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ReSound Enzo IA: More Uses

Presenter: Valerie Kedem, AuD

Welcome everybody. We are going to go ahead and get started because we have a lot to talk about today. My name is Valerie Kedem. I am one of the field training audiologist with Resound. And we are going to be talking about our new product that was launched in August of this year, so very, very recently, the Resound Enzo I A with any type of course that you may be taking.

Of course there's always inherent risk and benefits and this is what we have for our Audiology online courses.

And we also have some learning outcomes that we hope you will feel good and confident about at the end of our hour today. And so essentially at the end of this course, we'd love for you to be able to list out what's new with the design and technology for the Enzo IA in comparison to previous generations of enso. After this course, we would like for you to be able to explain the Enzo IA's connectivity options. Also, we'd like for you to be able to identify Resound Smart Fit features specific to severe to profound hearing aid fittings. And also how to manipulate the Smart Fit software for some common issues that these patients might come back to you with and how to kind of address that within the software.

Now, we are pretty deep as far as help, so if you have any questions or concerns at all, please don't hesitate to reach out to anybody that you see here on this list. We will all be very, very happy to get you the information that you need to help you and your patients be successful with the Resound products. So let's get started with the talk about our Resound Enzo ia. So today's course is going to attempt to do two things. One is to just update you on what Resound in Z is doing.

The new stuff, the connectivity. And the second part is software and then some case studies. So trying to give you kind of the best of both worlds. Hey, we have new product. Hey, this is how you can use it and make it the best for your patients.

And what I always like about the Enzo line, whether it's the original Enzo Enzo Squared, Enzo 3D, our most recent version, Enzo Q, which Enzo I will be now taking the place of Enzo Q for the most part, is that it is a superpower product for sure, but we don't compromise. And Resound never compromised on what it offers to them patients. And what I mean by that is we give all of the advanced features that you would see and say more traditional fitting, like a Rift with fitting with a medium power receiver so patients have access to really good battery Life. They have, they have access to the updated directionality features, they have access to our feedback system, they have access to the connectivity that they need, whether it's with apps or direct streaming or oracast. So we really do have this solid product that is for this superpower population.

And we know that the superpower population, they usually come to us and they're experienced users. Sometimes they're more experienced. I know when I was in clinic, I was like, oh, you know, way more than me, especially back in my younger years. And so they come in and they are looking for a specific, specific sound quality, a specific fit down to even the exact length that they like their tubes. I've had patients that wanted to cut their own tubes because they knew exactly how they wanted to be cut.

So we know that this patient population is just a little bit different and they have things that they need to be a little bit different than, say, that mild to moderate hearing loss. So if you feel like it and you can find your chat box, I just want you to at least mentally, if not physically, put into the chat what features you feel based on your experiences in the clinic are most important to our superpower users. Like what things kind of pop out to you or you could put in the Q and A, whichever that you find. And while you're thinking about it, I will show you what I came up with. So when I think about our superpower fits, I feel like battery life is going to be really important to our patients.

Power for sure. Battery life. Barry, thank you so much. Connectivity. I mean, think about these patients.

One of their biggest struggles is talking on the phone. So connectivity tends to be really important for this patient population. And of course the size as well.

So we're talking about the size. We're saying that this is the world's smallest rechargeable superpower hearing aid. And if you haven't seen, is a really nice design.

And we're knowing that it's, it's going to be smaller than what we're used to seeing. It's going to be lighter than what we're used to seeing and feeling. It's going to have a more organic design and it's also just going to have one touch point on the ear. So yesterday I was in a clinic and I was with a Nexia High Power BTE. That's your Annexia 88.

And I was comparing it to the Enzo IA, which is going to be replacing the 98 version of the Enzo Q. So that Big Mac daddy, the one with the 675 battery in it. And you'll notice that if you do a side by side comparison, that the kind of the neck of the hearing aid where the ear hook sits, it's much thinner and it kind of just cuts in a little bit more so it curves around the ear nicer, it's a little bit longer. But with that additional length, we've also been able to slim down the hearing aid overall. So just really trying to make these hearing aids as comfortable as possible because again, we know that our super powered users, they were their hearing aids from the very time that they wake up in the morning all the way to the time that they go to bed, sometimes they even sleep in them.

So comfort is essential. It's of the essence.

With the launch of Vivia, the renowned Vivia RIP products in February of 2025. So earlier this year we've continued with our technology levels being 9, 7 and 5. But with that launch, and we're continuing that on with Enzo ia, we've also taken a level four from more of an level product or an essential line budget, if you will, and we moved it up into our more advanced or more of our premium technology line. And so again, that's going to hold true with the Enzo ia. So we do have four different technology levels

available for your patients.

When we take a look at what you get on this hearing aid, of course we're going to have this volume control that's in the form of a rocker switch, a push button for not only changing programs, but also to activate Hands free, which these patients will now have access to. Hand free calling. We have some mic filters that can be replaced in field, the LED indicator. You can see that with that metal ear hook, we are really pumping a lot of power out of this ear. And these hearing aids also have access to tap control.

So when I talk about tap control and Resound World, what tap control means is that when you have these hearing aids connected to a phone, mostly iPhones and a few Android phones, Android phones have to have Bluetooth, low energy audio to have access to both hands free and tap control. When that phone call comes in, if the patient wants to, they can just gently tap their pena, tap, tap two times and they can answer the call in that manner, just one, two. Once that phone call has been answered, then the tap control feature goes into like sleep mode. So its only job in life is just to answer the phone on that head up. So and then again, just to reiterate, when we're talking about tap control and hands free as well, it's going to be for anything that's Apple.

And for the Android side of things, it will be for those Android phones that are utilizing Bluetooth low energy audio. So the third, third generation, the newest generation of Bluetooth. So that is usually your Samsung Galaxy 23, 24 and 25s. I believe there's a Z flip phone out there that also is utilizing this. And there's probably one more that I'm missing, maybe a couple because they are adding them as we go through each month of the year.

So tap control will be a really nice addition for these patients. And of course we do have a T coil as well when we're talking about, well, what is the fitting range for this product? It is big. Like this is a really super. It is a super power hearing aid.

Again, it's that Enzo 98. So that Big Mac Daddy hearing aid with that 675 battery, that is what the Enzo IA is as well. So it will come default with this metal ear hook. If for some reason maybe you don't need quite as much power or you have somebody who's allergic to the metal or they have a small, smaller ear, you can get a plastic ear hook. And that is going to come in three sizes which is small, medium and large.

These replaceable mic filters, if you're familiar with Resound product line, the Vivias, the Vivia Ricks have these mic filter systems there as well on the back of their of the aids. They come in green packages. It's very similar to changing a wax guard or a Sera stop. It'd be kind of the same complaint to know when to change them. Hey, my hearing aids are low in volume or they sound really dead and they were fine yesterday but not today, whatever it may be.

And then you can just really quickly just change out the mic covers and get the patient off and running. So this is going to be the same mic filter system for the Enzo ia, the Resound Vivia Ricks. And if you want, if you have some Nexia Ricks out there, you can also request for this mic filter system to be placed on those Ricks as well. So just trying to make this more universal so you don't have like a kajillion different things and a kajillion different boxes. And you're digging through trying to find what's what for each individual hearing aid that we have out in the market.

Colors, nothing too crazy here. We have our standard colors which are going to be very, very neutral. We also did hear the call that we want something more fun so we're branching out. Just kind of putting our toe in the water here in the pool with a really nice navy blue color. If you haven't seen it, it's.

It's a solid color. A lot of people like it, as well as red. Everything that we have on the market continues to be that IP rating of 68. And we know that usually when you have a rechargeable hearing aid, you just have less points of entry for moisture because there's not that battery door.

One of the bigger questions that we get around the new Enzo product is, well, does it have a zinc air battery option versus, or is it only rechargeable? And if it's only rechargeable, what does that mean for the patient as far as battery life? So here are all the answers around this. NDOIA is coming in one form factor and one form factor only. It is rechargeable only.

But you can see here with the hours of use, that if they are not doing any streaming and the hearing AIDS completely charge 28 hours of battery life, if they stream 50% of the time, this is about 12 hours a day, which is a bunch of streaming, they will get 20 hours. Then less streaming, more streaming, you're getting around 24 hours. And at the end of the day, anything that's rechargeable in the Resound product portfolio, some of these numbers are a little bit different here or there, but the main takeaway is that your patients should be able to put your hearing aids in in the morning, wear them all day long, do very heavy streaming, and not have to recharge until they're ready to go to bed. And I think that's really important to know because this patient population in particular, they don't have their hearing aids. They are sunk.

So we need to make sure that we're providing them with something that is going to last through the entire day. We also talk about, why did we go more rechargeable? What are the benefits of rechargeability? And I really like this. I like that the patients that have been wearing them and the patients in the beta testing, their response was, man, you know, every day it's like, I have a brand new battery.

And we know that zinc air batteries are fine. They're great. But over time, patients can tell, especially if they wore hearing aids for a while, that their battery is getting low and that they're going to need to change it even before they get that low battery indicator. And so by using this rechargeable option, and you are essentially Starting off with a fresh battery every single day, and these patients are noticing that they just have a better overall sound quality every single day that they're wearing these hearing aids.

You know, the zinc air battery packaging is a little bit more challenging to get in and out of these days.

So this is just going to have an ease of use benefit. We've also decided to only have a desktop charger. And the reason for this is that we want to make sure that the induction charger is happening correctly. We want to make sure that patients can get these hearing aids into the charger and out of the charger with ease. And once we start putting ear molds on power BTEs and then trying to close a lid over them, sometimes that doesn't really work out that well.

So we just want to make sure that everything is super easy for the patients and that that charge is occurring as it's supposed to. If there is a question about the battery charge, not only do we have access to see the battery life within the Smart Fit software, the patient can also open up their smart 3D app and they will see these green dots. So fully charged is five green dots, and then they go down in 20% increments to four, to three, to two, to one. So they always can kind of get an idea of what the battery charges for that hearing aid and everything on the market. As far as our chargers have, that's charging.

So really rapid charging. I think if you put it in for one hour, you get seven hours of charge. In one minute, you get a take 30 minutes of charge. So you don't even have to put them in for very, very long to get something out of them and to be fully charged, that would be four hours of charge time. They're also smart chargers.

So that means if you need to have. If you need like 10 hours of battery charge on the hearing aids, the smart charger will only go up to 10 hours and then stop charging again, go into that sleep mode or Bluetooth connectivity. I do think this is really important for this patient population. It's nice to have for everybody wearing hearing aids, but this patient population really does rely on those hearing aids. And it's so nice to be able to offer them hearing through their hearing devices at their prescription, but also have the ability to do FaceTime so they get the audio and the visual at the same time.

Or maybe WhatsApp, if you've got that Android phone, in addition to having that, you also have access to the Smart3D app, the tinnitus relief app, within the Smart3D app. We also have an Oracast assistant. Oracast is coming. It is coming more and more and more. We're seeing it pop up in more and more places.

And so the patient can open up their app, tap the line that says find a broadcast and see if there's any oracast broadcast that they would be able to listen to. We also have, as we talked about earlier, hands free calls. So, you know, iPhone, iPad and then Android. The little asterisk that's going to be for those Bluetooth, low energy audio, Android phones. And of course we have access to our streamers as well when we step back and we take a look at the product portfolio at large.

Like what is here now, what's current, this is what we have going on. So the Resound Vivia coming in tech levels of 9, 7, 5 and 4 are going to be your RIC options. You get two non rechargeable, one rechargeable in that line. We also have a cross brick option as well. Resound Nexia is going to come in tech levels 9, 7 and 5.

This is what you're going to be ordering if you need a custom option or if you need a standard BTE option.

This also has a CROs version as well. You can get a BTE cross which is compatible with a BTE hearing aid or a rechargeable custom product. We also have our Enzo IA. Again, one form factor, the 98, 9, 7, 5 and 4.

When we launched Vivia in February, we also launched a new budget RIC product line and that's called the Resound Savvy.

So just think budget Savvy. This is what you're going to want to order for these budget friendly hearing aids. It has the new chip in it that you would get with Viviva as well as the Enzo ia. We have the key products as well and that's what you're going to order if you want a custom or a BTE in this price sector.

So in your heads, we're looking at these four options. Battery life, power, connectivity and size. Or if you want to put it in the Q and A, which one kind of stands out to you? What do you think is going to be the most beneficial to these and so IA patients? I think you can make the argument any of them, some patients are going to be battery life.

Absolutely. Some patients might be, no, I need that power. They're really concerned about having enough amplification. Could be connectivity, it could be size. So all of these I think are going to be really important and I think some patients are going to think one is more than the other just based on what they need to do on their day to day.

So I mentioned connectivity in the form of these streamers as well.

And so about a year ago, we launched two new streamers to kind of take over the legacy streamer. So that's the TV Streamer plus as well as the Multi Mic Plus. So if you haven't seen the new TV streamer, it's about the size of a Tic Tac box. Because it's smaller and completely flat and doesn't have a stand, you can attach it basically anywhere that you want. We even send you Felscro strips in the box.

So if you want to put it on the back of the TV like you see here in the picture, you're more than welcome to do that. Both of these streamers, the TV Streamer plus and the Multi Mic plus, now have auto streaming. So the default for the TV streamer is that the auto streaming is off. The idea being that every time you walk into the TV room, do you want to hear the TV streaming immediately to your hearing aids? If the answer is yes, the patient can change that in the app, you can change that in the software very easily.

The Multi Mic plus, the auto streaming is on, meaning that as soon as you turn on that Multi Mic plus, the hearing aids will start getting that streaming information from the Multi Mic. We've changed the pairing process just a little bit here. We call it one touch pairing. So the differences between pairing the TV Streamer plus and the Multi Mic plus to these devices is that you no longer have to turn the hearing aids off and then back on to put them in a pairing mode. And you need to be within 2 inches of the hearing aids and the streamers need to be within 2 inches of each other.

It takes about 45 seconds for the entire pairing process to happen. So a little bit longer than what we're used to with those legacy devices. And it kind of looks like this. Push the pair button on the accessory, you plop everything right next to each other on top of each other, hearing aids on top of accessory, and you're going to see a flashing blue white light. It flashes for 15 seconds and then stops.

Another round of 15 seconds and stops. Third round of 15 seconds and stops. And then these devices are paired to those hearing aids. So just something to be a little bit aware of. I know I've personally tried to pair these and I'm like, I don't know why these aren't pairing.

I was across the room. So just make it a little bit easier. And because it says TV Streamer plus, in addition to some of these updates, you are going to be getting access to this or cast broadcast functionality. The Multi Mic plus it is looks pretty identical to the Multi Mic. It's a different color, it's like a gray color.

It's not as shiny, it's more matted, it's a little bit longer, a little bit thinner. But it still is going to give you the tabletop omnidirectional microphone. And automatically as soon as you put it flat, it automatically goes into omni. It's in the horizontal position. When you put it into vertical, it goes to directional.

It has a T coil. This is also the one that if you've got folks that are using a lot of zoom calls and they need some help with the audio, order the Multi Mic plus because it has a jack so you can line into both the Multi Mic and that TV or that computer, whatever the patient's trying to use, get a couple extra feet of distance away from the hearing AIDS. Up to 82ft of distance. And it really does help improve our improvement when even if you're wearing a level nine. So it just gives you better distance listening, which is often what our patients need.

So this is brand new to Resound. We've never done this before and we're calling it Multi Connect. So the Enzo IA is the only hearing aid right now for Resound that has Multi Connect capabilities. And this is going to allow your patient to have two smart devices. So that's two smartphones, two smart tablets, one of each connected at the same time.

So you don't have to keep turning off the Bluetooth on that tablet every time you want to use your phone or vice versa. You'll be able to pair to both, keep them both on and then stream and change which one you want to be listening to in real time in the fall of this year, which is right now. So let's say maybe the winter or perhaps even on the other side of 2025 into 2026 sometime soon. Ish. We will be transferring via former update Multi Connect to our Vivia rechargeable Ric.

So those are going to be that micro Ric. So it's only going to be in the rechargeable hearing aids. Just again, it's due to like power. We need to have a steady state power source and the rechargeable batteries offer that. But that will be coming a little bit later this year or early next year.

Now We've been talking about Oracast for a long time. Oracast, Oracast, Oracast. Oracast. It is here. It is coming.

You're seeing more and more places pop up. I have accounts in my territory that are turning their offices into Oracast broadcast centers so they where patients can come in and open their smart 3D app

and tap, find a broadcast and then they immediately start hearing the TV volume. So whatever you have on your front office tv, it just automatically streams into their ears. So we're seeing more and more orcas. It does depend on where you are.

But just as kind of a refresher Oracast is, we have the ability to have Oracast because we have a third generation of Bluetooth, which is Bluetooth low energy audio. And Oracast is a new way to do public broadcasting that is more public broadcasting for everybody. So even if you don't have hearing aids, you can go online right now and you can buy oracast ready wireless headphones and then you can use those headphones to tap into a broadcast if you happen to have one somewhere. So any of these devices that you see represented here at this picture that they're Oracast ready, you can go ahead and just do an Oracast broadcast as well. So it's just going to be more user friendly, it's going to be open to a lot more people, and the cost of it is going to be much less than say maybe a looping system.

Looping systems are wonderful and they're great, but they do have some cost and some construction associated with them. The reason I'm talking about Oracast is because of course Enzo y a will be. And is Oracast compatible? As soon as you pull these hearing aids out of the box, they're ready to go for Oracast. But also within the Smart 3D app, we've added an Oracast assistant.

And so when you think about Oracast, you have a transmitter and a receiver, but you have to have some like intermediary way to figure out or to choose which broadcast you want to listen to. So it's kind of like a WI fi. I walk into a bigger building, I look on my wi fi options and I have to pick which WI fi do I want to go into. So it's the same idea.

So this is something that you can do within your smart 3D app and that is going to be for both Android phones as well as all the iPhones.

So again, just a quick check in. I know it's a lot of information kind of coming at a fairly rapid pace here. What, what connectivity features do you like or which ones do you think might be more beneficial to your Enzo IA users? And again, if you want to put that in the Q and A, you're more than welcome to. Or you just want to kind of think it through on your own.

Also. Everything is. Is good here. I mean, in my opinion, again, I can make an argument for any of these. Yeah, oracast.

I think oracast is going to be huge. You know, you know, big, big venues are using some Org that's what they've chosen to as their public broadcasting system, which is really amazing.

But I think the Multi Mic plus Multi Connect is really a good one. The TV streamer plus. Absolutely. I mean, really, in a nutshell, anything that's going to have our patients have better access, what's going on in their world is going to be beneficial to them.

So we've spent some time kind of talking about what connectivity. We've talked about the hearing aid itself, like, what features it has, how it's a little bit different as far as shape and colors from the enzoq. But what about the audiology portion? So what are we doing internally? And so we really have some three main points here.

We have this environmental classifier that we have in the Enzo ia. We have our gold standard of directionality, which is called 360 all around. And we have our newest option for directionality, which is called clear focus. So when we talk about the environmental classifier, essentially its job is to determine really accurately what environment the patient's standing in right now. And then with that determination, is it speech?

Is it a speech in noise? It is. Is it a noise? It will then turn on and off or change certain features that are most appropriate for wherever the patient is standing right now. So we have this really accurate environmental classifier, which is a good thing because it is also responsible for making sure that, say, the directionality is going to be appropriate for that environment or the noise reduction is appropriate for that environment.

And part of the way that we're able to have that environmental classifier is because we are utilizing artificial intelligence. So intelligence augmented is kind of like a play on words here. And essentially we're saying we want to use AI, but we want to use it in a way that's meaningful for our patients. We don't just want to have it for the sake of having it. We need to have something that really helps or augments the patient's experience.

And when we think about artificial intelligence. And it's kind of like a big buzzword now in the hearing aid world, we're talking about deep neural networks. And that second chip that's primary job in life is to. Our only job in life really is to reduce background noise at a more efficient way. And so we are doing AI in these hearing aids.

And we've been doing AI in these hearing aids for a really long time. And when I think about AI kind of in my brain, how I've put it together, is that we've taught something, to know something. At the end of the day, that's what AI is for us, at least we've taught this one thing, to recognize and do this one thing over here. And there's also different types of AI, so it can be very sophisticated or not as complex. And for this particular hearing aid, we're doing two different versions of AI.

First is going to be this machine learning. This is that environmental classifier. This is our feedback manager. And then we also have a different form, form of AI, which is called deep learning. And so it's just a little bit more sophisticated or a lot.

I'm an audiologist at heart. I know this stuff because we have to know it. But the deep learning is something like say, Check My Fit. And for those of us who are aware of it, within our smart 3D app, several years back, we added this feature called Check My Fit. And basically what it does is that it helps our patients who are maybe struggling with that insertion process of their hearing aids, get the hearing aids in their ears.

And then it provides a check. It says, yes, this hearing aid is well placed in your ear. Why don't you try again just one more time? And so we had to teach the app not only how to identify a human ear, but also to identify this ear with an accurate or inaccurate insertion of the hearing aid. So that's a form of deep learning as well.

360 all around is going to be this gold standard of directionality. And what I say by gold standard is that this is what we've built, our directionality system. We've been building and building and building and building for many, many, many years. Let's just say 15. It's probably a little bit longer to make sure that we have a, an automatic directionality option that is intuitive and that makes sense for our patients, and that is really going to enhance that improvement in the signal to noise ratio.

Because at the end of the day, improvement in the SNR is coming from our directionality options. So 360 all around. This is going to also show up as all access directionality. It also shows up as a binaural directionality 3. And this is just what you get in different levels of our technology.

So this is usually what you're going to have in program number one is the standard, especially in the level nine, 360 all around is going to be that default directionality system. And. And it goes through four automatic microphone patterns. So it goes through both hearing aids being an omni omni or both hearing aids being in directional, directional, or one of these asymmetrical patterns, or one hearing aids and directional while the other one is in omni and then that will switch. And so all of that is happening behind the scenes, and those beam forms are being changed based on the information it's getting from

the environmental classifier.

And so this is what the patients are getting. It just allows the patient to decide what they want to be listening to versus having the hearing aid make those choices for them. So it just gives them more access and more awareness to not only what's in front of them, but also maybe to the sides as well as directly behind them.

In your level nine, your Enzo IA level nine. In program number two, which we're calling here in noise, we want you to look at the program and say, oh, what, what's the point of this program? Oh, it's like you can hear a noise. So just think of it as a gussied up or a fancy restaurant program. You will have clear focus.

So clear focus is the directionality option that you get in your Enzo IA9 when you see the word focus, there's four versions of this focus program. You've got the original one, which is called ultra focused. You've got front focus, you've got clear focus. And then if you have a DNN chip in the hearing aid, which is more vivious stuff, and not for Enzo ia, you might see something called intelligent focus. But what I want you to take away from this conversation is that when you see blank focus, whatever it is, clear front, intelligent, ultra focus, know that you are in a very intense, kind of like a restaurant program on steroids directionality program.

Now, what's going on with the clear focus is that the hearing aids have done a directional beam form. It is narrow, it is fixed. It gives you a nice boost up in the midst to really pull out that speech information. It is doing a weighted beam former. So it's mimicking binaural squelch, which what our brain does.

So we don't want to pull in a bunch of junk from one side into this beam form that's supposed to help our patients understand better and the presence of background noise. And so with the focuses, with the clear focus, you will see a significant improvement in your signal to noise ratio. So when we take a look

at 8.3 dB, this is saying that you have up to, you have the capability to get a signal to noise improvement of 8.3 dB when you compare it from the omnidirectional pattern. So from omnidirectional to directional, this is the improvement in the SNR that you're getting. When you look over here to the right and you see 2.7 dB, this is saying this is the improvement that you get using clear focus in the hearer noise program over say maybe Enzoq and their second and that second program.

So just showing that the focus is going to give you a big boost up in that SNR improvement.

Now we have a bunch of, a bunch of volume being pumped through these hearing aids. And with that being said, we also need to make sure that we can provide really good feedback management, but at the same time not be cutting or limiting gain in these crucial speech areas. We know that around 3,000 hertz, give or take, that's where feedback traditionally falls. And we want to make sure that we can give the volume that we need at those frequencies and at the same time manage the feedback. So our feedback system is called DFS Ultra3 Digital Feedback System Ultra3.

It's been around for a very long time. And this is why we ask you to run calibration at a first fit for all fittings, but especially for the NZIA fittings, we want you to run calibration because it activates your feedback system. And so our feedback system is doing a couple different things behind the scenes. Once you've run the calibration, you've turned on not only a static system, but also an adaptive system. So what the static system is doing, it's just monitoring the environment and it's making sure that we're keeping everything cool and that anywhere that there's potential for feedback, we are sending out a phase cancellation.

So something that's equal but opposite. Think back to physics. If you have something that's equal 180 plus negative 180, that makes zero. So that's how we're doing. We're phasing out, canceling out, zeroing out the feedback.

But sometimes rapid changes happen, right? So that's what this adaptive system is for. It is for these dynamic changes. You Got a hug, somebody came up and gave you a kiss, you put a ball cap on your ear, your ear scratches, you're scratching your ear. Whatever it is, that really changes super fast.

We also acknowledge that we need to be able to manage that as well. And so that's what the adaptive system is. And this little video shows, okay, so my phone's ringing. Cool, cool. Oh, really quick sudden change in my environment and the adaptive system reaches up and just brings it right back down to that static system.

So we don't have any feedback.

Every time we launch new product, we also have to launch new software. So it's for two reasons. One, we have to have a way to identify that we have new hearing aid, new software. And two, we're usually fine tuning or adding something or making it more intuitive. And this is where you as providers come into play because your feedback directly impacts the changes that we do within the software, the tweaks that are fine tuning screen.

So for 2.2, let's resound Smart Fit 2.2. This is where we're at. If you haven't done it yet, this is your homework. For the update we have three changes. Nothing too crazy, but I think that you're going to like them.

First is going to be the display screen. So the previous generations of software, the right was all the way over here, the left was kind of where it's at. And then we put all the hearing aids that were being recognized in the, in the room in the middle. And so we're like, yeah, that's a little bit clunky. Let's just make the two hearing aids that are associated with this fit this patient all together.

So this is what we have over here on the right and then anything else that's being recognized in the area over here on the left. The second change is that you no longer have to do individual ear software updates. So, so before it was right ear done, left ear done saved. Now it's just you can do both of the hearing aids to firmware update at the same time. And this should save you about one to two, maybe three minutes, depending on how fast your Internet connection is when you are doing the firmware updates in house.

And then the third is going to be for test box. So if you're doing hit, then this is going to be your friend. You're going to be super excited about this. So with Smart Fit 2.2, you now can connect the hearing aids and keep them connected in a live fit to our Smart Fit software. So this gives you a couple different abilities.

It gives you the ability to mute the hearing aids from the software. It also gives you the ability to just quickly go through these different test modes, whether it's muted, full on, gain, the reference, test gain. And then you can also change between fixed directionality and omnidirectional. And you can have a quick reference here for the specs as well. So this is everything that you get here under this screen.

And then once you are done and you come out of the test device page, the hearing aids will just go back to a regular fit. So I think this is a really nice update, especially for those folks who are doing this type of testing on the daily.

So again, what do you guys like about this? Which was your favorite? The firmware updates? We've got the new discovery screen. Still talking about multi connect, maybe that auto streaming and test update.

Anything jump out at you at all. And again, anything that we can do to make these fittings cleaner, faster, easier, better, whatever word you want to use is definitely going to be a win for all of us.

So at the beginning of opening, I said this is going to be kind of a little combo of, hey, this is what's new with Enzo ia, right? This is why we are talking about that Multi connect. Thank you. Thank you so much. And then the other part of that is also to discuss the software and show you some specific features that become available to you whenever you are utilizing a power fitting.

So hopefully you can now see that this screen has changed and we are hanging out in the software. If for some reason you don't see that, just let me know and I will try again here.

And the first thing that I want to talk to you about is going to be before you even really start your fitting. So we know that when you order the Enzo ia, the default ear hook is this metal ear hook. But we can change it, right? So we always just want to make sure that not only we have the ear hook that we want attached to this hearing aid, but we also have told the software that, that the ear hook that we want has been attached to the hearing aid. So we can see that the recommendation is a metal ear hook.

But if you're here on your homepage and you go right next to it to catalog over here on this right side, this is where you're telling the software if you've changed the ear hook, if you don't do this, then your patient might come back and say it sounds yucky. And also if you're doing testing, then it's not going to show up right it's not going to correct. So just something to be aware of as you're doing these fittings.

When we go ahead and go into the software, we have some features that only show up when there is a power fitting. Now, power fitting can be a Ric with an ultra power receiver and a custom ear mold, a high power fitting, maybe that Nexia 88 or certainly the Enzo IA fittings or any Enzo fittings that you're doing. So the first thing that pops up immediately, you don't have to do anything, is going to be that we have different compression modes. So we're always going to be in WDRC to start off with, but we have three different compression modes that you can choose from. You could choose from semi linear, so that's what that looks like.

And you can also change to linear as well. That's going to be, you know, for those guys, a heart analog. It's really challenging for them to change their hearing aids. It's kind of a stressful endeavor for them. Don't worry.

We have ways to make the hearing aids how they want them to be. So with that being said, when I choose my linear compression mode, this also opens up another feature. So I'm going to go up here to my advanced features page, and I'm going to choose my comfort tab. And essentially any feature that's listed under my comfort tab is to make the sound quality of these hearing aids more comfortable or better for the patient.

So once you've turned linear compression mode on, you get to choose between soft peak clipping and hard peak clipping defaults to soft peak clipping. But we can also change it to heart peak clipping. So maybe somebody's always concerned that they're not getting the volume that they need. They've had previous experiences about their hearing aids. It was a no go.

You do have a way to give patients that are maybe, you know, analog users at heart a way to get that analog sound quality and the volume that they're looking for.

In addition to this ability to do soft and heart peak clipping, no matter which compression mode that you've chosen, semi linear linear or wdrc, we also have access to low frequency boost. So sometimes, you know, these patients, they need. They need to feel the power, right? They need to have this certain sound quality. Or maybe they say, gosh, it just sounds so fearful thin.

That is maybe a clue that you need to turn your low frequency boost on. And so this is a really nice way to give your patients the best of both worlds. And what I mean by that is the sound quality or that feel that they're looking for without having feedback on the other side of this. So here you can do a low

frequency boost of mild or moderate or strong. So these are the two features that just automatically pop up.

Well, if you have linear, it automatically pops up. Low frequency boost pops up for all of the power fittings.

Since we're here under advanced features, we're just going to cruise on over to our speech options and I'm going to go back to WDRC here.

And so we can see here that we have a sound shaper and we have time constants. Now, these are available for everybody. It doesn't matter what your fit is or what your hearing aid is. Time constants and sound shaper are there for sound shapers, there for all levels of technology. Time constants are there for sevens and nines.

So the reason these are important to know about is that sound shaper is our frequency lowering feature. So we like to do our. Well, we use frequency lowering versus transposition and we do our lowering in a linear fashion because we know that compression can cause distortion. We're shooting really hard at the least amount of distortion possible. And so if your patient is saying that maybe they have some speech that's distorted or they have dead regions, Sound shaper might be your friend.

And essentially we're taking the area of inaudibility, and to be super technical, we're smushing it down into the area of audibility. This is also something that is a nice feature. If you're moving a patient from a manufacturer that traditionally has their frequency lowering turned on, sometimes that's a harder transition. And this will help with that overall sound quality that they're seeking. Just know that sound shaper, no matter what, is always turned off.

So if it's ever been, if it's on in the software, somebody turned it on, but it never comes turned on. And again, it's because we want to try and do this without any distortion or as little compression as possible. However, if your patients are saying distortion, you know, they're. They hear ting, ting, ting instead of beep, beep, beep, whatever it may be. There's, there's reasons that you would turn on your sound shaper.

So what's also nice about this is that even though I'm always in the off to start off, default isn't off. The software will say, hey, this is the recommendation I'm making based on the hearing. So we can see over here. My right ear moder is bolded. So the Software is saying, based on this hearing loss, why don't you turn sound shaper on to moder over here on my left side?

It's going to be in the off position. And because off is bolded, that's also the recommendation based on this hearing loss. So that is your sound shaper. Time constants are something else that you would like to probably be aware of, especially for these power fittings, because we do. And this is your.

These are attacking release times for compression. So how quickly the hearing aids are going into and coming out of compression. We do syllabic out the gate, right? Everybody starts off at syllabic, no matter what, really fast attack at release times. But we also know research shows that these bigger fittings, these bigger hearing losses, these poor word discrimination scores, they often do better, maybe in moderate or even slow attack and release times.

So recommend starting off into lab and see how they're doing. If it's not going well, go ahead and you can pull it down to moderate and certainly slow. So you can't really mess this up. It's just however the patient feels like they're doing.

So this is the directionality360 all around. Just to point this out, since we were talking about a little bit earlier. And then if I click in my hearing noise program, you'll see that my directionality is clear. Focus.

But you have some other options as well.

So one more thing to think about something that we don't really talk about that much, but sometimes these patients, they are looking again for this specific sound quality, and they might come back and say, you know, these hearing aids just aren't loud enough, or they're cutting off from time to time, or they sound mushy, they don't sound clear, they sound murky, some version of that. And so sometimes our initial instinct might be to increase our gain, but we might also think about handling this complaint or these series of complaints with our mpo. And so we can see here under my gain adjustment screen that I have the ability to change my mpo and I can change it with individual frequencies as well. When we're thinking about mpo, we have two different things happening in the software. We have the prescribed npo and then we have access to utilize the instrument MPO as well.

But we need to be able to see it. We need to kind of be able to see what my MPOs are looking like in relation to my gain curve first. So the way that you can do and get this visual of your MPO line is to come up here in the middle where it says display options, click on that. And we always default to gain view. There's no way to change that, but you can change it in real time to output view.

And so then what's happening with my output view is that my gain 80 curve is now on top, my gain 50 curve is down here on the bottom, and I have this bright red line on both sides and they are showing my MPO where I'm at. Now I know that I have my prescribed NPO active right now because my red line is the bottom of this light gray shading area. And I can also see that my gain curves look good in relation to my mpo. And what I mean by that is they're not, not touching. So at this point you could probably just go right here to MPO and bring it up.

And so then you'll see that your dark red line here at the top is going up. You can do this individually, just depending on what you need to do. Now, sometimes your patient might be telling you that the, the hearing aids are turning off, off. So this is where this screen becomes really important too, because

maybe what's going on is once you change that viewpoint, I have, see, I can see that my gain 80 curve is touching my MPO and so you probably need to increase that MPO or maybe even bring down the gain 80 if you can. But somehow you got to get more separation.

So usually when I see this, I'm going to want to go here to it says use MPO or my pointer is here at the bottom. I'm going to click this magical button and then I want you to pay attention to this red line here and see what it does. Here we go. 1, 2, 3. And you can see that now my MPO line has gone from the bottom of my gray to the top of my light gray or the bottom of the dark gray, however you want to think about that.

And so now you're using your instrument mpo. This is too much. Never fear, you can still go back to your MPO and then you can bring it down to what is appropriate for this patient. But it's really nice to know about the display option change so you can actually see what is what.

I'm going to change my display back to gain view because I just want to briefly touch on the feedback guard and feedback in general. So I'm going to go back to my advanced features, back to comfort and just talk about DFS Ultra 3. Once you've done the calibration, you've activated your feedback control, it defaults to mild. If you have breakthrough feedback, you're welcome to change it to mild or moderate or even strong.

We also have what's called a feedback guard. That's this light gray area right here. So sometimes people say, well, you, you know, if I, you say you don't cut gain, but when I go up in my gain values, it goes up here. My mids and my lows, but my highs, it's just kind of wrapping around. Yeah, because we're trying to make sure you don't have feedback.

However, if you need to turn this feedback guard off, you are able to do that in the software. To do that, you're going to go to fitting up in the top and you're gonna go down here to where it says enable

feedback guard. It's a little bit interesting because it's got a big X next to it. It's kind of like, well, is that on or off? It means it's on.

When I click on this, my X should go away. And now I've disabled my feedback guard. And when I go back into my gain, you'll see as I go up that now I can get up into that shaded area, you might get feedback. If this, this point for sure, it's a possibility. But if you need that extra gain, you do have the capabilities of accessing it at that point.

So those are just some things that we find for Enzo IA fittings or EnzoQ fittings or power fittings at large or kind of specific to this patient population.

So I want to go back into our PowerPoint and just wrap our last few minutes up here with some case studies just to kind of piece it all together. I also made a PDF that should be in your material section of this course that'll hopefully just be a nice reference guide back to some of this information for you. So let's do the first one. Ear hook consideration. So this is what's happening.

Patient returns stating that their hearing aids sound distorted and your electroacoustic analysis specs, they only call that great. So this is why I was talking about just making sure that A, you know where you can change your, your hook and B, just to be aware of that. So this could very well just be a situation that we haven't told the software that we've changed from a metal ear hook to a plastic ear hook or vice versa. So we just want to double check, did I put the right ear hook on the hearing aid? Does the software know what I actually have on it for compression limit mode?

So this is what the patient is coming back. And you're welcome to type if you have any thoughts around this, into the Q and A. Just kind of cruising through this just for time's sake here, that the patient's returning after being fit, and she's saying, man, these are not loud enough. And remember when we talked on the initial consult, this was a concern that she had. And she's worn hearings for a real long

time, but we can see she just hasn't worn very many of them.

So for me, that's compression mode. I'm gonna probably change it to linear, and I am going to even go back in and change it from my soft peak clipping, because I'm in linear to the heart clipping option.

Sound shaper for an audiogram, lack of speech clarity and some distortion. So at that point, I'm just going to go onto my advanced features under speech. I'm going to turn my sound shaper on. And if there's a recommendation, I'm definitely going to turn it to that recommendation. And this is going to be a very yes, no situation.

This is never gray. I've never seen somebody turn this feature on and be like, I don't really know. It's usually a very hard yes or very hard no. Low frequency boost. Patients coming back and they're like, hey, man, these.

These hearing aids are kind of thin. Just missing something. Just, I don't know. She's missing the volume. I don't know.

Can you help me out? Yeah. Low frequency boost, not a problem.

For those of us who like numbers, here is what you're getting for the low frequency boost and for our MPOs here. Loud enough, not loud enough. Muffled, mushy, unclear. And they're cutting in and out. So this is what we were just talking about within the software.

So for the first part, we're going to probably use our MPO here under organic adjustment screen and kind of tinker with that prescribed mpo. But we first want to make sure that we change that display option so we can see what's actually going on. And then you can, based on what you find here, tinker with that MPO or you might even consider using the instrument MPO just depending on what this looks

like.

And then for the second parts right here, and then you can see when you do the mpo, you just come up to the top of that light gray curve. So that is the very end of our hour together. Thank you so so much for joining us today. And I see this question, that's a good question of what ear hook material do you consider with different types of ear hooks. There really hasn't been any guidance on that one way or another.

I think whatever the patient prefer. So if they like a silicone or if they like acrylic, they usually know which they like. Just go with that and there shouldn't be a problem at all. So either or. That's a good question.

Thank you so very much. So I hope that today learned a little bit more about our brand new Enzo product. It's been a long time in the making. We're excited to bring it to our Superpower users and to y' all for just to have another option for these guys and something that's much more updated. It does bring everything to the table that these patients are looking for as far as battery power, size and that connectivity.

So thank you so much for joining us today. Please don't forget to take your five question quiz and get your one hour ceu and if you have any questions, just reach out. Have a wonderful rest of your day. Take care. Bye bye.