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Introducing ReSound Smart Fit 2.3: Intelligent Hearing Evolved

Presenter: Valerie Kedem

Foreign.

So let's go ahead and get started. Welcome to our course titled Introducing ReSound smart fit 2.3 intelligent hearing evolved. My name is Valerie Kedem. I am one of the field training audiologists with GN ReSound and we are excited to share with you our newest version or updated version of our fitting software which is of course the skill 2.3 which will be replacing smart fit 2.2. The good news is there's not a bunch of changes for the software that we will walk through today.

But before we get started, there's always some inherent risk and benefits with any type of educational program that we attend. And this is what we have going on here for audiology online.

And we also have three learning outcomes that we hope to achieve by the end of our hour today. Again, this is an introductory course, so it is going to be just kind of moving through the software. We really want you to feel like you know how to do a first fit from the beginning to the end. We want you to make sure that you understand that connection flow with the Smart Fit 2.3. We want you to be able to understand and identify new options in the SmartFit 2.3 and then also be able to discuss basic software features.

So those are the learning outcomes that we have for today and we do have a very robust group of folks willing and able to help you. So if you have any questions or concerns or you need additional information or support, please do not hesitate to contact that customer care number that's written right here on the screen or to contact your territory sales manager, somebody like myself, your field training audiologist. We have a remote training audiologist for the country. We also have inside sales as well as customer care. So if you need something, holler, we are always happy to help in any capacity.

So that being said, let's just take a look at a few updates within the Smart 2.3. The PowerPoint portion of today will be very brief because it is a software course and I like to do pretty much everything else

within the software since that is what you'll be using to fit our product. So this is one of the new updates. So when we launched 2.3 we launched a couple additional savvy custom hearing aids. Additionally, we also launched some new domes and these domes are referred to as offit domes.

The offit domes are just a nice addition to what we've had going on for about five years called the sure Fit 3 Domes and you can use them interchangeably. But in order to make sure that we can recognize the Domes, you're going to see this physical properties page look a little bit different. And so basically we're just now breaking out domes versus ear molds and then also the SureFit 3 domes from the All Fed domes. And you'll see a little bit more of that as we move through today's course. The second update, which I really enjoyed.

The domes are wonderful, by the way, so if you haven't tried them out, I encourage you to give them a whirl. They're a little thicker silicone, same same material that we've been using with short Fit three domes, but a thicker version of that medical grade silicone. So that thickness is a nice upgrade. And then also we've added about nine additional sizes for you. And we've also added a new dome called a sleeve dome that comes in small, medium and large.

That seems to be hitting that mark really well for folks that do a lot of streaming, folks that have interesting ear canals, folks that you're on their 18th remake of an ear mold. And sliding that sleeve dome on is really just kind of fixing and helping and making our patients happier and our providers overall. So with that being said, another update to The Smart Fit 2.3 software is that you can pull different audiograms from the Software itself. From 2.2 and prior, the only way that we could put a different hearing test in or different audio in was actually back out of the software all the way and go into our NOAA file and pull out the different dates. But now you can do a couple audiograms here if you need to change it for whatever reason.

So that is something that you're going to see under the patient profile screen. And again, I'll point that out as we move through our fitting today. And last but not least, something that I'm very excited about, we have installed the newest version of NAL, and that is called NAL NL3. So for those of us who have awareness around it and those of us who do not, essentially, NAL NL3 is based on about 1.8 million patients. So that's a big, big group of folks to pull from to get this new target rule, this updated target rule from the NAL folks.

And it is going to do some things a little bit differently than Nel NL2. And also it's also going to be considered to be a modular target rule. So, for instance, I believe that sometime this year it's slated that a minimal hearing loss target rule will be introduced. We won't have that in our software currently, and I'm not sure when that will be implemented, if ever. I'm sure eventually at some point we'll put it in here.

But that's going to be something interesting and unique to the NAL3 target role. So that's also something that you have access to if you see firmware updates or software updates. When you go back into your Noah or you go back into your freestanding Smart Fit, go ahead and do those updates. We did implement this in March, so it's been a couple months since we've had NAL3 in our software. So those are basically the biggest updates.

And then we will go ahead and like I mentioned, that's the end of our PowerPoint and. And we will go into our software here.

So I am going to do a live connection and this is actually a first fit. We can see that we have no hearing aids programmed at all. So I started out fresh for today and I'm going to go ahead and pull out my Vivia Micro Ricks. These are also those hearing aids for ReSound side of things that have the second chip. And the second chip is that Deep Neural Network chip that we're using specifically for noise reduction in program number two.

So these little tiny hearing aids have our 360 chip that do everything. And then when you go into program two, then noise reduction is taken care of by a second chip, which is that Deep Neural Network or that second chip. So that's what we're going to be working with today. So I'm just going to.

To start off, I'm going to actually just walk through a first fit and then I'm going to come back into the software and touch on the rest of the topic. So again, I'm going to pull my hearing aids out of my premium charger. I'm going to hit this big blue button that says Connect to ReSound Smart Fit. And the purpose of doing the first fit in the beginning is so we don't go off in any two rabbit holes. Specifically, I don't go off into any rabbit holes.

Just to show you, in theory, what should be a fairly easy fitting. So, perfect. Now we've got our hearing aids pulled up and I can assign these instruments by doing one of two things. So right here, my little pointer, it says assign via push button. It's called push to assign.

So I can actually push the push buttons on the back of my hearing aids, which I just did. And then you'll see that they move from this side over here on the left to the hearing aids that are being applied to this Particular fitting and I'm going to go and hit continue. So I often have my hearing aids in my hand when I'm connecting to the software and it's just kind of an ease of use thing. Will it change your whole fitting? No, absolutely not.

But will it make things a little more convenient and easier? Absolutely. So if you see that push to assign, you can either push the push buttons on the back of the hearing aid or you can click on both, whichever strikes your fancy. I think the push to assign is very nice. If you happen to have multiple hearing aids pop up at the same time instead of having to listen to the little to see, which is what if you do the push to assign, it's just going to pull it right over for that specific fitting.

So these are my demo hearing aids. Clearly they've been programmed a kajillion times. But I am going to pull from the session. This is what we made last night. So this is the update or the audiogram that I'm going to use.

We have two to choose from. If you're doing a first fit out the box, this will not be a screen that you see. But I'm just going to pull from last name. I'm going to hit continue. I'm going to hit reset to initial fit again.

If you have a first fit, you won't see that. It'll just be click, click, click into this fitting screen right here.

And as we stare at this fitting screen together, it does give you some information on what we have going on. We have a number two low power receiver. As we pull in here to this physical properties page, this is what I was talking about as one of the updates with 2.3.

Specifically, if we look down at the bottom of the the bottom of the computer screen, we have earpiece type. So in previous generations of the software, it was all under ear molds. Now we've literally broken it out into what's happening. So if you have an ear mold, I'm going to choose ear mold. You want to definitely tell the software exactly what you have on the bottom of that hearing aid attached to that hearing aid.

If you have a dome, then you would be under the dome category. And when I click on this drop down on the top side of this previous generation is going to be that new dome option, which they're called all fit domes. We also are still utilizing sure Fit three domes, which we're referring to as previous generation. That will be on the bottom part of this screen. We will start making recommendations for all fit domes versus the short Fit three domes.

Knowing eventually they're going to be phased out. Not anytime super soon, but you know, over the next year or so we're gonna get into just offit dome specifically and also we will start recommending

them again based on the severity and the configuration of the hearing loss with this badge or this ribbon, however you like to think about that. Something else to note is if you're used to sure fit three domes. When I pull myself down here, you're going to see this word, the closed dome. It's never truly been a closed dome.

It's always been a vented dome. A little bit of venting on the top of that. So with the all fit domes, we are calling it a vented dome. Vented. The new vented is the old closed.

So if you call us and you say, hey, I need some closed off it closed domes, we're going to know that you what you're referring to is vented and vice versa. But just wanted to put that out there because it is a little bit different terminology if you're used to ReSound. Vented is going to be the new version of the clothes. Still has a little venting in it, but I think better suited for what's actually happening. And then you also have access to that new sleeve dome that I was talking about a little bit earlier.

Try this out. If you haven't given it a whirl, it covers the entirety of the receiver. So you will not be needing a sports lock or that retention line on there. You can't even put one on there, it won't work for you. But give this one a whirl.

If you haven't tried it already, I think you will be pleasantly surprised.

So we're going to go ahead and just hit continue.

And again, this is our first fit and now we're on our calibration page. So we want to run the calibration because this is going to activate my feedback system and I will do that now.

Once the buzz happens and the line is going, you can speak over it until the line stops moving, which is about now. Ish.

And again the buzz just stopped. It's very quick. It's loud but fast. Very loud, fast buzz. If for some reason that buzz goes on and on and on and on, either the calibration is going to fail or something maybe you were speaking or somebody was talking as that buzzing or that calibration was active.

So if that happens, just rerun it. Not a big deal. And now what we've done is we've activated our Calibration here, which means we've activated our feed called DFS or Digital Feedback System Ultra3. And now I'm going to hit continue.

Once I hit continue, you might have noticed that the hearing aids automatically unmuted themselves. That is a part of the software. And now we are here on our patient screen. So on our first fit, what's going on in 2.3 is that we are going to be pulling you over into the patient profile screen. If you're used to older versions of Smart Fit, it would have been pulling you into gain adjustments.

Part of this is to remind you that we have NAL no. 3 in the software. But for the most part, whenever you do a first fit, this is the prescribed first fit. We just want to also say hey, are you good with our proprietary target rule which is Audiogram plus or you need to change it. Maybe if you're running real ear through an independent system, maybe you want to have NAL NL2 is your target rule.

Or maybe you are feeling excited about NAL3 and you want to change it or whatever the deal is. Just want to make sure that we remind you can change the target rules. If you change the target rule. We are good with that. We will not defeature the hearing aids.

So we want the target rule to be what's good for the patient overall and everything else as far as gain adjustments and advanced features, device controls, all of that will work as it would if you were still using Audiogram plus our proprietary trigger call. Also, we just want to remind you to check out your experience level. The software always, always, always defaults to first time user. However, we do have

four options. So you've got onboarding first time user, Experience nonlinear or experience linear.

When you're looking at first time user, this is a pretty good start for a lot of patients, especially if they truly are a first time user. If they're an experienced ReSound user, absolutely put them in experience nonlinear. See how they do. They should be fine if you have somebody who's just they're a little sensitive to the amplification and you just don't want to or they cannot tolerate so much volume coming into those ears. Maybe try first time user onboarding.

And so when I clicked onboarding I just want you to notice what happens to the gain level percentage right here where I'm kind of circling. So I'm going to go from experience nonlinear to first time user onboarding. And you see how it automatically reduces the gain by 30% putting that gain level percentage for this experience level only at 70%. And also with the Smart Fit 2.3 each generation of software we're usually doing a couple of things. One, we're probably introducing new hearing aids to the market.

So this allows us to have the software recognize those new hearing aids. And two, we're tweaking, fine tuning, adding, modifying a feature, a function, a thing within the software. So this is new first time user focus on comfort across all input levels and most comfort in noise. So first time user onboarding is going to reduce that gain level to 70% out the gate. And it's also going to make the advanced features specific for noise reduction.

SO Noise Tracker 2 and Impulse Noise reduction more aggressive because they're saying this auditory system just can't handle as much information. So that's what first time user onboarding is doing. First time user give this a whirl again, you see how it just changed right there. And we're saying, you know, kind of what's happening on the first time user experience nonlinear. In a perfect world, this is where we love everybody to be.

Eventually experienced nonlinear at a hundred percent gain level for this experience level. And then we also have our outlier here, experience linear. So this is going to be for folks who, they prefer an interlock fit, they wish they could get their hands on analog hearing aid. They have a medical ear, so they have drainage all the time. They've got me, they have just something going on medically with those ears.

Usually conductive in nature. They tend to like experience linear a little bit better. It's not a true one to one. It's not truly a linear fit. It's just a little bit tighter when you look at those compression ratios.

And I can, I'll show you this here in just a moment. And then last but not least, we have gain level percentage.

And this is just talking about the gain that you have. So you have these options here, 60 down to 110 or I should say 110% down to 60%. If you like to go up and down your gain or your volume by 10% increments, you can do it here on this screen. That you also have another option under gain adjustments here. I'll just click on here for you right here.

It's the same exact function. We're just increasing or decreasing that gain. When you're hanging out here in your experience levels as I've been chatting about it for a little bit of time, just know that we're actually looking at three different parameters. So we're not just looking at gain, we're looking At a couple other things. We're looking at the total gain, of course, of the hearing aid.

We're also looking at how many, how much high frequency emphasis we need to apply to this fitting. And we're looking at the amount of compression being applied to the fit. So first time user, first time user onboarding. Less gain, less highs, more compression. Experience nonlinear experience linear.

More gain, more highs, less compression. So I hope I said that right. More compression on the first time users, less compression on the experienced users. Which makes sense.

When I look over here, this is where if I want to change my audio, I actually can change from one to the other. So maybe I need to pull here and I'm just going to hit continue and it'll say, is that what you actually want to do? And I'm actually going to come back to this here because we are trying to get through a first fit. And so for this first fit we come to the patient profile, make sure the prescribed first fit looks good, go into my gain adjustment screen, make sure that everything sounds good to the patient. Maybe they need a little bit more or a little bit less.

Again for a first time user, I try not to tweak too, too much for these patients. Software always defaults to two programs all around inherent noise, which is basically your restaurant program. I like to go into device controls and I like to go to my standard beeps page here. And I like to demonstrate the low battery warning. Our low battery warning does sound a little bit like Beethoven's first Symphony.

So it kind of goes. Or Beethoven's fifth Symphony. My apologies, but that is what it sounds like. And then if the patient feels good about everything, I'm going to hit save.

Don't worry about this. This is for ReSound Assist, which is our remote fine tuning and I'm going to save this here.

And now we've done a first fit. So pretty, pretty simple, pretty easy. We just like to make sure that you feel good about getting through that first fit. And we don't want it to be frustrating. We want you to spend more of your time talking with their patients and making sure that they are doing well with getting them in their ears and taking them out their ears and all the counseling that goes into hearing aid fittings.

So that's why we want to make sure that the software is intuitive, simple and easy. So that is how you do a first fit. That is your connection flow. So I'm going to hit continue fitting and I'm going to come back here all the way back to my patient screen one More time. And I just like to point out the sidebar.

So we do get a lot of questions about what does this mean? What is this battery icon actually, what does this picture mean and what do these green dots mean? So the green dots are representative of the battery life of the hearing for the rechargeable hearing aid. So anything that's rechargeable, these green dots are kind of universal. You're going to see them in the Smart3D app, you're going to see them here in the SmartFit software.

If you happen to have a premium RIC receiver, you will see them in that re the charger. Premium ric receiver, charger. You will also see it there in the charger. So these green dots are universal across the board. Each green dot represents 20% increments of charge.

So it looks like my hearing aids are pretty good here. The little battery icon or picture that you see here, that's just trying to tell you, hey, this is the battery life of the hearing aid. It has nothing to do with the health of the battery or the actual charge of the battery or anything like that. It's just a picture to say, this is battery on the right side of it. So I like to point that out because I do get quite a few questions around that.

I did say I'll come back to the audiogram. So this is where you can change it. And I'm going to go ahead and go, there we go and see what happens here.

And let's see if it'll actually work. Okay, so this is where you can do that change if you so need to, and pull in the other audio. And that's about it that you get here on this patient profile. When you have hearing AIDS that are BTEs or RICs, you do have access to your in situ fitting. So we don't necessarily recommend that you do it all the time.

You don't have to do it all the time. I usually do it in a pinch. Like maybe even after I've done real ear. Things just aren't going well with my fitting. I will do in situ to see if I can find something else out, if I can figure something else out, or maybe I am doing some remote fits, or maybe I have the patient just hooked up to the software and they're saying, I feel like my hearing has changed.

This is just a quick, easy way to determine if something else is going on. We also have data logging here under the patient profile.

And this is just where you can kind of see what the patient is doing day to day with Those hearing aids, how much are they changing their volume? How much are they changing their volume per program, per environment? That's going to be more environmental optimizer, Binaural processing. That's referring to what the microphones behind the scenes are doing. How often are they going into Omni.

Omni. How often are they going into directional. Directional. How often are they going into this asymmetrical pattern that we have? That's what binaural processing is doing.

And then just kind of gives you some information. I do always like to use data logging clinically because sometimes what I'm saying, what the patient is saying, and usually I'm with another audiologist. Like we're not our provider. I'm not. Sometimes we're not all jiving together.

So this just gives me a little bit more information about what's going on. And then we do have a remote fine tuning or remote programming option. It's called ReSound Assist. It comes in two different options. One is very patient driven, where they open our smart 3D app on their smartphone and they send you as a provider request and then you would do that virtually remotely through the software and they upload it from their smart 3D app.

And the other version is ReSound Assist Live. And this is more like a face to face type of fitting. It's a live connection. It's like a zoom call through the software and the smartphone and you can use them interchangeably. I'm not going to do a deep dive into that, but if you haven't tried ReSound Assist out, maybe it's something that can just help augment your patient care.

So that's what you get under your patient profile screen or your patient screen. And again, that new audiogram feature is here under that patient profile screen as well.

When I click onto my next next screen, which is going to be instrument setup, you can see that we have three options here, three additional screens to choose from. We've kind of looked at the physical property screen when we did our first fit because this is where we're showing the earpiece type, the domes versus the earbuds. If you're using. Well, of course, if you're using a custom product or a BTE product, the. The receiver strength shows up.

But if you're using a RIC option, the sure Fit three receivers that we're currently using and have been using for about five years now, well, since 2020, they automatically detect so you. It'll auto. This tube size is actually the length of the receiver that you have attached to the hearing aids. You do not have to tell the software what you have. The software automatically detects that.

So this should be something that you don't have to worry about. What you do want to do is just. Just for personal information, maybe tell the software dome size you have. This does not affect the fitting. And you also just want to tell the software what you actually have attached to that receiver.

And that'll just make sure that everything is good to go. So that's really what you would be doing here on this physical property screen under instrument setup. If you need access to the calibration screen, this is one way that you can get to it. And so when we did our first fit, this is something that is prompted for you. We want you to run the calibration for every single first fit.

No matter what, we want you to do it because this is going to make sure that your patient doesn't have feedback. Also, this red here on the or the left side of the screen, and the blue here where my pointer is, I'm kind of circling it on the right side of the screen. This is your calibration curve or your digital feedback curve or your MSG curve, whatever you want to call it. If this red or this blue is touching your target curves, that does not mean that gain is being cut. It just means that you have feedback protection that we're so happy you followed best practices for fitting ReSound product.

You're cool if it's kind of hanging out a little bit down here in your target curves. Now, this red or this blue is like all the way down. I have to wonder, why am I not occluded enough? Do I not have the right receiver on? Like, what's happening to make that so severe?

So if you do see something like that, I might pause and kind of rethink what's going on. But if you have a little bit of hanging out here, a little bit of overage, that's okay, too. So I just like to point that out, because when you look at it, sometimes it can be a little bit confusing. And then the last thing here under our instrument setup is details. And this is just going to give you a lot of nice information about the hearing aids that you have.

The receiver link, the power of the receiver, your serial number, what product you actually have attached, the audiogram features of the hearing aid, specifically specifications or those Hitbox measurements. So all this information is right here at your fingertips as well.

I think the biggest thing to know under instrument setup personally is just this is where you're gonna find the new Earpiece types, the domes, and the ear molds.

So when we move on to our gain adjustments page, this is what I like to call my meat and potatoes screen, because this is really where you should be hanging out a majority of your time. We do have a

lot of advanced features. Yes, they are there for you. You have a lot of depth with the advanced features. Even in that level four technology with Vivio or Enzo ia, or if you're hanging out with Nexia, in that level 5, 7, and 9, there are a lot of advanced features that you can tinker with.

But at the end of the day, we want you to not have to be hanging out on this screen all the time. We want to make sure that we do our presets pretty darn good for most patients and that you hang out here more than, say, your advanced features. And so when I'm hanging out here in my gain adjustment screen, and I think I mentioned this earlier, but we do have two standard or two default programs, and that's going to be program number one, which is always called all around, and program number two, which is always referred to as your hearing noise program. It's called hearing noise because depending on what levels of technology you're in, whether it's a 4 or 5, a 7 or 9, there is different things. There are different things going on in the background.

We call them different things. Binaural directionality, three front focus, ultra focus, intelligent focus, clear focus. That can be. Unless you talk ReSoundees all the time, sometimes that can, you know, you're not exactly sure what's happening. So we do put the hearing noise in here just so you know what the purpose of the program is.

Oh, it's so my patients can hear a noise. This also translates over into the Smart 3D app. So the patient again, can look at their program in the app and say, what's the point of this program? Oh, it's so I can hear end noise. So it's a pretty intentional title for the second program, but this is what we default to program number one and program number two.

If you want to add more programs, you're more than welcome to. It doesn't matter which level of technology you're hanging out in. The plus sign is where you add them. And you can have up to four different programs. So maybe you have a musician or somebody who's involved with music.

You definitely want to add a music program for them. Our environmental classifying system does not classify music as a potential environment because oftentimes music is in a speech and noise environment. As well. And we don't want to confuse the issue. We don't want the hearing aid to accidentally hear the music and be like, cool, I'm going to turn off all of my advanced features including noise reduction and go into an omnidirectional microphone pattern when actually they're sitting in a restaurant, maybe at the bar or the waiting lounge or the waiting area waiting to be set.

And there's usually music in restaurants in that particular environment. So if you do have somebody who is very involved in music or happens to be in a lot of music esque environments, music type environments, go ahead and throw in that standard music program and that will I think help them out quite a bit. And then if you need a fourth program, we don't have a lot of programs and that's also by design, we don't want to confuse the issue here. So you can just put usually what the fourth program is or the third is the outdoor program. And of course the advanced features and the gain values will change dependent on what the purpose of the program is.

So this is how you can add up to four different programs.

So if you need to make fine tuning changes, maybe you need to tweak out your mids a little bit, your highs. You can do this here on your gain adjustment screen. When you see this gray, then you see this red here or this blue over here on the right side. That's just saying that these are the active frequencies and games that you are doing. So right now I'm doing my gain 60 at 2k, 3k, 4k and 6k.

And then when I come here in the middle, this is my 1, 2 and 3 decibels. So I can go up and down in 1 or 2 or 3 decibels. Let's say we go up by 2 decibels in my soft inputs or my gain 50 inputs at 2, 3, 4 and 6K. Likewise you can go down if you need to. These little swoopy arrows are undo and redo the gain changes that you just made.

It is going to be program specific because we do the old Vegas slogan, what happens in Vegas stays in Vegas. Same thing happens in our programs. If you make a change for gain or advanced features in program number one, two, three or four, they do not automatically go into the other programs. That's very intentional. We're saying, well, if you have different programs, you probably want different outcomes in each program.

So why would we automatically just push everything that you've done in program one? And to say a music program which is distinctly different and what we're shooting for than say something in all around or hear a noise or outdoor, etc. Etc. So, but this would be something that you would do just in that program specifically, if you need to make just all everything louder or softer, you can click this all button and you can see everything becomes gray or highlighted. And again, you can go up or down those 1, 2 or 3 DB steps, whatever strikes your fancy.

If you need to increase or decrease your mpo, you can do that here and you can go up and down again in those DB steps. These are actual decibels, by the way. These numbers are not just arbitrary random numbers that we pulled out of the sky. So this is representative gain that we're actually putting to the aids. And if for some reason I like to keep my compression ratios 1.9 or below, if possible, and you need to maybe tweak those a little bit, you can also do that by tweaking your gain values here.

So I see here at 2k and 1.5 that I'm at 2. I usually like to do 80, gain 80 and highlight that. And I go up because I can do it this way too. If I go here to my gain 50 curve and go down. So you'll see my compression ratio is reduced.

But the thing is, I just took down my soft input. And I don't necessarily always want to do that because I'm taking away some of that information my patients are wanting when they're using amplification. So I'd like to do it here in my gains, my gain 80, my input 80.

When we see this used instrument mpo. Right now, my hearing aids are set up at a prescribed mpo. But sometimes our patients find that they need just more overall or they come back usually with bigger hearing losses. And they say the hearing aids are pumping or every time the door slams, they turn off or some sort of issue or, you know, feedback like that. So at that case, you might want to just use the actual instrument NPO versus the prescribed npo.

Now, the only way you can see the change is if you click here on your display options. So we can click here and we always default to gain view. So I'm going to click on output view and you can see that it changes very much what's going on here. And this dark red line right here at the bottom of this, like light gray shading, that is my prescribed mpo.

So what I'm going to want to do is when I click this magical use instrument MPO button right here, you will see the dark line. Go from the bottom of the light gray to the top of the light gray or the bottom of light gray to the top or to the bottom of the dark gray. Whatever translates in your brain, it's all the same. But I'm going to click it right now. You're going to see that line go poof.

And oops, there it goes. So now we are here at the instrument and po. Now if you find that that's too much, not a problem, you can bring it down a little bit. And actually for this fitting, if I recall, we were kind of on top a little bit of our gain 80 curve. So this might have been a patient that we were doing this for already.

And then you can just pop it up and if you need to bring it down, you can bring it down to what is preferred or needed for that patient fitting. But that is what this button right here is going to be doing for you.

Now, I need to change in my display options bit to gain view because I've been staring at the ReSound software like this for a really long time and just know that this display options here, you know, we don't

really tinker so so much with it. It's not changing your fit, it's not changing anything about your fitting. It's just changing how the screen looks. So maybe you want those vent corrections. So this is actually showing based on the vent that I or the earpiece, the ear mold, the dome that I've chosen, what is actually happening down in those lower frequencies.

We do leave the vent corrections off. And you can see now I went from with it on at 2k. I'm at zero when I put it off at 2k. We have some decibels in there, but the reason that we leave it off is because if you can't see it, you think it's a zero and you're trying to increase say 250. For whatever reason, you keep going up, up, up, up, up.

Then you're not actually able to see what you've actually pumped in. And then often times that hearing aid sounds like it's broke because it sounds like kind of a distorted speaker or busted speaker. Yeah, it's because we're pump too much low frequency information. So that's kind of why we leave it undone. Because it wasn't helping the fittings, it was more hindering it.

But it's just display options is just about how does it look on the screen, but not actually the fitting per se. Over here under program options, if I click here, this is where you can manage things for the program. So one of the things I like to point out is the reorder programs. If I click on this, this is a quick, quick, easy way to either reorder how the programs are coming up first or and, or delete the program. So maybe you have a patient and they're like, hey, I love my hearing noise program.

I totally want that to be program number one. And now program number two is a real program number one. And I, I do not use music ever. It's confusing. And I do not use outdoor ever.

It's confusing. Okay, cool. So I want to delete programs two and three and make program. I'm sorry, delete programs three and four and delete and push program two into program number one. I just want to switch everything around and get rid of a bunch of stuff that is the way you can do that super fast.

And then maybe in a few months they come back and they're like, or a few weeks or a few days they're like, oh, you know what? The all around program is actually pretty good. I want it to be the first program and then you can just quickly reverse that, change it around. So I think that's a much easier way to manage any type of issue like that or something, you know, occurrence that happens like that. It doesn't happen all the time certainly, but you know, from time to time it does.

Recalculate is the next option here under Program Options. Now the software has done this different ways over the years. At some point it was all about just resetting the gain and MPO is what was going on with the recalculate and and then at some point it changed to reset all fine tuning. And that's what was happening in recalculate. And then we decided, you know what, let's just make it both so our providers can pick the option that makes the best sense for them.

I use the reset gain and NPO only whenever I just have made too many gain adjustments and I'm like ugh, I don't really know what's working and what's not working. I need to just reset this to how the volume was fresh out of the box or maybe not fresh out of the box, but add an initial first fit and I would just hit recalculate either for program one or whatever program you happen to be in. Or usually that tends often tends to be both programs or all programs. It just again depends on the what's happening. The other option under recalculate is I like to Call the reset all fine tuning my mayday button.

I am crashing and burning. Fitting is not going well. I just want to reset for, for real, this hearing aid like it has never, ever, ever been programmed or touched at all. That is what I'm going to do right here. Typically this is in all programs, but again, it's very much dependent on what's going on.

And then you can recalculate. And that is how those two options work for the recalculate function. Orderly. This is again, I was saying earlier, we're kind of like what happens in Vegas stays in Vegas for our programs. But sometimes we want to make those gain changes across all the programs that the

hearing aid has.

This is a quick, easy way to manage that. And we're just saying, hey, I want to apply gain changes from program number one to X, Y and Z program. So if you've got four programs, they all show up here. You can change which gain you want to be applied, you can change which programs you want it to go into, but this is just an easy way to push that all the way across the board or to whatever programs that you want the gain changes to also be applied to without having to go into each program and make them individually.

Manage program names. Okay, so I definitely like to talk about this because when I first started at ReSound, I drove myself crazy trying to figure out why. I know I changed my names over here under Program Options, which used to be called the tools. I changed it to Outdoor was soccer and Hearing Noise was Starbucks for the patient, like, but why is it not showing up? I've saved it over here.

That's because the program name changes will show up on the patient side of things. It's going to show up on their smart 3D app if they happen to have a remote control too with that LED screen. It'll show up there. But we don't want to change the actual name of the program and the software because remembering the features, the functions, the gain, the purpose of each program is, is distinctly different. So if I change this to Starbucks program number one to Starbucks, I, I don't know what program I'm actually operating in.

Is it my all around program? It's super automated? Is it my hearing noise program? Well, I don't, you know, is it front focus, intelligent focus? Like what's actually going on behind the scenes?

So that's kind of the theory or the why we don't change the actual name of the programs in the software. So when you come back, you're like, yes, okay, patient Calls at Starbucks, but I know it's my hearing noise program, etc. And then last but not least here is copy and paste. You can certainly copy

and paste here. I prefer to do it here in this, in the actual programs.

So I'm going to copy my music program and I'm going to make a second music program.

And it's going to say, software's going to be like, are you sure you want to do this? And you're like, huh?

And there you go.

And this is also where you can unlink and link the hearing aid. So maybe you just need to boost up the right ear a little bit. The left ear seems fine. The patient is feeling a little imbalanced. This is how you could unlink and re link that.

The hearing aids.

Environmental optimizer. So this is an automatic volume control wheel within the software. It should be called again automatic volume control wheel. We named it environmental optimizer. It's a wonderful feature for that complaint of everything sounds good.

But a lot of times their patients will come back and they'll say, hey, everything sounds good. But I cannot hear my grandbaby. She talks way too soft. Now if you don't have environmental optimizer or not quite sure what this does, then usually what we're going to do is go into fine tuning and we're going to say, okay, grandbabies, they talk soft. So maybe I want to boost a little bit here.

Maybe I'm going to give them more volume, which is totally fine. There's nothing wrong with that. The only thing that could possibly happen is that the grandbaby is going to be much more audible, but so is everything else. So then newspapers, book, crumbling papers, wrestling, doggy nails on the tile, forks on the plates. Any type of, that type of sound might be too loud then.

So you fix a problem and you've created another problem. So environmental optimizer kind of eliminates that yo, yo or that back and forth like, oh, I fix this, but this sounds this and you know, so just helps kind of quickly get to that gain issue or that volume issue because you are literally just increasing the volume when they happen to be in different environments. So don't let your hearing aid brains make this more than it is. We start fitting hearing aids and we, we see the word speech and noise and we're like, okay, so for speech we're going to be boosting mids and highs, and for noise we're going to be reducing lows. And for speech and noise we're going to be doing no, we're just saying I'm standing in an environment with my hearing aids on that has both speech and noise present or I'm standing in an environment right now with my hearing aids on that is speech only.

And I need to have more volume in this environment or less volume in this environment. And that is all that's going on in Environmental Optimizer. Just remember, everything sounds good, but boom, Environmental Optimizer will be your friend. It is in the Vivia 4, 5, 7 and 9. It is in the Enzo I A 4, 5, 7 and 9 and it is in Nexia as well.

So we have kind of made it more robust as far as like which options of technology you can get it in. You can get it in basically all for the newer products.

Auto rem. Just remember, anything that's under your GAIN adjustment screen here is just about making the hearing aids louder or softer. Fine tuning is all about making these hearing aids louder or softer. Environmental Optimizer is about making the hearing aids louder, softer in specific environments. Auto Room two is about matching targets.

And this is about gain. Even if we don't have an auto or a compatible real ear machine or equipment attached to the computer, then we still will allow you to see what is compatible. If you do have compatible real ear equipment, the Auto RIM starts to look like Acceptance Manager Environmental Optimizer. You can click on it. It becomes an active button.

Again. It's only going to be active when you have a live fit. And then our acceptance manager is just that, Adaptation manager. So we're saying, hey, I want the volume to be here. And your patient's like, I want my volume to be here.

They're like at like 88% to target versus that 100% to target. So you can just pull this down to the left. You can decide how long you want the adaptation or the acceptance manager to be active. It defaults to four weeks, but you can make it up to six months. I use this a lot when I worked in the VA because I didn't have access to my patients.

They would go off and do a lot of traveling or sometimes it was a six week turnaround or maybe in my private sector life. My patients were leaving and they were snowbirds and they were going from Florida up to Massachusetts. So I but I knew they weren't going to be able to handle the volume or they told me they couldn't but they weren't going to be back for six months. This is often when I would use Acceptance Manager. Just of note, if they don't wear their hearing AIDS eight hours a day, it will not move forward.

Now, we're hoping they're wearing them at least eight hours a day with the hopes that they're wearing them 16 hours a day. But if they aren't, then the volume will never get louder. So just a little caveat there.

So again, everything that's under this gain adjustment screen is about making these hearing aids louder or softer. Moving on to advanced features.

So with our advanced features, like I said earlier, we don't want you to be here very often, okay? But if you are here, we also want to make it easy on you. So when you're looking at advanced features, we've broken it out into what the purpose of these features are. So anything that's under your speech

category is all about making speech better and making the overall sound quality of the hearing aid better. Anything that's under comfort is about making these hearing aids more comfortable for you.

So when we activate the feedback control, and we activate that feedback control by running calibration in the very, very beginning, then we have this GFS Ultra 3 or this digital feedback system, Ultra 3. This is our feedback mechanism. It always defaults to mild. But if you have breakthrough feedback for whatever reason, you can maybe turn it to moderate, which is going to make the system more sensitive or stronger. It's going to want to classify more sounds in the environment as potential feedback.

If that's not working, you can try strong. If that's not working, you can try music. So music is the least sensitive or the least strong should probably be over here. Between often mild and of course, strong is going to be the strongest setting that you can turn the DFS Ultra 3 on for feedback control. We don't often have to tinker with that, but that is what's going on when you run that calibration as you turn this function on for that patient's particular ear.

This is also your tinnitus sound generator. Again, I'm not going to do a duplicate deep, deep dive into advanced features, except to say that you do have these little eyes. So if you click on here, it's going to give you this written blurb on what the function is or the feature is supposed to be doing. And then we also have these little videos as well. And so all the videos, we have videos for almost all the advanced features just to show you visually what is happening behind the scenes of note.

We have these microphones or these speakers here. Don't drive yourself crazy trying to unmute them. It looks like you can. And there might be some sort of audio behind the scenes. There is not.

None of these videos have any audio attached to them. So I just like to point that out. Some of us like to do this. I know I was one of them. Like what?

Why is it my. Why can't I get the audio? Because there is none. But all of this has videos and a little written blurb. If you find yourself in a lurch and you need a little extra help, go up here to help come down to feature demonstrations.

And then this is going to be specific to the hearing aid that you have chosen or connected, whichever that may be. So if you have something, you have like a Vivia 4, that'll look a little different here, you won't have 360 all around for your directionality, you'll have something different there for your directionality. But this is going to be specific to the hearing aid that's been chosen and it gives you some good information on what the purpose of the feature is along with that video as well. So again, it's under Help Feature Demonstrations. And this is kind of a nice little cheat sheet for all the features that are in the software for you device controls.

Over here, this is where you can it will delete or go into manual controls automatically. This is your default. But this is where you can change what the push button or the rocker switch is doing. This is your typical setup, unless you need to change it. Short push is going to be your volume.

Right raises, left lowers. Long push would be to either change the program or activate the streamer, which is going to be a TV streamer plus or a multi mic plus standard. Beeps over here, this is again where you can demonstrate any of the indicators for the hearing aid program changes. We do ding. So program number one is one beep.

Program number two is two beeps Program number three is three beeps. Four beeps and back to one. Delayed activation. For any of those who of us who are old school ReSounders per se or you haven't been looking at the software, but now you're back. This is our old smart start and it's just a 10 second delay.

It goes bing bing, bing five times for 10 seconds to keep the hearing aids muted. But for you or your patient to know that they actually have turned themselves on, if the 5 the 10 seconds is killing you, you can change it to 5 seconds if you want, or you can turn it off as well. But this is just to let us know that the hearing aids have indeed turned themselves on. Most of the time, patients only hear it in your office. When you've saved and then the software is turning itself off, you have volume control, you have the wireless notifications, pretty much all of them sound like so pretty pretty much all the same here.

And then if you want to pair your accessories, this is where you can pair those accessories right here. So please note that this is a little bit different than if maybe you've done something five years ago. This accessories tab used to be in a different location. A couple generations of software ago we did move it to the device controls. We have these new generation accessories which is the Multi Mic plus and the TV Streamer plus.

And then we have our previous generation accessories which is your multi mic, micro mic, TV streamer, phone clip plus etc. Etc. You do have the capabilities once you paired these accessories or the phone to the hearing aids to change the bass boost that you get independently. So TV streamer, you might need a different bass boost than you do for the Multi Mic, than you do for the phone clip, then you do for your mobile devices, so your smart devices.

And then last but not least here is finalize.

Biggest thing here is under the reports in the last couple of minutes that we have here, you can have a report for clinicians, which is what we're looking at right now. You can have reports for your patients, which is what we're looking at now. And you can unselect or select more or less to print out. You can change the language so let's do check just for the heck of it. And you can make the font larger, print preview it.

And so now it's going to change the language here. You can print directly from your computer if you so would like to, and then you can hand it to the patient. This also allows you to kind of tweak this report or this information for what your patients actually need. But we do have quite a variety of languages over here as well.

So again, it's been a little bit of time since we looked at that connection flow or that first bit. And essentially what you're going to want to do for that first, first fit is just connect your hearing aids to the software. You're going to calibrate to activate that feedback System or that DFS Ultra 3. I like to demonstrate that low battery warning and then hit save and that should get you through a pretty solid first fit. So we are right up at the end of our time today.

I know it was a lot of information thrown at you at a pretty rapid pace. Again, if you have any questions, please don't hesitate to reach out to anybody at ReSound. I'm going to come here really quickly and just make sure that I didn't miss any questions. Okay? I don't see anything.

Please don't forget to take your five question quiz to get your one hour of CEU today. I hope you have a great remainder of your day and your week and your weekend. And thank you again so, so much for joining us today. Take care and have a good one.