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An Introduction to Phonak Target Fitting Software

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Well, thank you everyone. Thank you so much for taking the time and joining us today. My name is Mari Belize Irizari. I do go by Mari.

I am a clinical trainer employed by Phonak and I have no other financial or non financial disclosures at this time.

So today I'm going to walk you through an introduction to Phonak Target fitting software. But before we go there, I think this data is worth sharing. Market research completed in 2024 indicated that 89% of the providers rated the fitting software as very important when considering whether or not to work with a manufacturer. And in a similar survey in 2024, the hearing care providers were asked which was their favorite fitting software. These providers fit devices from multiple manufacturers and we are proud to learn that phone at Target was rated as their favorite fitting software by 65% of the survey participants.

So this equates to seven times more providers rating Target as their favorite fitting software compared to the software of the next Hyatt highest rated competitor. Now, having an intuitive software matters. And why is that? Because you have tons and tons of things to remember on a daily basis when you're in clinic. About nine years ago, I fit my very first hearing aid.

I was still an intern and honestly lacked confidence. But I was there showing up, trying to learn go with the flow. So I went ahead grade the patient. Walking into the room, my hands were kind of sweating already and I got the aids ready, open up the software and what's next? Like literally what's next?

My head was blank. It was like being in a kitchen with all the ingredients but no recipe. So there I was clicking around the software, hoping the next button was the right button. Today I want to share with you three first that can help you to navigate software. And I wish I knew back then.

So we're going to go through the first bit, a first follow up and a first remote support session. For each of these, we've chosen the most important topic to highlight. So we're going to go over tools that maximize your professionalism and patient care so you have a solid foundation when working with your patient.

So we'll start with one of your patients to the clinic that first fit. And before we go into the fitting details, one quick word about updating your target software. Once you have the target software open, just look at the bottom of the screen and locate the updates tab. And this is where you'll, you'll see potential software updates and you're going to get a notification down there. You could also find the target software when you log into The Phonak store in in the top ribbon and the label that you will look for is software downloads.

So when installing the software, please know that only Phonak Target is required for programming. Phonak Target Media and Phonak Target sounds are optional and this is true for both standalone software or programming through Noah. So whenever you're programming and no matter where you are in a fitting or the process of that fitting, Target is always subdivided in three sections. Client, instruments and fitting. And as expected, each section has details about each topic.

Right? So under client you will find specific information that's important for an accurate fitting, including an audiogram and the RECD values. And if you do tinnitus retraining therapy and you're using devices for that, you could also enter that information into that audiogram screen. Next, it's the instrument and connection functions, which provides the ability to connect devices and review the technical specs and to set up any of the acoustic parameters associated with the fitting. Then the third section is the fitting section.

So everything about how the aids are set and how the patient interacts with them.

And there are five basic steps to complete a fitting in Target Software Connect, calibrate, customize, configure and close. So let's chat a little bit more about what may be involved in each step. We'll start by opening the session in that software and clicking the new fitting session.

Then you're going to go ahead, just remove the aids from the charger to power them on and putting them in detection mode. And then we're going to go ahead and click Connect at the top of the screen. You may notice that the connect button is highlighted in orange. Remember, anything highlighted in orange in Target software means that there's something that requires your attention. This is going to help you guide throughout the software and throughout the general steps of getting through that software.

And first fit.

So next you'll go ahead assign the aids to the appropriate side. So you could just go ahead and press the button on the aid and that serial number will flash green on the screen. Or if you prefer, you can just click on the musical tone of each aid and you'll hear an audible signal for assigning the aid to the appropriate side.

Now when you connect for a first fit, the system will let you choose whether you have a long term user, an experienced user or first time use. This system will default depending on how long that patient has been in your system. So if you're working with aids, let's say these aids were actually previously fit, the system will pop up this reset to factory settings box. Especially let's say if you're demoing a patient and maybe you're using that same set of demos with another patient, you will see that popping up on your screen. Know that you are okay to uncheck and proceed and all the identifying information such as Bluetooth connections will be clear when a new fitting is created so it is okay to bypass that step.

Then you'll see the Acoustic parameters tab and the system will check the receiver in case of a mismatch. You want to make sure that the acoustic parameters on the screen are matching what's on your patient's ear or on the actual hearing aid. Additionally, if you have a slim tip or a seashell and you have requested an acoustically optimized bending or an aova, you will need to enter the acoustic code on this screen and the code is printed on the slim tip or seashell, but it can also be found on the actual invoice. Anytime you see a black target icon, it's indicating that this is the suggested choice for this fitting based on the audiogram, the fitting rationale and the device chosen. Now once you've confirmed the acoustic parameters, then you are ready for step two which is calibrate.

Now for steps two, three or four. You can navigate via the tabs moving left to right within the fitting section or you can use the icons at the top. If you follow those left to right, you'll hit everything you need to hit and I kind of wish I knew this back when I was still in clinic. I have to confess that I learned this after I became a Phonak trainer. So I highlighted emphasize this at every appointment.

You can use those icons and it's going to give you a lot of flexibility and help you to navigate more easily, especially if this is your first time navigating Target.

Alrighty. So step two brings us to the Feedback and real ear test screen. So for Phonak 8s, you want to always run the feedback test even if there's no acoustic feedback presentation. That measurement from this test is used to optimize own voice pickup during hands free phone calls and it will also be measuring estimated bending for the individual's ear and coupling as well as providing data to inform some feature settings. So it is very important that you do run this feedback test every time.

So after instructing the patient to sit quietly, hopefully you're going to go ahead and start both measurements. Now the calibration sound they'll hear will depend on the model of the hearing aid. So for infinea Ultra devices, we have a new shorter busing signal that sounds like this and then all other devices have a longer alien robots kind of sound that sounds like this.

As you notice, much longer. And I always joke that the patient has more chances to let you know that they heard the sound even though you asked them to sit quietly. So it's definitely an improvement on Infineo devices having that short busting sound signal instead.

Now once the feedback test is run, you'll see the solid purple line which is the measure feedback threshold. Again, that's the solid purple line and the solid red and blue lines are the target gain. Those are the skinny lines on the screen and you also have the current settings, which is the thicker line. Now under the graph you'll see the checkbox for use. Estimated Bend and Sound Leakage from Feedback Test One unique thing that we do is measure the actual acoustics of the ear canal and how the hearing aid is sitting in the ear to get that accurate representation of bending.

This allows for even a more precise and more personalized first fit gain setting, especially in terms of bend compensation, occlusion, etc. So if the measure feedback threshold and crushes down into those gain curves, you will have the ability of using the over tuning tool and that gives you, the provider, the ability to adjust for additional headroom.

So increasing over tuning is going to go ahead and raise up that purple line giving more headroom for the gain. And once the feedback calibration is complete, then you're ready for step number three.

Customize. So global tuning is the screen that you're going to go to next and this is where you can quickly adjust the overall gain if your patient needs it. A fitting tip Here you can ask the listener or your patient close ended question about comfort of the loudness of speech.

Something maybe like I am talking on a normal tone of voice and you should not have to strain to hear me nor should my voice be too loud. Is that correct? So we prefer to do a close ended question as opposed to asking a quality of speech questions such as how does my voice sound? At this point we only want to measure comfort and loudness, so that's why close ended questions are recommended. If

the listener or your patient needs the loudness to be adjusted, you can go ahead and use that global tuning gain level slider and set it to the preferred loudness setting.

Then you'll also see a quick occlusion compensation that decreases loud low frequency sounds if you need to make a slight adjustment and not typically change a first fit, but global Tuning is also that place where you can change the fitting formula for your adult fittings. Everything will default to Adaptive Phonak Digital 3.0. And then if you are working with Pediatrics or you're working on Junior mode, the default will be DSL Pediatric. Then this icon here at the top is going to take us to fine tuning which is part of our customized step. Generally few changes are needed during that initial fit.

And with the new recalculation of APD 3.0, patients are actually loving the sound and hearing well. So this step is to make adjustments to features and programs which more often happens during a follow up appointment and we'll go into these shortly. So after that step three, which is customized, we're going to go to step four which is Configure.

On the Device Options tab you can see how the patient will interact with their hearing aids, whether they can control volume or not. If you are setting your patients for Tap Control, this is where you'll find that option. Just as a side note, Tap Control is available in rechargeable devices level 90 and 70, so keep in mind that the Sphere and Infinio actually default to Tap Control in the off position. This is something that changed within Finio, so it's not true for older platforms or devices. So if this is a feature that you want your patient to take advantage of, just remember to turn it on when you come here into this configure step.

It can be very helpful to print out personalized reports. You do that with the Reports button on that left side of your screen and reports can be generated in multiple languages, languages and also a larger font, which I think it's a nice option for some of our older adults which may have some vision problem. Then if you click on that headset you can go ahead and change the Bluetooth side or Bluetooth name

as well. So this is how it will appear on the patient's phone during that pairing. So you could change it to something like John's Bluetooth or Phonak Aids or Current Aids versus Spare aids and that can be a nice touch and could also simplify that pairing process for yourself or the patient.

And then the last step is close Click the Save and Close button in that top right portion of the screen and there it is. And this finalizes the settings into the aids. Once saving is complete, you can go ahead close the session and proceed with pairing any desired Bluetooth devices or accessories. So as a quick review, that is a first fit in five, which again very easy steps disconnect Calibrate, customize, configure and close. Now again once you save and close, your patient might be ready to go ahead and either pair an accessory or pair to the and just wanted to let you know that Phonak has an entire ecosystem of wireless apps and accessories to round out your hearing solution.

All of our wireless devices since Marvel have the ability to pair to iPhone, androids, flip phones, computers. So more for like a true hands free calling. Our current aids since paradise can actually store up up to a Bluetooth pairings and you could have two connections or two active connections at the same time. Let's say if your patient wants to pair a phone and a tablet and then switch between them, you can totally do that and it's easy. You do not have to go through the pairing process every time they want to switch a device.

In addition to Bluetooth we have our Roger remote microphones which provides unparalleled performance hearing in noise and over distance. And this is thanks to the adaptive gain signal processing. A really neat piece of technology and I have to confess that I am actually a fan of it. We also have a proprietary Airstream technology which is the technology that fills our partner mic technology and the ever popular TV connector. Now we're not going into details about these wireless apps and accessories here, but know that there are some other audiology online courses that provide a deep dive and give you more detailed information about Roger Airstream technology and Myphonic

app.

So this brings us to the end of our very efficient first fit. But now imagine a week or two has passed and your patient is returning for their first follow up. And in this section we're going to cover what we can learn from data logging and introduce some of the flexibility you have in the software to make adjustments. Now to access data login you can find an icon along the top bar or you can select the data login tag in the fitting session. Once you have connected the aids, the data login overview shows us an average daily use as well as the total days of that record reporting period.

And the data login will reset every time. Settings are safe, so just keep that in mind. Along on the left side of that screen you can see the data login menu and we're just going to go ahead and work our way down from the top to the bottom.

All righty. So we are on that left side here. Look at program activity activity and as you see on the screen, the target software will keep the last five sessions of data logging. This can be very helpful for same patterns of usage of Course you don't. You're not going to see the past five sessions.

This is your very first follow up appointment. But let's say you are seeing this patient within the course of three, six months or even a year. You could actually see those past sessions and try to discover pattern. Each session can be expanded for a more general view of the data. So the bars are color coded as you can see with that solid fill indicating program steering from the hearing aids.

And the hatch fill indicates time spent in a program selected on the MyPhonak or MyPhonak Junior app that had that program shown as the base program. So it gives you very detailed information about what they're truly doing with the hearing aids, whether they're just using the automatic programs or they're actually streaming manually into programs or using custom programs in the app. Now the program activity screen is helpful again for seeing patterns. For example, if a patient is complaining that, let's

say, battery life isn't as long as they expect, seeing significant time streaming could be helpful in guiding the conversation on the relationship between excessive streaming and battery life. Likewise, if the data login shows most of their time spent in spherical speech in loud noise, that can give you a starting point if you need to make changes to address patients complaint in noisy environments or just to kind of steer that conversation and better counsel that patient and their expectation.

Now the next step or the next section in that left side screen is history. And this shows you an average volume change by the patient from session to session. So ideally this changes should be minimal right as you hone into the patient setting. So we truly don't want to see big changes in here because ideally we want those patients to just wear their hearing aids, put them in their ear and just experience life. But if you do see a lot of changes here, that again can give you some more information to make adjustments further on or to just counsel this patient to adjust their expectations or their use with a hearing aid.

Now below that we see adaptation of log data. Instead of looking session to session, this group shows the average volume changes made on the hearing aids since the last session for each one of the program for both autosense and manual programs. In this illustration you can see that the patient turns up the hearing aids in calm and spheric speech in loud noise while it's turning it down on average when they're in a card, in a comfort and noise program and in music environment. So if you feel comfortable that the patient only needs a volume change, you can go ahead and simply click on apply adaptations and the system will automatically make the corresponding gain changes in those programs.

You can always select unapplied adaptations while you're still in that session. If for some reason you want to revert that, let's say you don't want to apply the adaptations to all programs. Maybe you're still working out the kinks in a couple of programs and if that's the case, you can expand the category on that left side of your screen and select a single program and apply adaptation to that individual program

only. You'll be able to see changes made in terms of gain when you look at the target. Now, applied adaptation is available for all AutoSense, AutoSense streaming, Bluetooth and router streaming, as well as manual programs.

So this is something that gives you a lot of flexibilities to fine tune and find that comfort spot for your patient.

Now once you've learned everything you can from data logging, then you are ready to make any necessary manual adjustments. And most of the time you'll be making changes in the fine tuning screen. Now pro tip When a patient remarks on something they are noticing, for example, like dog nails on tile floor, don't assume it's a complaint. Maybe it's just an observation. It can be helpful to inquire if whatever it is, it's bothersome or not.

So just because they are mentioning something or remarking about something they now hear that they were not able to hear, then just quickly assume it's a complaint and openly ask if this is bothersome if they would like to change that or not. Also remember again the importance of counseling counseling and guiding that patient through their hearing journey. Oftentimes it's more effective to counsel patients on realistic expectations for adjusting to hearing aids like the effect of room acoustics, etc. Than trying to program away every little thing. Or maybe to trying to just program the hearing aids to the exception, right?

We don't want to do that now. We're going to focus now on three of these tabs that you can see down here at the bottom. Gain an MPO Program Options and Automatic Fine Tuning. You can learn more about the other sections in another audiology online course called Advanced Target Programming. So I invite you to encourage you to take a look at that if you still have questions or curiosities about some of these features and like to deep dive.

The first is GAIN an mpo. This is where you'll do your frequency shaping like changing gain for specific frequency channels. And on that left side of the screen you'll see the program list Everything that you're seeing right now, right here, is part of the patient's automatic program, all of it. One of the unique things about Phonak that makes the provider's job much easier is that you can make adjustments in the individual programs within AutoSense. So it's not just like turning features on and off.

Now, the important thing is to be aware. To be aware here is which program are you making a change in? If all programs is selected, then the changes you make will be applied to all of the programs. Now, if you click on the header for autosense os, then changes will auto relay for the general listening programs, but not to the streaming programs. And you can also be highly precise and single out an individual program.

And this is where what we learn from data logging may come into play to let us know where to start. So once you've confirmed where you want to change, you can choose the frequency channel and input level G50, G65, or G80. If you need to make a change in only one aid, you can go ahead and unlink the sides just by clicking on that link icon in the middle of the screen. Now, if you're not sure which frequencies to adjust, you may find the automatic fine tuning helpful. To use it, you're going to go ahead and click and select that the type of sounds you want to adjust for.

In this example, we've chosen mother of female speech and quiet. Then you're going to go ahead and select the issue. This multiple choice can be especially helpful for patients who may have a hard time articulating what they hear. Maybe they don't truly know how to describe what they're experiencing. And if that's the case, again, you can go over this multiple choice and help them to articulate what they're experiencing or what they're hearing.

Here we've chosen that female speech is too bright or shrill, and the software will tell you the change it's making. And this can be helpful as you're becoming more familiar and more confident with the

software or as you're just building up your experience. If you like, you can just go simply click fix issue and the change will be automatically applied. Now, if that change did not make the desired outcome, maybe you click it and your patient goes, oh, that actually makes it a lot worse. You can go ahead and just click undo and try something else.

Likewise, if you click on fixed issue and the patient's like, oh, that actually helped. Could we do a little bit more of that? You could go ahead and click it again. Try another step in the same direction. I especially like using automatic fine tuning for own voice complaint as a simple very easy to work through different possible changes.

So besides frequency shaping, you may want to adjust some of the sound cleaning features and you'll find those in the Program Options tab. Now these are not auto related, giving you the flexibility to adjust individually in the programs.

One of the things I truly love about Phonaktarca software is that you can hover over over anything and it tells you what it is. For example, if you go ahead and hover over that blue exclamation sign shown here, it reminds you that Speech Enhancer optimizes soft speech for calm situation and the illustration for each feature will also reflect the change as you're moving that setting bar. So if you like the blue exclamation signs to stay visible, you can go ahead and simply click on that I icon on the top right corner. So walking through the program options, this is where you'll find our smart speech technology and the comfort features. And in calm we again see that speech enhancer which is giving that extra boost for software Voices in quiet.

And just as a side note, this is actually only available in level 90 technology.

When addressing a patient complaint about noise, it is critical and I know you probably know this already, but it's critical to ask clarifying questions. If a patient says noise bothers them, what type of

noise do they mean? Maybe to them noise is the dog barking or the dishes clattering. And for that type of noise sound relax allows you to cushion those sounds with a faster attack time without affecting speech. Maybe the noise they refer to is in a restaurant or maybe is a road noise and for those noise blocked looks to see which channels have noise present and it will be reducing that noise.

That specific channel. Maybe noise for them means the air conditioning fan or the hum of their computer are too loud. And for those the soft noise reduction slider increases how much reduction is applied to those soft ambient sounds as you move it to the right. And this is essentially by shifting that tk. Or maybe it's the wind noise, maybe they like to go outside or to work out outdoors.

For those situations, wind block is activated to decrease the low frequencies when noise from that turbulence of wind is detected. So like with gain and MPO changes, just be sure you are in the appropriate program when you're making a change. If you're trying to help restaurant noise, you'll want to be in speech in noise or sphere speech in loud noise and not in calm situation or in streaming. A streaming program when you're making changes to noise reduction settings, you typically don't want to max them out. Our features work really well, and if noise block is maxed out, it may sound to the patient like the hearing aid is cutting off.

For example, it is because it's cutting out so much of the noise that it might be surprising for the patient feeling like they're not hearing enough of that background noise. Making changes in smaller increments is generally recommended. Now, in program options, you'll also see the controls for directionality real ear sound, which is similar to omnidirectional, but just takes into consideration that PNA effect restored. And you'll find this in calm situations. We also have the ultrasound, which is our adaptive directionality in speech in noise.

And in addition, we in our levels 90 and 70, we have the stereo zoom 2.0, which uses binaural Voice Stream technology. Or in other words, those two microphones on each aid are working together like a

four microphone system for an adaptive narrow beam former. And this is seen in our Speech in Loud Noise program. Now, if a patient is struggling in noise and you think stronger directionality might help them, the best option might actually be to reinstruct them in using the MyPhonic app. If you open up the app, you will see a slider called Speech Focus and this will give the patient control over the directional microphones and the noise reduction slider maps the dynamic noise cancellation when they're in noise for some extra reduction from the back and the side.

So again, if we're trying to adjust the hearing aids to the exception, or if they're doing generally well, but they have problems in that just one restaurant they go to would encourage the patient, if they're tech savvy enough, to just open up their app and play with those features.

Now, we have one other program option I want to cover today, which is Spheric Speech Clarity. It's available in Infineo, Ultra Sphere and Sphere. Speech Clarity works on our dedicated DNN chip Dipsonic by extracting the speech, enhancing it and integrating it back to the signal for an instantaneous separation of speech from noise in any direction. This feature is only found in the Spheric Speech in Loud program, so let's just watch this video next.

Now, this is the real challenge. Peak cafeteria chaos. So, with an omnidirectional microphone, Kemar probably got a hard time to follow along. It's quite loud in here, and in an omnidirectional setting, I don't think Kemar is able to keep up with all of this background noise. What do you think?

Should we set him up for success? Let's help him out now with cervix SpeechClarity 2.0. It separates speech from the background noise. In fact, it works so well you could even whisper a secret. And its true power is not only is our speech so clear, but it also separates between the wanted conversation and the unwanted background speech.

Exactly. That's why we train our AI on real world sounds. With our dnn, noise is no longer a barrier. So even in the busiest environments, Spheric Speechivity 2.0 ensures the conversation is happening and the noise is just gone.

I truly enjoy watching those videos. I don't know about you. One unique thing about Spheric speech clarity in is that the default level will be determined by the acoustic coupling. And so just another reminder that running feedback tests is very important, especially for this sphere technology.

All right, so as a final word about this section, I will remind you not to underestimate the power of recalculating the target. So with more involved patients it is easy just by making small changes over the course of multiple sessions to kind of lose track of where you were and what you've done. Many times just clicking that little Recalculate to target icon at the top and checking the box to recalculate fine tuning and program options can recenter things and often sound better than where incremental changes have left you. Do be aware that at this point if you recalculate you will need to go back into that feedback screen and reapply any over tuning if you had to over tune the first time you run that feedback test. So mission accomplished.

Our patients have had an effective first follow up appointment. Kudos to you. And while I showed you the breadth of some of the choice available, know that with Infinea Ultra we're hearing from providers that very minimal changes are needing after the first fit. So it is truly a time saving tool for all providers. Moving on, Some patients at their follow up appointment may need to use teleaudiology or remote support for one reason or the other, especially for us that live in kind of a north and experience very difficult winter seasons.

So in this last section I just wanted to show how to how easy holding a remote support session.

So a remote support session takes place over the Internet of course using the patient's smartphone to connect to Phonak Target in the hearing care provider's office. The hearing aids are connected to the smartphone and through Target the hearing care provider can directly make adjustments in the client's own environment or maybe counsel on better usage of the hearing aid. Phonak Esolutions is fully compliant with the current GDPR and HIPAA data protection regulations, so you can have a peace of mind when it comes to privacy.

Now, to prepare a patient for remote support, all you have to do is program the hearing aids in the office. Remote support is automatically enabled when you go ahead and save the session, so it's not like you need to take an extra step to make the hearing aids ready. Now, once you have closed and saved that session, you can go ahead pair the aids to either the MySonic app or the MyPhonak Junior app. Now, starting in late April 2025, there is an additional option available for remote support session with MyPhonak. The traditional method is where just audio and video is integrated within Target and the app like a FaceTime call.

And we do added again a new option where providers can have the ability of using a different platform when it comes to teleconferencing for their show. It's like, let's say maybe your organization only allows to use Zoom or Teams for audio or video interaction with your patients. If that's the case, you can still use that platform and then connect to the patient's hearing aids through MyPhonak and Target for the purposes of reprogramming. And we'll show you both methods today. The MyPhonak app and MyPhonak Junior both offer the ability to host a remote support session.

Here you'll see the compatible aids. You'll see remote support goes all the way back to Marvel Wireless Hearing Aids.

A quick system check will confirm that you are ready to proceed. So if you go in Target, go to Setup, then remote support and Internet, then remote support along the left side you can go ahead and click

on connection test and the software will check to make sure you have a camera and microphone firewall set up and Internet connection and so on. When the test completes you will see the results and if it says that remote support is not possible, you could actually look into the details of that dropdown menu and see where the issue is and fix it if issues are detected. Again you can reach out to our amazing software support team and they can help you figuring out what steps to take next in order to enable remote support in your Target software.

Alrighty. So first let's walk through the traditional method that is available with both MyPhonak and MyPhonak Junior and with this method the patient only needs their smartphone or tablet with the app loaded onto it and of course, the aids need to be paired in that app. It's good to remind your patient that to have aids and phone with good charge and to be in an area with strong signal. The steps are very similar between the MyPhonak app and MyPhonak Junior starting with My Phonak at the time of the appointment, these are the steps that your patient will take. So just open up the app, navigate to the support along the bottom menu, and then click Start a session.

There is a screen with tips for making sure that they have good connectivity and everything is charged up. And they're just going to go ahead and click on Start remote support and then click Join. When they do that, they will get to this last screen, which is essentially a virtual lobby, and they'll be looking at this screen and wait for you, the provider, to initiate the connection.

Right now we're looking at myphone and junior and patient want to be in a place with good WI fi or data. And they'll open up the app and click into that remote support section of the MyPhone net junior and again, this section may be loved with parental controls. So you may want to sure that parents remember that pin or answer a super secret. And these are just parental controls when you're having underage or pediatric patients. Once you do that, you can go ahead and or your patient can go ahead and click remote support Start session and start when it's time to join the appointment.

Remember that during a remote support session, the audio is coming through the phone speaker. And since we can stream and program the aids at the same time, so they may need to turn up their phone volume. That's just a quick side note in case you're starting that video conference and all of a sudden they can't hear you. It is most likely the phone's volume on the provider side at the time of the appointment. This is what you'll be looking at.

And you can go ahead and open the most recent session in Target and you can see on this section ECA are paired to the phone or not. You can then just go ahead and click with audio and video in the remote support section and that will initiate the connection with the patient's app. Once that happens, it's going to look something like this and you can see stuff or information like is the signal good?

How's the WI FI data? Is the phone charged up? You can also go ahead and turn the mic and camera on and off. And you can manage media devices like if you have an external webcam or a headset you like to use for these sessions. Obviously, for the video call portion of the remote support session, the patient can use their phone camera to show you things that you'll be able to visualize for.

For instance, the aids aren't fully inserted, or maybe there's debris on the earpiece. That's the advantage of having them to use that camera under end to show you certain things that you won't be able to see or notice otherwise. So the patient can actually move his phone around, or they can just go ahead and flip that camera view to give you more visibility. If you need to make programming adjustments, then you're going to go to this step two, which is going to look essentially as if the patient was in your office. You're just going to go ahead and click where it says open fitting session.

When the software opens again, you're going to notice that everything looks identical to when a patient is in your office, with just one small exception. If you look at the top, it shows that the programmer it the app instead of Noelink Wireless. That's essentially the only difference. Step three is to connect the devices. So again, same steps as if the patient was in your office.

And additionally, every time the aids are connected in target, regardless of if that connection was in person or if it was a remote session, the system automatically will perform a receiver check. So it's going to run an actual impedance test to confirm if electronics are working or not. If not functioning. If you go ahead and when the software connects to the aids, it cannot run this test or it gives you an error. It's letting you know that that receiver actually has a problem.

So if detected again, but the patient is not hearing anything out of it, that helps you to triage and troubleshoot what's going on. So if it's actually detecting it and when you run that impedance test, it looks okay. Now we know for sure it's not the receiver. Maybe we need to check the wax filter, or maybe we need to clean out the microphones. It gives you some additional information to troubleshoot.

Even if the patient is not able to come in to your office once the aides are connected, you have almost full flexibility to make changes, including looking at data, logging, changing game programs, features, etc. If needed, you can even complete an audiogram, direct in situ threshold, and during a remote support session. So if all of a sudden maybe you went ahead run that impedance test for the receiver and it looks good, maybe you use client view to check if the microphone was working and it looks like good, so maybe the Patient is truly experiencing some hearing difficulties, maybe their hearing has changed. You can go ahead and use Audiogram Direct as a screening tool and if needed, the patient can actually come into your office for a full evaluation. But again giving you more tools and flexibility to triage and troubleshoot even if the patient is not able to come in in person to your clinic.

A few features are not available during remote connection. One of them is the firmware update feedback test on devices prior to Infineo Ultra. So the new feedback test with Infineo Ultra devices can be run during a remote support session. We also have a restricted mpo, so we cannot increase the MPO over what it was set in that last in person session. And if you're using that in situ audiometry audio direct, you won't be able to measure uncomfortable levels.

Now, all changes happen in real time, just like programming via Noelink Wireless in person. So in the event of a disconnection, hearing aids will revert to their original settings before the session started. The remote support will always read the fitting from the hearing aid on connection enough from a different session.

Last step is save and exit. So when you close a programming session, the video call is still going, giving you some time to wrap up the session, wrap up the appointment and then just go ahead and hang up the call. Easy busy now let's say again, maybe you work at a place where you need to use a different platform for video conferencing and you need an option that does not include audio or video through the Phonak target software.

If that's the case, the option to offer remote support with integrated audio or video needs to be activated within the target software if you want to have that option. So you will find that if you go to setup, then remote support and Internet and then remote support section again same place where you complete that system check. And if that's it, you can go ahead and select the option of performing this remote support session without video or audio.

Now in the software, the without audio or video option will be grayed out and you will get a notification if the patient app version is not compatible. After they update the app, you can go actually hit the refresh symbol and that's next to peer to phone and the system will rescheck things making sure that everything is compatible on your end and on their patient's end in order to use this option without video or audio. Now let's see what the process looks like and you will already want to be connected via your video conferencing platform of choice. Zoom team, whatever you like and you can then walk the patient through the process. Note that this is a Target standalone in Target within noaa, the remote support section will show on the center left of the screen.

Now remind the patient not to answer phone calls or stream music or audio during the session. The video on the left is to show you what the patient does and then on the right side will show you what you the provider will be seeing on your screen.

So again they go ahead, open the My Phone app and navigate to support. Then click Start remote support session and follow the prompt and then a provider will click Start a remote session without audio or video. And once the provider initiates this session from Target, the patient will see a number code on their app and they will tell, they will tell you that code and you're going to enter it. The provider is going to ask again for so code I'm going to enter. And then once the connection is established, the provider can go ahead and open the programming session, detect the aids and proceed like before.

You will save and close the session before ending the remote support connection. And this is just an easy and effective way of using remote support session to meet patients need even when you may have some restrictions in terms of firewall or just clinic or hospital policies when it comes to what platforms you're using. So today we've covered a lot of first, the first bit, first follow up and first remote support. And for you Omari, what a rock with confidence. Should have heard this first step.

But because it gives you such a good foundation for meeting your patients, sometimes I kind of joke like target fitting suffer is like an onion. So it has layers, layers, layers. The more you learn, you always discover a certain tool or a feature you never knew about and that just gets you ready for the next level. So again, if you feel that you still have questions or would like to learn more about Target software, we do have a course called Advanced Target Programming here in Audiology Online. Or you can just go ahead and reach out to your local Phonak clinical trainer and we can do an individualized training with you and tailor it to your specific.

Alrighty. I will love to hear if we have any questions in the chat. Anna, if you can just look in. Looks like we do have one question that came in and they want to know for school based applications, does the

tap control need to be activated? Yes.

In order for touchscreen to stream? It does not. That's a great question. It does not have to be activated for the touchscreen mic to stream. That is a great question.

All right, let me see if we have any other questions. And just as a reminder, everyone can go ahead and enter their questions in. Now, if we review the exam really quick with the audience, let's see to make sure everyone can pass that. The first question of the exam is the target fitting software is organized into which three main sections. Answer A is client settings, device options.

Answer B is client instruments fitting. Answer C is testing, fitting, follow up. And answer D is global tuning, fine tuning, and data logging. So I don't know if our audience members want to send us in any chats to see if they know what the answer is. Otherwise, what is the correct answer?

Let's see. I see Angie sent in B. Mari, what do you think?

And it is B, Client instruments and fitting. Yes, we're getting some answers. So great. Awesome. All right, question number two on the quiz for today that you guys will find is which is the correct order for the first fit in five.

I know this was gone over earlier. Our options are connect, calibrate, customize, configure, and close. Answer B is connect, configure, customize, calibrate, and close. Option C is configure, connect, calibrate, customize, and close. And D is calibrate, connect, customize, close, configure.

So I know those were a lot of C words, but does anyone know which. Which answer A, B, C or D is the correct one? Let's see. We got a couple coming in. Yeah.

Saying A and A is the correct answer. So we'll go on to question three. And the program options tab is where you will find what. And our options are the volume control, configuration, the option to add manual programs, sound cleaning features, and data logging. And let's see.

So that's A, B, C or D. Does anybody have any ideas which? What will you find in the program options tab?

Not seeing anything yet. I'll give you guys just a second. Someone said B. Someone said A. So we're going to clarify and say that in the program options tab is you're going to find the sound cleaning features.

Mari, I'm not sure if you need to add anything to that. No, but that is correct. This is where you have all of the settings that you can adjust, like Sash, it, dynamic, noise cancellation, noise block. So the cleaning features are essentially down here. Great.

Question number four is data logging provides information on what features, average daily use, program activity, overview, overall volume changes, or all of the above. I think we. Oh, yep, we're already getting some coming in pretty quick. And it's D, all of the above and our last question is remote support is a fad. It will end soon.

An efficient and effective way to provide additional support to patients. Way too complicated for anyone to figure out and the only way to meet patient needs. So that was A, B, C or D. Any options? Hopefully none are A, but I do see some coming incorrect and they are B. An efficient and effective way to provide additional support options.

So you guys did great today with that.

There was one question that came into the chat and it said for remote support, if a patient is complaining of lack of clarity, how are we confirming the cause? Is it from. From cerumen occlusion, Moisture buildup? That is a fantastic question. When you're using either remote support or even if you're in an in person office appointment, if you look towards the right upper side of your screen, you will see an option that says Client View.

If you turn on Client View, it will show you a graph which is essentially showing if the hearing aid or what the hearing aid is amplifying. Now this feature is in there for counseling purposes, but it allows you to see if, number one, the microphones are providing the sound or the amplifications that we need to, or we need or require for this specific fitting. So that gives you a tool to kind of rule out if the microphone it's working or not. So you have rule out microphone. Let's say you check that and the microphones are working just fine.

And then you went ahead and run that receiver check test and it looks again pretty good. So it gives you one other chance. Maybe there's actually something wrong within the device in itself, like physically. And that's when we can actually ask the patient to take the hearing aid off their ears and show you with the camera. So you can take a closer look and see if the dome looks clean or not or if it looks like it has some debris on it.

And it's just going to give you some more tools to clarify and troubleshoot as you go. That's great. We have one more question. They're just coming in and on the auto adjustment screen, can you use this for adjustments on Roger touchscreen? That is a great question.

Not on the touchscreen though. If you have a Roger receiver connected, like if you're connected to that Roger touchscreen with an integrated receiver, then you will also see the program changes or the adaptation changes within the Roger program on the data login and you will be able to apply the changes within the receiver that's integrated in the aid. So yes, you can apply the changes, but you're

essentially applying those changes uniquely to the patient, to those set of hearing aids, as opposed to having the changes on the actual microphone. If you were using that touchscreen microphone, then, and you want to make those changes available for everyone else that might be connected to that touchscreen mic, then we have to adjust the gain within the microphone itself instead. But if it's just one patient connected to that touchscreen mic, then, yes, you can apply the adjustment and they will be able to notice that right away.

Great. And we are at the top of the hour, so I don't want to ask anyone to go over and have to get back with their day. So I want to thank you so much. Mari and I will go ahead and end the session for today. All right.

Thank you so much, everyone.