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Introducing Beltone Solus Max 2.0

Presenter: Laura Schachtel, AuD, FAAA

And welcome, everyone, to today's webinar. Introducing Beltone, Solus Max 2.0. We are so pleased to welcome with us a very talented and wonderful presenter, Doctor Laura Schachtel. Laura Hand, thanks to you. Thanks, Kimberly.

Hi everyone, and welcome again. As Kimberly said, I'm Doctor Laura Schachtel, the product training development manager for Beltone. So this very quick and I will try to pace myself better this time, but session is going to cover our new version of Solus Max, which is SolaceMax 2.0. This is one of the bigger changes to our fitting software that we've done in quite a long time. But we hope that the changes that we've done just help make your fitting process a little bit more intuitive and maybe can streamline some of your weighting in the software so that at that appointment time, you can get through the fitting software efficiently as you can, to then just spend more time with your patient, kind of face to face without the computer screen right in front of you.

As Kimberly said, there are lots of handouts for this session today and for the ones this week if you can't find them, they're all available on our homepage, beltonuniversity.com. they're just under different tabs, not all nicely packaged in one location. So our learning outcomes for today. Come on, mouse. There we go.

Are to be able to describe the function of our new home screen, to list the improvements that we've made to the gain adjustment screen, and then to list three improvements for viewing and creating reports. So before I show you the new look of Solace Max 2.0, and maybe some of you have already downloaded it and you've seen it. So surprise is not going to be for you, but for everyone else. Let me just explain a little bit as to how we got to Solacemax 2.0. So if there's one thing really separating you and your patients, it is that fitting software, because it kind of is a physical barrier between the two of you.

But this is where you do all of your magic to really help the patient hear as best as they can. And this is also why we are constantly trying to improve the fitting software to really give you what you want, the tools you need, where you need them, to make your process more efficient, so that you can spend more time with your patient, counseling, or just chit chatting with them, or just learning a little bit more about them, building that trusted relationship. So what's new in Solacemax 2.0? Well, as you kind of heard through my learning outcome. We've revamped or kind of really re envisioned this home screen, which really will help with your fitting flow, be a little bit more intuitive.

There is also on one of the pages a direct link where you can now order hearing aids right out of the fitting software. And then finally, there's new features in part of this homepage to really put things at your fingertipss. So if you have a question on how do I do something, well, there's how to videos there if you need to look up some information. There's support tabs and links right there in the fitting software for you. But it's not just about the homepage.

Again, we've made a couple changes to the fitting screen. We have a new NOAA button, and we've made a few changes with SmartGain. And as I said, we've updated some of the reporting to again, help you with your efficiency in your office. But let's look at that first change. And so this is what maybe someone, if some of you just looked at Solacemax 1.18.

And I remember when this screen first came out about 2017 with Solus 1.0, it kind of was a lot to look at. And it took you a moment to really figure out where the all important connect to bell tone solace Max button is. And it's kind of tucked away in that right corner. What am I really looking at here on the screen is pretty much half the screen are the hearing aids that my patient is wearing, which I don't think I really needed to be seeing as big on this screen. The other part of the screen is basically our product catalog.

Why do I need to see a whole product catalog when I've already fit my patients with hearing Aids? Because I can see the whole bottom part of the screen of what I fit them with. I just want to connect them into the heart of the software and make some change for my patient, save and get on with my day. So the update starts with our new splash. So you get to see a new look and feel as Solus kind of loads in the background.

So are you ready for it? Here is the new look of Solus 2.0. And what a huge change, right? And pretty much anyone, whether you're experienced or this is the first time you've sat behind the chair in a hearing aid office, you know exactly what button to push to connect into the fitting software because it's that nice big blue button right in front of the screen. So you can also notice that there is a lot less distractive things on the screen.

So we're 74% cleaner look and feel. So everything that's on this homepage is probably something you would like to know. But we haven't tucked away the all important buttons to get into the fitting software. And also, did you notice the different coloring those top tabs and that header is now in this black color or anthracite color. Just kind of, again, going with the times where a lot of cell phones now have that dark mode.

So you could say Solus Max 2.0 is in the dark mode. So it's just a little bit more current look to other kind of phone applications. Now, did you notice here on top there's this navigation bar. So we have our home screen, but we also have four other tabs of tools for you to use. So the catalog tab is what it is.

It's our course catalog. And we'll talk more about each one of these in a moment. Catalog is the course catalog. Resources are links and tools for you. So for education, for user guides, for how to videos update, yeah, it holds all the updates to like the Noah link, wireless accessories, the fitting software, and then the preference tab.

This is the preferences that was in the edit preference back in 1.18. We pulled them up front. A lot of feedback from you guys saying this is what you wanted. We've now pulled it up front for you to access without having to get into the heart of the fitting software. So again, the catalog page allows you to accomplish three primary tasks.

One, you can view and compare hearing aid features on specifications. Two, you can start a simulated fitting, and then three, you can click on that order link, that button at the bottom, and it will open to our e commerce page where you would then log in and then find the hearing aids that you wanted to order for the patient. Now with a brand new patient, one that has no saved hearing aid information. In your NOAA file on this catalog page, you will see what you see here. Just kind of an outline of some hearing aids.

Now to simulate a product, you just select from the list here on the left. And to help you narrow down some of those options, you can filter, same filter that we had in our old version of software, but you can filter by product, family style of hearing aid. And then by like the connectivity feature you might want in that hearing aid. Now once you select hearing aids, you can compare their feature set. So this can help you with counseling a patient.

So you could pull up a serene 17 and then compare it like I am to a serene nine. Or you could pull up a serene 17 and compare it to a serene six. Because if you scrolled down that page, you would see all of the features listed and then you would have a check mark basically stating that the right hearing aid, my 17, does not have cross link directionality. Three it shouldn't. If we scrolled further down the page, it would have the check mark for cross-link directionality.

So this can kind of help, if need be, with the patient. Go through what feature is in what technology level. And again, you can also compare any differences in those ANSI standards as well. Now, once you've selected hearing aids, you can then click on that order button. So once hearing aids are

selected, that order button becomes active, so it turns blue for you.

So you can now kind of with the process that you go through with the patient. Once you're done, you've done your demo. The patient's like, yes, let's do it. Maybe instead of just having them sign the contract, you then with them, or go through the online ordering process of ordering the hearing aids with them. This might be another chance to pick a color or double check that you measured the right receiver.

So for some patients, it might be a nice visual kind of confirmation that the hearing aids have been ordered. And this might just help your office flow where you can do something right away and then move on to the next patient, not just having orders kind of accumulate and then at the end of the day, have to kind of rush through and order everything. Now, on our resources page, there's several links here. So that first link you see is education. And this will take you to the Beltone University homepage.

Again, that's www.beltoneuniversity.com. and the page opens and it interacts just like as if you went to a web browser and pulled up the home page. So you can search under our products, our app, our accessories. You can still click on the belt from university button and then log yourself into TrainCaster to take any one of our university courses to register yourself for one of our live classes. So at your fingertipss in the fitting software, now you have access to all of the things that training does to provide help for you.

The next tab is gnhearing.com, but for us, it's going to launch Bell tone community so that you have the latest order forms and the latest communications right at your fingertips. Then we have user guides. So for someone that's new and is new to belt tone, they're not used to Solus Max. This kind of outlines the screens and how to use Solus Max. And as any more user guides and that might be misleading.

It's not user for the patient, it's user for you guys. For the HCPS guides on the fitting software, a few more I think might get added as time goes on. The next button is support and this goes to our

belltone.com help center where you can get the latest support for hearing aids. And it has that all important compatibility list for cell phones and our hearing aids. Someone walks in with a phone, you can very quickly check if their phone is compatible.

And that last button is videos. And this launches our corporate YouTube page where you can watch how to videos for cleaning and doing maybe some repairs with the hearing aids. Something maybe you can watch with the patient to just help them with their care and daily cleaning as well. I just want to point out that when you get into the fitting part of solace Max under that help tab, we still have the counseling tools like the hearing loss simulator, and we still have those feature animation videos as well that help explain some of our features. So they're not up here under resources.

They're still tucked in under the help tab on that fitting page. So when we go to the update page, you have a button that will link you under the NOAA link updater to the Himsa webpage where you can then see if there is a update to the NOAA link wireless we don't have any communication like wirelessly if you will, with Himsa, so we won't indicate that an update is pending, but it's just something that you can check or through a communication we might mention there is an update. This is how you can easily get that update and update your NOAA link wireless fitting software update. So when we have a software update, you will get notified both on the little circle button and up on top on that navigation bar that there is an update to the fitting software. So when you click on that it will just let you know that your software either is up to date, which it should be.

If you don't see the indicator with the indicator, it will tell you what the next version is and that you can go ahead and install that version. And then the last button here is for the accessory updater. So just to remind you that to update an accessory, the no link wireless needs to be connected to the computer and then you can go ahead and update any accessories. Now this accessory desktop shortcut that used to install with all our previous versions of Solus Macs, we no longer need this because we have

kind of that same functionality now cooked into the fitting software. So you won't see that accessory desktop icon anymore.

You will just have the Beltone Solace Max desktop icon. And so this might be something nice where if there is an accessory update for, let's say all of our tv streamer pluses and we let you know, maybe the PCC can have this set up with the Noah link wireless and just run the updates because it's not patient specific for the update. It's just yep, this accessory has an update and then the software will go ahead and run that update. Patients also can do their own firmware update through the app if their accessory is also paired to their app. Now again, this last page is preferences.

And again this is moving. This upfront comes directly from requests from you guys, and it's been a couple of years, we've heard this a few times, but we were finally now able to move the preferences upfront and pretty much it's the same preferences as what you had under edit preferences. But just notice that again it's a more modern look. The user interface little toggle buttons are now more in line with what you're used to with cell phones and tablets. So it's just a little bit easier to tell what you actually turned on versus off.

And then we still have those different pages of preferences. So user preferences, machine preferences, clinic information, all of this is essentially the same as it was. We've just moved it up front onto that home screen. If you do make a change, the save button at the very bottom will become active. It will turn blue and when you click on that a message will pop up.

Just letting you know, as always, that you need to restart the fitting software in order for that change to take effect. Now remember I said earlier that you can access the homepage without selecting a NOAA patient first. All you need to do is click on that Solus Max desktop icon and you'll be brought to this screen. Now you can select any of the buttons at the top from that top. Navigation so if you wanted to make a preference change, if you were just checking if you had an update to your fitting software, if you

just wanted to go in and watch a YouTube video, you can do all of that without having a patient.

But to select a patient, you would just click the button. Add or select a patient, your NOAA system would pop up, you click ok, you'd pull up your patient and once you had your patient selected, you would be here. So this patient has no hearing aid data. So again we're just seeing the outlines of the hearing aids. So now I could go to the catalog page, select some hearing aids, and then simulate a fitting.

If I wanted for the patient, I could counsel the patient on what hearing aids would be best for them. Now, if you're entering the fitting software for a follow up fitting so a patient has data in their NOAA, I think most of us enter Solus max by going to the last save session, clicking on that date, and then we're used to going into that gain adjustment screen where from the sidebar we would click on connect and then the hearing aids would connect to the software. This is just the way I've always gone in for a follow up fitting, and you can still do exactly that with Solace Max 2.0. Others prefer to go in through NOAA by clicking the little tile for Beltone Solus Max. So when you click that tile in Noah, it will bring you to the homepage.

And I've noticed at least the little bit of time I've had in the software that it's easiest to click on remote fitting. It brings me to the gain screen where I would then click on Connect to, then connect to my instruments. Now, if you did click on the Connect to Beltone Solus Max button, you would be moved to the assign instrument page where it would already tell you these are the hearing aids that were last fit. You would click on continue. You would run through your MSG calibration again.

You would want to recalibrate if you've changed your domes, change the receiver power, hearing aids come back from repair, or patients complaining about feedback. You would want to rerun the calibration. If everything looks good, you would click on continue and then you would progress into that gain adjustment screen. But your hearing aids are already connected, so you can kind of get to this

page several different ways. It just depends on what you prefer.

Now I just want to pause on this page to review and then point out a few other items. You may have noticed that the hearing aid style, receiver type, serial number, and dome type are displayed on this page. This allows you a quick, easy way to read this information if it's not noted in your patient's chart. Serial numbers were something that was not on that 18 launcher or home screen, so now we've brought the serial numbers up front as well. Also, notice how the connect button here is grayed out.

And that's just an indicator for you to know that you have not actually connected the hearing aids to the fitting software. Clicking on the Connect to Beltone Solus Max button will start that connection flow. So it'll go to, you know, finding the instruments, the MSG calibration, kind of what we just talked about on that last slide. But once you're in the gain screen, I just want to point out that that new home button is accessible from any screen. So if you were to click on the home button, it brings you back to the home page.

But notice now that we have that bar filled in green, and it's just letting you know that the hearing aids are connected and they're live in the fitting software. Now, once in the gain adjustment screen, you'll see another new item, and that's the instrument MPO button. In previous versions of Solus, we were providing, you prescribed MPO, and that's what we're still doing right now. But the prescribed MPO is based on the fitting formula selected. However, we've learned from many of you that in several cases, due to the degree of hearing loss, the prescribed MPO is not enough for your patient.

So to easily help you increase the MPO, we now have this use instrument MPO button that will set the MPO to the maximum of the hearing instrument, just with one easy click. Also, in Solus Max 2.0, we've changed how we calculate the MPO and our g 90 curve. So, as I just stated, the MPO numbers are coming from the fitting formula. To calculate a more accurate g 90 curve, we now use the measured frequency specific UCLs. So why?

It's very important that you measure them and put them in the audiogram, and then under preferences state, use frequency specific UCLs and we'll calculate a much more accurate g 90 curve. Now, we all want to ensure that we're not providing too much amplification for patients, but using a lower MPO does not ensure this, but it will cause saturation and therefore sound distortion. So, let's take a look at output view to better understand these MPO setting changes. And just as a reminder, in order to get to the output view, you go under display options and you check the box for output view. So here we have the prescribed MPO and the instrument MPO.

And notice in the gain chart, the numbers for MPO have increased from prescribed to instrumenthouse, but our compression ratio has not changed. Those numbers for compression ratio will only change if you make a change to the g 50, 70 or 90 gain handles. Changing anything with the MPO will not actually change those numbers, which can be a little deceiving because decreasing the MPO does actually cause compression. It's just our fitting software isn't showing you this. So the red line here is the MPO.

And notice with the instrument MPO, there is a lot more room or separation between that MPO and the g 90 curve. But if we look at the prescribed MPO, notice how the MPO, that red line, is quite literally compressing the g 90 curve. So the patient using prescribed MPO is going to have sound distortion, where the patient using instrument MPO is going to hear wonderfully and say, these are great. Big difference, but it's hard to see it sometimes just from the gain graph. And that's why going into output view can really be beneficial.

So I want to explain a little bit more why we're saying you should probably use instrument MPO a little bit more than you thought. So let's say you have a patient that enjoys going to music concerts. We'll call him Jeff. And we all know that concerts can be loud and can reach over 110 decibels. If your patient has the gain set like it is right here, is he going to be able to enjoy his concert?

Well, to answer that, we need to do a little math. Let's say the concert's 110 decibels. Looking at the input, it's a loud sound. So we're going to look at our G 90, and we see that we need to add on average, because we'll average our frequencies about eight decibels of gain, which would make our output 108 decibels HL, or 116 and a half decibels SPL. Please remember that MPO is measured in dbSPL, not HL.

So these current NPO values are not sufficient for Jeff to enjoy his concert. He's going to hear his music sounding very compressed and possibly distorted. Looking at our output view, we can see why the MPO is limiting or definitely compressing that G 90 curve and maybe even that G 70 curve. So for those that can't get your head around this, here's a very completely different way to look at it. And it's with like a house analogy.

So let's pretend that the roof of the house is our MPO and the output of our hearing aid is the ceiling of that second floor room. Now, in houses, we have attic spaces to allow for some separation between the roof line and the rooms, to allow for air to circulate, to keep temperature controlled. Well, when we fit hearing aids, we want separation between MPO and the G 90 output to allow sounds to grow and to avoid over compressing the sounds, which again, would cause distortion. So when would you use the instrument MPO? When fitting a patient with a very small dynamic range when the patient reports that their hearing aid is not loud enough, sounds are muffled or they're unclear.

When you're fitting a hearing aid where you cannot increase the receiver power. So probably like a custom or BTE product. And just keep in mind that the lower power the receiver is, the lower the MPO will be. And then lastly, if you're setting up a music program for somebody, you would want to have the widest range of MPO as possible. Now when using instrument MPO, that button only applies to the current program.

So if you want the change to apply to other programs, you would either auto relate or you can cherry pick which programs to use. Now last year we kind of changed our restaurant program to the hearing noise program and we essentially kind of turned off those SmartGain settings. But due to feedback from you and some internal testing, we realized that maybe turning on smart gain would be beneficial to the patients. So now with new fittings and Solus Max 2.0 for the hearing noise program, SmartGain settings will default like this. And they will only default this way in the hear and noise program.

Now if you had a patient who's coming back for a follow up fitting, they're not automatically going to get these new defaults. You will have to manually push it to your patient and all you have to do is go under smart gain in the hearing noise program and just turn on the SmartGain settings and they will turn on to the new defaults for the patient. Now earlier I said I had a few updates to the reports page, and again, we're always trying to update this to just make it more easy for you. So the update here is under print. If you select both for a clinician or patient and then save that the next time you come in, it will remember that selection.

Also, we've had some of you ask for ways to download your patient's data logging. So we have that in a roundabout way by adding this save as PDF button. So with the hearing aids connected you can see the data logging. You would click on that button to save the data logging as a PDF, so it will download it into your downloads folder or you can choose a different folder, you will see the PDF, you can open that and then go ahead and print the data logging. You can also pull down out of the GN online service cloud the patient's data logging.

As long as the patient is in GN online services and you've logged into the software, you've selected that patient, you've gone to data logging, their information should be there and you should be able to then download that as well if you wanted. Now, we also know that you're busy and maybe you don't really want to print all of these reports, but you would like a quick view to see the patient report or to see your

clinician report. So all you need to do now is click on the little eye image here and then the report. The clinician report will appear in the NOAA viewer. But in order to get this kind of fast view in NOAA, you need to go to your preferences, then under machine preferences and turn on or enable that fast view.

So make it go green, click Save, come out of the fitting software, relaunch it, and then you'll be able to see that eye icon. And again when you click on it, you'll get kind of a read view of that report. And then lastly, we do understand that you're busy in your offices and sometimes if you wanted to print a report, we didn't always get around to printing the day of the session, but when you printed the report, it was printing the day you printed and that might have caused some confusion with charts. So now when you print, no matter if it's the day of or three weeks later, it will print the session date plus the date that you actually printed the report to again help you with your paper and charts to keep things organized. So just to quickly summarize, Beltone Solace Max 2.0 now has our new home screen that allows quick access to important features from the navigation bar at the top of the screen.

The new home screen also has a cleaner look for a more intuitive experience when in the gain adjustment screen you have quick access to the hearing instrument MPO and the new smart gain defaults for our hear and noise program and under reports you can now set your defaults for prints. You can download print the data logging. You have the fast view to just look at one of your clinician reports and you can also now print and you will see the session date and the date of the printing. So with that, I just want to thank all of you so much for joining me for this quick 30 minutes session on our new fitting software. If you need to, you can always rewatch this course again, or if you want more information on Beltone Solace Max 2.0 or any of the updates to Beltone Serene, you can take the courses on Beltone University.

I just peeked over there and there have been no questions that have come in, so I'll stay on for another second if you were just finishing up. Otherwise I really thank you all so much for spending this 30

minutes to learn about our update to our fitting software, and I hope all of you can join me tomorrow as we talk about our Beltone Serene wireless Itc. Again. If you have any questions, please feel free to contact any of us on the training team or if you need to, audiology support. So thank you everyone.

Enjoy the rest of your day.