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Beltone Solus Max 2.4: See What's New

Presenter: Laura Schachtel

Hi everyone, and welcome to this course. Beltone Solus Max 2.4. See what's new. I'm Dr. Laura Schachtel, Beltone's Product Training Development Manager. Today I have the pleasure of quite literally walking you through all the updates to Beltone Solus Max 2.4.

And with this version of fitting software, you'll be able to fit our new Beltone Illuminate product. If you haven't yet downloaded this software version, you can do this from Beltone Community. And if you need a usb, you can order that through customer service. If you have downloaded and installed this version, you'll see that there's a little bit of a layout change. And that's what I'll kind of walk through with you in a few minutes just to kind of explain where some of the features you might have used on a daily basis have been just moved into a different location.

So please rest assured that all the tools and buttons that you used to have are still there. They just might be located somewhere in a different location than what you're used to. So again, there are a number of handouts that you can find through the resources page. As Melissa said otherwise, a lot of these handouts can be found on our Belton University homepage. And let's get on with our learning outcomes for today.

So after today's quick little session here, you should be able to list the additional features that have been added to pages on the home screen. You should be able to explain the new navigation through the fitting software. And then finally you should be able to identify where some of the key features are have now been relocated real quickly. These are the risks and limitations and you can read these if you want to. So before I kind of jump live into the fitting software, just want to walk through a few slides here.

So first thing you'll notice if you do open Beltone Solus Maps 2.4 is that that main navigation has moved so from running horizontally across the top to now running vertically down the pane in the left hand column. So what used to be the sidebar is now the vertical navigation again. It's a lot of visual clutter is

what we kind of saw that was happening. So to remove a lot of that, we've just now housed everything in one spot. And this also gives our fitting software a little bit more modern feel.

I also think just kind of visually, instead of having to look across the whole horizontal of the fitting page, just kind of eye movement, looking just to the left and knowing everything is in one spot might help make navigating around a little bit easier. With Beltone Illuminate and products going forward, all levels of technology will have 10 gain handles. So this allows for a little bit more flexibility for all of your patients, regardless of the technology level that you are fitting them with. Now, hearing aid firmware updates. Right now, the only way to get access to them is during the connection flow.

And what I mean by connection flow is as you're connecting into the fitting software.

Excuse me, sorry. As you're connecting into the fitting software and you kind of go through the pages of. Yes, this is the right audiogram. You know, the dome selection. If you're changing that, you will get to the firmware update page.

If there is a firmware update for the particular product that you have connected, you can skip that firmware update as long as both hearing aids are running the same firmware update version. So if you sent a hearing aid in for repair and the repair house updated one of the hearing aids, and now you're kind of matching it, programming it back with its partner, you will have to update that partner hearing aid because you cannot program two hearing aids on different firmware versions, right? If you do skip that update, you make whatever changes to the patient needs rate. And now you're like, oh, I should go back and update the firmware right now. The only way that you can do that is to save your session and then reconnect the patient's hearing aids into solus maps 2.4.

And as you are in that process of connecting into the fitting screen, that firmware update window will appear again. And then instead of skipping it, you will go ahead and update that firmware. We believe,

at least right now, that once we get a tool, if you will, this will be located under the updates page. But I believe it's updates or it's the tools page. Let me see what I have.

I think it's the updates. It could be tools. They haven't really decided, but once we know where it will be housed, I'll show you which of the two pages under the home screen we think it will be located. And. And then on one note.

Sorry, one more note. In order to get access into Solus Pro, your computer must have had solus max version 2.3 installed on it. So it shouldn't be a big concern for most of us here. But if you are getting a brand new computer, if you just install version 2.4, you will not have the link. And I'll show you that in a moment.

To go back to the older version of fitting software, in order to get that link back on your computer, you need to install 2.3 and then update to 2.4. Now if you joined me yesterday, I talked about Beltone Illuminate and how on the micro version of the 17 you have true directionality as that main directional feature. And then I talked about how acoustic and specifically when in that speech intelligibility mode it would kind of wind down Solus Pro and wind up using true noise reduction. And I kind of explained how you would have the ability and the fitting software to manage both types of noise reduction for your patient. So I just wanted to show you here in a quick snapshot that in the all around I have true directionality and you can see here if I go to my comfort features in the all around program I have True Directionality and Sound Cleaner Pro available for me to adjust.

Also if for some reason your patient did not want true directionality with the illuminate 17 you have the option in that directionality drop down to select Crosslink Directionality 4. So that is still an option for you with the Illuminate 17 as well as what comes with the Illuminate 9. When we look specifically at that hear in noise program, again optional should you choose to give to a patient, they still have true focus and then again still the flexibility of the three levels of true noise reduction. Now when we look at a

Beltone illuminate 9 micro in that all around program, as I said yesterday, crosslink directionality 4 and that is still running Sound Cleaner Pro unlike the 17 where you have that per environment option. With the 9 it's just a static, it's kind of one size fits all environments of Sound Cleaner Pro.

So for example, in this case I have Sound Cleaner Pro set to mild. That means no matter what type of environment I am in, my hearing aids are only going to provide me a mild about a 3dB reduction in noise. Which might be fine for me being at home, it's fairly quiet here. But if I were to go to grab lunch at a restaurant that's just across the street and it's quite noisy in there, I'm still only going to have 3 decibels of noise reduction because I do not have that per environment option where it will transition to maybe being more aggressive because of the environment I'm in. So that is a big benefit to upgrade to an Illuminate 17 with the Illuminate 9 when we specifically look at that hearing noise program as we talked about yesterday, if you join me, you have the ability to offer your Patient true focus.

But when we look under the comfort feature for true noise reduction, it really is an on or off toggle switch. And so when it's toggled on, which is the default true noise reduction in the background is running at that considerable level, which is our defaulted level. If you swipe that toggle off, then the patient has no noise reduction running in that hearing noise program. So I'm sure there's a reason why, but I would highly say don't toggle that off for any patient. I also just want to point out if you've noticed down that left vertical column, the instrument card, as we call it, has moved from the very top down to the bottom.

And. And you can expand or collapse it. So you can see the collapse version just shows the hearing aids. It's green because in this screen grab, the hearing aids were connected to the fitting software. You can see the battery mount and you can still mute the hearing aids.

When you expand it open, you get a little bit more information about the hearing aids. So you can see the written name, the abbreviated version of it, the receiver power, the serial numbers. And what's new

here is that you can see the firmware version. So if we ever sent a communication out saying, for this product, we need you to upgrade your firmware, or if you're on firmware version this number, please upgrade. You can now see when you're connected to the hearing aids, what firmware version they are running.

This also is helpful if you're calling in for help with audiology support. It just gives them more information to help troubleshoot something that could be going on with that particular set of hearing aids. Now, I do want to just point out, again, kind of going with the more modern look and feel in this version of fitting software, we changed how the battery status looks so it looks more like what we're familiar with on our cell phones versus those green dots. Just a little bit more modern looking doesn't take up as much room. So again, the full battery kind of to half to quarter to a little bit to kind of not enough battery to probably program the hearing aid.

So just to show that. So with that, I'm going to hopefully bounce. Yep. Into the fitting software. So this is that landing page.

This is the home page that we are all very much used to down here. This is that link I'm talking about where you can go back into Solus Pro if you needed to. And these were for quite old products. Again, this area down here will only be visible if the computer you are using had Solus Max 2.3 installed and then you upgraded to version 2.4.

Also just a reminder, any of the tabs up here. So home catalog resources, update tools preferences, all of those can be accessed without actually being in a specific patient NOAA file. So that's really great to know so that you can do some of these tasks without having to be specifically with a patient file. Also just want to point out this login that's up here. That's where you can log into your GN online services that remote care services.

So again, you can do this right away without having to be way in to a fitting with the patient. So if every morning you log in easy right here. Also really teeny tiny here, this is the fitting software version number. So again, if you're calling in for audiology support or tech support and they ask what version of fitting software are you running? Right here, easy, you can see that version for them.

So that's the homepage. The catalog page is what it's always been. Just showing you that all of the Beltone Illuminates dials are available to select from under the resource page. We've added this little marker here, the about bell tone Solus Max. And when you click on that, this is kind of that like legalese I'll call it again.

Here is that version number for you. And then it's just a lot of like, you know, boiler templated stuff that you don't really need, but it does need to be in the fitting software. So we've combined all of that and now housed it under Resources About Beltone Solus Max. Real quickly, just kind of a shameless plug. This education button will launch and lead you to our Beltone University homepage where again you can grab all sorts of handouts that you want on Beltone Illuminate or you can take another audiology online course or you can log into your Beltone University account and take some other types of training.

One other thing, this phone compatibility. This is an active QR code as it is. If it's somehow not registering with your phone, clicking on this will make the QR code a little bit larger and it will link to the Beltone.com page with all of the phone compatibilities by hearing aid. So this is a great resource to have should this question come up with a patient when we go to the update page. Again, this could be where the firmware update button will live once that gets created.

Otherwise it's just the updates for your accessory that had like a firmware update. If the Noelink Wireless had an update to grab it here and then where the software update would live under the tools. And this could be the other place the firmware update lives. Again, not sure that final location, but we've added a few resources here under tools. One of them is the hearing loss simulator.

This was something that was in more of that fitting screen, but they've pulled it under tools. It kind of makes sense because it is a counseling tool. So you could pull a sound file, play this for the patient and their family at a volume that's loud enough for everyone to hear the whole sound file. And then you can simulate that exact same sound file through the patient's hearing loss. And what I love about this is that thin line was the normal recording.

And this darker red line or thicker red line is simulated through the patient's hearing loss. And it's a great way to explain, look at all the clarity that you're not getting. Or depending on the audiogram. Everyone in the room is just surprised at how muffled or how soft that recording is. But you didn't change the volume coming out of like your computer speakers.

What's nice here is it has several kind of younger children. So if you have older patients, you can kind of, kind of grab a grandchild, if you will. A lot of these have kids that are soft spoken. They have like lisps because they're missing teeth, they're whispering. So these are great sound files to use to kind of show.

Yeah, your hearing loss is holding you back maybe more than you think. And then you just hit the X button up here and you'll go back to your tool. So that was the hearing loss simulator. You can also restore your hearing aids if you kind of want to wipe out all of the programming. The sound player or those sound files are located here.

So clicking on this opens this media sound player window. The really nice thing is now we have this fitting tab up here, so I can easily hop into the fitting software. But this comes with me. So as I play a sound file, I can go ahead and make whatever changes I need to in the fitting software. Play another file.

So everything is right here in one screen for you. And then when you're done, you can just click the X out of there. So again, that was tools and then that is the sound player. Last thing up here is our preferences. Anything you change under preferences is a change to everybody in the fitting software.

So it's a global change to the entire way that Solus Max works for you. So I wouldn't recommend making many changes under preferences, if there is a change you'd like to make for a specific patient, I'll show you in just a moment how you can do that patient specifically. But this is for everybody that you program through the fitting software. So let's go to the fitting tab. Yep.

So that question came in. Where can we adjust bone scores? I will show you where you can apply. Taking the bone thresholds in in just a moment. So I will show you that.

So we go to the fitting tab and this is new. In 2.4 we are in the fitting screen. And again, the first thing you'll notice is that everything that was horizontal, all those menus have now been located. I'll just hide this up down the left hand column. Same labels in the exact same order.

We're just going down versus across. So everything is located in one location. When we look at the patient page, this all looks exactly as it did in our last software version. Data logging still there. Remote care, if I had been logged in is still there.

If you do real ear to coupler differences. I believe this was under a different screen. We've now rehoused it here. One thing also to point out, if you ever put speech scores into the fitting software, this used to be, I believe under the hamburger menu, you can now click this and add in your quicksand or your word recognition score. You don't have to, but if you did, this is where we've rehoused that button.

When we look under the instrument setup, again, the screen looks essentially the same, except this is where we've re home the reset to initial fit if you wanted to read from the database or if you wanted to

read from the hearing aid. So again, all the controls are there. They're just now under the instrument setup page. Because this is basically saying the hearing aid. How would you like me to set up, you know, kind of wipe the programming and start over.

You want me the instrument to read from the database. You want to read from the hearing aid itself. When we get under the gain adjustment screen and fine tuning, this all looks pretty much the same because we haven't changed anything. Smart Gain Pro looks the same. Satisfy is the same.

You'll see this new line here for Beltone Solus Max that used to be under the hamburger menu. So we've now rehoused it here under gain adjustments. But it still functions exactly like it had. It's just, you'll notice that hamburger little button here. Those three lines are now removed.

And so we've rehoused the Solus Max guide Under fine tuning. One thing I want to point out here with the fine tuning and this might answer the question that came in. Some people would like to change the different target rule for a specific patient or use the bone threshold or use UCL data or apply a binaural correction. So all of that that was under this like some level up here under fitting, they've all been rehoused under this new fitting options button. And it's quite easy to overlook this because the link buttons in blue, the display options we've always had and not everyone notices that something new got added right in between.

So. So if I click on this display options button, I can now select a whole different target rule. I know some of you out there are doing real ear and you want to match it with NAL NL3 target. So if I do that, notice how the targets changed. Everything's changed because now we're fitting to a whole different rule.

I'll go back here and put this back to BAFA and again you can see everything went back to more what you're used to seeing if you use bafa. This is also where I don't think any of us ever did, but if you ever

change the type of coupler or stimulus type, you could change that here. But then under features by checking the box I could use the bone conduction thresholds. Using UCL data is already preselected because I have pre selected that under my preferences. If I wanted to enable the feedback guard feature which basically says we're going to stop feedback at all cost and it will reduce gain, it will limit gain in the high frequencies to stop feedback.

So it's an option, you would just check the box to apply it. Or if you use binaural corrections, again checking the box and then hitting save changes will apply that correction to the hearing aids. So again that's fitting options. Just to remind you what's under the display options you can move to output view. This is where we talk about where you can see if your MPO is too low, where your gain is kind of hitting that ceiling.

This is also I just want to point out if you want to see your MSG calibration, you can check this box right here. And now you have the overlay of that blue and kind of red shaded area. If I click my calibrate button to go to that calibration screen. See the curve? See that curve?

That pretty much matches now what is on the overlay. I've grown up in this fitting software and I was always used to seeing my MSG calibration. So I always go under Display options and I check this because this I know how to read and understand where I may get feedback. When I uncheck the box, I just don't know what this little gray area is really telling me about feedback. So I do like to go in and check this box.

So just showing you, if you are like me, this is how you can bring that forward. In the fitting software. Program options remain exactly the same as they were. I did talk about this calibrate button down here at the bottom. We moved.

It used to be kind of down here. This calibrate button is now accessible through any of these pages in the fitting software. So we thought it was important to kind of pull forward to be accessible at any time. So moving on to the advanced features, again you have all of your features to adjust for the speech sound. So again, I have a pair of Illuminate 17s.

Again there's the option to switch into Crosslink Directionality 4 if needed by the patients. And if I move into my comfort feature here is my ability to adjust whichever version of noise reduction I believe I need to for the patient. So again, speech intelligibility, we're using true noise reduction for spatial cue awareness. And better ear mode, we're using Sound Cleaner Pro. And just a reminder, this gear icon gives me the flexibility to adjust which level of noise reduction per the classified environment.

So a lot of flexibility with that feature. Again, the hearing noise options with the 17, I have the three levels of true noise reduction because if I go back to speech, I am in true focus. The Tinnitus Breaker Pro is also here and available once you turn it on and set it how you want for the patient. This X button that used to be up here is gone. All you need to do is just click back to wherever you want to go and you're out of the tinnitus breaker screen.

When we look under device controls, your manual controls are the same as they've been if you're someone for a specific patient that needs to disable all of the ear to ear communication. That's for features, that's for manual control adjustments. Just uncheck those boxes. And then you essentially have two independent hearing aids that don't talk to each other. That does break a lot of the more advanced features.

So I would not recommend doing that unless you specifically needed to for a very specific patient case. Standard beeps. They're all here. Everything's the same. And again, accessories, how you would pair an accessory through the fitting software and the flexibility with those accessories is all the same.

And when we look at Finalize, you have your bidding summary report, you have the reports that you can print out for you or the patient. The nice thing about that horizontal menu navigation being removed is that you don't have to scroll as much to see all the flexibility you have here with the chart. So you can add more for a chart for you. There's a lot more you could then add in for a patient. You could print it for the patient, check for a larger font so that your patient can actually read, and then you get a whole bunch of information that you can provide for your patient after every appointment if you wanted to.

I just believe that was pretty much everything I needed to touch on. I'm just going to double check my notes here.

Yep. So again, fitting options. This is a new button. A lot of the options everyone's looking for are rehoused down here. Calibrate button is just available all the time.

And then again, if you want information on the hearing aids, you can expand that or collapse it. Again, all of these are the same order. We have them going horizontally. It's just down the vertical left column. So I'm going to try to come back to my PowerPoint.

And just kind of quickly summarize for you guys because my half hour is just about up. So just reviewing features like the sound player, the hearing loss simulator. They've been moved out of that fitting area and they're now housed under the tools page. And then that information button is under the resources page. And that gives you the software version.

And then if you ever needed some of that, like, legal speak, it's all located right there as well. That legacy horizontal navigation, as I've said, no longer there. It's now running vertically down that left hand side just for ease of use. I am getting used to everything kind of being over here versus again, visually having to look across the whole entirety of the fitting software and if my mouse will participate. There we go.

And then additional information about the hearing aids, such as that firmware version it's running. They've been added to the instrument card. The calibration button, as I called out, is more centrally located. It's always visible when you're within any of the windows on the fitting screen. And then again, a lot of those extra options, like using bone thresholds, binaural correction, it's under those fitting options, that new button.

So I just want to thank all of you for taking a little bit of time out of the day today to join me to walk through some of the enhancements and updates that we did with solus max version 2.4. If you still need any additional information about Beltone Illuminate or Solus Max or our features, we do have plenty of training options on Beltone University for you to take and get a little bit more understanding of all of these, so please feel free to reach out and take those. Also, I hope to see some of you at an upcoming training event. We will cover a little bit more of this as well. So thank you guys for joining me.

If there are any more questions please send them in. I do hope I answered that first question that came in. Otherwise thank you all so very very very much. I look forward to seeing you soon, if not on another audiology online, hopefully at a live event. So if you have questions please send them in.

Otherwise if you think of something that comes up a little bit later, you have my email, you can always reach out and we'll get you answer. So thank you all. I hope you have a great rest of your day. Bye now.