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ReSound Smart Fit 2.3 Advanced Features: Intelligent Hearing Evolved

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Foreign.

Hello everyone and thank you for coming to today's webinar. And I am Laina Burdick. I am a field training audiologist at ReSound and today we are going to talk about ReSound Smart Fit 2.3 Advanced features Intelligent Hearing Evolved. So if you do have questions, feel free to put those in the Q and A. Next we're going to look at this is the risk and benefits of this course.

So feel free to read through that. Next are our learning outcomes. So what I would like you guys to get from today is you'll be able to identify when to use gain adjustments, gain percentage experience levels and environmental optimizer. You'll be able to explain how to solve challenging patient issues using ReSound Smart Fit 2.3 and you'll be able to differentiate between technology levels 4, 5, 7 and 9. After this course.

If you have any questions, feel free to reach out to our customer care or your individual teams. So. So I'm a field training audiologist and everybody will have one person like me on your team that you can reach out to. So today we're going to talk about the software and different advanced features to troubleshoot patient issues. So as this is a software course, we are going to pop right into the software here.

So let's go over here to the software. Perfect. So this is the bread and butter of ReSound software. If we go back to home, this would be where you would connect to ReSound Smart Fit. Simulate a session over here in catalog.

I just wanted to show you guys that you can compare the different tech levels right here on this catalog screen. So I am going to simulate a level nine in the right ear and then a level seven in the left ear. If we scroll down here now, you can see some of the differences between the two tech levels. So one to point out right away is the right ear or the level nine. It has intelligent focus and we're going to talk a little bit

more about that later.

But the intelligent focus is where that DNN chip is housed for denoising the environment. So you can see that is in a tech level nine, not in a seven or below in a seven. That's where you're going to have all access directionality. So a quick and easy way to kind of compare different features here. So you can see if you scroll down you can compare those different features.

Other things here education takes you to our audiology online page. So if you want to take more courses you can click that. YouTube is what you're going to open for videos. So it'll open our YouTube page and that is searchable updates. That's where you can update our software.

You can get a link to update your Noah and update accessories here in preferences. After you get in the flow of working with ReSound, you can come in here and change some of your preferences down to where does the software open. So find fine tuning session launch to. You can choose what screen it opens to. And then over here we have two default programs.

If you are routinely giving someone an outdoor program. I live in the plains, it's always windy here. So if you're giving everyone an outdoor program, you could put that in here and it will automatically give everyone an outdoor program. Under machine preferences, this is where you can set your default experience level. This is another topic we're going to go into a little bit more today.

But if you routinely know what experience level you want your patients at for a first fit, you can change that in the preferences and it will be customized just how you like it. So let's go back home and we will simulate our session here. So here we are. So I definitely think about our software is going from left to right across that top bar. So from going to patient all the way over to finalize.

So let's start over here in patient. So the top one is target rule Audiogram plus. That is our proprietary target rule. But you can see in here we also have NAL in L3 and NAL and L3 for pediatric along with 2 and DSL version 5. So here you can choose whatever you want.

However you would like to use different prescriptions. So experience level, this is one way to do different gain changes. So experience non linear, this is target standard gain for the prescription. So this is kind of where you're going to go if you're doing real ear, you want to make sure that you are on experienced nonlinear. The software defaults to first time user.

And you can see right down here this the gray words underneath changed and that will give you a description about also what changed with this experience level. So first time user focuses on comfort and loud inputs and increased noise reduction strategies. And then if we go to first time user onboarding, you can see our overall gain level went down to 70%. And this is focusing on comfort across all inputs and the most comfort and noise. So these two first time user experience levels, this will change overall gain.

It will reduce a little bit of high frequency gain and and increase compression for comfort. So those are the kind of the big three things that are changing as we change experience level. So how do I apply this for patients. So say I put someone in experience nonlinear and they are just like, whoa, this is a ton of sound. And you are worried that they are going to eventually reject the hearing aids and put them in the drawer.

So just kind of an easy button here would be going to either first time user or first time user onboarding and emphasizing that comfort. So again reducing overall gain and changing compression and high frequencies for that comfort. And then so we've talked about the two first time users experience nonlinear as standard experience linear. If we flip up to that now, this is going to focus on power with milder noise reduction. So think about coming here if someone was a former linear user or they're just a

person that likes a lot of sound without a lot of processing.

So a lot less noise reduction than the other experience levels. So this is one way to kind of change that gain right away. If you want to just do overall gain changes, you can do that here with this gain percentage level. This is also in the fine tuning screen. So two places to do the same thing just depends on where you're already at.

So as we go over here to more patient things, I do want to point out data logging. And this is asking me, hey, you have changed some of the settings. Are you sure you want to do that? I do. So here in data logging down in this ribbon down here and I'm going to move it up a smidgen, you can do programs.

So how long they're staying in programs, how much they're changing volume over time, Volume in different programs and volume in different environments. So we're going to come back to this for environmental optimizer. But what this is talking about how is volume per environment and volume per program? Different program would be the manual programs. Environments are the automatic environments environment and the later we can see how we can adjust those automatic environments.

ReSound assist is our telehealth option. So it's right here in the software and you log in and it's super easy. So if you're ever interested in that, we'd definitely like to help you get that set up. And then instrument setup here you can see we have domes here. We click down the new all fit domes are at the top.

If you remember, the state fair ribbon is the suggestion based on the audiogram. If you want to use the previous generation of domes, they are right here at the bottom. So the state fair ribbon will suggest the Alphit domes, but previous ones are right down here.

Calibration, that is where you can run the calibration at Any time we do want you to run calibration at least once to calibrate the feedback system. Great thing about ReSound is we don't cut gain to handle feedback, so we're not going to cut into those gain curves to do feedback. So. So no worries there. Under details here are some specifications, fitting ranges and features.

So great if you have a patient that's really interested in the specs of the hearing aids right here in the software. So let's go over to gain adjustments. So here's where I'd go to do any patient issues that are about volume. So everything about gain is under the gain adjustments. So anything about volume is going to be under this tab.

So I think about the big tabs on the thick ribbon as from left to right, but the smaller ribbon here, these are more point and click as you need them. So this is fairly standard across the in industry. So these are the gain curves here. You can click all, you can do a row, you can do a column or you can drag and drop. So I'm going to pick just these mid ranges and do 1, 2 and 3 DB steps up and down.

Linked and unlinked are right there. So one thing I do like to point out is this display options, if we go from gain view to output view now you can see the output of the devices. So if you're a person that likes to program in this view. Here you go. I like to look at the MPO here.

So this red line at the top is the MPO and then it is down here on the bottom. So here, this is the first thing I check if someone has a tricky case that they send to me or a patient's describing something kind of weird like I'm not sure I always check here first, but what a patient definitely describes when the gain line is hitting npo, they can describe some kind of distortion, clicking or intermittency. So let's say I'm going to increase overall gain quite a bit here.

There we go. So now you can see that's a heck of a lot of gain in there. And what a patient could come in and say is when I yell up the stairs at the kids that dinner is ready, my hearing aids shut off for a

second. If I rub the microphones or turn them on and off, then it comes back on. What could be happening here is this gain, this 80dB gain line when there is something loud is hitting MPO.

So you can see it on the graph there, but then you can also see it in the numbers down here. So in the right ear, the G80 is at 107 and the MPO is at 107. So it is butting right up against that NPO line. I'm going to unlink them. Since we're just talking about the right year.

What you could do is definitely reduce the gain. If you want to leave the gain there, just select the MPOS. You want about 5 to 7 decibels between the gain here and the MPO. So I selected those MPOS and I am just going to increase them there so there is more room. Obviously this is way over target, so you wouldn't necessarily do this, but I just wanted to show you guys.

I've even had people describe it as static when they're washing their hands. So every all the high pitches were being cut out by MPO and they were hearing low pitches of the sound in the faucet. So some kind of distortion because of this mpo. So the other thing that I like is this back button. So you can see I'm hitting back, back, back.

And now you know we're not doing all that crazy gain change. And again to get back to the gain screen, you're just going to do display options gain view. Now you can see we are back in the gain view. This plus sign. This will add programs.

Something that you can also do is right click and copy a program and paste it. So that is one thing you can do. If you make gain changes in one program, they will not automatically override gain changes in your other programs, but you can do auto relate and it will do that for you. So I made gain changes in program one and I want them to go to program two and three. Or I can just say no, I want hearing noise left alone.

But I can do that here and you can do both ears in that preferences screen. You can change that to have it do that auto relate on save every time or the software will prompt you and say do you want to auto relate to the other programs? One reason that we don't automatically push it over is if you have made like, like a music program that is tuned for what kind of instrument they play. So they play something fairly low frequency. You're giving them a lot of lows.

You're flattening out the response. We don't want to override all those cool things you've done in your specialty program unless you want to. So just giving you more control, more flexibility. A couple of other things over here in program options are manage program names. So you can see we made another all around, but maybe we made it for a specific environment.

So we changed a little bit again to customize it for your patient. But this is for book club. So now just give them a little bit of reminder when to use this. So really great for someone that maybe has memory issues or like we just had here, you had two programs with the same name. So book club, that will help them to remember.

Oh, I'm at book club. I want to change it to this program that we have customized so much.

So when I'm thinking about patient issues, if again we're thinking about volume, if it is an all the time problem, that is when I'll come in here to fine tuning. But I'm going to flip over to environmental optimizer here. So environmental optimizer is kind of like an automatic volume control wheel. So the hearing aids are always looking at the environment in deciding which one of these environments that it is in. So quiet speech, soft speech, loud speech and noise, noise, moderate noise, loud.

So the zero mark here says you are giving them the same amount of gain as you have right up here from fine tuning. But the one or any of these other numbers, these are decibels. So for an environment of soft speech. So that's what's going on in the environment, we're giving two additional db of gain for

that environment. So at one point in the past we gave wearers an actual big volume wheel and measured how much people turned up or down the gain based on the environment.

And that's where we came up with all of these numbers. So again, it's just an automatic kind of volume wheel here. So what triggers me to use environmental optimizer? This is when a patient comes in and would say something along the lines of everything is good, but. So that's not telling me it's an all the time problem.

It is a sometimes problem. So everything is good. But my soft spoken granddaughter, she's spending the summer with me and I'm having a really time hard time hearing her. So what I would do here is come into the speech soft environment and give them a little bit more gain. Now why would I do this instead of fine tuning, if I were to go to fine tuning and turn up all the soft sounds.

Now every soft sound is louder so they could come back and say, well now I can hear my clothes rustling when I walk. So you have made other soft sounds louder. And that could be solving one problem but creating another. So that's when I'd come in here to just this soft speech. Another great thing that I like to use speech loud for oftentimes their own voice is classified as loud speech.

So say you've counseled someone already about how their voice is going to sound different, but again, they're still struggling with this. This is my first place to go for own voice concerns. So I like to bring that down one or two db, see how they like their own voice as they're getting used to the sound of hearing aids. Another instance for quiet, this I've seen kind of go both ways. Someone could say, you know, when I am in my house alone, just reading the newspaper, I saw my dog walk in the room, but I still couldn't hear them and it kind of startled me.

So you could come in and increase that quiet environment, so giving them a little bit more gain so they can hear those very soft sounds in the environment. Then I've had patients say the opposite. I haven't

heard these noises in my house for so long now. Every creek, every and wind blow, I can hear it and it's annoying. So that's where you could go the other way and make the quiet environment not as loud.

So less gain going to the left and speech and noise moderate and loud. So hearing and noise is still the number one thing that patients are struggling with. Right. So when I think of these environments in the Environmental Optimizer, I think about this as the environment has both speech and noise. The environmental Optimizer is going to handle volume gain, so its focus is going to be on the signal or the speech, not the noise.

And under advanced features, the noise is handled by noise tracker. So if someone says, I went to Texas Roadhouse with my spouse last night and I could not hear them. So first I would ask, is it that the background noise was bothersome or is it that your spouse's voice was unclear or both. So if they said no, the background noise wasn't bothersome, I just couldn't hear my spouse well enough, I could come into here and increase the gain, giving a boost to the signal here. I can also go into noise tracker and reduce more noise too, also.

So you can do two things at once. Now, when someone is giving you an environment that you've never been to, so you are unsure what the bowling alley two cities away sounds like, is this going to be a moderate noisy environment or a loud environment? That is when you can go back to data logging and look at the different environments here so you can see did they turn the volume up or down in speech and noise, moderate or loud. And if you've never been to that Bowling alley. That's a great idea about what that bowling alley is classified as.

So there's kind of where I would go for environmental optimizer automatic volume wheel. And when the patient describes would be something along the lines of everything is good but and give you an environment, a situation there to. Another thing is if you have changed these around and you're like, I just want to go back to where we started. There is a reset button if you don't want automatic volume

changes. Like if someone was in a linear fit before and they're not used to volume changes, there is a toggle button on and off.

You can link and unlink them. You can also see you can toggle off this in one manual program but leave it on in the others. So if you're unsure if someone's used to a linear fit and want to see if they would like it, you could give them an A and B, have them switch in between and go kind of see if they like that Environmental optimizer. As we move over here, Auto RIM is the next one over. It makes real ear super easy right in the software on the screen are the software modules that are compatible.

So it does unaided gain, aided gain and with one click you can meet targets.

Acceptance Manager is another way to change gain. So we'll go over here. So this would slowly turn up gain over time. So in the past I had used this when I had someone that needed to be fit right away, but they were going to go away from the office for a time. So that could be snowbirds.

I had several patients that worked in oil fields so they wanted to get fit before they left for a month or so for work. But I didn't want them to have the chance to reject it because it was a lot of gain. So three steps here. So the first step you're going to choose how long you want the gain to turn up over time and it goes from one week to six months. The ending point is always going to be have it where you set and fine tuning.

So you can slide this back to let's say 80% and then over four weeks it's going to go from 80% where it was comfortable to wherever you have it set and fine tuning. So that is another way to gradually increase the gain over time. So if someone is reluctant to get a lot of gain and, and maybe they don't need first time user onboarding or you want to do it in a different way, this is an excellent way to kind of do that for the reluctant gain people. So let's go back up to the top here. We talked about patient issues related to gain and that's when you go to the gain tab for issues not related to gain.

That's when I come here to advanced features. And advanced features are split into two tabs here. So the first one is speech and these are all of the advanced features available for speech clarity. The next one over is comfort and these are all the features available for comfort. So let's go over to speech first.

The first one is directionality and if I change programs, you're going to see that directionality is changing. So here in the hearing noise program, directionality change to intelligent focus. And this is where any of those kind of intelligent words for us means that it's using a second chip and a deep neural network for denoising. So this is just a level nine technology. So in level nine in the hearing noise program you'll see intelligent focus and again using DNN to handle the noise.

We go back to all around. You can see directionality is 360 all around. So it is using different directionality depending on the environment. Here in noise is using that DNN and a fixed directional microphone beam to get the best signal to noise ratio. The great news is this directionality will default to the best directionality based on that tech level.

We click the drop down menu. You can see there are other options. So if we made that copy program, but we want to force it into omnidirectional so they you want to make a purely omnidirection. Excuse me, a directional program, you can do that here in directionality. But let's keep going.

So if you ever are in the software and you're like I don't remember what this is, if you hover over the words it will give you a small paragraph describing what the words, what that software feature is. If it has a little I next to it, that will give you a silent video describing what that is. So I'm going to go and click directional mix here because I do like the video for this one. So we keep our low frequencies in omnidirectional and our mid frequencies are where it can go in and out of this different directional beams based on the environment. Directional mix is the crossover frequency.

So what frequency do we keep omnidirectional versus can be directional. So I'm going to close that. And the bolded one is our default. So the bolded word here is our default. So if I move this from low to high, you can now see that shaded area.

Everything below the shaded area is omnidirectional. Everything above can be directional. If we go to very low now you can see the fixed omnidirectional is quite a bit more frequencies here. So this is one to use if someone is saying, I am hearing that table over there more than I'm hearing this table. So they're hearing more from around them than what they want to hear.

So what we can do is make less frequencies omnidirectional. So imagine a bubble around somebody as the omnidirectional and we're hearing too much in that bubble. We can reduce the bubble by making it more directional. And then they won't hear as much from that other table as their table. This next one down is time constants.

And this is the attack and release time of the compression system. It will always default to syllabic. And as we go to the right, the compression system gets slower and slower until we go all the way over to slow and syllabic allows the most natural how we normally hear. But sometimes based on people's processing or how they've grown to hear in different hearing aids, people can perceive this very quick attack and release time as tinny, sharp and harsh. So if you are getting that issue with patients and you've already taken down high frequencies as much as you can without starting to reduce speech, time constants are a place to go for that.

So if we slow down the attack and release time, some patients perceive that as less sharp, less tinny, less harsh.

So I'm going to go back home here and with this NM receiver that uses a third microphone that is down in the ear, and if we change that to an Ip, a low power one, you're going to see another feature pop up

here under comfort. And that feature is what we call sound shaper. But it uses frequency lowering to get some of those audible sounds. For there it is popped up for people that either have cochlear dead regions, you know, steeply sloping hearing losses wherever you normally use the frequency lowering. So again, if we hover over it, it's going to tell you frequency lowering status.

So it will always be off, but it will have a bold word like mild if it is steeply sloping. So this is where you can go especially thinking about patients that have no responses in the high pitches. So you could come here and now you see it on the screen, it is going to take those high pitches and, and use frequency lowering to put them into the audible range for that patient. So if someone's mentioning distortion of speech. And you're listening to it and you're like, I'm not hearing distortion.

Could be distortion in their auditory system. Or again, if they have no responses in high frequencies. You can come in here and turn it on. This is something I look at if someone is transferring from a different manufacturer to ReSound or just from a different set of hearing aids. Maybe I didn't fit.

It's just seeing if frequency lowering is on in their previous. So I can match it here if they're upgrading to a ReSound hearing aid. So we've talked about gain issues. That's when you'll go to gain. If it's not gain, you'll decide is it speech clarity?

But if it is comfort, we will come over here to comfort. So here we have all of these different features. The top one here is DFS Ultra 3 and that stands for digital feedback system. So this is not cutting gain. And you can see that it has a slider so bold here, mild.

If someone is experiencing feedback, you can slide that up here. Music. This one goes with a music program. So it is not going to work very hard to to identify feedback because it wants to make sure that pure tones are not being identified as feedback. So strong is the strongest feedback manager.

So as if they are getting feedback, you can certainly slide that along here. Of course, you can always change the coupling to to reduce feedback.

The next one down is noise tracker 2. So in environmental Optimizer we talked about, if it is the speech, you'll probably go to Environmental Optimizer. If it's the noise, you will come here to Noise Tracker. So in a level seven or below, it is going to be this slider here. So it will default to mild or moderate.

And then you can slide it up to handle those noise concerns. Where it can be super customizable for your patients is this per environment. If you click the cogwheel here, you can now see those same environments of Environmental Optimizer. But this time we are in the noise system. So these are negative numbers saying we're going to reduce background noise by 6dB for a moderate noise environment.

We're going to decrease background noise for 4dB in speech and noise environments. So again, if we think about that Texas Roadhouse or that noisy restaurant, you if they say no, I could hear my spouse very well. It was just this background noise was so overwhelming. You could come in here and increase this from 4dB of background noise reduction to 5.

There you go. So, so you can see going to the right is making it stronger and the negative numbers get bigger. Remember, it's subtracting out 60B. So that is a really cool way to customize the noise reduction for those noisy environments. Again, if you're like, oh, I don't remember what I did or my colleague saw this person, I just want to reset it.

Reset button at the top there. So I'm going to click out of that.

The next one down is Wind guard. So this is to address wind concerns. So if someone is outside, if they're playing golf, gardening, and they're noticing issues with wind, you can come here to their

automatic program and increase the window. And this feature does change how many options you have with different tech levels. So this will change until ultimately at lower tech levels it will be on and off.

This next one is impulse noise reduction. And here's where you would go with with issues with slamming doors, clinking dishes. I've even had a patient where I increase this for high heels on tiles. So kind of that click, click loud noise, that sharp and loud noise coming in here to impulse noise reduction. The last one down here is expansion.

So this handles low level noise and, and circuitry noise in the hearing aids. So if someone has really great hearing in those in some frequencies, this may be where you come in and turn that on to reduce some of that circuitry noise. Hair on the microphone, that's another good one that you can come in and use expansion for. I've also seen this for AC in my office. Someone gets a new one of those big computers that has a loud fan in their office.

This would be something you can come in, turn on a little bit just to kind of increase that comfort. So something there. Just try to make this very comfortable and get that all day wear for the patients. If we add different kinds of programs. So if we add an outdoor program here, you can see that these defaults change a little bit.

So that's really convenient. Some of these preset ones, so especially windguard, you can see we went up to moderate and then we went from per environment to to moderate. So all the time in an outdoor program, it's going to provide a moderate amount of noise reduction.

So if we change this to music now you can see defaults changed again. So the feedback system went to music and then a lot of these processing went off because we want this to sound as least processed as possible for music.

So those are just some of the again an easy button to make an additional program. And if I right click it, I can remove the program there too. So thinking about how these changes Change for different tech levels. So if we go back to speech. Directional mix used to only be in our Tech Level 9, but now it is available all through the vivia product.

So 9 through 4 all have this directional mix. Time constants. This is a level 9 and 7. So this is available in level 9 and 7. So something to think about.

Another reason to change time constants along with being tinny and harsh, those kinds of things would be if someone's word recognition is below 50% or they have cognitive issues. So that's another reason to slow down time constants. Since this is only available in A Tech Level 7 and 9. This is something to discuss when a patient is either you're suggesting tech levels or a patient is choosing tech levels depending on how you do your process for deciding on hearing aids. Sound shapers available in all levels of technology.

So you can do this frequency lowering in all levels of technology. We already spoke a little bit about directionality. It will default to the best directionality available for that tech level.

Okay, how these comfort features change. Feedback system will be a slider for most of the tech levels. Noise tracker level nine has the cog wheel. Seven will be the slider and the options just get smaller as we go on. And then Windguard, this will also defeature as we go in lower levels of technology along with impulse noise and expansion.

So it is available, it just defeatures as we change different technology levels.

So the next thing over here would be the Tinnitus sound generator. So here's where you could turn on the onboard Tinnitus sound generator. You can toggle it on with the top toggle and then you have two options. So you could do nature sounds and that's what it will default as. But if you toggle this off, you can see now you have a lot more control and you can do all of these different presets and customize it to how your your tinnitus treatment plan goes.

The slider on the right is the volume. So you can see I turned it up a bunch. Swimming. Is that what you want? But there is the volume.

Ear to ear synchronization is in the center here. So if you're thinking about the waves on the beach, are the waves going in and out of the beach at the same time? That's going to be in each ear. That's going to be if they're synchronized. If they're unsynchronized, that means the waves could crash on the beach at different times in different ears.

So depending on what best treats your patient's Tinnitus, you can toggle that on and off down here. This is your mic relative to the tinnitus sound generator. It's equal on the left and you can see the microphones are attenuated until on the right the microphones are completely off. So just before we get we go on to the next two tabs. Just a reminder that if the patient issue is gain, you're going to come here to gain adjustments.

If it's all the time, fine tuning sometimes environmental optimizer. If it is not gain, you'll come over here to advanced features. And then you look at the features between speech and comfort so that usually they're kind of decision tree. Helps bring this down quite a bit to what features you have to look at. And then you hover over the words and that will give you extra information about that feature just in case you get stuck again.

So those are kind of our 2 gain in advance features. I'm going to keep going over to device controls. So here in manual control, this is where you can see you can change what the button does. Again. We love to give you guys the most customizable features in the software.

So you can change what the button does. Volume up, volume down. But there are a lot of other options here. Or if someone does, you don't want anything for the volume to do. For the buttons to do, you can hit none.

And now the hearing aid button doesn't change programs or change volume.

So you can see so many options here that you can do. As we scroll down, you can see volume control range again, you can control how much the volume goes up and down. And then LED light controls so you can change that to a continuous flash. A flash once really great. If someone has a caregiver that wants to visually check to see if the battery is on as we go over here we've got beeps so you can play the beeps for the patient.

Delayed activation is 10 seconds. You can change that to 5 or toggle that off. If someone has a reverse slope hearing loss and they don't have they have poor low frequency, you can change this to high frequency. So play them the beeps. You can adjust the volume again to make sure that they are hearing all of the beeps that you want them to hear.

I'm going to flip over to accessories. So we have our new generation of accessories that have AuraCast and we have our previous generation here. You can pair these here in the app or outside of the app. Either one will work. Here's where you do it.

Not the app, the software. Here's where you do it in the software. But a troubleshooting thing down here is you can see we have our accessories and then mobile devices. So what patients could say is, my

hearing aids are great, I'm hearing everything really well. But when I stream music, it doesn't sound as good as my earbuds, which we know if you occluded them as much as your earbuds do, they wouldn't like their own voice to get around that.

One way would be to increase this streaming bass boost. And this adds more low frequencies for just streamed sound. So music has a lot of low frequencies in it, and this will give more low frequencies for just streamed sound. You can also create a music program and have them stream through a music program too. So whatever manual program the hearing aids are in when they start streaming from their cell phone, that is how the gain will be set for that streaming.

So if they really, really love music, give them a music program, give them more low frequency gain or whatever gain they like for their music, along with this giving them streaming bass boost. Underneath is this mic relative to mobile device. So a lot of earbuds do reduce almost, you know, a lot of background noise. So if that's what they're concerned about when I'm streaming music, my earbuds sound so much better because they take away so much background noise. You can always come into here and change that for them.

So you can see the microphones are attenuated 3 decibels. You can come over here and slide that up. This is available in the app, in our smart 3D app for their cell phone. If they wanted to change that even more. It's a little bit hard if they have a more open fit because a lot of that sounds gets in through the open fit.

So something to counsel them on about that with an open fit. And then our last one is finalize everywhere on the screen you've had a save button. I want to highlight the reports here. So I have unselected all of these and just selected instrument program guide, cleaning and care. So what problem does this solve?

1. If you have poor handwriting like me, you don't want to write this out. You can print out this report. But another important one is if someone comes in with a translator, you can put these things in their spoken language from any of these on the list. So I'm going to turn it back to English here momentarily.

And you can see print preview. I printed out cleaning instructions, what the button does, long press, short press, and then what the program guide is. And you can see we changed program three to book club. So it says book club here. But with our translating or patient not speaking English, I can click Spanish and hit print preview.

And now I can send a handout home in their first language even though they are possibly in your office with a translator. So I really love that when we came out with that, if you do name something like we named it book club, it will not translate. So you would have to write book club in this example in Spanish if you wanted it in Spanish in the app or in Spanish on this printable handout.

So we have kind of gone tab by tab through the features of the software and patient issues that can be addressed in each one of these tabs. So let's just do a very brief review. If you do have questions, we do have time to answer questions. Feel free to put those in the chat. So just reviewing.

We've got fine tuning that is our normal gain adjustments for all the time volume issues. We have environmental optimizer. This is that automatic volume control wheel or everything good. But is what I hear from patients and go from there. We have acceptance manager.

We can slowly turn this volume up over time. Another way to change volume and gain if you remember was those experience levels. So you can set these default experience levels, but then you can change these default experience levels based on the patient needs. And as we go to first time user, first time user onboarding, this is going to change overall gain, high frequencies and compression. So one way to handle those overall gain change like a big easy button.

So after if it's not a gain. We talked about patient issues talking about speech or comfort. Our two tabs here we have speech and this is where you'll find directional mix time constants. So time constants are great for attack and release times. So slowing that down.

This could be either due to low word scores, dementia or that overall kind of sharp harsh tinny sounds when you've already taken the gain down some. Another one for speech clarity would be sound shaper and this is using frequency lowering. Great for someone that has steeply sloping or no response above a certain frequency. We also talked about directionality, defaulting to the highest for that tech level and the change between the all around program and the hearing noise with the hearing noise in a tech level 9 using intelligent focus and the DNN chip. So a little bit of difference there but you can see it right here in the directionality tab over here in comfort.

We talked about feedback, we talked about the noise tracker, the noise tracker per environment, discussing those noisy situations. And then wind guard, impulse noise and expansion. All of those things for comfort. Finally we move to device controls, talking about the streaming bass boost and then everywhere on the screen there has been a save button so you can hit save anywhere or over here in the finalize. So that kind of sums up our time for today.

Thank you again for visiting with me for this hour. If you have any questions, feel free to put them in the chat. If not, you can reach out to your ReSound team. Thanks again.