more comfortable with background noises, click them down to comfort.

Next, we'll move down to your program manager. This is where you're going to either add or remove programs here. I'm going to add a second program here. What you'll see here is that we now have two options under your client program name. This is where you can make a change to what the name of the program is, so that if your patient is using the Oticon companion app and they want to make sure that the programs are specifically toward their needs, name it whatever is most important for your patients, and then they can toggle through within the companion app.

If you are deciding that you want to choose a different fitting rationale besides our proprietary vAc, all you'll need to do is go down to your program here with the down arrow and then click on the white arrow here to hover over and get access to our general or generic fitting rationales as well, including NL one, NL two, and your dsIs.

Now I'm going to move over to our end fitting screen. Under end fitting, you'll see you have a couple of different options within your table of contents. The first one here is controls under your buttons and taps, you have two different options. The first is to open up or enable your vc as with intent one or all

intents. They come with the vc disabled because of the fact that it's a multifunction button.

Once you enable it, you'll see that both sides get enabled once because it is volume up on the right and volume down on the left. Under call controls, you have two options for hands free communication and answering or ending calls by using the hearing aid. The first is going to be our button control, meaning that the patient will push the button in order to answer, end, or decline a call under tap control. This is where your patient has the ability to do a double tap to answer or end calls. If you choose to disable one of these options, just remember that when you disable button control, you're disabling both sides at once, whereas with tap control, you have the option to disable just one side and leave the other side enabled.

Under audible indicators, you have a couple of new options. The first option that's brand new is that you can now disable the service mode for audible indicators by unchecking this box here. The other option that you have is to choose a low battery indicator that is voice versus tonal. As you can see here, I have voice checked, and up at the top you have several options to choose from so that your patient can choose what language they'd prefer to hear. Their low battery warning visual indicators is another excellent option for your patients who are nonverbal, so that if you have a caregiver who is taking care of that patient, you can enable low battery warning service mode or any other of those blinks on the back of the hearing aid so that the caregiver knows exactly what's going on with the hearing aid at any time.

Under your end fitting screen as well, you have the battery notification screen. This will give you not only your current battery level, but your overall battery health. As you can see, with intent, you have a fixed battery, which means that it is not field changeable. You will need to set it in for service when the battery needs to be replaced, which we expect to be in about five years. The last thing that I want to show you, actually, the second to last thing I want to show you is under the accessories screen.

Now, I have a friend who wears intent once and she is in and out of the airport a lot. And what I've noticed is that when I do a quick change to her phone accessory options right here, it really helps to her to allow her to be able to hear when she's at O'Hare airport or any of the other airports that she's flying through, but she does live in the Chicago area, so O'Hare is where she's at the most. So what I've done for her is I've changed the phone loudness up to the maximum, and I've changed the mic relative to the phone down to the minimum, which means that the phone loudness is at a plus nine. The environmental sounds coming in from the hearing aids while the phone is streaming is at a minus twelve. This gives a greater signal to noise ratio, or attenuation between the two, so that she can hear what's going on on the phone when she's on an important phone call while waiting to board her flight.

This is also something that you can do for your tv adapter and your connect clip for any of your patients who have multiple accessories. And finally, we have under generate report a hearing instrument quick guide that is great to print out for your patients so they can get instructions on their hearing aids right away. We have a large number of languages to choose from so that if your patient happens to be a non native english speaker, you can pick their native language and print out this five page quick guide to give them instructions in their own native language on how to take care of the hearing aids and what their programs are doing.

If you'd like to learn more information on a first fit, please reach out to your Oticon account manager.

Thank you for listening to our g two fitting focus series on Oticon intent. First Fitzhe I hope you have the information you need to successfully fit oticon intent for your patients. If you would like a more complete overview of our fitting software, please check out our 1 hour Genie two course on audiology. Genie two navigating Oticon's fitting software.