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ReSound Smart Fit 2.Oh, the Advanced Features

Presenter: Laina Burdick, AuD, CCC-A

Guys, it is top of the hour. I wanted to first of all, thank you guys for coming to today's training. It is titled Smart Fit 2.0 Advanced features. So I'm Laina Burdick, field training audiologist for Resound. I'm going to be walking you through some advanced features today with kind of the emphasis on case studies when you would use these advanced features.

Let's first and foremost get started with our learning objectives. So after this course, participants will be able to address common patient complaints using Resound Smart Fit 2.0. You will be able to solve challenging patient issues using Resound Smart Fit 2.0 advanced features. And then participants will be able to differentiate features and technology levels from 5, 7 and 9. As we go through this, if you do have any questions, you can put them in the question box or in the chat box.

So as I go through all of this, if you realize that you want some more one on one training or have any further questions, please feel free to reach out to any of those people on your screen. There's of course customer care, your territory, sales manager inside sales manager, field training audiologist like me or remote training audiologist, which is like me but remote. So we will spend the majority of the time in the software. So I am going to close out of PowerPoint and we will just pull up our Smart Fit software. So I'm going to move over here so you can see I already have a set of Nexia devices connected here and our most current software is Smart Fit 2.0.

So this is the most current software, Smart Fit 2.0. This is where we're just going to start over here in the patient screen. So what I like to remember is especially a first fitting. You're going to move from left to right across this top thick ribbon here. So let's talk about some troubleshooting that you can take care of right here in this patient profile screen.

So as a reminder, here is the target rule. So you can stay at the proprietary or go to NAL and L2DSL5, whatever you feel most comfortable with. This is the experience level. So here this you can change if the gain is going to meet targets. So experience level nonlinear, that is meeting targets.

First time user that is. And it gives you a great description here. Focus on comfort and then first time user onboarding. You can see now it's taking gain levels down to 70%. So it's 70% of targets and this offers the most comfort and noise.

And this is also going to change some of the advanced features.

So if you have a person in first time user, they come back into the office and they're saying, you know, I like my hearing aids but I'm still having some problems hearing people. You know, the hearing aid volume is either. They could be either way. It could be the hearing aid volume is too loud or too soft. So a way you could do that if the hearing aid volume is too loud.

One way I like to think of it as an easy button is to hit first time user onboarding. So if the hearing aid is hearing aid volume was too loud on first time user, push it back to first time user onboarding the hearing aid volume. We were here at first time user. They're struggling, it's too soft. Let's move it up to experience nonlinear.

And this would be more of hitting those targets here. So this experience level is a great way to do kind of an easy button of overall volume is either too soft or too loud.

I'm going to come back to data logging here in a second once we get to the environmental optimizer. But data logging is great to look at for a couple of things you can see here. I changed the experience level a couple of times and it's just checking to make sure is this what I really want to do? And I will hit apply changes. Wonderful.

So here with volume per environment that is going to show us how the patient changed the volume either with their app or the button in these different environments. And going to come back to this when

we talk about environmental optimizer. So let's go over to kind of the bread and butter here, gain adjustments. So everything that's under this gain adjustments is going to be dealing with how the gain is sounding different, things like that. So easy enough, you know, we, we can choose this, a single box, a single row, single column drag and drop to change it here and then changing between the different programs.

There is a something that I have heard in the field is my patient keeps coming back in and they are saying that it is intermittent. So the hearing aid keeps dropping out. I listen to the hearing aids and don't hear it doesn't seem to be intermittency due to the receiver. Something I like to look at is the mpo. So I'm going to change from gain view to output view here.

All right, so now looking at the output view, you can see this red line is the mpo. And then if you're a numbers person, you can see down here the MPO with the numbers and then the 80dB line. So what I see happen so let's make this have the problem. So if we had a lot of gain in about three and four, there we go.

Now you can see that my 80dB gain line is hitting that MPO. And then if you look down here, you can see the gain is at 103 and the MPO is at 103. So very likely this hearing aid does sound intermittent either when the patient is speaking loudly, walking into a loud environment. So to fix this, say I want to keep that gain there. I don't want to change the gain.

I can come here to the MPO and I'm going to unlink these so I can just do one at a time. And I am going to increase the MPO here. So you can see now there's a little bit of room. And now they probably won't be experiencing that intermittency over here on the left side at 3k, same thing. Well, let's say that I just want the maximum MPO that my the hearing aids will make.

We have this new button called Use Instrument mpo and like everything in our soft, almost everything in our software, you can hover over that button and it will tell you what's going to go on. So if I use instrument MPO you can see all the MPOs pop up there. Maybe not something that you'd want to do every time, but definitely if you want an easy button for NPO that is a way you can do it. And then so we made. I'm going to go back to gain view.

So we have made several changes here, but I don't think I like how that looks or the patient doesn't like how it sounds. So there is a back button. So you can see I'm taking it back to where we were just a little bit ago. So back buttons are always good to find in the software. And then if I did gain changes here in the first program, it does not automatically go to the second program.

A way to do that would be over here in Tools and you can hit auto relate and it's going to ask me a question. Where did, where do you want to take the changes from and which one do you want to put them to? So I made changes to program one, the all around program and I want to put them on to program two. And then you can see do I want to include MPO and gain or just mpo? And then you can hit both ears or right or left?

Let's do both ears this time. So now you can see that we have pushed those gain changes in MPO over to the second program.

So another thing here would be if your patient is saying, you know, I am having a hard time hearing my soft spoken granddaughter, but everything else is going great. So that's when I wouldn't necessarily stay here in this gain screen. In the fine tuning screen I'm going to go over into environmental optimizer. So in environmental optimizer I like to think of this as everything sounds good but. But so exactly like that last example was everything sounds good but my soft spoken granddaughter.

So for that one I'm going to come here to speech soft and increase. So that is going to give 4 decibels more gain over where over targets only when the environment is speech soft. So it won't change anything about the soft gain line. So the soft gain line stays the same and it only increases when the environment is speech soft. If you were to change the soft gain line, you're now going to take all of the soft inputs and make them louder.

So that may definitely help the soft spoken granddaughter. But then you're creating maybe some other problems. Like now all of my fall jackets when I'm walking are so loud I can hear pants rustling. You know, the leaves that crunching through walking in my neighborhood are now so loud. So I like to think about this is is the problem and all the time fine tuning or sometimes.

And that's when I'd go to environmental optimizer. And again if you get everything a little wonky and you're like oh, what did I do? Here is a reset button. So you can always hit that reset button there. So another, another complaint, patient complaint to handle here would be my own voice sounds different, it sounds funny, it sounds too loud.

That's when I would come here to speech loud and I would decrease this. So this is the first place I would go for own voice concerns. And this is because a lot of times the patient's or the wearer's mouth is so close to the hearing aids that it's getting classified as loud speech. And then if we put it back on default, you can see we're giving 2 more DB of gain over where we set it. So now we're amplifying it just a little bit more.

So own voice concerns, I do like to come here to speech loud and decrease it there a little bit. Another instance for an environment here would be the quiet environment. So I have heard complaints go either way. One would be when I am reading in my house and no one's talking, just reading quietly, I can hear every creek, I can Hear the wind blow and it is just not quiet enough for me to be able to concentrate. So a quiet environment is too noisy.

That's when I would back it up a little bit. So we're going to make that quiet environment a little bit softer. Conversely, if someone is saying, you know, even in quiet situations, I'm feeling a little closed off. I am not, you know, hearing everything that I think other people can hear in the house. That may be when you want to boost it up.

So if someone is feeling, you know, a little isolated in quiet environments, give them a little boost of gain. And then I'm going to come down here. So speech and noise moderate speech and noise loud. So these environments are an environment that has speech. So someone speaking and then there's noise in the background.

The moderate and loud indicate how loud the noise is. So this is going to tell you how loud the background noise is for these two. So here in Environmental Optimizer again you're thinking about gain. So I try to think where do I want to go if the speech is too soft or the noise is too loud? So I think about Environmental Optimizer for the signal.

Later we'll pop over to the noise tracker and that's going to handle the noise. And then another thing I've seen is I don't necessarily know every environment and I haven't been in every environment that our patients go in. So I'm not super sure what the bowling alley to sound two towns over sounds like, is it really loud? You know, is it going to be loud or moderate? So if I am unsure here what environment that bowling alley is being classified as, that's when I'm going to go back to the data logging and look to see are they changing volume in a particular environment.

So I don't know what that bowling alley is. Let's go over here to volume per environment. I would look here and see that, oh, maybe this patient is turning down their hearing aid in a speech in noise loud. So that way I know I come back to gain. I know which environment that they're struggling with.

And then down here, again, noise moderate and noise loud. You can see we're giving less gain in those environments. So this is a way for, for you to reduce some of that noise also. So again, I always like to think when the patient get tells me something wrong, is this an all the for fine tuning or is this is a sometimes everything good. But.

So that's when I go to Environmental Optimizer again there is a reset button because you can see I've changed all kinds of things and left and right aren't now even. Don't forget that reset button. So environmental optimizer is great there. But let's talk about some of the advanced features.

I feel like advanced features are really great because we have a lot of ability to change things in response to patients needs. But then it is also hard at first to learn everything and exactly where it is at. So let's start with these two first tabs here, Speech and comfort. So speech. This tab has everything in it that is addressing a speech issue.

So the patient has a complaint about speech. Comfort is again all of your comfort options. So I think kind of deciding before you even look down at the bottom to what advanced features are available. If you can decide is it speech or is it comfortable, it will help you kind of narrow down your options. So before we start talking about these, I do like that there is like a cheat code to the software.

If there is a feature you're not sure about, you can hover over it and it will give a little description about what that does. If there is a little I now you can see that this pops up and there is a silent video here. I mentioned silent for two reasons. One, even if you unmute it, there is no sound. And two, if you are unsure about something and you want to play this while you're with a patient, if they can't see your screen, they can't see that you needed a little extra help with the video.

So I am going to close this out before I start on the advanced features here. We have a question.

So I had mentioned that maybe not increasing MPO all the time. Is there a reason not to increase or max out mpo? So one of the reasons not to max out MPO would definitely be comfort. So if someone's MPO is set very high, you can see that it's getting up here in DB fairly high. So you know, we're at 112.

So it's definitely a comfort thing there. Comfort, safety, those kind of things to not max out mpo. Good question. Thank you for posting that.

All right. Okay, so let's, let's start with the speech section here. So the first one is directionality. So this is how the microphones are going to work in the hearing aids. They will always default to the topmost directionality for that level of technology.

I'm gonna go back to Game view. So you can see 360 all around is the directionality for this. But then you have omnidirectional Soft switching. And here for soft switching you can change around the beam width here. So if you want to set a fixed directional beam, you can definitely do that with soft switching.

And then spatial sense is a different one there. So as we know lots of manufacturers use all these words. Omnidirectional is very self explanatory. But if you're ever not sure what does 360 all around mean, you can go up here to help and then feature demonstration, it is going to pop up. There we go.

And this kind of gives you an explanation about all these different things. So 360 all arounds on there, autosopes on there, spatial sense. So if you do ever get really stuck, you can definitely go up there to that help menu. And I'm going to just close back out help and then feature demonstration. So another cheat sheet that's great for you lives right in the software.

So that would be directionality. This next one is directional mix and this is a level nine feature. So this one is only available for level nine. I'm going to click this video because I love the, I love how well it explains this. So in the blue, our low frequencies are always omnidirectional.

The mid frequencies are where it starts changing for the environment. So it can be directional or omnidirectional. The directional mix that is this crossover frequency. So if you go to the left it makes it more directional. If you go to the right it makes it more omnidirectional.

So left and right. What do I mean? So here we go to the left we're doing more omnidirectional. So everything under, you know, about 1250 and over, that's going to stay fixed omnidirectional and then everything above that can go into that directional beam. As you can see as I move up and make it more directional.

Now for medium you can see it's now down about 750 and then high you can see there's a lot more within that directional beam. So this is a feature that I wouldn't use as a first line of fixing any patient problem. So let's think back on that own voice complaint. So say that we, we saw the patient the first time ownvoice. We adjusted the environmental optimizer.

They wore it for a while and came back and said, you know, my voice is still sounding weird. Maybe you did game changes and have them try it out. But they're still coming back and saying that their own voice is not acceptable so they're going to reject them. It's not doing good. So we know that when we put people's voice into a directional beam, it sounds very unnatural.

So what could be happening is they're getting a lot of their own voice in the directional beam. So we need to put more and omnidirectional. So this default with the, with the bold here is low and I want to put more omnidirectional frequencies. I'm going to change it to very low. So now you can see we have more of those low frequencies into the directional beam.

So let's go back to default. And that default is bold in in all of the different advanced features. But why would I make it more directional? Why would I put more frequencies into the directional beam? This

would be a complaint of hearing and noise.

So my patient isn't hearing great and noise. I've already done some gain adjustments in environmental optimizer. I've already done some noise tracker adjustments and it's still not there for them. I may move to the right making it more directional. So now we have more directionality and more frequencies.

So that would be a reason I would move to more directional.

So let's look at this next one. And that would be time constants. So this is attack and release times. So syllabic is the fastest version, the fastest of our attack and release times. And the attack time is about 12 milliseconds with the release times at about 70 milliseconds and then all the way over to slow.

This is where we're going to take about 30 milliseconds for the attack and almost 4,000 milliseconds for the release. So you can definitely say that is a much slower attack and release time. This is only available in level 7 and 9. So this is a 7 and 9 feature and some reasons I might change this. So syllabic is the default for every hearing loss for the the all around automatic program.

One reason I might bump it to slow. So say that my patient's word recognition is less than 50%. That's when I want to move it to slow. Or say that they have Alzheimer's dementia, something where we know that their processing is just a little bit slower. So either due to word scores or other diagnosis, we know that they just need a little bit more time, a little bit more processing time to move it over to slow.

So that is a great example of when to move it to slow. Another time may be if you're moving a patient from a different manufacturer, say they have a slower time constant. You might or attack and Release time. You might, if you know what the other manufacturer has, slow it down to similar to that manufacturer. With those folks, I would be happy to speed it up over time.

Another reason to slow down time constants a little bit is if someone is saying, this isn't sounding richer or full enough. Conversely, they're saying this sounds tinny. This sounds tinny. And you've already done a lot of game changes. They could be just perceiving, not the full attack and release time.

So this is great. If someone kind of has a complaint about sound quality and, you know, it's. It's tinny all the time, or I've even heard people maybe say, you know, I'm not sure what. What it sometimes can even be described as like crackly. So again, they're not being able to hear both all the attack and release time.

I might slow it down just to see if that is going to fix their problem. So I really love time constants as a something to try for patience.

And now let's look at sound shaper. So sound shaper is frequency lowering. So we default off for all of our fits. So it's always going to be off. But say that it was suggested for a fit.

You might see bold here. It might be bold, mild might be bolded. And that's where we're like, where we're saying, if you'd like to turn it on, we think it would. Mild would be the best. And you can see here on the screen, it is marking where it is going to start that frequency frequency lowering.

There's also a great video here that if I'm turning this on and my patient's a person that likes to know exactly, you know, maybe what you're doing in the hearing aid. This is a great video. You know, it's showing here the cochlear envelope and it's just going to show that maybe there is a dead region in the cochlea. And instead of trying to amplify something there or there's distortion, we're going to smush that over into where the patient has great hearing. So there a check mark.

We can hear now. So a couple of reasons. What will a patient describe that has me turn this on and this might be a sound of distortion. They're saying that, you know, they might be missing things or they have

no response for some of the higher frequencies when you did your hearing test. So an audiogram with no response.

This may be where you turn this on. Another one would be again, if you're switching from an older set of hearing aids or a different manufacturer. You just want to see did they have this on in their past hearing aids and if they did, match it up to their new hearing aids.

So that kind of covers everything in our speech section here. I'm going to move over to Comfort. If you need any clarity, don't hesitate to put it in the chat. So here we are in the Comfort tab and before you guys got on, I'm looking at this DFS Ultra 3. So DFS is digital feedback system.

Before you guys came on, I ran calibration in the right ear and I didn't run calibration in the left ear just so you guys could see what that looks like in both instances. Normally we want you to run calibration every time because we want this to look like this right ear. But just for example purposes I only did calibration in the right ear. So digital feedback system handles our feedback. So we don't do gain reduction for feedback, we do spectral subtraction.

So that's why you're not going to lose your gain when you run our feedback management. So that's definitely one of the reasons that we want you to go ahead and do feedback tests. So the Digital Feedback System Ultra3 as its official name is it is available for all levels of technology. It will have a mild, moderate, strong and music. Again, we want you to run feedback for every fit and even if you change the receiver strength, we definitely want you to run it back then.

So how I think about this mild feedback management, you know, I think about taking a walk. Mild is, you know, I'm definitely sauntering, I'm not walking too fast. I've got all the time in the world to get to where I'm going. Moderate, you know, that's going to be. I don't handle slow walkers, but I'm still enjoying myself.

But maybe I've got to get there, you know, by a certain time. Strong, that's going to be like a person speed walking to get somewhere because they're very late. So it's going to be a lot stronger working a lot harder to do feedback. And then music, Music is almost off. But that is a very laid back walker.

Like this kind of walker may even stop to pick something up or if you're anything like my son, he's going to pick up a stick or a leaf to show me and that's going to be more like how music is. So it's just a continuation. I don't routinely seeing very many people have to turn this past the default but if your patient is experiencing feedback, definitely bump it up there to get it to work a little bit harder, to get it to go a little bit faster on its walk. And then if we look on the left here, again, we want you to run the calibration, but if you didn't, it will look like this auto dfs. And that is just going to give kind of an average feedback based on lots of users.

So this is only there if you didn't run feedback, we would like you to run feedback and it should look like this. The next one down is Noise tracker. So I kept alluding to the noise system and this is it. So Noise Tracker 2 handles our background noise, and this will look very different based on what level of technology you have. So this reduces noise by spectral subtraction.

So it analyzes incoming sound, recognizes their speech present, and then it carries out and uses an opposite wave to cancel out background noise. So lots of physics there. But if we remember back that a wave going one way will get canceled out if there's a wave going in the exact opposite way. So here I have Level 9 devices hooked up to my computer. So you're going to see that it has noise tracker per environment.

And I'm going to click this cog wheel. And now you can see you can customize these noise features on different environments. Also, this is going to go out and this can give you up to 10 decibels of noise reduction. Again, reset button. There we go.

So these are negative numbers telling you how much noise we are going to take out. So speech and noise, loud. So my patient says, I go to Texas Roadhouse with my wife probably every other Friday. When I get there, I just can't. I just can't hear her very well.

The next thing I would ask is, is the background noise uncomfortable or is your wife hard to hear? Or is it both? If the patient just says, no, I can hear my wife. Okay. It is just the background noise is so bothersome.

That's when I would stay here and then I would increase this. So I'm going to take out more of that background noise. Say he. The patient says, no, I can, or it's both. That's when I would increase a little bit on the environmental optimizer to give his wife's speech a little boost.

And then I would come over here and take that background noise out a little bit more. So now you can see that I have taken out 8dB of background noise when the environment is speech and noise. So there is a big difference between these two when the difference is more than 2 to 3, the patient may hear the hearing aid shift into reducing more background noise. So 2 to 3 is about where you're safe. They probably won't hear any differences.

If we go to more than that, they may hear the difference. Two things to do about that. One, they really do need this big reduction in background noise. Then it's kind of just a counseling thing. Hey, you know, when things start getting really loud in Texas Roadhouse, you may hear that.

Hear the hearing aids suppress all that background noise. And that's because that you said was really bothersome. Another thing, maybe just to reduce it a little bit, because maybe you're not comfortable with having them hear it. Or we just know our patients have different personalities. One person may not be bothered by hearing the hearing aid change.

Another patient may be really bothered that they can hear something going on with their hearing aid. So that kind of has to just do with counseling and knowing your patient. I just wanted you guys to be aware that if there is a big difference between what is above and below it, that they may hear the change.

So With a Level 9 technology, you can get. We max it out. You can get up to 10 decibels of background noise reduction. So I do like to point this out to a patient. If someone is deciding between am I going to stick with a level 7 or a level 9.

Because in a level 9, you get this cool chart that is makes the hearing aid the most customizable. I'm going to close this out. If you want everything to take out 10 decibels of background noise, that's when you'd click it over here to strong. So for a level seven, you're going to have considerable, moderate, mild, and off. For a level five, you're going to have even less on that slider.

So that's definitely something to think about when suggesting technology levels. This next one down is wind guard. So this is going to reduce the wind noise in the background. And this is largely based on having the sound hit the microphones in different times. So the turbulence caused by the wind will make the sound hit the microphones at different times.

And this brings that wind noise down. So great. If my patient is a golfer, a gardener, that may be something that I boost them up a little bit because I know they spend a lot of time out in the wind. This next one is impulse noise reduction. So this is for a lot of those.

Those loud sounds that are fast and loud. So think a dog barking or a door slamming. I even had a patient describe this as when I went and shut my office door, it sounded like a firecracker or setting a coffee mug down on the table. All of these things give that loud, intense sound. So this is a great way to kind of bring those down.

So it's a comfort thing. So great one, I've also had this. It was set to, it was set to mild. Patient came in and told me, well, we just got all this brand new tile in our whole bottom part of our house and now I cannot stand how my boots and how my wife's shoes are so loud on those tiled floors. So it may not even be something that changed within the hearing aid.

It could be something that changed within their environment that can have you move these around.

So the last one here would be expansion and I'm going to click this little video. So expansion is talking about low level noises in the environment, in mostly quiet environments. So you can see here her refrigerator is making probably a humming or a buzzing. And this is going to add an additional knee point for those low level sounds to reduce that down. So great if you know, someone gets into their office, okay, you fix their door slamming issue.

But now it is summertime and the air conditioner coming on is so loud and so distracting that this may be when you increase expansion there. So increasing expansion, taking out more of those low level sounds. I'm going to come over here to device controls. This wouldn't seem like where you would go for a patient complaint, but there is a specific complaint to solve over here in accessories. So in accessories down here at the bottom, all of these different accessories, including the phone, have these two options.

So one is streaming based boost. I'm going to flip over to mobile devices because this is where I've heard it the most and I've had this in clinic and you guys probably had to. Someone comes back in and they like their hearing aids, they're hearing better and then they tell you. But when I stream music or my podcast or videos on my phone, it just doesn't sound great. My earbuds sound so much better.

So this may be that they're in an open fit or a less occluding fit and some of those low frequencies are escaping out of the ear canal, which is great. You know that's going to be great for own voice. If they had a completely occluded hearing aid like their earbuds, they're probably going to hate them and give them back. So what I do, what I could do for that would be increasing the streaming bass boost. So it's only going to give more of those low frequencies for streaming.

So you can bump that up to strong or moderate and you can do that for your mobile device. Tv, streamers, multi mic. Someone still has a phone clip. You can do that here too. This is also important if you are doing a bimodal fitting with either a BAHA or a cochlear implant.

You we are suggesting that you do change this mic relative to streamer over to negative six and this mic relative to streamer. That's saying what is the mix between microphone in the environment and the streamer. So whether that be tv, the partner mic, multi mic, mini mic, or the mobile device, if someone has an app, they can adjust this on their own too. So I think about this. If someone rides the bus or is in a classroom that they can adjust this.

Maybe, you know, they're on the school bus either as a teacher. Well, probably not as a teacher. They probably listen to the kids. But say you're on a school bus as a student and you want to mute your surroundings. You could push this over to mute do here.

And now you're only listening to your audiobook. So nothing from the environment, all from whatever you're streaming there. So that's kind of a big overview of these different advanced features. I'm going to pull open some a case study here so we can kind of work through one together. So I have.

Melissa is a new user. This is her third follow up appointment. Her you've already reduced high frequencies significantly at her last visit. So we've taken down a lot of the highs already. So this was maybe the last visit.

Click. Her hearing aid is still sounding tinny and she reports that there is some crackling. So we don't want to take out any more high pitches because we already did that. So let's think about advanced features. My thought process is okay, it's still sounding tinny and some crackling.

So that's going to be time constants. So I would decrease them a little bit and then ask her how is this sounding now? Is this still, still sounding tinny? And then again, ask her about that crackling. So the attack and release time was maybe just a little fast for her to hear.

So we need to bring that down so it sounds less tinny.

All right, our next one. This patient is Penny. She was fit two weeks ago and she seems to be doing really great with her hearing aids. She's meeting all of her goals. She can hear grandkids, she can hear at the theater when her spouse leaned over to whisper something in her ear.

But she has a dog that barks all the time. The bark is sharp, loud and sudden. This is uncomfortable. You guys want to put in the chat what you think to do.

So this is something that is sharp, loud and uncomfortable. So I don't think we're going to be in speech. I'm going to go over to comfort and then I'm going to go to impulse noise. Yep, perfect. Someone put it in the chat.

Two people love it. So yeah, my big example for dogs is that impulse noise. I always think slamming door, anything that kind of gets people describe as like that firecracker reaction. That is always where I think, oh, I need impulse noise.

Okay, let me do another one here. Our next one is Wayne. He is an experienced hearing aid user. He recently complained of a sound quality issue. It just isn't sounding as rich and full as he thinks it should in the chat.

You can put where you think this can go. Where do you think we should go with this? So he reports a vague quality with sound, a vague problem with sound quality. He wants a richer, fuller sound and he did just switch from a different manufacturer to resound.

Go back over here. So I don't think that's a gain issue.

So a richer, fuller sound. Yep. Someone in the chat got it right. We're gonna come over to time constants. I.

Yep, slowing down. So slowing it down. Maybe he's not able to hear again that attack and release time like we think we like we think other people do because everybody is different and no one is a robot. So what works for one person may not work for Wayne. Okay, let's look at another case study.

Okay, so now we have Ed. He's an experienced user. He reports that he's hearing pretty well most of the time. It's great. But he mentions that his wife has Parkinson's and it's getting a little bit worse.

And she is kind of hard to understand because she speaks so softly. So something is soft. That definitely sounds like gain.

So for the most part he's input in the chat. Where you guys think we should go with this? For the most part he's good. But just his soft spoken wife. So that to me good.

Yep. In the chat we got a great answer. So that to me sounds like environmental optimizer. And Barbara even put environmental optimizer increase. Yep.

For quiet soft speech. So great. We know that it's not all the time, it's just sometimes for that soft speech. So environmental optimizer, great for everything is good. But our next case history, we have Jen, she has worn custom devices for about nine months.

She is in level nine. So she's in that premium technology for about nine months. She reports struggling to hear well in restaurants. And when you ask her, you know, can you describe that a little bit better? She reveals that both speech isn't loud enough and background noise is too loud.

So we kind of got two issues going on here. So for speech not loud enough I. Well first I would go to the data logging and see, you know, where is she turning, where is she turning, volume up or down. Just so I know where what these restaurants are, where is she going, what's it being classified as? And then maybe it is a speech.

Speech and noise moderate. I'm going to give her a little boost for the speech and then she's in a level nine which makes things really easy. So I'm going to come to comfort. And the same thing, speech and noise moderate. I'm going to bring that up just a little bit more.

We are at that point where four is a lot less than eight. So I might just either have her try it out because maybe she's kind of a relaxed person and this won't bother her or tell her, hey Jen, I'm addressing this issue with you. You may hear the background noise get a lot softer, but that's just so you can hear everything really well in that loud environment.

So just kind of to bring this all back together. Today we talked about all the advanced features in either simple problems or more advanced problems and where in the software you can find some of these

things. Just to review some of our simple problems were either doing gain gain changes or changing experience level. Here we talked about in fine tuning, was this a all the time problem where we need to change gain for all the time or was this a sometimes problem? So everything is good but.

And do we need to go to environmental optimizer? As we moved over to advanced features, the advanced features are split between speech and comfort. So is the patient complaint about speech or comfort. If you forget what any of these are, hold over and it will give you instructions. Click the I for a video.

And then we did the same thing over here with comfort. We talked about this one feature over here in device controls.

And then after all this, don't forget to hit save. It will prompt you if you did forget to hit save. So we have a couple of minutes left here. If anybody has any questions, feel free to put them in the chat.

And definitely wanted to thank you again for coming on and spending your time with me here. This afternoon over your during your clinic time.