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ReSound Government Services: Enhance Your Fitting Experience

Presenter: Kara Sinner, MS, CCC-A, FAAA

Hello. So we're gonna get started today. I wanna thank you all for taking time out of your busy schedules to join today's course for ReSound Government Services: Enhance your Fitting Experience. My name is Kara Sinner and I am a Content Development and Training Audiologist at ReSound. And I am located in our North American headquarters, which is located in Bloomington, Minnesota.

And as Melissa mentioned, you have a Q&A; available to you so that you can enter in questions that may come up during this presentation. I will do my best to try to keep an eye on that and either answer them as we go or I will make sure that I look at that before we end today's course to make sure we get all your questions answered before we end today. So without further ado, I'm going to go over our learning objectives for this course. So we want to be able to describe the steps to complete a first fit and identify the updated features in ReSound SmartFit 2.1, which is the newest version of SmartFit that came out with this May 1st launch. And then describe how to adjust fitting software features.

So we're going to go through some PowerPoint slides to begin with here, and then it will switch over and do a screen share in the fitting software and go through and talk about items in there and then just come back to wrap it up at the end.

So to begin with, kind of to go around through first fit, just to give you an idea, maybe if you're new to Resound or you haven't fit one recently, we do have this new look to our software that we introduced the last time around with the Resound 2.1 is the current version of that. And it has a little bit different look to it. And certainly for government services, we do some pre-programming to the hearing aids at the manufacturer. So when you receive them, just to kind of give you an idea of how that will appear when you connect them first up to your patient file, when you get them back in your office. So on this home screen is the first one you're going to come to when you open up the software.

We've actually updated with these nice big blue buttons, these action buttons that are very visible so that you can tell, you know, where you can click to proceed through depending on what you want to do.

So on this home screen, you'll see the big Connect to Resound SmartFit button. And you can also, if you don't have your needs to connect, you'll see you have a simulate session. which allow you to pick some hearing aids from the catalog, and then you can simulate to see the features and stuff that are available for those.

So when you first get the hearing aids in, you'll come to this, you'll hit connect to Resound SmartFit to connect to them. And that's going to bring you in to this Assign Instruments screen. And as I mentioned before, we do pre-program them, so you'll notice that they are already designated as right and left. this is a little link icon. It shows you that they are programmed together as a set of hearing aids.

That's to indicate that. So in the center section, you can, if you have this little finger icon, what that indicates is it's a product that supports our push to assign feature. And because they're already pre-programmed, you can just press one of the push buttons to do that assignment as the, right instrument and the left instrument for your fitting. If for some reason you have a previous generation product or something that you're fine tuning and you doesn't support that push to assign feature, that finger icon won't be there, but you can still assign using the assign button here. If you want to confirm right and left, when you click the beep icons over here to the right, they will produce a tone in the particular instrument to identify which one is right and left.

So those options are available if you don't have push to assign, but they are still available also if you do have the push to assign. So you have some options in there on how you want to designate that. Once you're all set there, you'll hit that push button on the hearing aid to assign them. It populates the hearing instruments as the right and the left. And then when you're ready to go on further, you can hit that continue button that's located in the lower right.

It will bring you to a physical property screen. So our receiver in the ear hearing instrument is what we have connected. And for our receiver in the ear, for many generations now, they have the automatic

receiver detection. So the tubing will be automatically identified as far as the length. and then you'll have an option to enter in or select what particular earpiece or dome, and the dome size of that if it's a dome that you're using.

So these things are for you to populate according to what you're using for your fitting and acts as a record in your file for that. If you notice there's a little gray recommendation badge that will appear, It's what's recommended based on the audiogram for the patient, but certainly you can go ahead and use the drop down arrow to change that to whichever actual dome, in size of dome or ear mold as it may be that you're using. And once you've made any kind of changes you need to there, again you will hit that continue button in that lower right corner to proceed.

This brings you to the calibration screen. So this is what's going to calibrate the digital feedback suppression system. We do recommend that you run the DFS calibration on all hearing instruments because what it does is it captures that unique feedback pathway for each individual ear so that it can set up the filter and cancel everything to the really the best, most robust cancellation process if you calibrate it. If you're fitting a Marie receiver, I like to point out it is a requirement to do this calibration. If you're fitting one of the standard receivers, so it could be the low power, medium power, high power, or ultra power, it is essentially you can continue without doing the calibration.

But again, we recommend that you do it because it's going to give you that most robust feedback control. One thing I want to point out is when you are calibrating here, the hearing instruments will be muted. and during that calibration process. And then down here is in this lower section is where you're going to find the calibrate button that you're going to want to click. One thing to mention is that kind of in the software actionable buttons, they will have like a blue background or blue lettering.

So this is an actionable. So I know they looks looks a little bit different than the continue button here, but these buttons can all be selected during the fitting process. So I think just want to make sure that

everybody is aware that, you know, this isn't something that's grayed out. You can hit calibrate right from here. So when you hit that calibration, it will run the calibration for both ears, or if you only select one or the other, certainly it would do that.

But by default, it would be for both if you have a binaural fitting. And then it brings up this calibration curve to kind of show you that. that calibration information, it can kind of gauge how close your gain curves are going to be from that. You definitely, you know, best fitting scenario is to be kind of below that region to give you that maximum feedback control. When you start to inch up into some of this, you know, definitely that you want to make sure your feedback calibration that system's on and you're using it so that you can manage feedback to the best case scenario.

Once you're done here, you'll hit continue again in that lower right, and that will bring you into the fitting screen. So this is kind of your main gain adjustments fitting screen, the fine tuning. This will show you that basically that first fit scenario that's been programmed to in this situation, you're going to make whatever types of programming adjustments that you need to make here and for fine tuning. And then once you're done, you're going to hit the save button in the lower right. So I think I mentioned when you come into here, the hearing instrument microphones will automatically unmute for you.

you can also on this left navigation pane see your connection status. So if it's connected, it'll be green. If you have a rechargeable product, you'll see the battery level of that. So that tells you if you're not connected, it would be red dots and it would say not connected in that situation. So once you're done again with all those fine tuning, whatever fine tuning you need to do, you hit save in the lower right that takes you to a save screen.

It will show you a progress bar. And then once it's finally all saved, you'll get the green check marks. And at that point, that's when you can exit the fitting software, and then you'd be able to disconnect from the fitting software to continue on with your fitting session.

So now we're going to, that was kind of a first fit, pretty, you know, easy to navigate through that. We're also going to touch base here on a few of the new features that come with the Resound SmartFit 2.1 version of software. We're really excited. We now have what we call dual device connections, and what that is is with your Resound Vivia hearing aids, so that's the newest hearing aids that we just launched here for the May contract. you will be able to connect to Resound SmartFit without disabling the mobile device Bluetooth connection for the patient's paired hearing aids.

So what does that mean? So previous generations of product, you had to go in, if the patient came in and they were using a mobile device, you had to tap that Bluetooth icon to turn the Bluetooth off before you could connect to the noLink wireless with the Resound SmartFit. Now with Resound Vivio and going forward, you won't have to worry about doing that anymore. So this is going to make your fine tuning sessions just that experience just so much nicer, smoother. You won't have to remember to turn that Bluetooth off.

You'll be able to have that simultaneous connection with the fitting software and even though they're paired to a phone that they may have brought with them. So we're really excited about offering that. Again, that's for ReSound Vivia hearing aids and then anything coming in the future. as the case may be.

Another new feature in Resound SmartFit 2.1 is under our catalog screen. When you open up the little filter icon, you can select specific filtering options to pare down what you want to look at if you're trying to look in simulation for hearing aids that you may want to fit. Now when you hit this filter icon, all of those items will appear on the screen at the same time. So before you had to go into each individual family you could look at, then you had to pull open other. Now it'll all be present so you can see all the things that you selected in your filtering process.

And we also have this new technology level filter. So for government services, of course you have that top level nine product. You can check that and again, just paring down that product selection. for you to look at.

Another new couple new things is on our resources screen. So we have a phone compatibility button and if you notice there's a QR code right on the button. So if you're want to make sure that the patient's mobile device is compatible, you can actually hold it up, scan that QR code on your fitting screen and it will tell you if the phone is compatible or not. So it kind of when you're making those decisions on fitting a hearing instrument and what kind of capability it may have or not. If you click on that button just to show you, it kind of duplicates that QR code so you could scan it from that and then it gives a little description of what that button is.

So you don't have to click on it. You can scan right from this button. But if you do, you also have this QR code that's still present to scan. Another option here is the education tab. When you click on that button, it's going to take you to the Resound Audiology Online page where you can find training, really quick easy training for Resound products on Audiology Online.

So you have that quick access there. And then the other buttons, they remain the same as what you had seen in the previous version of software, but just in case you're You're maybe new to Resound, which go over just quickly what these are. So the gnhearing.com, this actually, if you click on that, takes you to the Government Services website, so where you can find tons of information about the products and support and seminars and training and things like that. This user guide button, this will take you to a website that has fitting software user guides, and those are available in different languages. So if you're looking, maybe English isn't your primary language, you can find those fitting software guide guides in user guides in a different language.

And then also under this user guides, you'll find some bimodal fitting guides that are available in that area as well. Under the support button, this brings you directly again to the government services website, but it'll bring you right to that product and support section of the website. And then finally, the videos, clicking that button takes you to the ReSound YouTube channel. So this is if you wanted to either for yourself, like look at a video of how something works, or if you're with a patient to show them, you can pull up the website if you have capability of doing that to view web those YouTube web those YouTube videos.

Okay, and another thing we've done, previous versions of fitting software, if you recall, had our adjustments, interface toggles and such were kind of in a black and white pattern. We've updated that to a fresher look, to a, you know, just a better to visualize newer color palette with the white and the gray items that are highlighted in white are what are selected. If it's gray, that's not means it's not selected. And then another with the on off switches, they used to be black and white. And maybe especially for this on off type of situation was a little bit hard to say, well, what does on mean?

Does on mean I'm using it? Does, you know, or is it or which one is selected? Is it selected if it's white? Is it selected if it's black? So we've improved that greatly.

We carry that through with these green toggle buttons. So it's very obvious if it's green, you've selected that option. If it's gray, it's not selected. So much more visual and a huge improvement there.

All right, so we also have with our Hearing Noise program for ReSound VIVIA, we have some new directionality features and then noise reduction kind of that goes along with it. So first off with this Resound BIVla MicRo RIE, we have our new DNN-based, so deep neural network noise reduction system that we call Intelligent Noise Tracker. That's going to be available. You'll find that under the Advanced Features and the Comfort tab. And that is going to work.

We have that available with this MicRo RIE style. and when we're using that, the directionality option for the micro RIE is called intelligent focus. So directionality is going to use an upgraded beam former that extends the directionality through the low frequencies. And when that gets combined with the DNN noise tracker, we call it intelligent focus. If you choose to fit one of the battery operated RIEs, so this is the 312 or the 13, we still have that upgraded beam former.

And in this case, to kind of differentiate We call it clear focus for the battery operated versions. But it's still the upgraded four microphone beam former that's extending that directionality through the low frequencies. The difference here is that we're using the noise tracker 2, which is our previous generation noise reduction system for those battery operated ones. So if you're looking for the new DNN based, you're going to order that micro RIE product.

and one another new change here in the fitting software screen. So on the gain adjustments, you're going to notice this is called program options now. So previously it was called tools. It's just a name change. All of the options that were under this are the same as what you're used to finding there, but Program options actually is a better description of what the items under this menu are because they all have to do with programs.

So we changed it from tools to program options and just wanted to point that out in case you're looking for that to know that there has been that name change.

And another new feature that comes along with our wireless accessories. So this is going to be for your TV streamer plus or your multi-mic plus is auto streaming. So what auto streaming does is it, you can, if you have it turned on for a particular accessory, when that accessory is turned on, it will automatically stream the signal to the hearing aids. So where you find that is going to be under device controls and accessories. And then there's a little ellipsis shape next to the accessory.

So if you had a multi-mic, you'd see a multi-mic listed there and you have the little ellipsis you open up, When you do that, you will see auto streaming. If there's a check mark in it, it means it's activated and it will auto stream that signal. If it's not checked, then it won't, they would have to select the stream kind of, you know, as they've done in the past where they find the TV streamer and they hit the play to start the streaming. So you can configure this for your patients as the default. If you have patients who have a or are using the Resound Smart 3D app, if they have those accessories paired to that app, then under the My Resound, they will be able to turn that auto streaming feature for each accessory that they have paired through the app.

You can set that default and that starting point or how it operates. have the app. If they have the app and they have the accessories paired to it, they will have their own control to be able to turn that on and off to meet whatever listening needs that they have. And they can do that per the accessory that's paired.

Okay, so we're gonna switch of course here and go into the actual fitting software. So let me just share that screen really quick.

So you should be able to see my fitting software screen now. So I have over here, I've connected up these micro RIE hearing instruments. We know that because it says it's connected in green. We have a full battery, which is nice to see. We always want to keep those batteries fully so we know that we're going to be able to provide all that good battery life during the fitting and then when the patient goes home as well.

When you come into the fitting or the fitting screen, you come to this gain adjustments tab. Normally that's the default where you would come to unless you've changed that, which you can kind of configure that In your fitting screen, you have the ability to kind of go in and make some adjustments on how you want that to look.

I'm going to kind of just for a second go over here to the patient just so we can go through these different tabs. So the way the fitting software works is kind of, you know, if you think left to right, The patient is where you're going to have your starting point. This is where you can pick your target rule. So you have the Audigram Plus, but certainly you can pick one of the prescription rules that are published here as you prefer. We have experience level.

So first time users or if you know that the patient is a long time user with digital technology, you can pick non-linear. We also have this first time user onboarding. So this is going to actually make things even just a little bit more comfortable for our starting point. So if our first time user, if people are, if you have a patient who is like, oh, that's just too much, you can use this first time user onboarding, which brings down the gain starting point to be about a 70% setting. So you can give them that start instead.

of the 100% to target gain.

This is under that profile. If I kind of go across, you're going to have a data logging screen. So once the patients, this is going to be, you know, likely for more, you know, follow-up fittings, you'll be able to see the data logging on how they've worn the hearing instruments, showing you the programs they've been, volume over time, Volume per program, volume per environment, and then binaural processing, which shows you kind of the directionality that they've been in. So I don't have any time on these hearing aids, so we're not seeing any data logging. It takes about 10 hours or so to start that calculation.

And over here we have your Resound Assist icon. So this is where I'm not currently logged into, but you would log into your GN Online Services, And once you do that, then you'd have the ability to offer the live assistance, which is going to be that video calling capability. When you can, you activate that feature for the patient, but all of the consent and as this has been the case for several, you know, contracts that the consent to use the Resound Assist lies with the patient. So they will go through that

consent process in their app. and accept that feature if they choose to use it.

And then you would be able to see that they've accepted it and then from there be able to do any of the video calling and things like that.

Instrument setup, if we go over here, this just gives us another look at physical properties. So you can have access to that if you need to change something with the dome. This gives you another access to calibration. So if you need to rerun your DFS calibration, you can access it there. And then the details gives the fitting ranges, and then you have the tabs for features and specifications for the hearing instrument right in the fitting software that you can look at.

All right, so over to gain adjustments here. So again, this is like the main screen that you're gonna probably spend most your time on. This is going to be where the fine tuning, most of the fine tuning takes place in really in the gain adjustments and the advanced features. So we'll go through the items here. The first item is the fine tuning.

So on this screen, you see your gain curves and your targets that are listed in the graphs. You see the MSG range. So this is that representation of the DFS calibration for each year. In the center here, the hearing aids are unmuted, but you can click on them to mute. If you want to turn that off, you can do that there.

You have display options, which allows you to look at a different output view if you want to. versus the gain view. And you can add or delete the curves. You can show vent corrections, which just shows the effect of the venting. If you have an open vent, you'll see a drop down in the lows and the DFS calibration where you can choose to display it or not.

This shows me that my hearing aids are linked together. What does that mean? That means if I make a change down here, if I click on 500, you'll see that it highlights sit on both the right and the left. If I want to make an adjustment to just one hearing aid and not both, I can click that to unlink them. Now, if I click 500 in the right, it's just for the right.

So that's how you'll make independent ear adjustments versus binaural, but the default is going to link them to make the change in both. This gain percentage is just a quick, easy way. Instead of using the handles down here to increase or decrease gain, you can choose a percentage. mostly less than 100%, but then you could also go 10% above just to have that quick, easy way to adjust the gain.

And then we have a legend that kind of spells out the light gray is again that showing that feedback curve representation. The red or the blue, depending on right or left, that's kind of above the gain of the hearing instrument. So this is an area that you can't program up into. The hearing aid is not capable of reaching that level.

In the center here, we have our programs. This has three programs set up right now. You have a capability of adding four programs. You could use the plus sign and choose another program here if you wanted to. If you do choose a program, Let's say a music program, for example.

It will add it there. Now you have four. If you wanted to remove that, you just click on the drop down arrow and you can hit remove program and then it will go away. So that's how you add and delete programs. These are again another way to adjust gain.

So you can click on the all which highlights all of the gain values for the three input levels and all of the frequencies. If you wanted to do a single input, you could click on those to adjust or single frequency. And then you also could just click and drag. Maybe you're just looking at wanting to make an adjustment to high frequencies. Wherever you are highlighted in gray on this when you click is what

you're adjusting.

So you'll know based on that graying. You can also adjust MPOs down at the bottom here.

Compression ratios, those are not adjustable per se. They are tied to where you have your gain 50 and your gain 80 values. So if you needed to adjust that, what you would do would be to either make an adjustment to the gain 50 or the gain 80 and then you would see that compression ratio change as a result.

How do you make that change? Once you have something highlighted, well, that's going to be in the center here. The default here is a 1 dB change that you can increase or decrease with the blue arrow, but you can do it in 2 dB or 3 dB steps. If you don't like what you did, these are undo redo buttons that will undo what you did. And then use instrument MPO.

This is just a quick way to set the MPO to what the actual MPO of the hearing aid is versus what the prescribed MPO. So we prescribe the MPO based on the NAL NL2 prescription. But if you want to get more MPO out of it, you can choose this button and it will increase that for you. So the best way to visualize that is if you click on the display option and go to the output view, We can see in the legend here that we have the current MPO. So this is what's prescribed by the NAL-NL2 algorithm.

But we have this light gray area. So this is this region where we could increase it more to be the hearing instrument MPO. So if I say use MPO, you'll see that go up to be highlighted now. to give you that additional MPO, you see that curve change to be right below that dark gray region. If you wanted to undo that, the quickest, easiest way, if you haven't done any other fine tuning, would be to go over here and hit recalculate and you can reset the gain in MPO and you can do it current program, all programs.

and then you just hit recalculate. When you do that, it puts it back to here. But the cautionary tale there is if you've done a bunch of fine tuning, that might not be the way you want to do it because it is going

to do both your fine tuning gain and MPO back to that original first fit. So if you've done fine tuning, that might not be the way you want to go. The other way to do it would be to pull it back down.

by using the MPO line here and the arrow to reduce it back down to that lower shaded gray region.

All right, I'm going to go back to my gain view.

All right. So the next item over here is going to be the environmental optimizer. So this is think of it as an automatic volume control. This is going to be based on our environmental classifier. So as it classifies sound into these seven different environments.

Sorry.

I think I just maybe took myself out of my.

All right, hopefully you're still seeing my.

My screen here. Yeah, okay, I think I lost my view. Sorry, sorry about that. If you these 7 different environments here are what are going to be.

Adjusted automatically based on that classification. So you have speech for soft, speech for loud, speech and noise for moderate and loud, moderate noise and a loud noise. There are some default settings here that you have that are based on just the default fitting, but then you can come in here and either increase the amount of volume or decrease per environment. So what this is really nice for is, let's say, you know, almost all the listening situations are great, but they have one particular, they say everything's great, except when I'm at home, things are just, I can't hear people talk. I wish it could be just a little bit louder when people are talking when I'm at home.

You can come in here and do that soft speech and increase it, and it just will make that adjustment for that particular environment. And so you're not changing it for all the other situations that are currently good for them. You're just changing it for a specific environment.

Acceptance manager, I'm going to click over here. This is going to be your climatization manager. So we call it acceptance manager in the ReSound software. This is where you can certainly pick your duration on how long you want it to do a automatic increase. You have the time frame from one week to six months.

And let's say most often probably people use this top setting where you've done your real ear measurement and you've set it to those targets and the patient's maybe a new user and they're saying, oh, things are just too loud. You can back it down a certain percentage. They'll hear this until they say it's comfortable. That's your starting point. And then when you activate the acceptance manager, over time, it will increase it back to that real-time target that you've set or whatever your settings are that you want them to be at.

The other option here is maybe use less frequently, I would say, but this is where you've already reduced the gain maybe on that fitting screen and it's comfortable for them, but you know you want them to be at a target. So then you can kind of the opposite way, choose this, increase it to how what percentage you want it to be above and then start it and it will acclimate over that time frame that you choose.

Okay. So now I'm going to go over here to the advanced features. So this is going to be kind of those the other algorithms, your directionality, your noise reduction, those sorts of things that you can make.

adjustments to in the fitting software for your fitting. So the first tab here is for speech. So this is going to be things that affect speech understanding for the patient. And this can be your directionality options.

This is going to be our directional mix.

So when you have directionality activated, It will for this all around program, we use the 360 all around. So if you remember with that, those low frequencies are omnidirectional. And so you can change how much of the response you want to be omnidirectional versus how much directional by changing the directional mix. This is also a place where you can adjust your time constants. So we default to syllabic, which is going to be very fast attack and release time.

And that's going to be for all the program types except for maybe for music. Music, we do set that as a slow because that's a better attack and release for listening to music so that you're not going in and out of compression with all those, that highly dynamic sound that people are using a music program for. This could also be where you're going to, we can activate your sound shaper. So for patients who you want to use a frequency lowering strategy for, this is where you would do that as well. We do always default the sound shaper to off because we want it to be your choice as a hearing care professional to know when or choose when you want to use that with a patient or not.

But if the audiogram and things dictate that it would be a good thing to possibly consider, we will have it bolded to be the setting we would recommend starting with. So off for this audiogram I have in, it's just a really mild type of audiogram. So that setting is going to be off. We wouldn't recommend using it for that type of audiogram. But if you had something that was more severe to profound, it would make that recommendation and it would be bolded here.

So for all of the programs, you'll have different directionality drop downs or directionally options that you could choose. Certainly three For the 360 All Around program, it's going to be the most premium directionality, and we recommend staying with that. But you do have some other options you could choose under that menu if you wanted to. If we go over to the Hear and Noise program, this is going to be the program that's designated, that's designed maybe to be when things get really, really noisy. 360

all around is that automatic.

It changes your microphone modes based on the environment. So you can be in maybe an omnidirectional microphone mode, you can be in an asymmetric directionality, you could be in a bi-directional depending on what the environments, what's happening in the environment. And that's really going to be good for patients 90% of the time, right? They're going to be in that all around program. It's automatically making these changes and they don't need to change out of it.

But We do know that sometimes things get really, really very noisy and we want to make sure that we're putting that patient at the center, making the decision of when they maybe need a little bit more help, they can switch to this Hear and Noise program, which will give them this lock them into this binaural directionality, this four microphone beam former that's pointed towards the front to give them the best signal to noise ratio help in those really heavy noisy situations. So they make the choice, it's kind of think of it as a situational thing. When they need that extra help, they can go to this. With the micro RIE, this again is where you're going to find that intelligent focus for the directionality. Again, you can choose a different option with the drop down, but of course we always recommended this is going to be the premium directionality to keep it there.

And again, you still can adjust your time constants and sound shapers per this program as well. If I go over to the comfort tab here, This is where for the hearing noise program, for a micro RIE is where you'll find that DNN based noise reduction. So this is the intelligent noise tracker and it goes hand in hand with the intelligent focus directionality. So you can't turn it off in the micro RIE. You're going to always use this.

It's going to be present with that here in noise program. This is where you can also make under comfort adjustments to your DFS setting, your wind guard you can turn on or off, and your expansion setting.

If I go back to the all around program, just to show you with all around when you're using in that 360, you're using the previous generation noise tracker too. So again, that DNN based is designed for the here in noise program. That's where you're going to find it.

Noise Tracker 2, though, we do have a per environment feature. If you hit the little cogwheel, it looks very similar to that volume control with Environmental Optimizer. We have those same seven environments, and you can configure more or less noise reduction per environment just to help fine tune for your patients. And that's where you find that feature.

All right, going over here again under Advanced Features, the next item here is the tinnitus sound generator. So this is where you're going to find your tinnitus feature. If you want to turn that on, you can do it per program. You hit the toggle on to turn it on, it'll turn green. By default, nature sounds are the ones that are selected, and you can toggle through the different nature sounds.

to choose which one is the, you know, that the patient likes best. Note that this is per ear. So I turned it on for the right ear. If I want to use it in the left ear as well, I have to turn it on there as well. You also have the option to be able to or to not use the nature sounds.

So if you turn those off, then you get those regular presets like white noise, high frequency noise that you could choose from. So whichever works best for the patient. When you choose those sound presets, then you can adjust some amplitude modulation. If you pick that, then you can, you know, whether it's slow or fast or medium, and then how the volume control of that TSG signal, if it's just the stimulus level, or you could put in that environmental steering. So what that would do is if you're in a quiet environment, it would increase the level.

If you're getting into a noisy environment, it automatically decreases that TSG level. so that because the environmental noise is going to kind of act as part of that masker itself. So, and then when you do

activate your program name in the fitting software, we'll indicate that you have the TSG activated for a particular program.

I do see a question here in the Q&A.; It says asking if we can't use the DNN in the all-around program. And correct. So the DNN is that intelligent noise tracker. And to use that, it is going to be available in the Hear and Noise program.

So you would set up that Hear and Noise program to use that. The all around program will use the noise tracker too. And again, part of that is if you think all around being that automatic where now we can use that, we have that per environment noise reduction, making those noise reduction settings according to the environment. We have the environmental optimizer making the the volume settings and those microphone modes changing. So with the DNN really that's very much designed to be used in noise.

So we want to make sure that that's in that dedicated Hear and Noise program. Great question.

If you're doing a cross fitting, I'm not so it's grayed out right here, but this is where you can make some adjustments to that cross fitting that's going to be under Advanced Features as well. Just want to point that out.

All right, next item over here is going to be the device controls. So under device controls, we have the first tab here is manual controls. This is where you're going to be able to enable or disable different features. So tap control allows the patient to just tap near the ear or the hearing aid to answer a phone call. you can enable or disable that under this menu, under this device control manual controls there.

The hands-free control is also to take hands-free calls. I know that there are some of your patients who aren't allowed to have that feature, so that can be configured and disabled in the fitting software. So

then they don't have access to that feature when they can't use You can configure the button option in the fitting software. So short pushes versus long pushes. The default for the short button push is going to be the volume up volume down.

So that's that right raise left lower situation. The long push options for the right, you would be able to change program and the left would be an activation of streaming. So this means they could use the push button to on the left to activate the streaming from a TV streamer plus or a Multimic plus, one of the streaming accessories. One thing we like to point out is if you take, let's say you change this activation and put both hearing aids to have a long push of activation of streamer. When you do that, there's not an easy way for the patient to get out of streaming because they'd have to turn off the accessory and then it would revert back to a regular program.

Instead of doing that, if you're using the push button for this functionality, we recommend keeping one as the change program because in addition to changing programs, what you can think of this is that it stops the streaming. If they've started the streaming, how did they get out? They can use the program change button on the right. to go back to the first program and stop the streaming. So just something we like to point out in case like, oh, why now they're stuck and they can't do this.

That's how you'd want to make sure you have it configured.

Under standard beeps over here, this is where you can change beep frequencies. You got lower high frequency beep tones that you can choose. You can also adjust the level of the beeps. You can either do all of them or or per beep, let's say they say, oh, I'm having trouble hearing that low battery warning level. You can, you know, increase it and make it louder for them so they can hear it better.

You can demonstrate any of these beep tones that have the little arrow icon. If you click it, it'll present that tone in their hearing aid so they have, so they can tell you if they need that louder or softer or

whatnot. You can kind of configure it that way. It'll demonstrate it for them.

And then over here on the Accessories tab, this is where you can pair accessories via the software. So these are the new generation accessories. So that's going to be your TV Streamer Plus or your Multi-Mic Plus or previous generation accessories. So RØDE and Vivia still works with the TV Streamer II or a Multi-Mic or Micro-Mic. So if they still have that type of accessory, or like remote control that you'd use this button to pair those types of accessories using this fitting software.

So it's all compatible with all of those types of accessories still. So these I have a TV streamer plus and a multi mic plus paired to mine as well as my mobile device, which it questions that it's me. I don't know why it always shows up that way. It must be something with my mobile device. I think it has question marks, but that's me.

And anyway, When we talked about again, that auto streaming feature, if you click on this, we'll see that this is where you can activate auto streaming for the TV streamer plus. So the default for the TV streamer plus, we default that to being off. So we don't want the auto streaming by default. The reason for that is because, you know, if your patient lives with other people in the house and if it's on, if the auto streaming is checked on, somebody else turns on to watch the TV and maybe the patient doesn't want to watch TV, it's going to automatically stream if auto streaming is on. So, you know, maybe makes more sense to have that be a choice for them.

If they maybe they live by themselves and they do want it, well, then it can certainly be turned on. So it's nice that you can configure it either way. The Multi-MIC Plus, when we look at that one, you'll see that the auto streaming is checked by default. This again makes sense if you turn the Multi-Mic Plus on to use it. It's like you're intending to use it, so you would want it just to start streaming.

We weigh it heavy or towards the end that most people would want auto streaming on for that particular accessory. Again, that's checked by default, but can be unchecked if that's not how they want and they want to be able to activate it themselves either through the app or the push button on the hearing aid if it's configured. And then down below here for the different streamers and mobile devices, you have the ability to make adjustments to boost options. You can adjust how much input you're getting from the streamer versus from the hearing instrument microphones, so that environmental versus the stream signal. this is setting kind of the defaults for that.

If the patient uses the Resound Smart 3D app, they can further configure that to their liking depending on what their situation is. So you're kind of setting that first starting point for them. So right now, like with this minus three, what does that mean? Is that the hearing aid microphones will be 3 dB less than what the stream single coming from the TV streamer is? as an example.

Okay, and then finally over here we have the finalize tab. So this is where you can configure, it gives you a summary of your fitting. You can go to the reports tab and you can configure what you want for a report that maybe you're going to keep in your files or for something that you're going to print and hand out to your patient. So you have different options. You can check that you want included in the report.

If you don't want something, you just uncheck it. Anything with a pencil allows you to edit it. So you can use the edit menu and you could say, oh, I'm going to put in and type on your printed report. so that you have what your next appointment date is, et cetera. Over here, you have the ability to these print options to choose a language option.

You can also put the print in a larger font if you choose that. You can preview the report. And then the way the report print works is that you actually save it to a PDF, and then this email button will just pull up your whatever email server you have associated with your computer, and then you would have to find that saved PDF, attach it to your email, and then be able to send it via email if you didn't, if you

wanted to do it that way versus printing and handing it to them.

Save options is just really just another repeat where you can click here to save it again in the lower right you could choose a different option. Of course, if you're really fitting to the patient and they have them there, you want it to the database and the hearing instruments. But maybe you've done some kind of pre-configuring and you only have the database available and they'll connect it later and send it to the hearing aids and save it. You could choose that option to do some kind of pre-programming ahead of time. This save is the same as if you hit it on the gain adjustment screen.

or, you know, the advanced feature screen. So you can hit save on pretty much any of these screens to secure all of those things in. Just a final before we go here, I don't see any more questions except that one that was in there. But here's our phone number, our website. So when if you have other questions that come up after today's talk, you can certainly reach out to the team.

They always love hearing from you and ask your questions there and and they'll make sure that you get all the information that you need. But we're kind of at the end of our time since there's no other questions. I want to again just thank you all for joining today. And again, reach out if you have questions to the team. Thank you.