Improving Audibility and Personalization with Connexx 10 Fitting Software

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You hello and thank you for joining our course Signia Improving Audibility and Personalization with Connexten Fitting Software here on Audiology Online. My name is Lisa Perhaps and I am the Senior Clinical development manager at WSA. Before we start, let's cover a few FAQs. If you'd like to get the handout for today's course, you can go to the Resources in the classroom and under pending courses. In your account is where you'll find the handout.

If you'd like to earn CEUs for today, go to the same place pending courses and pass the multiple choice exam. Remember, you must have a paid membership in order to earn CEUs. If you need assistance or tech support during this course, please call 800-753-2160 or you can email at customerserviceaudiologyonline.com at the end of the course you're going to be able to discuss the capabilities and benefits of the newest Signia platform Max. You'll also be able to identify the key software advancements that improve fitting efficiency. And you'll be able to utilize advanced fitting and fine tuning tools available only within Signia Max.

On the screen you'll see the risks and benefits for today's course. You'll find these in the handout section if you'd like to read through them. You'll also find the handouts there for today's course as we mentioned prior, so feel free to download them all.

We are excited to introduce to you Connex 10. So this is our next level of software that supports our Signia Max platform. It's really exciting because with Signia Max and it's all it's capabilities. You see this reflected now in the Connects 10 to give you an easier first fit and with unique benefits to even personalize even more so the fitting capabilities.

So let's tell you a little bit of what Signia Max has to offer so you know what you're looking for within the software. Signia Max introduces Multidimensional AI System Intelligence. That's right, Multidimensional AI System Intelligence. It's going to understand the full moment all day, all day long. Because we have four DNNs that are all working together.

Think of it like a four core brain that are all controlled by AI. And this AI is so complex we're calling it Acoustic Intelligence. We have a speech detection dnn. We have an own voice detection dnn. We have a scene DNN and we have a noise analysis dnn.

All of these are working together simultaneously, always on Always from the time the hearing aid turns on to the time the hearing aid turns off. And this acoustic intelligence is uniting and controlling these four DNNs. Combining all of the information from the DNNs, these deep neural networks into one coordinated response. And just a little background on what a DNN is. It's a very deep type of machine learning that falls under AI, under artificial intelligence.

A DNN learns very similar to way a human brain learns with thousands and thousands and thousands and thousands and millions of information in order to understand every scenario that you're in. So these four DNNs control our four key features with a coordinated response. They are controlling real time conversation enhancement, ambient sound adaptation, own voice processing and dynamic noise control, all which are specific to what SIGNIA can offer and enhanced using this acoustic intelligence. To learn more about our acoustic intelligence and what MAX has to offer, we do have course on audiology online called Live Noisy. We highly encourage you to take that to learn more about what Signia MAX has to offer.

We are able to use these four DNNs to steer the hearing aid in what it's able to do. Because we have a brand new breakthrough chip development. Signia MAX chip was built by us from the ground up to deliver acoustic intelligence from the morning the to the night. It is 50% more efficient than what we were able to offer with ix. That's how we were able to keep it on all day long, to give you optimized sound in every environment.

We have 54 times more processing power and 2 times more the memory than IX was ever able to offer. So this is enabling us to keep the hearing aids small, full battery all day life, and still have the connectivity that you look for. Actually it's got more connectivity than you could ever imagine with Bluetooth, Classic, Bluetooth LE Audio, Telecoil and Orcast, all within one instrument and still working all day long. With Signia Max multidimensional sound processing, we could show you how those four DNNs are all working together as one coordinated system. So the sound comes in, we're still using our split processing and then the four DNNs are applied our acoustic intelligence.

The shift behind Signia Max, it is a foundational frontier on how the hearing aids are really processing the sound. And it moves the hearing aid AI beyond a single dimensional feature in which it's just controlling noise reduction. With Signia Max, we are enhancing system intelligence, controlling multidimensional sound steering. So those four DNNs, the information feeds into our four key features. Real time conversation enhancement, OVP ambient sound adaptation and dynamic noise control.

All of those are optimized. So that way this continuous sound adaptation is being processed simultaneously for a coordinated one intelligent system with multidimensional understanding of the sound scene to optimize what is heard. It's not AI layered into traditional processing. It's AI as the system intelligence of Signia Max. So it's one intelligence, four deep neural networks, a whole system response to the full acoustic moment.

So with acoustic intelligence, we're delivering optimized response for every sound scene. So that way the patient can live in the moment in every environment. They don't have to stress, they don't have to try hard, they don't have to look at who's talking. They can enjoy the moment, contribute to it, be part of it, feel alive, feel present, and live noisy. That's Signia Max.

So we're going to jump right into our Connects 10 software. And as we said, this was just released in August of 2026. You do need to have the Connext 10 software if you are programming up your Signia

Max. So make sure you have the most recent software and let's go ahead and walk through and show you what Max offers. Within the Connect software, we have three big enhancements.

We've made changes to the first fit, streamlined. It made it easier to see, easier to use. And with the introduction of our deep neural networks and our acoustic intelligence, you can really see that reflected in your fine tuning customization as well as what you have available under Data Insight. So we're going to go through each one of these steps in depth. So I could show you what Connext 10 has to offer.

So I'm going to go ahead, open up my software. I am in the homepage I'm using standalone, which is why I have a client list. If you're using Noah, you just have the three tabs, Audiogram Detect, Hearing aids and Hearing Loss Simulator. The audiogram that we're using today, pretty basic, mild to moderate hearing loss, pretty basic, pretty much not, not, not too severe. And we'll go right back to our homepage and read out our hearing aids.

And we'll read out our hearing aids with the BT with the little arrow coming out or on the top icon, same thing. So I'm going to go ahead, read out my hearing aids that are connected. I've already put my hearing aids in discovery mode. To put them in discovery mode, I'm going to turn them on and that could be just taking them out of the charger. And you'll know it's on because it will be a solid green light when it turns on.

So once we have our hearing aids on, we're going to go ahead and do a new fitting. Once we find our hearing aids. And we've changed that LED light too, as well, it now has two colors. It'll be a solid green light when turning on. It'll be a blinking red light when turning off.

So here we go. We open our first fit page and what we can see here is looks a little different. What I love is that we've combined tabs. So instead of having to go to the bottom and do the first tab and do the last tab and apply your first fit, we now simplified it and we put the first and the last tab all together

in one tab. So you don't have to go click around.

You don't even ever have to leave this one page for your first fit. Under first fit, you're going to see here that we're going to have that capability to change our sleeve. I'm going to go ahead and change mine to vented. Let's go ahead and do that on both sides. I also have the choice to change my fitting formula.

If I'd like, I could do Max Fit, which has been optimized for the Max chip. And what I mean by optimized is we've actually made it even more precise to match targets, so that way when you're doing your real ear, you will match those targets. We do offer the straight Prescriptives too, as well, and we will be adding NL3 in the future, so look for that to come. You can also choose your fitting experience level. So the default usually would be new.

I change my preferences, so my default is always experienced. But you can also have it as power. What's the difference between the three? Well, as a new fitting, it is 70% to target, so you're actually doing like a 30% cut to the target. If you are fitting to experience, it's 100% to target.

If you're fitting power, it's more linear, less compression. And to see where I change that for experience, you can go right up on top here. Where we used to have the little wrench, it's now a little head and shoulders. It's a person. And that's makes a little more sense because that's where you're going to change your user preferences, that little person.

And that's where you can personalize it. So you'll see here under first fit, I could change my experience level to always being experienced. And I could change my fitting formula to always being the max fit and you can make that your same as well. So I'm going to just hit. Okay, you can choose your preferences and then every time you go in to do a first fit, it will always start with what you prefer.

You can still make changes if you'd like, but just so it gives you a little again, faster starting point. So again, our first fit is really just one tab. Do your do what type of coupling. Choose your fitting formula and your experience level and then you could apply first fit. But before I do that, I want to show you something.

We still have Incitugram, we still have feedback test and we still have RECD values if you want to use those. But what you've noticed as I toggled between those tabs along the bottom is that I have a banner on the right hand side that has always stayed and is phenomenal because this gives you all of that you chosen for your first fit right here. No matter what tab you're in, in First Fit you're going to have that information of what acoustic parameters you chose, what fitting formula you chose. All of that is right there along the side. So now again, I went to my first fit.

I stayed into one page. I just changed my acoustic parameters, my fitting formulas and I apply my first fit. Once I apply my first fit. Now everything matches targets. I get my green check mark and I can move ahead.

So that's one of the changes that we had to connects 10. I'm going to spend a lot of time on the next change, which is our Acoustic Intelligence tab. Now the Acoustic Intelligence tab is where you're going to go for follow ups. So this is for your max hearing aids. You still have for your first fit, your fine tuning capabilities.

Fine tuning is where you could do your frequency shaping, your MPOs, you can adjust individual curves, soft, average and loud. This is where you're going to go when you're doing your real ear measurements. You still have your basic tuning adjustments to as well. Everything in the software is still the same. What we've changed is where you'll go for follow ups.

And that's your Acoustic intelligence. So for under Acoustic Intelligence, this is where it replaces your dsp, your dynamic soundscape processing that you had for IX, that you had for Axis. You'll still have dynamic soundscape processing for those instruments. But when you're working with a max, it's now going to say Acoustic Intelligence. And you'll see under Acoustic Intelligence you have two options.

You have sound strategy and Own voice processing. I'm going to start with own voice processing. And guess what? It's all automatic in max. Because we've trained the max DNN on 1.5 million different voices.

Own voice processing is now ready to go out of the box. Knows when the patient is talking and can apply it. So you no need to run it, no need to train, no need to go into this step. It automatically defaults on and it will automatically default to that medium setting. So this makes your life so much easier.

And you don't have to go in here, you don't have to worry about getting the patient loud enough, or if your place is too tiny or too reverbian and it wasn't working or they were talking too slow, no longer is that an issue. Own voice, you can still shut on or off if you wanted to. I can't imagine why you would want to, but you still could and you can still adjust it. The minimum setting, it's like a 2 or 3dB reduction of the patient's voice. The medium setting, 5 or 6dB reduction of the voice max, 8 or 9dB reduction of the voice.

But it's going to default to medium and you won't even need to go in here at time of first fit. Just know it's automatically on. So let's go back to sound strategy. And this is exciting because remember how we talked about four DNNs and we have the ability to really classify in real time what is going on in the environment, who is talking, whether it's the person, whether it's it' other people they're talking to, it's everything all steering the hearing aid together. Well, you can make those adjustments independently in the software in connects 10.

So under sound strategy, you have two tabs for max. Along the top you have conversation and ambient sounds. I'm going to make this very easy for you under conversation. That is the tab you're going to use when people are talking, when there's a conversation going on. So only use this tab when there is speech present that you want to hear that you are talking to.

So if the patient comes in and says, I'm having problems hearing people at the meeting. Conversation, I'm having problems at the restaurant conversation. If I'm having problems hearing the people in the car when I'm driving. Conversation, you're going to always go to conversation when there is conversation going on. Ambient sounds is when there's no conversation, there's no talking that you want to listen to.

So we'll get to that later. Let's stay on conversation because remember, conversations always come first. So with conversation, you have three different adjustments you can make for this conversation. Conversation in soft noise, which is really conversation in quiet, conversation in moderate noise, and conversation in loud noise. So depending on what environments they're in, each one of these controls are independent.

So you can set conversation for moderate noise separate than conversation for loud noise. It doesn't influence each other. And what I love is you may never go into these tabs because again, this is for follow up. This is for when the patient says, oh, I need to. This is great.

But if you can adjust this, the AI system that we have within the Signia Max is really going to take care of it all. So this is really even more further tweaking that you're able to do. So under moderate noise, conversation and moderate noise, you're going to see you have conversation support and conversation sound shaping. It's very easy for you. If you're familiar with Signia software in the past, Conversation support is controlling all of your algorithms.

Your noise reduction, your directionality. It's not affecting the gain, it's affecting the noise control. So that's conversation support. Okay. As I go towards focus, you'll see my picture gets lighter and lighter because I'm getting more and more focus, more and more support, more and more directionality, more and more noise reduction.

As I go towards transparency, the picture gets brighter and, and brighter because now I'm getting less noise reduction, less of the strength of directionality. So opening it up a little bit more, a little bit more omni, not as narrow, not as focused. Balance will be your starting point. So this control that you're doing for conversation support, if you're familiar with the Signia software prior, it's the same as that cartoon under Dynamic Soundscape processing where you were adjusting towards highlight or adjusting towards awareness. Same concept that you're adjusting the strength of that noise reduction and directionality.

That's what conversation support is doing. The bottom part, conversation sound shaping is your frequency response when it's in the conversation, moderate noise or conversation in loud noise. So the bottom part, the conversation sound shaping is very similar to what you were doing in your sound equalizer in the software prior when you were adjusting dsp. Remember, the equalizer had the zeros plus one minus one and it was adjusting the offsets based on your starting point. Same thing, same concept.

So conversation sound shaping, when you make adjustments, you want to open your curve. So I'm going to click on this little I in the curve graph because remember, we're doing gain adjustments. So for conversation sound shaping, for conversation in moderate noise, you'll see my starting point baseline will be marked with that little hand and smack dab in the middle. As I go towards brighter sound, I'm doing high frequency emphasis. As I go towards fuller sound, I'm doing low frequency emphasis.

So watch. I'm at my baseline, I'm going to high frequency emphasis, brighter sound. For conversation in moderate noise or watch. It works a little like a seesaw. The highs go up, highs go up, lows go down.

See how it's making that, that adjustment and let me go back to my baseline. If I go to low frequency emphasis and I click one step at a time because that's all you want to do. Watch. Is doing low frequency emphasis a little bit more like a seesaw. The lows go up, the highs go down just a hair.

Okay, so that's your conversation sound shaping. And I'm going to close my graph. So my support, my conversation support is going to be your noise reduction, your directionality, your sound shaping is going to be your frequency response. We made it easier for you. We took out that guesswork about which frequencies to adjust.

How much should I be adjusting, where should I be adjusting? We have done this all using acoustic intelligence. So that way it could just be one click, one hash mark and to see what you're adjusting, you have that on the gain curve. So I can make an adjustment. Let's say, let's go down towards fuller sound here in moderate noise.

And when I go to loud noise, it doesn't affect it, it has a different setting. So again, same thing. If I want to make conversation adjustment and loud noise, my conversation support, my noise reduction, my directionality is all up on top here with the cartoon. The bott is my frequency shaping. Open up your graph again, towards brighter sound is a high frequency emphasis.

If I go towards the fuller sound, it's low frequency emphasis. And what you noticed is your starting point. What's recommended will be different based on the different types of noise, the different types of classification, and they're all independent. Now let's go to soft noise. Let's close our graph and go to soft noise, which is pretty much speech and quiet.

And how come I don't have any frequency shaping for speech and quiet? So that would be like, you know, with just a little low level hum, the fan going on, the air conditioning, just a very low level noise, pretty much speech and quiet. Why is there no frequency shaping? I could still adjust the algorithms. I could do the noise reduction, the Directionality.

I can make that again, more focused or more open, more transparent, but I can't do the sound shaping. And the reason why is because speech and quiet is what you do under fine tuning, under basic tuning, that's your starting point. So if you want to adjust your speech in quiet, you want to do that under fine tuning, under basic tuning, because that's what you did when you verified that's based on speech in quiet. So I'm going to go back to my acoustic intelligence. So those are the adjustments that you have when there's speech present.

They are independent, they do not control each other, and it gives you more flexibility. So if you remember what we had in our dsp, we had one slider, and it adjusted speech and quiet versus speech and moderate noise versus speech and loud noise. And they were all tied together. You couldn't do them independently. Now you can.

So that's exciting. That's really exciting. So that's our conversation tab. That's under the sound strategy and acoustic intelligence. That's all the adjustments you're going to make when there's speech that you want to listen to.

Ambient sounds is when you're going to make adjustments when it's just noise, 100% noise, no speech that you're listening. There might be speech babble. You might be in the restaurant, hanging out, you know, at the bar, and you don't want to talk to anyone. That's going to be the ambient sounds. So let's break this down into a few different categories.

Okay, let's break it down by. In car noise, which is when you're in the car, that could be the turn signal. That could be the bell to put the seatbelt on. That could be the road noise outside. It could be.

It could be on a bus. That would also be considered in car noise or on a train or on a plane. Because usually on these public transportations, people aren't usually talking to each other. You're. Lots of times you're traveling by yourself.

And that would be in car noise. If you were on the bus and you were talking to someone, that would be conversation in moderate noise. So there's a difference. Okay. Ambient sounds is when there's no conversation.

So in car noise is one of your classifications. Urban traffic. That's when you're standing on the corner, again, not talking to anyone. Cars are zooming by. It's loud.

Maybe you're sitting at the outside cafe and you're trying to read. It's all of those environmental sounds outside that are going on. If you Were talking to someone as you're sitting in that cafe, you're going to then go to conversations, maybe moderate noise, maybe loud noise, depending on what's going on. Okay, but ambient sounds, urma traffic is when there's no noise, no speech rather going on soft environmental noise. That could be in your house with the fan going, with the air conditioning going.

But now soft environmental noise is when there's no speech present. This might be the dog breathing. This might be the little pocket waterfall that you have. This might be when you flush the commode or you're running the dishwasher, the refrigerator running. That would all be soft environmental noise when no one is speaking.

If the noise does not fall into those three categories in car noise, urban traffic noise, soft environmental noise, then you're going to use general noise. Okay, so let's just cover those four tabs right now. Your

noise tabs, whether it's in car noise, urban traffic noise, soft environmental noise, general noise. Look at the bottom. I do not have conversation sound shaping.

Why don't I have the conversation support? Why don't I not have that adjustment for conversation support? The reason being is because there's no conversation. That's why if you want adjust for conversation, you're going onto the conversation tab. So what you do have is for these just noise.

You have the sound shaping, your frequency response that you can adjust just for this noise. Open up your curve again, you have brighter sound and fuller sound. Brighter sound is emphasis on the high frequencies. Fuller sound is emphasis on the low frequencies. But think about it.

If you're making adjustments to emphasis with noise, you don't want to make it louder. So nothing's ever going to get louder. This is all 100% noise. So any adjustment you make is going to emphasize by taking the opposite down. Let me show you.

So if I go to brighter sound and I want to emphasize those highs, I'm going to take down the lows. See how those lows pop down. So if there's too much noise, I'm going to go more towards brighter sound. If I wanted to have a little less the highs, maybe it's too screechy. I'm going to make it more of a fuller sound.

Watch what happens when I go towards fuller sound. My highs pop down. See how the highs move? So this is how I would make adjustments. If it's noise, I never want to make the noise louder, but I'm always going to bring it down.

So if I if it's too much noise, too much, those low frequencies go towards Brighter sound, if it's too screechy, too high pitched, and you want to take down some of those high frequencies when it's just noise towards fuller sound. And those are the adjustments you have for noise. Whether it's general and

you see the baseline, the starting point for general is smack dab in the middle. If I look at my starting point for in car noise, it's a little bit higher. See how it's higher up there?

So if, again, if I look at the starting point for urban traffic noise, again a little higher up, soft environmental noise, a little bit further down. So they're all independent, they do not rely on each other in order to, if you make an adjustment for soft environmental, it's going to affect in car noise. They are all separate. And what's important to note is that when you're making the adjustments to ambient sounds, you are not touching anything that has to do with speech. Understanding anything with speech.

You're going to do that under conversation. So I love these adjustments. I love that I have this capability to really specialize and make my universal program all automatic and adaptive for what I need to hear. Now let's go ahead and jump to music. Music is a different animal.

Music is separate. Music has its own controls. Okay. So when I'm adjusting for music, again, open your graph and you'll see it works more like the adjustments that we had for conversation, more like a seesaw. As I go for brighter sound, more high frequency emphasis, you'll see those highs shift and those lows go down just a hair.

And then when I go back to fuller sound, the lows go up and the highs shift down just a hair. There we go. So you'll see the adjustments you have for music are very different than the adjustments you have for everything else that's classified as noise. But this gives you the flexibility to make those specific adjustments based on the AI information, based on what environments the patient is in. How do you know what those AI environments are?

Well, let's go and go to our personalization tab. And under our personalization tab is there where you have your data insights. So when you read out your hearing aid, remember you want to pause, make sure you stop and look at the data insights because this is going to give you a wealth of knowledge. A

lot of people and I, and I understand you're pressed for time and I get it. We'll go right past this page when you read it out and go, just jump right into the fitting and right into the adjustments that you need to make.

But I do Ask that you pause for a moment because we've got a lot more information here than we ever had before that can help you and make your first fit, or rather your fine tuning adjustments even more precise. Now look, this is your data insights. We're in the overview tab. What you'll have here is how long they wore the hearing aids, the average changes a day, their wear time. Remember, we made our E2E faster, better, more accurate on exchanging information between the ears.

And because we have our 4DNN within this new chip, with all of this AI information, it's more accurate. So you could be rest assured that you have a much more accurate wear time and information that you'll find on this overview page. What we've updated and what I love is that we have broken out the types of streaming percentage it used to say just streaming and the percentage of time that that patient would be streaming. Now it's broken down audio or TV or phone call. So you know what percentage of time they were streaming each of those things.

What I love is your acoustic environment for Universal. This is what's changed the most and I think this is the most exciting. The acoustic environment for Universal now reflects all of the information that the DNNs take in. So we know what percentage of time overall that the patient was in convers, they were talking back. We also know if that was conversation.

Soft noise and quiet versus conversation, moderate noise versus conversation loud noise. Now, this is why I tell you to stop here. Stop for a moment. When you read out the hearing aids, you want to look and see what environments are they in the most. With cipher conversation, let's say the patient came in and their favorite restaurant in the world.

They said that they are struggling hearing in and you ask them about the restaurant, you ask them about the time of day that they go and you know, is the busy, Is the restaurant crowded? Is the restaurant not so crowded? And they could say that, oh my gosh, every seat is taken. It's so loud, it's unbelievable. You know, I can't hear in this restaurant.

So you think to yourself, hey, I'm going to go in and make, make adjustments to conversation in loud noise. But it could be that's just their perception of sound. Because when you read out the hearing aids, you saw that they weren't in loud noise very often, that really they were in moderate noise. So now instead of making an adjustment in the wrong place, you have more information to make their correct adjustment for that patient and make adjustments for conversation and moderate noise. You also see the ambient sounds so let's say you see the amount of time that they're in what is considered general noise because it doesn't have a classification of in car noise or urban traffic or soft environmental noise.

So let's say it was their fountain in their living room. So they said their fountain in their living room was really annoying and they couldn't bear listening to it. It drove them insane. So you would normally think, hey, I'm going to go into that ambient sounds, I'm going to go into soft environmental noise. You read out the hearing aids, you find out that they're hardly ever in soft environmental noise and an awful lot in general, because maybe that fountain in their living room is not a tabletop little trickle of water.

Maybe it is a full featured wall display where the water is streaming down two stories to a basin below. They didn't tell you that about their fountain. It is loud. It's like having a waterfall truly in your living room. So it's classified as general.

What I'm trying to say is look at Data Insights. It's going to give you a wealth of knowledge. It's going to let you know exactly what type of speech environment they're in, exactly what type of noise environment they're in, and give you even more understanding to make your fine tuning adjustments more precise. So that's all under Data Insights. But you'll see there's more pages.

We're just in the overview page right now. If you went to the Optimizer page, the Optimizer has the ability to tell you, hey, you know what? I'm looking at what your patient has done and they keep on adjusting volume. Maybe you want to up the gain and it'll give you recommendations like that. We used to do this in the past versions of Connects, but lots of times they got hidden in that Data Insights page and people didn't really know what it was saying.

Now it has its own page. It'll give you that breakdown and you have all of that information, the recommendations, right up there. What you also have is a separate tab for Signia Assistant. And this is going to show you where Signia Assistant has made changes. So whether they made changes to this environment, to that environment, multiple changes, it's going to give you the exact date and the time and what the environment was and what the changes were.

And you'll get people to see that all within the software and see if you want to accept it or not. So I love the new changes to Data Insights. It really made a difference on how we use the acoustic Intelligence. Now, what's important to note is that starting in August, we are going to have the pure charge and go max. And as you can see, it works with every single receiver.

It works. It's available on every single technology level, 7, 5 and 3. So you might be asking, okay, what do I have to get that's new? No, no. You're using all the same earware 3.0 and you have your three different technology levels.

And I want to point that out because the difference is when we go back into our acoustic intelligence, this page with the ability to adjust for sound strategy, for conversation or for ambient sounds is the same. Whether it's a seven, whether it's a five, whether it's a three, you're going to have acoustic intelligence. You're going to have the four DNNs, you're going to have this system wide steering available on every technology level. So if you have that on every technology level, you're going to say,

lisa, why would I do a 7 when the 3 has it too as well? Well, this is where the big differences come into play.

Seven will have three different focus streams on top of the split processing to really pick out the speech and optimize the speech where you don't have to look at who's talking to you. You're able to sit back and relax and hear the conversation as it's actively moving around you. You, A five only has one focus stream. So a five, it's really important that you're going to look at the person you're talking to. You're still going to hear the other people on the side, but they're not going to be optimized as what you're facing.

So a five, you really do need to look at that conversation partner. A3 has no focus streams. It still has the split processing, processing for speech, processing for background sounds, but no additional focus streams to pick out the speech. So if you have a patient that's in heavy conversation environments that needs to understand what's going on and without the least amount of effort or with the least amount of effort you want them to do a 7, 5 is going to have more effort. 3 is going to have a lot more effort.

Okay, 7's got more channels versus the 5, versus the 7's got 48 channels. 5's 36, 3 is 32. So the more channels, the more flexibility you could have. The more fine tuning capability capability and the better the algorithms all work. Sevens also has more features like we have the auto echo shield all built into universal.

So seven is going to give you the best hearing with the least amount of effort. Five is going to have some effort. Three is going to have a lot more effort. More for people that are really not in challenging situations, but they all have AI. And so that's something important that I wanted to point out to you as well.

So this acoustic intelligence page will look the same no matter if you're doing a 7, a 5, or a 3. So let's show you some other parts of the Signia Connects 10 software. Everything else is pretty much the

same. For basic tuning, you still have those basic adjustments. Basic tuning is where you're going to make broadband adjustments in about three decibels steps.

Okay? So you can adjust your master gain. You'll see it. Click is about 3 decibels and just say, and this is for overall gain. All three curves all together.

Okay? So that's your master gain. You can adjust those individual curves if you want to. And that is your loud curve, your average curve, your soft curve. But again, that's a broadband adjustment.

I love this speech adjustment. Speech works just from 750 to 3k. So watch as I bring the speech up. It's just going to bring up that one area from 750 to 3K. Every click's about 3db.

You definitely want to be more conservative with your clicks in basic tuning. That's the important part, which I also want to point out is the sound quality works like a seesaw sharper. The highs go up, the lows go down. See how that shifts. And then if we make it softer, the lows go up, the highs go down again.

Another little shift there, there. All right. And that's your basic tuning. Fine tuning is more of your nitty gritty. Fine tuning is where you're making your adjustments in one db steps.

You could do single singular adjustments. So you'll see under frequency shaping, that's your overall gain.

And for that overall gain, what you're able to do is you can highlight an area, or you can click and drag and highlight an area. See how it's highlighted on your screen. And the double arrow is a 3dB adjustment. The single arrow is a 1dB adjustment. So you can be really precise on all the adjustments that you make.

Again, frequency shaping, it's your overall gain. But now you could do it in one DB steps and that's all three curves together. Gain would be independent curves. That's where you have your 50dB curve, your 65dB curve, and your 80dB curve. So that's your soft, is your 50.

Your average is your 65 and your allowed is your 80. And that's where you can make adjustments independently to each of the curves. You could click and do a singular, or you can click and drag and do a grouping together. However you want to make those adjustments for your fine tuning. I use this for when I'm doing my real ear measurements.

I usually keep my left and right ear linked together when I do real ear measurements. That way I make my adjustments to the first ear. Gives me a head start on my second ear. And when I do the second here, that's when I uncouple them. Just a little hint for you, but again, same thing you're going to make adjustments to.

The two arrows are three decibels at a time. The one arrow is one DB at a time. What I also want to show you there is when we go into frequency shaping, along the bottom you'll have the name of your hearing aid. Your serial number is always displayed. You'll see that all the changes you make in the software are in real time.

And that's what this green little cog, this is synchronized here on the bottom. So if I make an ad adjustment, let's highlight an area, let's make an adjustment. It's going to apply that adjustment in the hearing aids. See how the cog is spinning and then in a second it turns green and it's synchronized. So all the changes I make are in real time in the software.

So you don't have to worry about saving anything if you get disconnected in the middle of your fitting, that's okay, don't worry. Because all those savings, all those settings are still saved in the hearing aid.

So under fine tuning, sound and loudness, that's where you're going to do your real ear adjustments. Frequency compression is there if you need it. It usually does not default on.

If it is on, you will know it. I'm going to put it on. The black is what's being rolled off. It's being pushed into the pink or the blue area. And then you can make the adjustments of what's the size of what's being rolled off and what it's being pushed into.

Sound settings is where you can see those algorithms, those noise reduction, that directionality. And there you'll see you can make adjustments to the amount of e windscreen of how strong you want it. For sound smoothing, the minimum setting is a 20dB reduction medium. And this is for transient sounds. If you're not sure, you can always put your mouse over and it tells you what it is minimum is 20db reduction, medium is a 30db reduction of those transient sounds.

Maximum is 40db which is huge. You also can adjust the feedback cancellation. This is automatic adaptive. You don't need to really ever run that that feedback sweep at the time of first fit. This, your feedback system is automatic.

It's adaptive, it is really good. And there's no need to set any parameters. Auto echo shield is automatically on because we're using a 7. And then you'll see all of your noise algorithms are all locked because that's what feeds into our sound strategy for acoustic intelligence. If we unlock this and make changes in our universal program that are acoustic intelligence will not work as intended.

So you want this page to work as we talked about as intended, reflecting upon all of that AI wonderfulness that we have built into the MAX platform. So remember, under fine tuning you want to keep it locked. Your settings, you have your measurement settings. If you're working in a test box, you have your fitting assistant if you need help. And you also have audio streaming and this is where you can make adjustments for streaming.

What I always want to do is and. And again you can make individual adjustments for audio TV or the hands free phone calls. And you can adjust the microphone level, you can adjust the streaming offsets. I always like to put the adaptive streaming volume on. With adaptive streaming volume it means that the streaming is always louder than the noise floor.

So I always like to put adaptive streaming volume on. I think it's a huge help. Help. We have tinnitus still within our our pure CNG Max. It is tinnitus therapy options.

It's very important to have that we have sound therapy which is using noise in order to cover the tinnitus using the theory of habituation. So you can add different types of noise, either steady state noise or transient or modulated noise like ocean waves. We have notched our therapy which is using the theory of lateral inhibition and this is not using any extra noise. You just need to pitch match their tinnitus and it is removing all amplification at that 1/2 octave where their tinnitus is located. So after wearing it for a period of time, what the patient notices is that when they take their hearing aids off, the tinnitus doesn't come back.

So these are two different types of therapies that we offer. Offer. We also offer personalization. So again we went through this in depth on our data insights. This is the page that comes up.

I forgot to tell you something. I want to tell you this is really important. Did you know that Data Insights now on the Connects 10 software will reset every single time that you read out the hearing aids. So every single time you go into the Data Insights page, it will be fresh information from the last time that you read out their hearing aids. And this is a huge help for you because now it's not a continuously running tab of the last four years that the patient had the hearing aids, but actually from the last time you made adjustments.

So you can see since the last time you made adjustments, what was their acoustic environments like, what was their programs like, were there streaming what environments they are and what should be optimized. So this is going to reset every single time you read out the hearing aids. That doesn't mean what happened before is gone forever. It's in your saved session. So you just need to go back to the session prior to see what the Data Insights were then at that time.

So this is a huge help as well and able to personalize that fitting is that it's going to be resets every time you go into there. We do have the climatization manager if you need to use this. This is where you can set the hearing aids. Let's say you've grand real ear, that would be your current setting. The current fitting is the endpoint because that's where you want them to be at the targets.

And that way then you could start them at a little bit less and slowly over time get up to that target where they need to be. Under configuration, this is where you can put on the capability of the caregiver signal. Now this is new for the max hearing aids. As I said prior, when you turn on the hearing aids, they're going to be green, solid green. When you turn them on, when you shut off the hearing aids, it's going to blink red.

But now we have a capability of giving you a caregiver signal too as well. You need to turn this on in the software. We will not do this automatically for you. So it comes unchecked. It will not be on unless you go into the software and do this for your patient individually.

And by enabling the caregiver signal, what that does is it means the light will blink green every five seconds, just a little blink so that someone can look and see that the hearing aid is on. If the hearing aid is running low, that the battery is dying, it will blink red every five seconds. So this is an indicator for a caretaker, for a loved one to see if the hearing aid is on just by looking at it there they don't need to do anything else. But again, this caregiver signal only works and is only activated if you check it off in the software. The patient does not have the ability to turn it on themselves.

You have to be the one to turn them on. Okay, so I'm just going to show you checked unchecked. You can also adjust for Signe Assistant. You can adjust for Hands Free calling. If you uncheck the Hands Free calling then the hearing aids are scanned.

So if you are working with anyone in the government and you need to have hearing aids that are SCIF compliant that do not have the ability where the microphone picks up the conversation when they're on the phone, when they're streaming, you want to uncheck that Hands Free calling. So then they would be SCIF compliant. You also have your system sounds, your different beeps that are available as well as the remote controls which, which you don't need to go into that page other than if you were not sure how to pair. All your pairing instructions are right there. So it's.

That doesn't activate the hearing aid to work with the remote control, but it gives you a little, little cheat sheet on how to get to your pairing instructions. You can go ahead and add programs to as well. So that is everything that I wanted to show you in connects 10 from the main screen here on the left hand side. A few other things I want to show you is the Connect disconnect but button. When you are live in the hearing aid and you are done with your programming, always disconnect using this bottom left hand corner, this disconnect button.

That's going to keep all your bluetooth pairing in your hearing aids so you don't have any issues going forward. It'll also if you keep this screen open, it'll be very easy for you to connect again. Let's say you are working with your patient and they had to run to the bathroom in the middle of your fine tuning appointment. It happens. You could disconnect with that, that button.

They can go run to the other side of the building. That's fine. When they come back, all you have to do is hit connect again. And then you don't have to shut the hearing aids on and off and put them in discovery mode just by hitting connect. It automatically will let me connect to my hearing aids again.

So just keep the page open, don't close out of this page when they run away. And the same things goes for if you disconnect that way. Patient gets up and sleeving. They're halfway out the door and they turn around and go up. You know what, one more thing, can you fix this?

You can do that. So that's exciting. So I love the connect disconnect button. What I also wanted to show you is if there is a firmware update, it will be indicated up top. You'll be able to do that both ears at the same time.

It's a quick adjustment. And one more thing I want to tell you about acoustic intelligence. Before we go with acoustic intelligence. If you make adjustments to this, remember it's all done in real time, but the patient's not going to hear the changes. So let's say you make adjustments to ambient sounds, you know, urban traffic.

And you make adjustments to them and they're like, well, I just can't tell that you made adjustment. But that's because they're not outside in urban traffic. You need to have that environment going on at that time for the patient to hear the adjustments that you made at that time. So just remember that when you make adjustments to your acoustic intelligence, unless that actual environment is playing at that moment, they are not going to hear the adjustments that you made to that type of classification. So I just again wanted to point that out.

So that is everything in our software, always everything's programmed in real time. Simple, easy disconnect using the disconnect button on the bottom left hand side. And then when you X out, you can X out with the X and it will prompt you then to save everything, save your session. So again you can always go back to that and see what your logging was. And that saving is saving it in the computer.

So you'll see it says log data and the hearing aids are reset. Save the session. So that way when they come in again for their follow up after that you don't want to use session data. You always want to read out the hearing aids. That's always going to help you and give you the most information of what the patient did, where they did it, what was going on in their life when they left you.

And this enables you to let them live noisy. So all of that is. Let's get this back up what we have available in our Connects 10 software. As you saw, we streamlined our first fit. We did our fine tuning with acoustic intelligence is reflected.

So that's what I love. We made big changes to the Signia chip. We introduced the Signia Max. It is a whole new chip with AI integrated. You can see it in the software.

You see that reflected in the software and you have more adjustments on what you can make for fine tuning and for support. So with that, I thank you for joining us today and for taking the time to learn more about Signia Connects. If you are interested in learning more about our products and software, as I said, we're going to have we have another class just on the products and software called Live Noisy and we have lots of quick tips available as well. We encourage you to search out our courses on audiology online and always be sure you you can always reach out to us for assistance at 800-766-4500. Thank you again and have a wonderful day.