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ReSound Smart Fit 2.2: A POWERful Introduction to The Basics

Presenter: Valerie Kedem, AuD

We are going to go ahead and get started since it is right at the top of the hour. Welcome to our new software course which is called Resound Smart Fit 2.2, a powerful introduction to the basics. My name is Valerie Kedem and I'm one of the field training audiologists over here at GN Resound. So as a title indicates, this is an introductory course to the software. We want to show you what's new, not where things are.

And hopefully by the time we get done today, you will feel more confident just needing through the software and getting through a first fit and finding some of the features that you might want for your patients. So with every course that we do, there are some inherent risks and benefits. This is what we have for Audiology online. I'll just let you take a moment if you want to cruise through this.

And we also have our three learning outcomes. So the first one is that participants will be able to describe the Resound Smart Fit 2.2 Connection Flow that's just doing a first fit from setting it up, connecting programming and hitting save. We also hope by the end of our time today that participants will be able to discuss updated and or new Resound Smart Fit 2.2 features. And then finally that participants will be able to explain how to locate and utilize common Resound Smart Fit 2.2 software features. We do have a pretty deep team.

So anybody that you see here, whether it's your outside rep, that territory, sales manager, your inside representative, somebody like myself, that's a trainer out in the field, we also have internal trainers as well, or customer care. If you have any questions or concerns, please don't hesitate to reach out to anybody on the Resound team. We're always happy to help you.

So let's talk about what's new specifically with Resound Smart Fit 2.2. So we have these three big things here. A new discovery screen that we're going to see in just a moment, firmware updates that are a little bit faster, as well as some new text box, text box measurements that I think will make your life. If you're doing hit, then you will, I think, be appreciative of these updates that we've done within the software.

Also, whenever we launch the new software, we usually have a new product.

So a couple of weeks ago we brought to market the fifth generation of our Enzo product line. It's called the Resound Enzo IA. So if you haven't updated your software to 2.2, that's your homework for today or tomorrow and it'll give you these updates that we're about to talk about and also allow you to begin programming that new resound Enzo ia. So the new discovery screen, it's got the same functionality. It just looks a little bit different with the previous generation of software.

2.1, 2.0, what was going on is that the right hearing aid would kind of pop up over here where my little pointer is. This section that I'm circling would be in the middle, and then the left hearing aid would be kind of in the same spot. So we decided just to put it all together so you're not looking from side to side so you can just see exactly what you are about to fit.

The second update that we definitely can't see in the software right now because we don't have a firmware update, is that the firmware updates are going to be faster. Part of this is because instead of having to do each ear individually, as we have in the past, you will be able to do the firmware updates for the right and the left ear simultaneously. So right at the same time, we're still going to keep the same screen. We still have this circle here that's telling you the steps of the firmware update. So it's not just not just staring at the circle and hoping that something's happened.

So it will tell you that you've gone through steps one through seven, and it'll all be done at the same time. So instead of that five to seven, eight minutes of a firmware update, it should hopefully be between three and five minutes for a firmware update. Always remember, though, that this is always dependent on your Internet speed. So if you've got super fast Internet speed, it'll be real quick. If you have a little bit slower Internet speed, it will take just a little bit longer.

And then the third update is our new test device. So this is what we're getting here in this page. What will happen is that the hearing aids will remain connected to the fitting software throughout the test. You can mute them from the fitting software, the hearing aids, you're able to. And you can see here where it says select test mode, you're able to select directionality test from this menu.

And last but not least, you will also be able to see the specs within the test device screen. So we've heard feedback that this is very much helpful for the folks who are doing test box or Hitbox measurements. So because this is a software course, we do want to spend a majority of our time within the software. So let's go ahead and Open it up.

So we're going to start here. We're actually going to look at three different fittings today. We're going to look at a traditional Vivia fitting, which also can go to a Nexia or amia, anything that's more like a RIP or BTE or a custom fitting. We're also going to take a look at a cross fitting, just so you can see we have a little bit different verbiage for the cross balancing. And also just to remind us of what a CrossFit looks like and where you can find the cross balancing.

And then last, we'll go into an Enzo fitting. And we wanted to just show you some features that you get when you're doing a power fit. And power fit can be a RIC with an Ultra Power Receiver, a custom with an Ultra Power Receiver, a Power bte, a high power bte, and then of course, the Super Power bte, which is that Enzo option. It's not just with Enzo IA or the newer products, but these two features that you get have been around for a long time for these more powerful fittings. But just wanted to show you where they're at in case we haven't seen them in a while.

So I'd like to also start off on this page here to remind us that you don't have to go all the way into the software to discover which version of the software that you have. So if you're on this Noah screen, you can just hover right over here. And I see that I do indeed have my Smart Fit 2.2. If you've been keeping up with the software, you should be able to update this within Smart Fit.

So let's go ahead and click on here and we are going to do a live connection and a live first fit so we can see what at first it looks like kind of straight out of the box.

Okay, so this screen is looking very much the same as we familiar with with 2.0 as well as 2.1.

Whenever we take a look here, just for our references, if I go from my left to my right, if I click on catalog here, what's nice about this page here is that we're giving you all of the hearing aids that you can fit within this software. In addition to listing them out, we're telling you how many technology levels are available, how many models are available. So Resoundvivia has these four tech levels with 12 models, which means that there's three RIC options in each of those tech levels. And then we also recognize that sometimes vi962drw.

If you're not familiar with Resound and how we abbreviate things, this might not make a whole lot of sense. So we also have kind of written it out for you. The first two letters of anything that you see for Resounder telling you which product you have. So VI is via SA is savvy and X is going to be your Nexia product and so forth and so on. The next number that you see is telling you the level of technology that you have.

The next two numbers here are showing us or telling us which type of RIC or BTE that I'm currently wearing. And then we've said, okay, D stands for dual microphone, R is standing for receiver or ric. And then W is telling us that this is a wireless product. So everything that we have on the market right now, with the exception of the CIC is completely wireless. So that means you can program with the NOAA link wireless.

You have access to direct streaming from Android and iPhone. You can do remote programming. You have access to the two apps we have on the market as well as our accessories. If you're looking at a custom product. And for that we need to go down here into Nexia.

And Nexia, you can see, has three tech levels and 57 models.

It's a little bit easier to know what you're getting because we can see that we have a level 9 that is an ITE. We know D stands for dual microphones wireless. And then that's C right there is standing for rechargeable or chargeability or charging, however you want to think about that. And we're also seeing which type of receiver that we have. So this, this resource right here is mostly just to kind of.

You're just trying to figure out what products are out there and what you might want to be ordering. This is typically when you might hang out in the catalog. And in addition to the, we also have this filter. So maybe you're just trying to figure out which Vivias have ear to ear communication. Okay.

And it'll tell you down here at the bottom. All four, all of them have ear to ear communication. So this is just a tool for you to use within the software under our resources tab. It's nice to know about this as well. So these are going to take you to different websites.

So education is taking you to audiology online. Everything that we have put on AO is available to you within our software. If you do have an AO subscription, you can get the CEUs as well. The second circle here and the fourth circle here are taking you to some different pages on our professional website, which is Resound Pro. So the first one or the second circle, rather it's just taking you to this kind of the launch page.

So you got lots of information, features, explained support and programs. If you log into your account, you can order hearing aids, order supplies, check on warranties, etc.

User guides. This is for us as providers, it's not for our patients on how to fit the hearing aids and it's just in a ton of different languages. Here the support is again taking us to a different page within our

Resound Pro site. And this is sometimes nice to have because sometimes you just really need something quickly. You need a fitting guide, you need a brochure, you need the data sheets or the white papers.

We're always happy to provide them for you, but sometimes you need them. Right now this is a quick, easy way for you to make that happen.

Videos. This is probably my favorite thing here because this is actually going to be giving you our YouTube page right out the gate. So this is really nice. Besides the marketing videos telling us what's new, what's on, what's coming out, it also has videos on how to use our Check My Fit feature, how to use how to clean your hearing aids, what the push button on that rechargeable custom looks like, and so forth and so on. So this can be really beneficial to us as well as to our patients.

You can copy the link, send it to your patient. Sometimes that video just really helps them understand a little bit more on how to utilize and use these hearing aids, especially for first time users, because you know, there's a lot going on and sometimes the videos just help solidify that information. The last two here are phone compatibility QR code. This is typically for our Android users, so you can just open up the camera app, face the camera towards this QR code and it'll let you know yes or no for direct streaming and compatibility with our smart 3D app, so forth and so on. If you're doing Resound Assist, which is a remote programming feature, and you're kind of in charge of it, this is taking you to our portal.

If you have no idea what I'm talking about or you're not in charge of maintaining the Resound Assist account, then you probably never ever, ever will go here. But if you are, this is just a quick, easy way to access it as well. We know you can get to all these on your own. We just want to kind of group them together to make things a little More streamlined for you updates. This is where you can quickly update your software, update your accessories.

Also, sometimes that no link wireless needs to be updated. This takes you to your Hizma website. So you can always just take a look, see what's new, reference it. But that's all located within our Smart Fit software. And then last but not least is our preferences.

So maybe you like for everybody to have one program and one program only. We default to two programs all around and hearing noise. You could make that change. You could say, yeah, no, I just want the one program, not a problem. And then the next time you come into the software, any changes that you've made here will be how your software starts up.

Just something to consider if you are sharing computers, et cetera, before you make these changes. Definitely talk to your co workers to make sure that everybody is on board with the setup that you're going to be doing. Put your clinic information in there that this has been around for a while. It's just a little more visible. So let's get off this homepage and let's actually connect our vivias.

So I'm going to pull them out of my charger here. I have Vivia 9 rechargeables and we can see right here the difference in this display screen. So the hearing aids that we're looking for and are connected within this fitting are here on the right. And any other hearing aids that are in the area will also be showing up here in this list for the left. Don't forget that we do have a push to assign button.

So what I did here is I just pushed my push button on the back of my hearing aids and they popped up here. This is a nice feature, especially when you see multiple sets of hearing aids or multiple hearing aids come up. You're like, oh, which one is it? Just push that push button on the back of the hearing aids and off you go. So that continue button, that blue continue button will be your friend.

This is what's going to start to move you through the software again. We're just going to do this live connection here.

Okay. So this is my physical properties page. Just something to be aware of it whenever you're doing a first fit. This is the page that will come up into. And we do have earpiece recommendations.

It's going to look like this. It's the one with a little ribbon or the badge by it. These are recommendations based on the severity and the configuration of the hearing loss. Just know it's a recommendation. If you need an open dome, a Closed dome, power dome, an ear mold, whatever it is that you and your patient have decided to put on the bottom of that hearing aid, that is fine.

Just make sure that you tell the software what you actually have on the hearing aid, because it does affect, kind of behind the scenes, some access to the lows. So you want to go ahead and just make sure that this is all correct. And you can see when I come off of a tulip dome here, says tulip dome in the tube. This is the tube length. If I go to a power dome or any of the other dome options, in addition to the length of the tube, it also allows you to put the dome size in here.

So it doesn't affect. This doesn't affect the fitting, the tube length, or the dome size. But it is just for personal reference.

Next, I'm going to hit continue.

And this is taking us to our calibration screen. So this is what your first fit process, that connection flow looks like, connect the hearing aids, and then we're going to want to calibrate. When we do calibration in the resound software, what we are doing is activating our feedback system. It's called the Digital Feedback System Ultra 3. And we want you to run the calibration because we want every patient to have that on ear measurement to make sure that they don't have any feedback.

We do do something called phase cancellation. So if you think back to physics, if you have something that's equal but opposite, you get zero. So once you've activated the calibration, once you've activated

that feedback control, if there are peaks of feedback anywhere, 3000 Hz, 3100-3200-3250-3000, et cetera, et cetera, et cetera, what will happen is that the hearing aids will send out negative 3000, negative 3200, negative 3300, negative 3400 it out, phase it out, zap it out, cancel it out, however you want to think about that. The beauty of this is that instead of just notching out 3,000 hertz out the gate, we are allowing our patients to have access to those higher frequencies. Right.

Speech information. This is why we're wearing hearing aids. We want to understand speech and be able to engage with the folks around us and at the same time have feedback protection. So I'm going to go ahead and do this. I'm going to hit calibrate.

And so there's a buzz. It's really quick. Once the buzz stops, you can speak, you can talk until it kind of pauses.

So just like that. Usually you might want to remind, hey, don't talk when you hear the second buzz. But this is the calibration process. The buzzing is so fast. If for some reason it's taking a longer time than normal, there might be noise in the environment or something going on that you might end up recalibrating.

So if it's not just a quick zip zip, then maybe just make sure that there's not background noise impeding the calibration process.

Something that I do like to point out is this MSG curve. So over here, my red curve, over on my other side, my left side, my blue curve. This is just showing that you've activated the feedback system. Sometimes you might see that the red or the blue curve, the maximum stable gain curve, MSG curve is touching or even maybe a little bit into your target curves. That is okay.

We are not cutting gain if it's touching the target curves. All we're doing is saying, hey, we're glad you ran the calibration. Your patient has potential feedback issues right here and they're going to be protected. So don't think that if it's touching it that we're just chopping out the gain there. That's not what's happening.

We are just ensuring that there is no feedback anywhere in the system. So I've calibrated, I'm going to hit continue and these hearing aids are going to unmute themselves automatically and we come into our gain adjustment screen. I like to call this my meat potatoes screen because this is where hopefully for most of your fits, you are going to spend a majority of your time. So I do want to hold our attention over here to this sidebar and just point out a few things. It gives us a lot of information.

The name of the patient, the experience levels. Are these things even connected? And more importantly is going to be if you have any rechargeable hearing aid, custom rechargeables, BTE rechargeable, super power BTE rechargeables or RICs. And you have a live fitting like we are doing right now. This is going to tell you the charge of the battery.

In the hearing aid, we have this little icon here, this battery icon. It kind of looks like it's halfway charged. This is just telling us that this is about the battery life. It's not indicating the health of the battery or the health of the charge. It's just saying, hey, this is where you can see the battery life of this rechargeable product.

If you have five green dots. That means that you have a charge of between 80 and 100%. Each of the green dots is representative of a 20% increment of charge. And this is also universal. So you're going to see these five dots here in the software.

If you have something that is rechargeable connected to the software, you're also going to see this in the premium ric charger underneath that lid. And then this also translates into our smart 3.3D app. So

you can see the battery charge in the app as well. So it's these green dots over here.

So do you want to start here on our patient screen? And you can see we basically have six screens. Patient instrument setup, gain adjustments, advanced features, device controls, and finalize. So if you're looking for something and you're like, man, I do not see what I want because you'll notice that as I click through my screens, my options change. Just keep clicking until you see the option that you're looking for.

So back to our patient screen. We'll start off in patient profile. And just wanted to point out that under prescribed first fit here in the top left corner, we do default to Audiogram plus. That is our proprietary target rule. But you have options.

If you need or want something different, please feel free to change it to anything that you see here. Also note that if you decide not to use Audiogram plus, that is okay. We are not going to defeature anything on the other side. So if you prefer NAL, NL2 or DSL, whatever it is that you need for you and your patient's fittings to go well, we don't care which one you use, we're not going to take features away. So knock yourself out.

Whatever works for you is great. In addition to the target rules being here, I also want to point out the experience levels and the gain level. So the gain level is all about bringing the volume of the hearing aids up or down by 10% increments. So this is. Hey, my hearing aids are too loud overall, all day, every day.

Okay, well maybe we'll just bring it down by 10%. Cool. This is different than the experience levels. So your experience levels are taking into consideration the experience of this patient. And it's taking into consideration three different parameters.

The amount of gain being applied to this fitting, the amount of compression being applied to this fitting, and the emphasis in the highs. We default to first time user. So this is what a majority of your patients are going to end up starting off in. If you have a experienced resound user or Hearing aid user. In general, you can always go to experience nonlinear.

If you have somebody who's got a medical ear or perhaps they really like, they would love to have an analytic hearing aid, maybe experience linear would be a better option for them. And just so you can see, I'm going to go back to my gain adjustment screen and you can see I'm experienced linear. But we're still doing wdrc. It's just these compression ratios are a little bit tighter. How much those compression ratios change from the different experience levels really does depend on the patient's hearing loss.

So sometimes you'll see big changes and sometimes you'll see just a little minor change. And then the fourth experience level here is the top one. First time user onboarding. This is really good for folks who just are really sensitive to the hearing aids. They're like, I always think of it my, the people who like to put their toe in the pool.

It's like, oh, let's just test out the water here. You might, if you have one of those patients or they're just really kind of overwhelmed with all the sounds from the hearing aid, they might enjoy first time user onboarding. So take a look here at the gain level percentage and I'm going to change it to onboarding. And you can see that out the gate we're reducing that gain level by 30%. So we start off at 70%.

And then also the advanced features that are directly responsible for noise reduction also become more aggressive. So this is perfectly fine to start off here, especially if the patient is comfortable. If you're running real earth, as I'm sure you know, if you have it set for here, you're not going to meet match targets. So just be prepared for that and. But sometimes this is just a better starting point for our patients.

The next page here and this is just asking me to apply these changes. It's just in situ so you have some awareness that we do have in situ fitting. It's not something that you're probably going to utilize a whole lot. I use it when I've got that fits that just are not going well. Then there's no reason for it really.

Error looks good. Everything fit looks good. Ear molds look good, but it's just not going well. Sometimes the in situ fitting might uncover that reason and you can decide if you want to use the audiogram from in situ. Once you've done it, just know that it's only for Ricks and btes.

No custom product data logging. Of course, this is a first fit so you won't be able to see any data logging, but it does give you a lot of information about what the patient is doing. So sometimes this is a nice place to come to for follow up visits to make sure that both of you and your patients are talking the same language. And then lastly, underneath here is resound assist, which is a long conversation for another day. But this is our remote programming.

This is where you can turn it on, see what's going on, make sure everything's set up correctly. It's going to be under patient. So anything that has to do directly with the patient will be under your patient tab. Our next tab over here, our next screen is the instrument setup. And we're not going to spend a lot of time here either.

But just know that if you need to change the dome for whatever reason, this is the place that you can do it. After the first step, if you need to recalibrate, you can find it under instrument setup as well. And if you would like details on this specific hearing aid, that will also pop up on this screen as well.

So let's go to gain adjustments because this is where we should be spending a majority of our time.

What I like about this software is that each generation we're trying to make it easier, more intuitive, make more sense. So we know that most people don't only operate within this software, that there might be multiple softwares that you're hanging out in. So we want to make sure that when you open up the software, whether you're a seasoned resound veteran or brand new to hearing aids, or brand new to your resound or anything in between, that the software makes sense to y'. All. So why am I saying that?

Well, anything that's under this gain adjustments tab or within this gain adjustment screen is all about making these hearing aids louder or softer. Fine tuning this is making these hearing aids louder or softer. Whether it's everything louder or softer are able to fine tune different frequencies. Environmental optimizer. This is an automatic volume control wheel that is embedded in the hearing aids.

So the patient has the ability to. When they walk into different environments, the hearing aids are going to make automatic volume changes based on some research that we've done in the past. And I'll talk to this a little bit more. Auto rem. Again, this is about volume of these hearing aids.

These are the auto room systems that are compatible with our Smart Fit technology. And then acceptance manager, this is your adaptation manager. So maybe you want your patient to be here and they're like, no way. I want to be right here, 74% cool. So you can set it up, maybe you want to two months and you can activate the acceptance manager.

And over a course of two months, their hearing aids will slowly and progressively get louder and louder until they get to the thresholds or to the volume or the gain that you're looking for. Of note, with this patient has to wear them eight hours a day. They wear seven hours a day. That volume will never move forward. That game will never get more.

So they just need to make sure they are indeed wearing the hearing aids in order for this function to work or this feature to work correctly.

So let's go back here to fine tuning.

When I click on my all, you can see that everything's kind of become gray. This gray means active. This means that now you can kind of tweak it and fine tune it. So if the patient's coming in and saying that everything is too soft, you can fix that a couple of different ways. One is to do this gain percentage.

This is the same gain percentage that we saw on that patient profile screen.

Another is to come here and click on all. And then in the middle we have 1, 2 and 3 DB steps. So maybe I want to go up by 2 DB. You'll notice that when I've made this change here that my little curly Q arrows, one of them has become black. And that means this is my undo redo button.

So once you've made a gain change here, you do have access to these undo and redo buttons. It's independent in each program, as all things are with the Resound software. You can quickly undo and redo any gain changes that you made. Especially if you've made a bunch of them and done some other stuff and then come back and patient's like, no, this is too loud or too soft. You're like, did I do it two or three?

I can't remember which one it was.

Also here on my fine tuning gain adjustments page is where our programs are. So no matter which level of technology you have, you get four program options and this is how you add them. And each program is set up very specifically. So not only did the gain changes apply, depending on what we're trying to do with this program, also the advanced features are going to automatically change based on

the purpose of the program.

Over here we used to call this tools, it's now called program options. And I'm going to click on there just kind of briefly talk through what program options are offering us. The first is reorder programs. So if you click on this, maybe your patient's telling you that they really like the second program. This hear a noise program.

Think of it as like a more sophisticated restaurant program. But they're not really using the music program, and they're not really using the outdoor program. You can just quickly click move, delete, and then hit apply. And so now my program two is now program one, three, and four are gone. And then hopefully the patient will come in and say, you know what?

I really want my most automated program number one to be back in number one.

You also have this recalculate button. So you can have two options. One is just to reset the gain. You're like, I just want to reset back to initial fit for the gain, no problem. The other is what I like to call my mayday button.

You've made a bunch of changes. Things are not going well. You're like, I need a mayday button. I just want reset everything. All the fine tuning, all the advanced features, all the gain changes, all the MPO changes, everything.

So that is when you can do reset all fine tuning. You can decide which programs you want to do it in which ear and then hit recalculate autorelate. Just because you've made a volume change in program number one, it doesn't automatically apply to any of the other programs that you have. So if you want to, maybe the patients come in and they said, I need all of my four programs to be louder. You can do this one of two ways.

You can maybe come into program one and bump up the volume. Let's add our other programs here so we have something to look at.

And you can go through each of these individually and do that. Or you could come to auto relate and say, hey, no, I want my volume that I just made from program one to go into these check marked programs. Maybe you don't want it in outdoors. You can uncheck it or not, and then that'll automatically apply that gain change across the board.

And then last but not least, these last two here manage program names. I like to point this out. This is more for the patient. So perhaps they have the music program and they always go to. We'll say it's Ronnie's nightclub and this is.

Is where they use the music program. They can change. We can change the programs based on what the patient needs so they actually know why they might be using it or when they might be using it.

So I'm going to hit save. But notice that I've still got music and outdoor. So no matter what you do, you can change the program names all day long. Over here. This is only going to show up on the patient side of things.

It's going to show up on that smart 3D app. Or perhaps they have a remote control plus that has the LED screen. It'll show up there as well. You can also do copy paste from the program options, but I really actually prefer to right click on there. I just think it's easier and it's saying, are you sure this is what you actually want to be doing?

Foreign let's talk about environmental Optimizer and go back to all around. So environmental optimizer really should, in my opinion should be called automatic volume control wheel. And essentially this is

really good for your Everything sounds good but complaints. So think of this as just seven different environments that you're. You're wearing your hearing aids that you're standing in.

I'm wearing my hearing aids, standing in a quiet environment. I'm wearing my hearing. I'm standing in a speech only environment. I'm wearing my hearing aids and I'm standing in a speech in noise environment. If you can make this word.

And we're saying I'm standing in an environment that has both speech and noise present. And then I'm standing with my hearing aids and an environment that's only noise. We're not talking about background noise, we're talking about just noise. So think side of the road at rush hour mall. A ball game.

It's just a noise only environment. So this is really good for that. Everything sounds good but complaint. And it's a volume complaint because it allows you to increase or decrease the volume in these independent environments and not mess with the fine tuning. So for instance, if somebody comes in and they say, hey, you know, my own voice is too loud.

You can kind of tinker here and that's fine. But probably I want to go to speech loud and maybe make this zero. Because they're not telling you that the hearing aids loud all day every day. They're just telling you that they have a volume issue for a moment in time during their day or a series of events that are very, very similar. So what this is doing is just bringing the volume of the hearing aid, all of it from 250 to 8000Hz up or down by whatever decibel that you see here.

So these are all decibels. 2 decibels. 2 decibls. 2 decibels. 10 dB, negative 2 dB or negative 3 dB.

And we got these default settings for every single hearing aid for every single fitting for every single loss, we put a bunch of people on hearing aids. We let them wear them for about a week. We ran their

data logging, we said, on average, when I walk into a quiet environment, what are these people doing? And on average they were increasing the volume of their hearing aid by 2 dB. On average, when I'm standing outside on a really noisy road, I'm decreasing the volume by 3 decibels and so forth and so on.

So you try environmental optimizer for that. Everything sounds good but complaint. And I think what will happen is that you're going to see that, that kind of back and forth that you get. You fix one issue and then your patient comes in with a different issue. If you utilize environmental optimizer, it tends to eliminate that back and forth.

Last thing I'll say about environmental optimizer is that it takes 1 second per DB change to occur. So we really want to try and keep from line to line, from like quiet to speech soft to speech loud. We want to try and keep that between two and three decibels. Because if you've got something like say quiet set positive six and speech soft at negative six, that's a 12 second transition. So the hearing aid is not broke, but the patient will hear that transition and they'll think that something's wrong.

It's not. It's the hearing aids working how it needs to. So just to kind of eliminate that, we like to try and keep it between 2 and 3dB from line to line to line. So those transitions are just seamless.

If you haven't tried this one out, I recommend that you do. It's my. One of my favorite things within the software. I wish I would have known what it did when I was in clinic because I had no idea. But it's just volume up, volume down.

We're not like cutting highs and cutting lows or doing anything. We're just cranking up the volume or cranking down the volume.

So let's cruise into advanced features here and let's talk a little bit about this directionality. So 360 all around is what we're getting in program number one. Whenever we are in a level nine, that could be an Enzo, that could be at Nexia, that could be Vivia. But this is what we're getting up here where it says help. And the third option, which is feature demonstrations, all of our features are in here.

And this is going to be hearing aid specifically. So if you see 360 all around or all axis directionality or binaural directionality 3, just know that this is what's happening in the background. They're going through four automated microphone patterns. Omni, Omni. We have this asymmetrical pattern of one hearing aids and omni and the other is in directional.

And this will change automatically dependent on speech and noise in the environment. And then when things get really crazy, super noisy, then these hearing aids will go into more traditional bilateral beamform, more like that restaurant program. So that's what's happening in program number one. You have this automated four option microphone system.

Okay? So the reason I'm talking about this is because when I go into my hearing noise program, if I have a resound Vivian 9 that's rechargeable and I'm in my hearing noise program, what you are getting is the directionality has now become intelligent focus. Intelligent focus. In this hearing noise program, this is where your patients are going to go whenever they are in a really challenging noisy environment. Any of the focuses, intelligent focus, clear focused, ultra focused, front focus.

Essentially in a nutshell, what it's doing is it's going into a very narrow fixed beam form. It's kind of boosting our mids a little bit here as well. And our goal is to just try and really zoom in on that speech. In the Vivian 9 rechargeable Rick, which I know is a mouthful, we actually have not one but two chips. So we have that 360 all around chip that's been there for a while, it's doing a lot of stuff.

But if you happen to go into the hearing noise program, then we get intelligent focus. Anytime you see the words intelligent, whether it's intelligent noise tracker, intelligent focus in the software, that's your cue that the second chip, which is a deep neural network chip, is active. So if I go back to all around, it says 360 all around, that means that my second chip is not active. When I go into here in noise and it says intelligent, then that second chip, that deep neural network chip has now turned itself on automatically. Just think of it like a denoiser.

Its job in life is to reduce background noise. The same holds true if I go into comfort. So comfort, it says intelligent noise tracker and I'm in program number two, my hearing noise program, the intelligent noise tracker. This is still noise reduction, but it is doing noise reduction via the deep neural network chip. If I go to all around, you'll see that I still have Noise Tracker 2.

It's still in the same location, but because it doesn't say intelligent in front of it, that Second chip is not on right now, so that's something that you get specifically in the rechargeable ric for Viviva.

Also, what I like about our advanced features and how we've broken it out is that we are breaking it out into speech versus combat comfort. So anything that's underneath this speech tab, this is all about making our hearing aids sound better sound quality wise. Or perhaps making our hearing aids help our patients have better speech understanding, hence the word speech. On the other side of this, the comfort, this is all about making these hearing aids comfortable for their patients. So DFS Ultra 3, that's your feedback system.

Noise Tracker 2, that's our noise reduction system. Wind guard. Okay. For wind and pulse noise reduction. You'll see as I click on everything, kind of little blurb pops up to let you know what these features are for expansion.

So this is going to be really soft environmental sounds. Patient comes back and tells you, gosh, my room has this buzzing noise. Well, probably expansion needs to be turned on. So again, comfort for the patient. We also have our tentative sound generator.

We treat this as an advanced feature. You do need to turn it on for both ears.

You want to use it.

And then that brings us to our device controls here. So under device controls we have these three screens, manual controlled standard beeps and accessories here under device controls. This is where you can enable or disable tap control flight mode, hands free control change the push button functionality or the rocker switch functionality for those hearing aids. If you need a wider volume range, you can do that here as well. Underneath the standard beep, this is where you can demonstrate all the indicators.

So the thing I like to do for first fit is indicate demonstrate the low battery warning. If you're not familiar with how this sounds, it does sound like Beethoven's fifth Symphony. It goes.

And then you can make these indicators louder if you need to or softer or if you do not want it, you can just uncheck it and then the indicator will be turned off.

If you haven't hung out in our software for a while, we have moved the accessories under device controls we do have two groupings of accessories. We have our new generation which is the Multi Mic plus and the TV Streamer plus as well as our older generation which includes the remote controls, the phone clip plus the original TV streamer and the Multi mic and the micro mic. We go to pair our new accessories which I'm going to make an attempt to do right now. Just know that push the pair button on the back of that accessory and also make sure that the hearing aids and the accessory are basically

right on top of each other. This is a little bit different than what we've been doing in the past.

You used to be able to be really far away from the accessories and the hearing aids and do the pairing, but now you've got to be within 2 inches. So it shows that I've paired my Multi mic. This might be something that you're doing for first fit as well. And it shows right here also that my Multi Mic plus is paired and being recognized with the Multi Mic plus and the TV Streamer plus. We have started auto streaming.

So the Multi Mic plus, as soon as it's turned on, it'll immediately begin streaming streaming. The idea behind that is, hey, we probably want to be listening to this multi mic. If I've turned it on, the patient doesn't have to go anywhere to activate it or go into another program. This TV Streamer plus is not turned on for auto streaming. It can be done here in the software as you see right here.

So if you have the TV Streamer plus, this box will just need to be checked. And the idea behind that is, hey, every time I walk by the tv, do I want it to be turned on or. So as long as you have a live connection, you can either remove them or turn on or off the auto streaming. This also can be done within the smart 3D apps. The patient can do it on their own.

They don't have to come in for that change in functionality. If you need to do anything with the micro relatives, the streamers or the bass boost, this is still going to be under device controls accessory. So it has over the last couple of generations of software been moved over here if you're looking for it. And then last but not least, we have our finalize. And the biggest thing here I think is going to be the reports.

So you can decide do I want it for a clinician, for a patient, or both. Get to pick what you want to be printed out. You can change the language of it. Let's try French. You can make the font larger.

If you do print preview, then you're going to see that everything's in French. We have larger font you can print from here, but that change in the language is just temporary.

Okay, so I'm going to exit out of here and I want to show you what the cross beddings look like here.

And so I'm going to go here to my cross bed. And this is a change that you will see in your 2.2 software and what I like about our cross fittings and with the software is that we do have those sure fit three receivers which have automatic detection. So as soon as you snap the receivers on and you hit connect within the software, the software says, oh, this is a right length number two low power receiver. And then in the idea of a cross fitting, we're also saying that we know which side is what. So because this is a demo here.

Here we go. We will pull this up and then we can see that we know for sure that the right ear is the crosshair, the left ear is the hearing aid side. We're going to do our fitting just like we normally would. Would we come right into this gain adjustment screen. Again, very, very specific on what is what.

We treat both devices like real devices. They have serial numbers, they both can be in real time connected. You can also do this for the Smart3D app. You can pair both devices into the Smart3D app and use those features as well. And the thing that I wanted to show you here, besides kind of the ease of a crossfitting and also so what it looks like is under our advanced features, this is where cross balancing lives.

If you don't have it across device or across setting, you will never see this. But this is where the balancing is. In the previous generations of software it was called cross balancing. So we've changed it now to cross microphone level so we have a better idea of what this thing is actually doing. We want more info from the cross.

We would go to the left, less to the right. Again, just really spelling everything out for you. If we go to device controls over here we have for the cross side, cross up, cross down. So they can do that balance if they need to and they can change whatever they would like. So you can kind of set up the card cross push button.

However want to, but it is going to be specific. So we've named everything Cross this, cross that. So you know exactly what you're doing. There's not any confusion for the push button functionality. And so those are our cross fittings.

And again, it's just really easy to do. You don't have to tell the software cross versus by cross it already just knows. So this is how you would do a CrossFit fitting. Very, very simple, very, very easy. Just like a traditional fit.

And then we're going to exit out of here and go to our third and final fitting, which is our Enzo I A and I'm gonna attempt to do a real life fit with these as well.

I pulled my rechargeable and Zoey A's out of their charger and you're going to connect.

All right. And I'm going to hit continue.

So the NCIA is going to come default with this metal ear hook. Metal ear hook gives about 5 decibels more of usable stable gain. However, if you do need a plastic ear hook, it also is compatible with our plastic ear hooks. In my world, I think maybe like a pediatric ear or a really small ear. Because if you have a metal earth hook, it's just this one size fits all.

When the plastic ear hooks, you get a small, a medium and a large. And so I've run calibration earlier. This is more of a follow up fitting here. And this is what I was talking about with that MSG curve. So we

have a little bit over here on the right side.

That feedback control is down there. That's okay. We're not cutting gain out of this. All we're doing is protecting against feedback. Now I'm going to hit continue and then I'm going to immediately mute these again.

And so the reason I wanted to come into this power fit, this super power fit to show you once again that whenever we look at the sidebar, these are rechargeable. They only come in rechargeable option 20 hours of life, battery life. It looks exactly the same as what we were getting with that vivia rechargeable Rick. And whenever you have those power fits or these high power, these super power fits, you do get two different features that you don't have access to unless it is more of a powerful fitting. The first one of these is RNA gain adjustment screen.

And it's going to be at the bottom kind of on the where the gain adjustments are. And it's compression. So you have three options for compression. You have we default to wdrc. But you do have the ability to do a semilinear fit if you need to and even a linear fit as well.

So that is something that's just one of the features that you get with more of these power fits.

And the other that we get is going to be under advanced features. And so even though this is a superpower BTE, we don't defeature our superpower BTEs. That's kind of been like the beauty of the Enzo line is that we still give all the features that you would get and maybe a standard rip fitting or customs fitting or traditional BTE fitting. We have 360 all around as our directionality here in program number one. If I go into program number two, I have another Focus.

It's my clear focus. So and if you have a level nine Enzo I a, a level nine Vivian that's not rechargeable, then you get clear focus. Clear focus is just the updated directionality for hearing noise program. And it

doesn't have a second chip because the second chip has intelligent focus. So if your patient's really struggling, it's really noisy, they can come into hearing noise and they will get this clear focus directionality, which is again, this fixed narrow beam form.

And if you take a look, look right here, where if you look at those gains, I'm going to go back to all around and you'll kind of see where if I pop back into my hearing noise, there's like a little boost in the mids across the board. So that's part of what you're getting in this hearing noise program, whether it's clear focus, ultra focus and intelligent focus, front focus. So anytime the patient needs more help help, they're going to go into one of these focuses. For the Enzo, it'll be clear focus. For the Vivia, it's going to be intelligent focus.

Now, if I go back to comfort over here, then we see one more option underneath my comfort advanced features, and that is at the very, very bottom. And it's called low frequency boost. It's what's highlighted in red. And so for these more powerful fittings, sometimes these patients want more lows. They want that power and you can absolutely give it to them if you so desire.

And you can go from mild to moderate to strong. There's a big boost up in those low pitches or those low frequencies. So those are the two options that you get with these power fittings that you wouldn't get in a standard fit.

And I'm just going to save this.

Okay.

So we're kind of at the end of our time, but I wanted to see if I could quickly just walk through a first fit without talking through anything. So I'm switching hearing aids now and I'm pulling out my Vivia's foreignzoz away in the last couple of minutes that we have. And then we're just going to walk through

first fit and hopefully we can get it done in just a minute. And the point of this is just so you can see how quickly you can make it through a first fit within the software. Again, we want it to be easy, we want it to be intuitive.

They want you to spend your time with your patients, patients counseling and making sure that they feel confident with their hearing aids, especially the first time users are maybe changing from one style of hearing aid to the next.

So the automatic detection for the SureFit 3 receivers is just so nice to have. You don't have to tell the software anything. Like the dome. We're going to calibrate real quick here.

Again, remembering that once that buzzing stops, you can talk. And usually it's just to say, hey, when you hear the buzz, don't say anything.

Beautiful. Okay, I'm gonna hit my continue button down there, and then I'm back on my meat potatoes screen. We're gonna assume that everything sounds wonderful, right? I'm gonna go to device controls. I'm gonna go to standard beeps.

I'm going to demonstrate my low battery warning for the right and the left ears again. It sounds like Beethoven says Symphony. And then I'm going to hit save. And so within two minutes, we have done a first fit with the Resound Smart Fit software. So we're right at our time.

I hope that you feel more comfortable and confident with the software at large. There's a lot to it, but definitely want to make sure that you feel good getting through those first fits and just finding some of the more common features that are used, like Environmental Optimizer 2. And again, don't forget to take your quiz. And I hope everybody has a wonderful rest of your day. Thank you so much.

