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ReSound Smart Fit 2.1: An Updated Software Version for a New ReSound Portfolio

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Okay, so it is the top of the hour. Thank you everybody for joining us today. My name is Dr. Valerie Kedem and I am one of the field training audiologists with GN Resound. Our course title today is Resound Smart Fit 2.1, an updated software version for a new Resound portfolio.

And so this is going to be an introductory class to Smart Fit 2.1. And at the end of our time today, we hope that you feel comfortable just doing a first fit. So that's going to be that connection flow, how you get into the software and from start to finish, get these hearing aids programmed. Also, we would like for you guys to feel comfortable being able to discuss the updated and or new Resound Smart Fit 2.1 features and also be able to explain how to locate, and not only locate, but utilize common resound SmartFit 2.1 software features. These are the inherent risks and benefits of taking any course at Audiology Online along with this particular course.

And we do have a whole bunch of people to help you out. Anybody from your territory, sales manager, which is your outside rep, your inside sales manager, somebody like myself, who's an outside training audiologist. And we also have a dedicated remote support audiologist as well. So if you have any questions or concerns or you feel like you need or want more information, please don't hesitate to contact anybody out there that you see and feel comfortable talking to.

Now, because this is a software course, that is the end of our slideshow and we are going to spend the remainder of our time hanging out in our Smart Fit software. So we will do a live connection as long as everything works out how it's supposed to. But before we dive into the software proper, I did want to take a little bit of time to talk around what we're looking at right now, which is considered to be our home page. So when we launched resound Smart Fit 2.0, which was last year, we did update this homepage to just look a little bit nicer, make more sense, and have more resources at your fingertips. When I click, if I go from left to right, I have my homepage here.

We can see that I can simulate a session. This big blue button is of course where we start our programming. But if I go on from left to right, my next option here is the catalog screen. Now, the catalog screen has been here for quite some time in some form or fashion. But over the years we've tried to make it more beneficial and meaningful to you.

And usually what you're going to be doing in this catalog screen is kind of figuring out what hearing aids we have and what features, options, even technology levels that are available to you. So something new with the 2.1 version of the Smart bit software is right here under this word filter. So if I click on the word filter here, what you're now able to do is just kind of tease out the information that you're looking for. Maybe you'd like to know which Resound via hearing aids and a technology level nine path made for iPhone. That's what MFI is and our rics.

And so I've kind of just categorized what I'm looking for and here at the bottom it says oh, I've got one technology level and three different models and it lists out what the options are. So again, this new filtering process is really just to kind of figure out what's what within our complete product portfolio. When I click on my next tab over here, which is my resources tab with the addition of Resound Smart Fit 2.0, what we did here under resources is that we added these five circ so education, genehering.com, your guys support videos and with 2.1 we've also added phone compatibility along with this GN online services portal or gnos. So you can find all this information in various websites. But what really is nice about this particular page is that this is the information that we are often looking for right at your fingertips, all located within one space.

If I click on my education tab, what this is going to do, it is going to take me to Audiology Online. Specifically it's going to take me to my Audiology Online resound page. So as I scroll down you can see that well, this is the course that we're taking right now. So lots and lots of different courses for Resound that you have access to. If you happen to have an AO account, you can also get those CUs.

Gnhearing.com is my second circle and the support over here. They both take us to our professional website which is resoundpro.com the visitor pro.resound.com and it takes you to some different places. If I go to danparing.com that is going to pull me into or that front page of our website here. And so if you're looking for different solutions or perhaps you want to see some of the white papers, you want to know what type support you have if you happen to log into your account, this is where you can order supplies and hearing aids and such. That is what that first circle will do for us.

The second circle is our Support Circle Internet's range is a little bit slow today, so I won't click into that just to make sure we don't mess any of this stuff up. But what this is Support Circle does is it takes you to user guides, informational information for all the different products listed here in the software that you may want for your personal self or you'd like to print out and hand off to a patient. The user guide circle that we see right here when we click into that, it's actually user guides for providers. So this isn't necessarily a patient resource, it's actually going to be more of a provider resource. And what's nice about these user guides here is that it is going to be in a variety of different languages.

So again, if we need something, we need in a different language for programming the software and the hearing needs, we have it at right here at your fingertips within Smart Fit 2.1. And then last but not least, over here under videos, this is taking you to resound's YouTube channel. So the YouTube channel is really nice to have access to. It's just going to allow us to research things for ourselves. Maybe we forgot how to change the microphone filter for our custom rechargeables.

There's a video for that. Maybe you have a patient that just needs a little bit more visual guidance on how to change those sterisops, those wax guards. You can go here to this YouTube channel, find that particular video, copy the link and send it on to your patient so they have that additional reference and resource. With the advent of 2.1, we also added a phone compatibility QR code. This is typically going to be more for our Android users.

Most of the iPhones that are out there, unless they're very, very old, everything for iPhone does have this direct streaming compatibility. This is utilized for our Android folks. And we're looking to see does this particular Android phone have the ability not only to download the smart 3D app, but mostly to do this direct audio streaming that we're used to with so many products now. And then last but not least is our Jan online services portal. This is referencing our remote programming capabilities, which is something called Resound Assist.

And so if you've done the Resound Assist process, most of us will be hanging out in the software to make make that happen. But we do have an individual portal, a website that is mostly for like analytics. So if you are in charge of the Resound Assist program for your clinic, maybe you're adding providers, taking providers away. Somebody's gone on maternity or medical Leave, you need to transfer those patients from one person to the next, change addresses, etc. Etc.

That's where you tend to find this information, in this GN on line Services or GNOS portal. Also, how many requests you've had, how many days it takes to open them and close them, what's still open versus closed. So that's where all that information lives is within this portal.

If I tip over here to my resources page, again, this is my preferences page. This has been here for a really long time. In previous generations of software it was hidden, so you kind of had to dig around for it. With the advent of 2.0 and now 2.1, we've put it on this homepage. So if you want to set up your Smart Fit software to have very particular guidelines, you're able to do that.

And so what I mean by that is maybe you prefer to only have one program. You would prefer not to have a default setting of all around and hear noise. This is where you can come in and make that change. Once you've saved the software and gone out and then come back in, then whatever preferences that you want to start and launch the software in, that will remain. So unless you go back and change it for any reason.

Maybe you prefer to have your experience level be something different. Maybe you prefer it to be experience nonlinear versus first time user. This is where you could also change that under Machine Preferences if you prefer. You run Real Ear all the time and you really just want everybody to be fit to NAL NL2 because you're using freestanding real ear versus our auto rim. This is the way that you can make all of that happen.

So it's basically just preferences. So when you come into the software every time, you're not having to make all of these little changes. They're not hard changes to make, but it does take a little bit of time and sometimes we forget to do it. So this is just a way to streamline your fits from start to finish. If you like to print out the reports, this is where you can enter your data and it'll print out on those reports as well.

You can see my fantastic typing skills here. So this is just some nice ways to really fine tune and make the software your own. And our last tab over here is under Update. And so this has been a nice addition to SmartFET because you no longer, if you have a software update, you no longer have to go all the way into the software to actually have access to the update. You just have to open up the software to this home page, click on update and I can check to see if I have a software update.

Now, the functionality is exactly the same. See, I do have an update that I need to do, so I could download it and then install it from here.

No Link Wireless. If I click on that circle, that is going to take me to the Hisma page. This is nice to have. It's nice to go to Hisma and reference it and make sure that you're up to date on where everything is. Every once in a while, there'll be a no Link wireless firmware update that you probably want to actually do.

So if you're still having to unplug and replug in your nolink wireless for most of your fits, no matter who you're fitting, there's an update for that and this would be a quick, easy way to have access to it. And then, last but not least, we also have an accessory updater here on this page. This is really nice too. So if you know a link needs to be updated, you can do it through here. Your accessories, sometimes they need firmware updates.

You can do that easily here as well. This is going to actually be of particular importance right now because we have had some additional functionality to our Multi Mic plus and our TV Streamer plus that allow for something called auto streaming. And in order for that to happen, we need to update to Resound Smart Fit 2.1 software. And also we need to do the firmware update to these two accessories so that Auto streaming capabilities are going to be active. And so it does take a little bit of time for this to come up.

And it says here, Yep, I see that you have a Multi Mic plus and it is current.

So that is what we have going on within our homepage. And hopefully you find that this just makes life easier, trying to get firmware updates, software updates, Hisma updates, and just access to the information that we do find that we need from time to time. So what we're going to do now is go into the software with a live connection and so I'm going to pull my new Viviva 960. So that's going to be my rechargeable Ric and my premium product out of my premium charger, and I'm going to hit the big blue button right here that says connect to Resound Smart Fit.

And of course it's going to say unable to connect. So let's see what happened here and we're going to try again.

That's just like being in clinic, trying to get stuff to connect how we want it to.

All right, go back here and let's see if we can get these instruments to connect. And if they can't, no worries. We will do everything in simulation.

Okay, so let's hit search one more time.

What's great is that we confirmed that everything was working before we started this. So for some reason, my hearing aids are not liking me right now. But that is not going to be a problem. So we will just click out of here. We're going to pretend like we pushed that big button, and I am going to hit simulate instead.

I'm also going to go in here and I'm going to choose my hearing aids. And for our time together, we will do our rechargeable.

And what's nice about this page right here underneath my catalog is that if you want to kind of take a gander and see what the receiver recommendations are, this is where you can find that. So right now we're saying based on this hearing loss, that recommendation is a medium power, where we see that mp. So know this is my recommendation because I've got this silver or this gray badge slash ribbon, however you want to think about that next to it. Remembering that with these hearing aids, we're using short fit three receivers. That means that these receivers have automatic detection.

So once you've connected the hearing aids to the software, it'll automatically know I have a meeting power for the right, a meeting power for the left, or low power, whatever you have going on. So you don't have to tell the software what's happening. But this is a nice way for those recommendations just to see what the software is recommending versus what you feel is good for this patient, please know they are just recommendations. If you think something's better, that is okay, you don't have to do the recommendations, but they are based on the severity and the configuration of the hearing loss. So this looks just like a regular fitting that's not in simulation.

This is the screen that's going to pop up. It's my fitting screen. I know that because the titles of the screen are up here in the top left corner. This is now my physical property screen again, just like what we got in our receivers. We also do recommendations for the earpiece.

Same badge or ribbon here. They're saying a power dome might be the best option for this particular fitting, but that is going to be based on what you and your patient have decided on. And you can see we do have have a variety of options for you. The one thing that I do recommend is whatever earpiece you have on these hearing aids, please let the software know that's what you have because it does do some different things to what access you're getting to in the low frequencies behind the scenes. It's not always something that you see, but it does change a few things.

So best practices for this particular software with any of the fittings, regardless if you're doing Nexia Viviva Savvy Omnia, we always want to make sure that this is accurate. And so we'll see. Yes, your low power looks good. And I'm going to hit continue.

Okay, so we are in a first fit. This is the screen that we come to for all of our fittings, Whether it's a brand new fit or any follow up fits. I know this is my gain adjustment screen because if I look up here at the top, Gain adjustments is highlighted in a very nice red. So basically if I go from left to right, we have different screens of the software. I have my patient screen, my instrument setup screen.

We already looked at gain adjustments, advanced features, device controls, and then finalize. And what you might have noticed is that as I started clicking through our different screen options, we have different options that pop up based on what the point of the screen is. So I'm just going to start over here under our patient profile. And this is called Prescribed first fit. So we're taking a look here at our prescribed first fit.

You can see that we have easy access to our target rule experience levels as well as our gain level percentage. So Audiogram plus is ReSound's proprietary target rule. This is of course what it's going to default to, but you can choose any of these options that you see here if you decide to go. Let's say you run Real ear in your NAL NL2. That's what you prefer to do, then that is totally fine.

And what I mean by that is that the advanced features operating the background are not going to disappear. So we don't really care which target rule you use. Whatever is better for you, whatever is better for your patients. Go ahead and do that and you know that you're going to have full access to the features that are in the software for this particular hearing aid. The next dropdown under Target rule is Experience level.

An experience level will always, always, always default to first time user. But you can see there are four different options. First time user onboarding, first time user. The default experience Nonlinear and then experience linear. When you're thinking about these experience levels, they are looking at three different parameters.

So we are total gain of the hearing aid fit, how much high frequency emphasis that we are doing as well as compression ratios. So first time users are going to have more compression, less highs, less gain overall. Experienced nonlinear and linear are going to have less compression, more overall gain, and typically more emphasis in the highs. The amount that that would change from experience level to experience level is very dependent on the audiogram that we're working with. So for certain audiograms there's going to be minimal changes and for different audiograms you're going to see bigger changes.

But that's what's going on with these experience levels.

And then my next tab underneath here is the gain level percentage. So experience level is a little bit different from gain level percentage. Remembering that these are looking at three parameters and gain level percentage is literally just going up and down and 10% increments in the gain of the hearing aid.

This is pretty much what we're going to be using and hanging out with on this particular page. We don't spend so much time here, but it's good to know where you can change the target rules as well as the experience levels. Usually when I say it's time to change the experience level is if you have gone up and down in gain on our gain adjustment screen. I'll show you that here in a few minutes, a couple times. And that patient is still saying that everything overall is too loud or everything overall is too soft.

That usually means the experience level should be changed. Whenever I'm in first time user and my patient is 6 months post fit and it doesn't matter what I do over here on my gain adjustment screen, it just isn't quite loud enough. All right, so maybe I've popped this up a lot and they're like, nope, it's just not loud enough in my mind. I think that's a good thing. That means that we've acclimated, that we know our patients are wearing their hearing aids, that their brain can take in more auditory information.

And so I say, okay, cool, not a problem. Let's go back to patient here. And maybe you are now an experienced nonlinear patient. And if I click back onto my gain adjustment screen, then we can see that things have done a little bit of a change. The opposite would be maybe I've taken the volume down quite a bit and the patient's like, nope, it is just so loud.

And you're like, oh gosh, okay, so maybe it's just too much information coming at them. No problem. I go to my patient screen, I change my experience level to either first time user probably though I'm changing it from first time user to first time user onboarding. Just something to note here. You may or may not have seen this or not, but when I go back to first time user, my gain level percentage starts at 100%.

When I go to experience nonlinear same thing, I'm still at 100% linear same thing, still at 100%. The only one that's different is onboarding. Onboarding. This gain level percentage here goes down to 70%. And we're saying this is more of a comfort fit.

This is somebody who just can't or is just not comfortable with that much volume coming into the ears and that's okay. So we just bring it down quite a bit. And anytime you change off of the onboarding, you can feel confident that that gain level percentage will also go back up to 100% to start unless you go in and change it otherwise. Something to be aware of too is that 100% here in first time user is different than 100% in experience nonlinear because again, we're looking at three different parameters. We're changing gain and compression and total emphasis in the highs.

And so that 100% is going to be different depending on which experience level that you happen to be in.

So that's under here in our profile page under patient. If I wanted to do in situ, which I'm not able to show you because it is not a live fitting right now, this would be a way that you can go ahead and do some in situ testing if you need to. You do not have to do this to get the fitting correct. Usually I do recommend in situ. Maybe you're seeing a patient at home, or maybe you are going out to the community and you just want to get a nice baseline.

Or maybe the fit is just you're not exactly sure what's going on. You've perhaps run earlier, you feel like they should be doing better, they're just not. Then you can run in situ and see if you can fix whatever their issue is. But this isn't something that we use all the time, but it is something that is available to you. Our next tab over is going to be your data logging.

Clearly we have no data logging right here, but this is going to give you a lot of information on which programs they happen to hang out in, how much volume changes they're making, which programs are

making the most changes in different environments that they're making the change in. So are they doing a volume change in a quiet program or a quiet environment? All the time versus a speech and noise program. It's going to really break out a lot of information for you. So when they're coming in, your patients are coming in, and maybe they're telling you some information, you're like, I'm not exactly sure if I'm getting that exactly right.

It will give you some more detailed information. And then last but not least, under this patient tab is Resound Assist. And so Resound Assist is going to be our remote programming like we were talking about earlier. That's where that GN online services portal comes in that we were looking at under the Resources tab in the home page. And this is just going to allow you to turn it on and also see what type of Resound assist either request that you've had and or how many sessions that you've had.

So you got a lot of nice information right here about anything that you're doing for your patients in that remote manner.

So let's go ahead and cruise over here to our instrument Setup page. So under Instrument setup, we have physical properties calibration details. Mostly we're going to be hanging out on our physical properties page. This is where if you change your earpiece, this is where you can tell the software easily. And again, definitely recommend that whatever you have on the end of the Turing Aids, you tell the software what that is as well.

The tube size is something that will automatically be detected with the SureFit 3 receivers. If you have older product, let's say Quattro Key, and they're using sure Fit two receivers, you would have to manually enter this data. And the dome size is something that you would also manually enter. This is more for information. It does not affect the fitting in any way.

The only piece in here that does, the only information here that does is this earpiece calibration. Calibration is something that during a first fit, you are prompted to do. And the deal with calibration is that it is activating our feedback system, which is called DFS Ultra 3 or Digital Feedback System Ultra 3. And we want you to run the calibration for every single fitting because we want a true on ear measurement to make sure that our patients do not have any type of feedback issues. We are doing something called phase cancellation.

So if you think back to physics, if you have something that's equal but opposite, it'll zero. Cancel it, phase it out. However you want to think about that, that is what our feedback system is also doing. So once you've activated the calibration, you've run it, you've turned the feedback system on. That means that anywhere there's a peak for feedback, 3K, 3100, 3250, 3300, et cetera, et cetera.

Our feedback system will send out negative 3K minus 3100, negative 3200, negative 3300. So we can make sure that there is no feedback anytime this patient's wearing the hearing aids. The benefit of doing a feedback system in this manner is that if you notch it out, get a lot of feedback around 3K, that's kind of where it likes to be hangs out there. But 3K is a pretty important speech frequency. So we don't want to just be cutting out that gain or that information in the area that patients need.

Because patients were hearing aids so they can understand speech better. Why are we just going to cut it right out out the gate? So go ahead and run that calibration. You are always prompted to do so every time you're doing a first fit. And you'll make sure that you have that protection for your patient.

And then the last tab under here is details. And so this is just going to give us a lot of information. There's that audio again. So lots of places to find the hearing test. And if you need to look at the features, this is going to be specific to the hearing aids that are either being simulated like right now, or the live connection as well as those specifications.

All right, so let's move on to my gain adjustments here.

So I like to call this screen my meat and potatoes screen. Because this is where you should spend a majority of your time in the fitting software. Like I said earlier, this is where you pull into for very first fits. This is where you pull into for all of your follow ups. And what I like about the software now is that we do listen to your feedback and we want to make this user friendly.

We want somebody who's brand new to the profession, somebody who's brand new to resound our students, anybody that's touching the software to be able to just go through it really easily and feel good that at the very least that you can get through a first fit and you feel confident that you've made that happen. So anything that is underneath my gain adjustment screen, Fine Tuning Environmental Optimizer, Auto Rem Acceptance Manager. This is all about making these hearing aids louder or softer. So under my fine tuning tab, if I want to make my hearing aids louder or softer, maybe that complaint is everything's too loud all the time. No matter what I can do This a couple of different ways.

Option one is what I like to call old schooling it and I can come down here and I can click on all and you'll notice that now my 50, my gain 65, my gain 80 and all of my frequency options are now a gray color. So in resound world, this gray color means it's active. And then maybe I need to. Maybe everything's always too soft. So I think I'm going to go up by 3dB right here in the middle.

This is not about changing the programs, this is actually about changing the volume or the gain. So I'm going to say do I want to go up in one, two or three DB options? Let's say we're going to go up by three. I went up by three. I see my numbers change, I see my target lines change and now I know now I've actually gone up by 6 dB.

This is something a little bit different. This visually looks just a little bit cleaner in 2.1, which is great. So you can really see what's going on. These little curvy arrows right here, this is undo and redo, undo and

redo on the gain changes that you've made in this program. So when I think about our software, if anybody was around for that old Vegas slogan, what happens in Vegas stays in Vegas, it is the same thing for these programs.

So whatever I do in program one does not automatically go into programs two or three or four. And that's because each program has a very unique and specific purpose. Right. What I'm trying to get done in my automatic all around program is usually very different for my hearing noise program versus my music versus my outdoor program. So this is just undo and redo for that program.

You will notice once I have undone everything I can for gain changes, this is now grayed out again. It's not active. But this, this one over here is still black, meaning that I have something else I might be able to do. So that is what these little circle arrows are down here as well.

So back to the complaint of everything is too loud or too soft. We talked about. We can old school it here with these gain adjustments. Another way that you can do it is go to gain percentage here. This gain percentage that you see right here in the middle top is exactly the same function as if I went back to my patient profile and did gain level percentage here.

So it's just going up and down in gain by 10% increments. It's the same exact option, same exact functionality. It just happens to be under My gain adjustment screen. And so we can remember that I'm just making these hearing aids louder or softer. So perhaps you prefer to go up and down in 10% increments.

That's cool. You can do that as well. So all roads lead to Rome. There is nothing wrong with doing it either way.

There are some times and many times that we need to do some fine tuning. Right. And that is going to look like something like maybe I feel like everything's too sharp all the time, no matter what. Cool. So if you need to do those fine tuning adjustments, you can come down here into these gain values and make those changes.

You can do it one frequency at one gain input at a time. So maybe it's just 2k at gain 50. You can go up or down as long as it's highlighted or grayed out to make those changes. Maybe it's a. I need to bring down everything in my highs and it can go up and down by those 1, 2 or 3 increments.

And so you might see me recalculating over here under my program options button. And that's just a quick, easy way to recalculate either my gain NPO or what I like to call is my mayday button. I've done a lot of stuff, none of it's good. Mayday. I'm just going to recalculate to basically a first fit I did see.

I think there's a couple questions up here. I'm going to pop up here and see if I can answer them.

And is the red or blue area in the gain adjustment screen above the dashed lines and the audiogram mean a calibration has been simulated for the session? No, that's a good question. What it does mean is that this is above your full on gain. So we do have this legend down here and down here. If we had calibration curves, they actually do not show up here anymore.

They show up on the calibration screen. And before we end our time today, I will see if I can't pull out a different set of hearing aids and do that live connection. We'll just see how it goes so you can see what that truly looks like.

So from here I'm just going to go from left to right. And we've talked about how we make these hearing needs louder or softer. Right? We make them louder or softer by doing the old school way gain percentages. If that's not working, back to your patient profile to change those experience levels.

But what about for those patients who come in and they have A complaint of everything sounds good, but. And it's just, it's just like a couple hours a day. That's not in every environment. But they said, man, everything sounds good. But I can't really understand my granddaughter talking that well.

But it's only her and I only see her a couple hours a day, a week, a month, whatever it may be. So if you get that complaint, it is perfectly acceptable and correct to come over here and probably do a little tweaking in your mids and your highs, right? And you're going to boost that up again. That's perfectly fine. The only thing that might happen is that your patient comes back to you and they say, okie dokie.

So, well, I can hear my granddaughter real good, but every time my doggy goes across the tile floor with his little nails or I open up a newspaper, I'm reading a book that has really crisp pages or my fork hits the plate. Now everything's kind of or aligned. Harsh sharp penny. So another way that you can address those independent in the moment gain issues or volume issues. I'm still under my gain adjustment screen here, so I know it's about volume.

I had come to Environmental Optimizer. Environmental Optimizer is my favorite feature in the whole wide world in this software because it has a fancy name, right? Environmental Optimizer 2. But what it really is doing, it's an automatic volume control wheel. So in these different environments that we see here, the hearing aids are automatically going up and down by the number that you see.

So in a quiet environment, my hearing aids are smart and they turn themselves up by 2dB automatically in the background, you don't have to do anything at all and neither does the patient. If I'm standing out on the corner of a very busy street at rush hour, this is a loud environment. My hearing aids turn themselves down automatically by 3 decibels. So these numbers that you see here are not just random, they actually are true decibels. That's what they represent.

These environments that we see here are describing. If I'm wearing my hearing aids, where am I standing right now with these hearing aids on and I'm standing in a quiet environment that's just us hanging out with nothing going on like this. Am I standing in a speech, speech only environment, which would also be like this with me talking, right? There's nothing else going on, just some speech. Am I standing in an environment that has both speech and noise?

So if you can make this word instead of in the word and you're describing where My patient is standing, I'm standing in a restaurant that has a lot of people on like maybe a Friday. I both have speech and noise together. And in the noise environment, our hearing aid brains want to make this much more than it is. We're not talking about background noise per se because we have a different feature for that. What we're talking about is standing in an environment that only has noise.

And so we know that different places, we want different volume for our hearing aids. So we put a whole bunch of people in hearing aids. We let them wear them for about a week. We ran them through the data logging. We said, on average, what do our patients do with their volume control wheels, Other ways you can use this, it's always some type of complaint that's everything sounds good.

But so one that I see used quite often and quite successfully is a speech loud. And so every time I talk or every time you're hearing aid patient wearing these hearing aids talks, that means that the hearing aid volume goes up by 2 decibels. They come back and they say, hey, a month ago you promised me at first fit that my voice is going to get better. It is still banging around in my head, but it's really the only complaint I have. What you can do is say, oh well, maybe you don't need 2 decibels of volume every time you talk.

And you can maybe change that to zero. Speech and noise, moderate speech and noise loud. That could look something like, you know, I got to brunch every Sunday with some friends. The volume seems good everywhere else, but it's just not quite loud enough. When I go out to brunch, I just wish I

could have a little bit more volume.

Now of course they can manually do that, but these hearing aids, again, part of what we're getting is that the hearing aids will automatically go up by whatever number decibel that you see here. I usually like to use speech in noise moderate and speech and noise loud in tandem. Because what about if I go to a restaurant on a Friday at 4 and I'm having a really good time and there's a bunch of people I know there, by the time I leave, it's eight. So that volume of the environment has probably gone from a moderate volume to a loud volume. So I want to make sure I accommodate for those different situations that patient could find themselves in from minute to minute, day to day, hour to hour.

And then last but not least is over here is our noise. And like I said, that could just I'm in a noise only environment. My example for that is, hey, everything sounds good. But I work in a really quiet office building and there's this great cafe across the street. And when I step out of that very quiet environment onto this road that's very busy, it's very loud.

It is pretty deafening. Can you help me out with that? Absolutely. Maybe I just need to bring the volume down a little bit. So as soon as I step out.

As soon as your patient steps out of the office onto the road or the sidewalk, their hearing aids will get softer.

Just a little thought around this. There's always caveats to everything. It takes a second per decibel change. So in order for your patient not to notice that transition, we want to try and keep from line to line. And what I mean by that is from quiet to speech soft to speech loud, we want to try and keep it within two and you could push it to 3dB because this is a three second change.

This is a two second change. If you go any further than that. So maybe you've got positive six and negative six. When they're moving from one environment to the next, the hearing aids are working how they're supposed to. But this is a 12 second delay or 12 second transition.

Your patients absolutely will hear that and they'll think something's wrong with the hearing aids. So in order to eliminate that complaint now, so just make sure your patients have a lot of confidence in how these hearing aids are working, we want to try and make sure we keep them from line to line within 2 to 3dB of each other. Sometimes that's hard down here between speech and noise loud and noise moderate. Because we're kind of just almost at that cusp. I've seen this in real time.

Had sat it like this for a certain patient. He was hearing his four second transition. Once we explained to him what the deal was, he was okay with it because he knew that his hearing aids weren't broke. He just realized that his hearing aids were doing the job that they had set out to do. So if you haven't used Environmental Optimizer yet, please do.

It is going to be your friend. And it really just eliminates a lot of that back and forth for that complaint of everything. Sounds good, but so you're not fixing one problem for an hour a day and creating another volume problem for the 15 or 16 more hours a day that they're wearing their aids.

If you are familiar to Resound and we've talked about Environmental Optimizer, these are always these default settings when I click on my hearing Noise program. This is now the default setting for Environmental Optimizer. I don't want to spend too much time talking about this, but just know it's not broke. This is how Global has decided that in a hearing noise program, Environmental optimizer, these automatic gain changes, this is the best option for this particular program. So don't look at this and go, oh my gosh, what happened to the two?

This is how it's supposed to be.

Auto rim. Again, this is still about gain right volume for our hearing aids. When you hover over, it gives us all of the machines that are going to be compatible with our Auto rem. And then Acceptance Manager. Acceptance Manager is for somebody that maybe you want them to be at this particular gain volume that we see here, that they really prefer to be down here.

So you can set it to where they're comfortable. You can say over a duration of two months or whatever your goal is, or their goal is they will go from where they like to be to where I like to be. And that's what Acceptance Manager is.

So let's cruise over here to advanced features. Now I'm just going to talk kind of from top to bottom about them. What's nice about this tab here is that we are breaking it out for you. We want you to know when you look at speech, that all of this here is about either sound quality of the hearing aid or enhancing the speech quality of the hearing aid. Because there's a lot of these different features and sometimes it gets a little bit confusing like what is what.

So we've broken them out into categories of their functionality and their purpose. If I look over here to comfort, then I know that this is all about making my hearing aids comfortable for the patient. Right? Auto dfs, that's digital feedback system. We don't want the hearing aids to squeal.

Noise Tracker 2, this is Noise reduction. Wingar impulse noise reduction. Loud sudden sounds expansion. So we have all of these here for the comfort of the patient. If I go back over here to speech again, this is about making it either better speech or better sound quality overall.

And so this is the top one here is directionality. Directionality just means what is my hearing aid doing at any given time? Or what are my microphones on my hearing aid doing at any given time? It defaults to 360 all around. You can see we do have some other options here.

If you see 360 all around, All Access says binaural directionality 3 with spatial sense. Just know that they're all doing this. 4 microphone pattern where they're cruising around through both hearing aids being an omni, both hearing aids being in directional or one of these asymmetrical patterns, or one hearing aids and omni and the other is a directional. And then clearly you could switch to omni, you could switch to soft switching, which is just omni versus directional or spatial sense, which is whenever. The hearing aids are always in the omnidirectional pattern, but they have some average penance cues, average localization.

Directional Mix is going to be your crossover frequency. I mentioned this now because with the new lineup of the two new products that were launched in February, which are called the Vivia and then the Savvy Think budget Savvy, you will start to see Directional mix not just in the nine anymore, for years and years and years up until February of Directional Mix is a premium advanced feature. But now you have access to it in different levels of technology in a way that we have not before.

We do have a lot of advanced features, and so I'll just touch on them, but I don't want you to leave the conversation thinking, oh my gosh, look at all these things I have to change. Advanced features are not about that. Our advanced features are for whenever your patients come back in. They've been in a couple, three times, and you're like, wow, I just don't know what else to do for them. Like, all the stuff I normally do isn't working.

It's just not doing what it would normally do. My counseling, my fine tuning, my compression changes, my gain changes. That is when your advanced features are going to come into play. Time constants are your attack and release times, how quickly your hearing aids go into and come out of compression. You get this in several levels of technology as well.

This is really good for whenever you have a stroke victim, a cognitive issue going on. Folks with really big hearing losses slowing them down tend to make this a better listening environment and situation for them. They're more successful. We always default to syllabic, no matter what. You can slow them down if you need to.

This is also a really good way to address the complaint of everything is too harsh, sharp, and teddy and it really should not be anymore. Sound shapers are frequency lowering. So I like this little video. All of our features have videos associated with them, by the way. It just shows you kind of what that feature is supposed to be doing.

So we do frequency lowering versus transposition. I'm unmuting and muting here. There is no sound. So if you're trying to unmute for the video just know it's there to drive us crazy. But it doesn't actually have any audio in these videos.

But this is your sound shaper here and it literally just smushes the area of inaudibility down to the area of audibility to see if the patient understands speech better.

So that's program number one. That's your very automated program. And we also have another default program called Hearin Noise. Again, the purpose is so you can look at the name of the program and say what is the purpose of this program? It's oh, oh, it's so I can hear better in noise.

Now, depending on what level of technology you have is going to determine what's actually going on behind the scenes. But at the end of the day it's also you can do is a dedicated hearing in noise program with these hearing aids that we are talking about right now, which is going to be your Resound Vivian rechargeable Rics. That's a mouthful. Right when you go into your Hearin noise program under my directionality remembering this is part of my microphone functionality. It says intelligent focus.

So you may or may not have heard. But with the Resound Vivia 9 rechargeable RIC, that particular hearing aid and this particular program, your hearing noise program also has a deep neural network chip. So we have two chips in our micro hearing aids in the Vivia 9. And when you can turn it on or when it is operating is when you go to your hearing noise program and when you see these words Intelligent focus. So this is going to be for those really demanding listening environments where our patients tend to struggle the most.

Right? We know our data still shows us that the number one complaint of patients is that they would like to hear better in the presence of background noise, specifically speech. In this particular hearing aid, Intelligent focus is going to help them do that. Chip number one is responsible for directionality. It's responsible for classifying the environment and warp processing program number two, with that second chip active is the second chip sole job in life is to better reduce background noise.

So that is where you will find this. Also maybe you have a patient who wants this rechargeable hearing aid and this level of technology and maybe they feel like they like the second chip being active, but they also have a need for it not to be active or whatever that reason may be. Maybe they're an old hearing aid user for Resound and they like in the app that you have some capabilities to make the beam form more narrow or wider. So in that case maybe you'd be changing to autoscope adaptive directionality. Once you've done that, you're still using the first chip, everything's groovy.

The second chip is still in the hearing aid, but at that point, once you change it off of intelligent focus, that second chip is no longer active. So you do have some flexibility with it. You're able to turn it on or off if you need to. In addition to that, you also have the capability of increasing or decreasing the amount of noise reduction that's being applied. So if you're in program number one, you're using our traditional noise reduction.

It's been called Noise Tracker 2 for a long time. And as you go from mild to moderate to considerable and strong, you are identifying that this is background noise. And then you're reducing that background noise by a certain decibel. 3, 6, negative 8 or negative 10. Intelligent noise Vocoder, Intelligent Noise Tracker.

Right here, it's doing that same thing. We've not only identified that it's noise with our second chip, we know what noise it is and then we're able to reduce that background noise. But that decibel level, whether it's moderate or considerable or strong. So same idea, same, but different. Right?

So those are some of the new things in the software that go along with that. Viviva 9, when we talk about the Tinnitus sound generator, we consider this to be an advanced feature. You do have to turn it on and off here on each individual ear. The volume is in DB spl. These are the sliders on the right where my pointer is.

It always defaults to 55. 55 is real soft. I've never left it at 55. We have some water sounds here. If you prefer to have a little more flexibility, a little more control.

You also can change your noise as well, or your masker as well. If you happen to have a cross fitting. This is where you can do cross balancing under advanced features under the cross and you're able to do a live connection for both of these devices and do real time cross balancing. When you're doing these very neat bits under device controls, it defaults to manual controls. Just remember that we have not only Tap Control but also Hands Free.

Tap Control is just a different way to answer your phone calls. You just tap your pen up in the microrix and you can answer the call and then it deactivates itself. So once the call has been answered, Tap Control is no longer active. The difference between Tap Control and Hands free, Hands Free you can answer. And in your phone calls on the push button on the back of the hearing aid or rocker switch or

your phone.

And the biggest thing is that if you have hands free, that means the microphone of the hearing aid is picking up the patient's voice. So they don't have to hold their phone up to their face. It'll be the microphone is doing that job. If you need to turn them off, you can do that by unclicking. Also know that you don't have to have one turn on in order to use the other.

They are not, they are not connected that way.

Standard beeps. This is where you can demonstrate all of the different beep sounds. You can make them louder, you can make them softer. And then last but not least is accessories. So if you're used to some of the older software versions, 2.0 and 2.1, under device controls is where accessories now live.

This is also where you can pair your accessories. And this is also if you need to change the auto streaming capabilities of the Multi Mic plus or the TV streamer plus, you can do this with a live set. So you can do this here. You could also do it in the Smart 3D app. And then last but not least, under our Finalize tab, this is where your reports live.

So the biggest thing underneath here, besides our fitting summary is under reports. And this allows you to decide is it for patients or clinicians? And what information that you do want to print out for them.

Also, perhaps you need to change the language. So I'm just going to click on for today, let's do Greek.

I can make the font larger, I can hit preview here and it's going to pop up in a different language. It's only for this moment in time. You can print directly from the software and hand it over to your patient. What's nice about this is that it is specific to this patient's hearing aids and that fitting user guides are great, but they are universal. So this would be something very specific for your patient.

So that brings us to the end of our time together today. We want to say always thank you. Thank you so much for joining us. And whenever we think about doing a first fit in this software, this is what it should look like. You should connect your hearing aids into the software.

Don't forget to run that calibration. It is going to be a screen that comes up. It prompts you to run the calibration. It takes about 30 seconds to do right and left ear. I always like to demonstrate my low battery warning and then hit save.

The fitting process is about a minute maybe two total. And that's really wonderful because that allows us to spend the rest of our time counseling our patients and making sure they're comfortable and confident with insertion, removal, cleaning and get to ask all the questions that they need. So please do not forget to take that five question quiz again. Thank you so very much for joining us today. I hope you feel more comfortable with the basics of the software and enjoy the rest of your week.

Thank you.