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Signia Government Services: November 2026 Connexx 10 Fitting Software Tour

Presenter: Caitlin Turriff, AuD

Hello and thank you for joining our course Signia Improving Audibility and personalization with Connexx 10 fitting software on audiology Online. My name is Caitlin Turriff and I am a government audiologist at Signia. Before I begin, let's do a little housekeeping. If you'd like to get the handout for today, you can find that in the Resources in the Classroom. It's under Pending Courses in your account.

That same place is where you can take the multiple choice exam at the end of the session. But remember, you must have a paid membership in order to earn CEUs for today. If you need technical assistance, please call audiology online at 800-753-2160 or email them at customerserviceudiologyonline.com and on the screen you'll see the learning outcomes for today. So after the course is completed, you should be able to discuss the capabilities and benefits of the newest Signia platform, identify key software enhancements that improve fitting efficiency, and describe the utilization of advanced fitting and fine tuning tools available only within Signia's newest platform.

And on the screen you'll see the risks and benefits for today's course. You can find these in the handout section if you'd like to read through them. You'll also find the handout there for today's course and feel free to download them all. And now let's get started.

I am happy to introduce the new Connexx 10 software which has been updated and enhanced to leverage the unique benefits of Signia's newest platform, max. I'm about to provide you with a brief overview of MAX and Acoustic Intelligence, but to learn about it in more detail, I encourage you to take the Government Services Signia Live Noisy course on Audiology Online.

Signia Max, or Multi Adaptive Experience is our most advanced platform yet. It revolutionizes how hearing aids adapt to life's complexity. It is powered by breakthrough technologies that redefine how sound personalizes every situation so wearers can contribute confidently to conversation and live noisy. With Signia Max we introduce Acoustic intelligence which unites four DNNs to steer multi stream sound processing in even more precise and powerful ways to allowing us to enhance the entire

acoustic scene.

The hearing aid response is steered using four DNNs that work together as a cohesive unit kind of like a brain. The Speech Detection DNN will detect external talkers in real time. Own Voice Detection DNN will instantly recognize the wearer's voice right out of the box. Scene Analysis DNN will continuously interpret the sound environment, recognizing changes and noise Analysis DNN will identify and understand the type of background noise that's present. Acoustic Intelligence unifies and coordinates the four DNNs to understand the full acoustic environment with breakthrough precision.

It is trained on 40 million samples across 11 languages, six music genres and thousands of real voices and listening environments. Acoustic Intelligence is built on one of the most diverse AI training bases ever applied to hearing aids. It reacts to changes in the environment in just 0.01 seconds for instant real time adaptation to the entire soundscape. It's not feature level intelligence, its system level intelligence controlling every processing aspect in real time.

Acoustic intelligence is the foundational shift behind Signia Max. It's a new frontier in AI sound processing. It moves hearing aid AI from a single dimensional response to truly multidimensional AI steering to continuously deliver the best possible output in any environment. Soundscapes are not one dimensional speech. Competing talkers, the wider ambient scene and noise, as well as the wearer's own voice are all interacting at the same time.

Acoustic Intelligence evaluates that entire sound landscape. It processes over a billion bits of data per second and synchronizes adjustments across the signal pathway in real time. It is not done feature by feature, not in sequence, but as one coordinated response in as little as 0.01 seconds. Acoustic intelligence controls and balances four core technologies on the Signia MAX platform in real time. These are not independent modules.

They are simultaneous outcomes of the same system, constantly balancing in relation to one another. Real time Conversation enhancement AI strengthens conversational enhancement more than ever before as dynamics shift and additional voices enter ownvoice processing. AI instantly recognizes the wearer's voice within and seamlessly applies real time own voice comfort without compromising surrounding speech. Ambient Scene adaptation AI continuously optimizes for the sound scene, taking into account aspects such as reverberation, modulation, music and movement without fixed scenes or mode changes, but continuously and dynamics. Noise control AI understands not just that noise is present, but what type of noise it is and if the wearer is actively engaged in conversation.

That insight enables noise control AI to adjust the background intelligently, enhancing contrast when needed and preserving immersion when appropriate, rather than simply turning the world down. And the key is this. These four technologies are always active. They are always influencing each other. Every adjustment is made in relation to every other adjustment.

Conversation takes precedence. And if it's detected, it is always prioritized. Own voice is made comfortable without affecting speech clarity. Background sound is reduced or maintained depending on conversational context. And that is the shift.

You don't hear four features. You hear one Coherent response. This is hearing aid sound processing reimagined. This is one acoustic intelligence balancing continuously for the moment. And that is what defines the Signia Max experience.

And this breakthrough is only possible because of this new Signia Max chip. We've increased processing performance generation on generation by 54 times through higher clock speeds, two additional signal processing cores and double the memory. But why does that matter? Because that power makes acoustic intelligence possible. It gives us the headroom to run not one, but four deep neural networks continuously.

Not in isolation and not sequentially, but at the same time across the entire sound processing pathway. But power alone isn't enough. Acoustic intelligence is not something you switch on for a moment. It has to be there all the time. So alongside that 54 times performance leap, we also improved efficiency by around 50%.

And that is the key shift from running one AI feature to unlocking acoustic intelligence. Because that efficiency is what allows those four DNNs to run simultaneously across the pathway and to run all day, all the time. It is always on. And we can do this because we design and build our chips in house from the ground up. That control means we are not forced into trade offs between power and battery life.

We engineer the whole system as one holistic platform. Performance, size, energy consumption and user experience all working together. Because intelligence is only valuable if it lasts from morning to night. And with Signia Max, it does.

Today, traditional one dimensional AI hearing aids mainly ask, how much shall I reduce noise? And how much shall I close off? Multidimensional acoustic intelligence instead asks, how can I provide the optimum settings to get the most out of the moment, get the most out of every moment, contribute confidently and live noisy.

And today I'm going to take you on a tour of the newest version of Connexx 10 software, which was released November 1, 2026.

We have made three key enhancements to the audiologist and wearer experience. First, there is a streamlined first fit screen, which means you have fewer clicks to achieve the first fit of those hearing aids. Second, acoustic intelligence customization has been added to the fine tuning section to better leverage the power in max. And third, an improved Data insights will enhance personalized care by

providing you with additional information on how the patient is wearing his hearing aids. And now let's jump into the software.

I'm going to go ahead and take my Macs out of my charger so they can turn on and become detectable. Like bct, Max has an LED light on it, so I know when that light turns off that the hearing aids are in that detection mode. So I'm going to go ahead and click on Detect hearing aids.

And typically, if you don't have an LED light, it takes about six seconds for the hearing aids to turn on. So I've always trained on thinking that it takes 10 seconds. Count to 10. Then the hearing aids should be in that detection mode. But that LED light sure makes it a lot more convenient.

Now, the hearing aids do come to you first fit, so the right and the left should be identified appropriately. If you'd like to double check, you can go ahead and click on the little speaker icon here and it will play a detection sound in the hearing aid.

And again, since these have been first fit for you, what you'll do is you'll go down here and click on readout connected hearing aids in case you happen to go through and just hit new fitting. I'm going to go ahead and do that just so you can see what happens. But again, normally read out the connected hearing instruments and it will pop up in that first fit screen. Or if it's a follow up, read out the hearing aids and then you'll go to that data insight screen.

So we'll give it a little time here while they are being configured for the fitting. While I'm doing that, I will just do one more thing about that LED light on there. The LED light will be solid green when the hearing aid is turning on. When you manually turn the hearing aid off by pressing and holding that push button, the light will be solid red to indicate it is powering down. All right, so the hearing aids have been detected and I am in that fitting screen.

It's always good to check that. Check whether there is a green check mark up here toward the upper left left hand corner of the screen. There is not one up here, which means these hearing aids need to be first fit. Again, we have simplified this first fit screen, so pretty much anything you need to do is going to be right here. As always, you want to make sure that the selected earpiece matches what is physically on the hearing aids, as the gain curves do change drastically depending on what you select.

I have tulip domes on my hearing aids, so I'm going to select that for both hearing aids.

In the middle here you have your fitting formula. Max Fit is our proprietary fitting formula, and that is the default in rows. MaxFit is based off of NAL NL2, so you shouldn't have any issue lining those thresholds up to the targets. NAL NL2 targets on your real ear verification system. If you do wish to change your fitting formula you can do so right here.

Right below that you have the Experience option. If you click on the little pencil icon here, you have the option to change that experience level. Experienced is the default for MaxFit, and for the vast majority of your patients, that will be appropriate. One of the only times I recommend switching it to new would be if you have a patient who is just now starting amplification and they've had an established hearing loss for a long period of time. Or if you have a patient that has a lot of sound tolerance issues, then I would try New first.

But otherwise Experienced is going to be sufficient.

At this point. You can go ahead and hit Apply First Fit. You'll see those gain curves are going to match those targets. And you'll also see up toward the upper left hand corner, that green check mark. Now, I didn't say anything about the feedback test because that is not something that is required with a first fit.

If you like to run the feedback test, the only way to find it is here on the first fit screen on the Feedback test tab. Running the feedback test is typically redundant, so it's not something that is ever required for a first fit.

Now that you've done the first fit, I'm going to have you go to Acoustic Intelligence. If you think back to an AX IX or a BCT product, right here on the software is where you would see the dynamic Soundscape processing. But since this is Max and it has those four DNNs and acoustic intelligence, here is where you can go to further steer and personalize how that universal program is functioning.

And here you have two options, Sound Strategy and Own Voice Processing. I'm going to start with own Voice processing first. Own Voice Processing AI is active. By default, it's active right out of the box. So there's no need to train the hearing aids to recognize the hearing aid wearer's voice.

By default, it's going to be set on that medium output or medium amount of own voice attenuation. If the patient feels that they are still hearing too much of their own voice, too much of that amp closion, that microphone sensation, move it to max, which will increase the amount of own voice reduction. On the other hand, if they feel that OVP is taking too much of their voice away, go ahead and back it down to that minimum amount of own voice reduction. And then for whatever reason, if own voice attenuation is not something the patient cares for, you can go ahead and turn that switch off and that will deactivate ovp. I'm going to go ahead and leave it open at that default.

And now let's jump over to sound strategy. Sound strategy is where you are able to make adjustments to the conversation. So how the wearer is feeling that conversational speech is going to and then you can also adjust for the ambient sounds. So let's start with conversation first. When you're in the conversation mode, this is going to be looking at how the how the wear is experiencing that conversation with other people.

It's going to define whether it is in soft noise, like the room I'm sitting in now, whether it's moderate noise, which would be maybe a home with music playing, the television on, maybe there's a bunch of family members all gathered together, or maybe a quiet restaurant or coffee shop type atmosphere. Loud noise is going to be those loud bar, restaurant or cocktail party situations. And you can make adjustments in all three of these. I'll stick with moderate noise first. Regardless of each of the three, you have this conversation support balanced is going to be the default.

And that means that there's a balance between the amount of conversational speech that's being amplified and the amount of the environmental sounds that are being amplified. If the patient feels that the ambient noises are overpowering conversational speech distracting from speech, you can move it one or two steps toward focus, which is going to improve that signal to noise ratio. On the other hand, if the wearer feels like they want to hear more of the surrounding sounds for awareness, you can take it one or two steps toward transparency. The closer you go to transparency, the more and more background sound will be audible to the wearer on while they're engaged in conversation.

And this can be set separately depending on soft, moderate and noise. So maybe in soft noise they want to hear a little bit more of what's going on around them so they feel more immersed in the environment. That might be a good thing for some people. Similarly, in loud noise, maybe you want to have it have more of that focus. So it is creating that more advantageous signal to noise ratio.

So these can all be set differently.

I'm going to go back to moderate noise and now I'm going to go down to this box here that says conversation sound shaping. There is a button here that says curve graph. I'm going to click on that and it is going to bring up the those gain curves. I'm a visual person, so I like to see what the gain changes are doing. As this conversation sound shaping is adjusted, baseline is the default and that means that this is where those gain curves are functioning in your universal program, what you adjust in your fine

tuning section.

If the wearer feels that when they're in conversation speech that there isn't enough definition of the speech, maybe it sounds lispy, maybe they're missing those fricatives. They want more definition in it. You can move it one, two or three steps to the right. As I move toward brighter sound, you will see that more and more high frequency gain is being added to those gain curves and less gain is applied to those lower frequencies. On the other hand, if they feel that speech is too tinny, sharp, hollow sounding, they want more fullness to it.

Move it that one, two or three steps to the left and it's going to do the opposite. It's going to provide more low frequency gain and less high frequency gain.

And you can make these same adjustments to loud noise. However, you'll notice that the default for loud noise, that's this little icon with a little thumbs up. That's a little thumbs up icon. That is where the default is. You'll see that by default the loud noise conversation sound shaping is already a little bit more toward brighter sound.

But again, you can go another one or two steps toward brighter to provide even more of that high frequency emphasis. And then you can always take it down toward the fuller sound, which would do the opposite.

Conversation sound shaping is not available in the soft noise class. So it's going to always remain at that that default. And if you wish to look at those cartoons again, just go ahead and click on curve graph and it's going to bring those cartoons back.

And now let's move to ambient sounds. What ambient sounds are looking at are the type of environmental noise classifications that the hearing aid recognizes. So these are general in car noise,

urban traffic music, and soft environmental noise. Similarly, you have that ambient sound shaping down here. Baseline is going to be the default for general.

Again, I know that because there's this little thumbs up icon here. And like the conversation shifting, any movement toward the right is going to increase high frequency gain. Again, I'll turn the curve graph on here so you can see that. And then anything toward fuller sound is going to give you a little more emphasis on the lows and less in the highs.

Urban traffic, for example, is going to give you a slightly brighter sound to kind of offset some of those low frequency noises that occur in traffic. But you can go one way or the other as needed. Music is another one that's going to have a slightly different default setting. It's going to be a little more toward that low frequency Emphasis. So again, maybe they like bass in music and they want to hear more of those low frequencies, you can move it that way.

But if they like their treble in their music, maybe move it over toward brighter sound.

In other words, you can make these adjustments more personal to what the patient's fitting goals are and their sound goals, what they really want to get out of those hearing aids. These, these adjustments are only available in the universal program as that is where the acoustic intelligence lies.

Other than that, most of the software does look the same. The only exception would be the data Insights. This is going to be the screen that pops up when you read out the hearing aids for any follow up fit. The nice thing about this data insight screen is it does reset every time you read out the hearing aids. So instead of the old version where it was just an accrual, every time you read out the hearing aids, it would just add more and more data.

This is going to reset it so you really get that accurate screenshot of how the veteran is wearing those hearing aids. At the top part you will see how many hours a day they are wearing the hearing aids. It'll also separate the right and the left to see if there's a difference in the wear time between the two ears. Over on the lower left you have programs in streaming. So if there's multiple programs, it will give you an indication of how frequently all of those programs are utilized.

And then in streaming it'll give you a percentage of the amount of time the veteran is spent streaming in any of those three streaming sources.

On the lower right hand corner here, you have the acoustic environment information that falls in that universal program. Again, this, depending on what you see here, this could steer the adjustments you make in that Acoustic Intelligence tab here. But here it's going to show how frequently they are in conversation in those three different noise levels and then the amount of time they spend in all of those different ambient sounds. And this can give you a lot more information on just how the wearer is experiencing the hearing aids. So let's say they feel that they are really struggling understanding speech and background noise and they feel they're in a loud environment all the time.

But you come in here and it says that they are rarely in loud noise and the majority of the their time they're in moderate noise. That would then steer your adjustments in the Acoustic Intelligence tab by making more of those adjustments to provide that more advantageous signal to noise ratio in that conversation in moderate noise.

This optimizer here up toward the upper middle that will Give you any recommendations based on how the hearing aids are being worn. So if there's a time difference between how often they're wearing the right versus the left hearing aid, things like that. Signia Assistant is going to show what, if any changes were applied using Signia Assistant. If there were changes made, they will all show up here and you have the option of keeping or deleting those adjustments.

And that is the new Data Insight screen. And now other than that, most of the software should look familiar to you. I'm going to hit just some of the more frequently utilized parts of the software. Basic Tuning. This is going to be a screen where you make some more obvious changes in programming to the hearing aids.

Any adjustment that is made when you click on a minus or a plus sign or the softer or sharper is going to be on average a 2-3 DB adjustment. So this is a really powerful screen to use if you know you need to make a more.

A more. A larger gain adjustment with fewer clicks.

Fine tuning. Sound and loudness is most likely where you're going to be spending most of your time in the software. In the Sound and Loudness gain tab here you have your soft, medium and loud inputs. You also have the frequency bands. Down here you are able to highlight a row.

You can highlight a column, or if you need to highlight a custom range, put your cursor on one of the rectangles, hold down the mouse key, click and drag. And then you can highlight a personalized range there. The hearing aids are coupled by default, so even though you don't see anything highlighted over here on the left, when I make a gain adjustment here on the right, look at the numbers here. They will also change.

Mpo. This is the only place you can see where that MPO is. And it's indicated by these light gray diagonal lines right underneath that solid gray area up here.

When you look at the numbers down here, zero means you are at that maximum power output. And since I'm using S receivers, 110 is that MPO. So zero down here corresponds to that 110. Any of these

negative numbers here mean that is the decibel amount that is being subtracted from that MPO. So if you see -5 in this example, the MPO is now 105.

In general, I recommend making sure that these MPOs are between 0 and -10. You also want to make sure that there is some headroom in between your gain curves here and where the MPO is indicated.

Frequency Shaping. This is where you can adjust the soft Medium and loud input at the same time so you can highlight a column. Or if you want to create a custom range, put your cursor in between two of those vertical lines. Hold down the mouse key, click and drag. Adjustments can be made by clicking the double chevron for a 3dB adjustment or the single chevron for a 1dB adjustment.

Alternatively, you can put your cursor on one of these circles, click and drag, and it will increase or decrease that gain that way.

I'm also going to point out something that turned on by default with my particular fitting. I have a very mild hearing loss programmed into these hearing aids, which is why this low frequency optimization turned on. Low frequency optimization is more likely to turn on the closer to normal your low frequency thresholds are and the more open the fit. When low frequency optimization is enabled, the lower frequencies channels are going to be muted. If you uncheck that box, gain is going to be reintroduced to those channels.

Now let's move on to frequency. Actually, before I do that, I'm going to go ahead and add a manual program here. Going to add a tinnitus program.

This box that pops up, this is just going to show that, hey, you're adding a program. Do you want the program change control to be on the right or the left ear? I'm going to keep it on the right. If you happen to change your mind and say, you know what, I'd really rather it be on the left, go to configuration and

you have the option to change that.

And you know what, I'm going to go ahead and add a third program here, a noise program.

And why I'm doing that is because I'm going to jump down here to sound settings. I like the screen because it shows you how much of wind noise is occurring, how much sound smoothing where your feedback cancellation is set at, is set at for any and all manual programs. So I generally recommend keeping things at the default in the universal program. However, if you know that the patient spends a lot of time out in the wind, maybe they're avid golfers or they do a lot of running, walking, biking. Go ahead and turn that windscreen to max.

Sound smoothing is going to be the amount of gain reduction for those transient sounds that also tend to be loud and sharp. So things like a clap, slamming a car door, dropping your fork on a dinner plate. So sometimes I do hear a lot of people will automatically move things to medium for that added comfort with those sudden impulse sounds. Feedback cancellation, for the most part is going to default to max. And I would say the Vast majority of the time you're going to keep everybody there.

There's rare instances where I have seen that get turned down.

One example to share is I was assisting with a patient who did a lot of whistling and whenever he would hold a prolonged note, he would hear that oscillation of our feedback cancellation system. So in that instance, I recommended to the audiologist that they turn the feedback cancellation to minimum and that helped reduce that, that oscillation that this individual was experiencing. But again, most of the time, keep it on max.

What I do really like the screen for is if there are those manual programs, a noisy program is a great and a great example of that. So here sound smoothing is going to be increased by default. Oftentimes I

will see people max that out. But what I really like to point out is here the speech and noise management. You'll see that the noise reduction is set to medium.

You can maximize it if you need to. And there's also this multi channel noise reduction setting where you can adjust that noise management setting for four different frequency bands. And that can be really helpful depending on the type of environment that they're using a noise program for. And then down here you have your microphone modes. Again, I'm going to recommend leaving it in that real time conversation enhancement because it's going to be optimized for group conversations and noise.

So the hearing aid will adequately amplify multiple conversations, multiple conversation partners simultaneously. However, if it needs to be changed for whatever reason, you can select any of those other options.

Audio streaming. This is where you go for Bluetooth adjustment. So I call this screen the equalizer screen. That's what these little sections up here look like to me. And what this is showing is, is the gain offsets for that streaming signal.

And these offsets are based on the gain in the universal program. So here you'll see how much gain is added to that program or subtracted from or maintained relatively the same. You are able to adjust for audio streaming which is going to be from the phone, but it's going to be things like an AudioBook, a podcast, YouTube TV is going to be the TV. Sound and phone calls are going to be those hands free phone calls when they are on a phone call. Again, you can make adjustments for any of these on their own.

The default gain is going to be slightly different in all three of those programs. So to give you an example of how you might want to change these, say they're still really, they're on the phone a lot, but they feel that the phone calls are not loud enough. And so you want to increase overall gain, I would

recommend changing it to a single handle and then just hitting that button to raise gain by 1 DB steps. If you know you want to make a bigger change, maybe you want to make everything equal across the board. You can just come up here and click on these buttons here, these little lines, and it's going to make a quicker gain change.

And put that back to six. And then again, you can make this change in any of these programs. The other thing I like about this is this microphone level setting down here. What this means is that the hearing aid microphones themselves, what they are amplifying from the ambient environment, they are reduced to 70%. 100% would be what they are hearing out of the hearing aids when they're not streaming.

However, when streaming occurs, those microphones are attenuated to 70%. And the reasoning behind that is that when you are streaming, you would rather hear more of that streaming signal than what is going on in the environment around you. So that's why it's attenuated. If the patient feels that they are getting too much noise from the environment, you can turn those microphones down. Turning them all the way all the way down to zero means that those microphones are essentially muted.

If you take them all the way up to 100%, that means that the streaming volume and the microphone volumes are going to both be equal.

One of the advantages of this is let's say they, let's go to the tv. Let's say that they like to watch tv, but oftentimes grandkids are around and they really just want to listen to their program, not hear the grandkids bickering. So maybe you want to turn those microphones all the way down to 15%. So a lot of attenuation. However, Mr.

Patient likes to walk their dog while listening to audiobooks. When they're walking down the street, it is wise to make sure there is situational awareness so they can hear any oncoming traffic, bicyclists,

things like that. So maybe you want to keep that, those microphones at that 70%, maybe even raise them up a little bit. So just some examples of how this can be changed and adjusted for the patient's needs.

Let's move on to tinnitus. This has also stayed the same. So when you have a tinnitus program, that sound therapy signal will be on by default.

You have the option of doing a steady state therapy signal and you also have those modulated therapy signals. The modulated therapy signals are going to Sound like ocean waves and you'll see that there is quieter areas interspersed with a rise and fall of that therapy signal. Sometimes the rise and fall is going to be fast like you see in Boulder beach and Pebble Paradise Beach. And sometimes it's going to be more of a gradual rise and fall like you see in pebble beach and Rocky Beach. Also, you can have those constant steady state underlying noise interspersed with those, the rise and fall, that amplitude, or you can have those amplitudes interspersed with quiet.

So different options here. If you need to make those therapy signals louder, you can put your cursor on this vertical line and you can raise the gain to its to when it reaches that mixing point or whatever is appropriate for that individual.

If you were sticking with a, a steady state noise. Again, you can rise or lower that that therapy signal to get that optimum level for you. Or if you know that the patient really likes, let's say pink noise, but maybe they want a little bit more in those higher frequencies. You can always make some additional customizations here. However, when you do that, you will see that it says custom here instead of pink noise.

And that is because the frequency response has changed.

Let's say they want to add a tinnitus therapy signal to the universal program. You can do that by clicking that sound therapy. And let's say that most of the time they want to listen to ocean waves. Let's say they really like paradise speech. You can add that in there and then again adjust that therapy signal to when, to where it's at that optimum amount.

The other therapy for tinnitus that we have is notch therapy. And this is something that is unique to Signia. Notch therapy is going to be for individuals with pitch matchable tinnitus. So this would be a ringing, buzzing, hissing. Anything that can be can match that frequency.

The tinnitus can be matched in one of three ways. Direct entry is what you would do if you do the matching in the booth. You have the dropdown here to select that frequency. Manual matching would be finding that frequency using the hearing aids themselves. To present the tone, you will hit the middle button here.

First hit first start test, then hit that middle button there. It'll present the tone. To make the tone louder, click on the bottom arrows to make it softer. The top arrow right and left will change the frequency and you can also change to a sixth of an octave.

The third option is guided matching, which is going to be bracketing when you hit start test. You can adjust the tone loudness by the slider here and you'll instruct the patient that they will hear two tones. They should select the one that is closest to their tinnitus pitch. It will not match the pitch. Which one is closest?

Is it tone A or tone B? They will select whichever one is closest and then you'll say, okay, Mr. Patient, is tone A or B closer to your tinnitus? They'll make that selection and then it's going to continue to bracket from there. So you continue that same process until they match that same pitch three times.

And I am getting this to match to that 3333 Hz.

So regardless of which method you use to match the tinnitus, you have to do a frequency check. This is going to look to make sure that the appropriate octave was selected. So depending on how high the frequency you matched is, you may see two or three pitches here. So same thing. Okay, Mr.

Patient, is tone A, B or C closest to your tinnitus? You will play all two or three of them, like in this case, and hopefully they will select the pitch you matched over here. If not, you do have to restart that matching process. When that frequency check is passed, you will see a vertical gold line up on the screen and that is corresponding to that frequency. It is important to activate the notch in any and all programs that are in the hearing aids.

Why that's important is because notch therapy works on lateral inhibition and neuroplasticity. How notch therapy works is that matched pitch corresponds to a lesion on the cochlea. And when that little pitch range is damaged, those adjacent frequencies are going to work in overdrive. They're going to be overexcited because they are compensating for the damage at that pitch when. And that over excitation is what causes that tinnitus generation.

So when we mute out that half octave centered on that damaged pitch, that damaged nerve bending, those adjacent nerve endings are going to realize, hey, they don't need to work quite as hard. They can calm down and go back to a more normal way of functioning. And when they quiet down, that causes that tinnitus to become less apparent. That is what that lateral inhibition is. And because we're working with a neuroplasticity, they need to be without that signal there for at least eight hours a day.

Hopefully they're wearing their hearing aids at least that amount. But that is why they do need that notch activated in any and all manual programs.

I'm going to move on now to configuration in the configuration screen. There is a new feature here that I wanted to point out that is this LED carer signal. This is a caregiver mode for that LED light on the hearing aid. Now you may remember I mentioned earlier in this training that the light on the hearing aid will be green when it powers on and it will be red when it powers off. In caregiver mode, when you enable it, that LED light is going to flash green every five seconds to indicate that the hearing aid is on and functioning.

When that battery starts to run low, that light is going to flash red every five seconds. Again, this LED carer signal is off by default and you won't can only activate it or deactivate it here in the software.

I also want to point out hands free calling. Unchecking this box is what makes the hearing aid SCIF compliant. So if you have a patient who works in those secure environments and needs them their hearing aids to be SCIF compatible or SCIF compliant, uncheck this box here. What that is doing is it is removing that own voice microphone that would allow for hands free phone calls. So essentially getting rid of a potential hot mic situation.

So again, unchecking that box is going to enable the hearing aids to be SCIF compliant.

Signia Assistant is up here. We have made a change to Signia Assistant in this generation of product. It is now using Generative AI chat. So instead of having prompts that the patient would tap on and select in the app to to steer that conversation with the Signia Assistant it's now going to allow for generative text so they can type or speak in what they are experiencing.

I think Signia Assistant is a great tool for those patients who are younger and or maybe they live farther away. It's more prohibitive for them to come in and see you. It's a great way for them to make some minor programming adjustments to the hearing aids without having to come in and see you. That being said, I do realize there are reasons why a patient might not need Signia Assistant. And if you happen to

have one of those patients, if you uncheck the box here, that means that Signia Assistant is not visible in the app.

Under System Sounds. This is where you can play those different indicator tones. You can change the loudness of those indicator tones. Just a great place to go to familiarize the patients with those tones.

Another helpful section in the software is going to be this fitting assistant for more seasoned audiologists or ones that are more comfortable with Signia. This might not be somewhere you like to go, but I think this can be a really helpful section of the Software for students, audiologists who are new out of school, or maybe if you're a seasoned audiologist but not as familiar with the Signia nomenclature and our software, it's where you can go and get some fitting assistant. So if you know that you're having an issue or the patient is really having some concerns with sound quality, maybe music sounds unnatural in general, it'll give you one, maybe two proposals here. So they're all going to be a little bit different depending on what you select. Like, sound quality is booming, dull.

You have different things here. In general, you have those two things. Let's say you have something like this and you want to apply binaurally. If they're like, that's great, I want more, go ahead and hit it again. You'll see the gain turn change there.

But now they say, oops, you went way too far. What? Let it put it back. I don't like this. How you do that is you go up toward the toolbar here, there is that undo button and that will reverse that change you just made.

A couple other things I wanted to point out briefly in the programming handling section here again you can make any. You can add. Have the patient have up to six manual programs. Let's say they want their noisy program to be in the second spot. To reorder, put your cursor on these six dots, click and drag.

And that's going to reorder them. Let's say the patient really likes their universal program, but they want something slightly different for a very specific situation. Maybe they want an additional tinnitus signal. For instance, to copy that program, put your cursor on the copy icon, click and drag down to an open slot and that will create that copy.

And let's say they want one of these programs renamed. So let's say instead of a noisy environment, they want this to be for a restaurant. That's just easier for them to remember. So you can put your cursor on that, that text box, highlight the text, and then type in whatever you want it to be called. And then that will rename that program.

One last thing I like to point out in the software is that adjustments are always made in real time. So not only is the patient able to hear those changes immediately, it is also going to program and save to the hearing aids immediately. So I'm going to come here, I'm just going to do an overall gain change, going to turn everything up down here you will see that it says programming, that is the hearing aid. Saving that change to the. To the Actual devices that can be really helpful because if you happen to get chit chatting with the patient, escort them out of your office, walk back to your desk and see that the hearing aids have disconnected from the software, you don't need to worry.

Go run out and grab the patient, bring them back to your office. There's an option to continue in disconnected mode and then that will allow you to save that session data to noaa. So it's a really helpful feature there because situations like that do happen also. Sometimes the computer freezes, you have a power outage, something happens that safety is in there where it is saved to those hearing aids.

Finally, the hearing aid programs are going to be decoupled by default. So if you make a gain adjustment like I just did here in the universal program, that adjustment is only being made to the universal program. Let's say that the patient wants overall gain reduced across the board. If you couple

the hearing aids, you will see that there is this connecting line that is going to link all those programs together. And here you can make that selection.

Let's say you wanted to reduce gain across the board. That is now auto relating that adjustment to all of those manual programs. Again, ears are coupled by default. Programs are decoupled by default.

And the last thing here is this disconnect button. I recommend always clicking this disconnect button before you save the session to Noah because that is what severs that Bluetooth connection between the hearing aids and the NOAA link wireless. This is also a very helpful feature because let's say you're in the audio streaming tab and the patient wanted you to increase the streaming volume so they can hear their phone calls better. But now they want to try the phone call. When you hit that disconnect button, it severs that connection.

Now, Mr. Patient can make that phone call. Check the volume and let's say he goes, okay, that's better, but I need a little more. Go ahead, connect. Then it's going to reconnect the hearing aids to the software.

You do not need to put them back in discovery mode. That can also be helpful if the patient needs to excuse themselves to go use the restroom in the middle of the appointment. So that is the disconnect button. But since we're done with this session, I'm going to go ahead and hit the disconnect again to sever that connection from the hearing aids and the NOAA link wireless. And now I'm going to go up to either the save icon here, or you can X out of the software by using the the X here.

Either way, it's going to prompt you to save that session. Go ahead and hit yes, add any notes if you like to do that, and then that is going to end that session.

And that concludes our training for today. Thank you for joining me and taking the time to learn more about Signia Connex 10. If you're interested in learning more about our products and software, we encourage you to search our courses on audiology online. And as always, you can reach out to us for assistance at 1-800-955-4327. Thank you again and have a great day.