

This unedited transcript of a live webinar is provided in order to facilitate communication accessibility for the viewer and may not be a totally verbatim record of the proceedings. This transcript may contain errors. Copying or distributing this transcript without the express written consent of continued is strictly prohibited.

Unitron TrueFit 5.10 Fitting Software Deep Dive

Presenter: Courtney Smith, MA, CCC-A

Foreign.

Hi everybody, I am CourtneySmith. I'm the Senior Manager of Audiology and Education at Unitron.

Today we have a really fun session queued up and I'm really excited to be here with all of you. We are going to Talk about True Fit 510 and we are going to move through some slides at the beginning of the presentation just to give you an idea of what some things are that have changed changed with our latest platform. As you may all know, we recently launched the Moxi SRX device that is our brand new DNN driven product with dual chip architecture.

So being that that just launched about a little less than four weeks ago at this point, we have had a few changes to the software that I do want to familiarize all of you with so that when you're fitting Moxie SRX on your patients, you can do so with confidence. So that's what we're going to do today. We're going to roll with it. I'm going to share some slides with all of you and then we are going to do a live screen share of the software and I'm going to get into a fitting of Moxie SRX with all of you and show you what that looks like. So to save bandwidth, I am going to turn my camera off today so we can focus on the slides themselves.

Just as an aside at the start of the course, just want to make sure all of you are able to review the limitations and risks of today's webinar and you can just take a quick moment to read through these on your own.

But diving into our webinar today, we have some learner outcomes that we wish to achieve as we move through the content today. So I want all of you to leave this course feeling really confident and really comfortable fitting the Moxi srx. So we are going to make sure all of you can identify when to adjust our signature features in the TruFit 510 fitting software so your patients get the performance results that they're looking for. We are also going to make sure all of you can implement the TruFit 510 software enhancements into your routine when appropriate and when applicable.

And last, I want all of you to leave today's webinar being able to explain methods to address any common sound quality complaints or issues patients may come in with. And we will go through some of those when we get into the software today.

I know today is about our software, but I want to take a moment to go over what Unitron is about before we dive into it as the trainer for Unitron for over four years. The best thing about our brand and our company is that we are the experience brand in the industry. And this Love the Experience motto is really our motto and our mindset here at our company. It is what we stand for. We want our patients to love their hearing care journey.

We want you as providers to enjoy fitting our hearing aids and working with us. So this slogan, so to speak, is something we take very seriously and it drives everything we do here at Unitron.

So there's other trainings on audiology online that you can access. If you haven't yet learned about Moxi srx, this is a close up look at the Moxi srx. Just so you can get an idea. We've had a very exciting launch with this product. So far the patients are doing extremely well and our providers are really excited to have their hands on our DNN Soundsonic 360.

So you can see just from the close up a couple changes that we made with this housing of the device. We have a new integrated rocker switch that you can see there on your screen and we have some nice reliability features and water resistant features built in as well. You can also see our easyguard dome there as a closeup. The Easy guard domes have really made those patients that have wax issues have to come into the office far, far less, which is also a great add to this platform, the Moxi srx and we'll kind of get into this a little bit more as we get into the software and some changes we've made. But this device uses what's called our Deep Sonic chip.

And in this hearing aid we're actually using two chips. We're using the ERA chip which powers the Smile platform. The Aera chip still controls all of our automatic scene classification around the patient. So just like with Smile, if you fit Smile, Rix or any other member of the Smile platform, the Aera chip is hard at work determining what listening environment your patient is in. Now in Moxi srx we are also utilizing the deepsonic chip which houses our artificial intelligence deep neural network speech from noise separation.

So it's because of Deep Sonic and what it's capable of. It's kind of that brain of the hearing aid that cleans the signal in real time and separates speech from noise, which is how we're able to get to that up to 10dB signal to noise ratio improvement. So in MOXI SRX, what you're able to provide your patients, I tell our patients you have two chips in this hearing aid, two computers that are doing two different things, but they're also working together to put you in an advantage in these tough situations. And we've trained this chip very, very well. We have trained it on over two years of sound samples that we've collected over time.

So this is a very, very smart chip. We've trained it kind of like you train for a race if you're a marathon runner, you know, you can't just wake up one day and run a marathon. You have to train for it. So similarly, with this chip, we have trained it to handle all the situations that your patient might be in. And it has these large data sets to draw from, and each layer kind of builds on the one before it.

The system therefore can recognize patterns and make smart decisions in the moment. And you can kind of see that now with the DNN in Moxie srx, our patients can have confidence in the chaos. And what's unique about our DNN Soundsonic360 is it directly shapes the final sound the listener hears. And not just that initial classification. All of this that you're seeing on your screen is happening in real time.

So our patients are staying connected to conversations no matter what their environment is.

When we talk about the DNN and Soundsonic 360, we're actually talking about the Conversation in Loud Noise program in our automatic program, Integra os. That program, as it always has in our products, it comes on when the conditions around your patient are met. What's exciting, because with now our DNN capabilities, we can offer the power of the Conversation and Loud Noise program to patients even that wear one hearing aid. Very exciting advancements here. And we are so pumped to finally have brought this hearing aid to the industry.

Moxi SRX is available in two technology levels, Level 9 and Level 7. So here's what's in the Level 9, just so all of you know and understand what you're going to see when we hop into the software shortly, patients have access to the full strength of the DNN feature SoundSonic360 in both the automatic program and in two new manual programs. So SpeechSonic360 and Noise Sonic360 are now options for our patients. And I'm going to show you those when we dive into True Fit 510 in the Level 7 technology, patients will experience pretty much everything that they would experience in a level 9 hearing aid, except the DNN is less strong. So for those patients that are really having trouble in noise or noise is a big complaint for them for the difference in the cost I would always Recommend the Level 9 especially because they're going to get that full strength support of SoundSonic360.

You can see also that now in the Level 7, hyperfocus is available as a manual program so patients can drive into hyperfocus if they find themselves in a face to face conversation where Hyperfocus could really help them out.

Also in our Remote plus app, when you have the latest updated version of the app, which everyone should now have because our app updated automatically just a couple weeks ago, we do have two new DNN based optional app programs that patients could add in on their own and they can alter the strength of the DNN right there in their app in the program, either Noise Sonic or Speech Sonic. And Unitron is the only company that actually gives the end user adjustment over the strength of the dnn.

So interestingly, this is something you can point out to your Moxie SRX patients and I think they'll be excited about it.

So again, our patients can bring on the noise. We now have this brand new product and the industry as a whole, I think patients, providers alike are all excited about it.

So today we are going to talk about true fit 5. 10. We are going to talk about the updates that we've made with this latest version of the software. We're also going to do a live software walkthrough. I'm going to share my screen with all of you and we are going to walk through a fitting of Moxi SRX together.

So let's now take a look at some updates that we've made to our latest version true fit 5. 10.

When you have a moment later today when you're in clinic, you can open up your Unitron software and just head to file and software updates. If you see no updates when you click on that, that means that your software is up to date and you're using True Fit 510. You can also go to the Help menu at the top on that horizontal bar and you can click Help and you can go to about and it will just let you know what version of the software you're running. Most of our softwares, most of most systems are set to update automatically. So in most cases I would say you don't have to do anything.

Your software will just get pushed. It will just get pushed to your system when there is an update. But it is wise to check. So I do recommend doing that.

In true fit 510. One of the updates that we have made is we have made it possible for you to adjust SoundSonic 360 in the configure Features screen.

So when you open up that Configure Features tab and you scroll down a bit, many people miss that. There's a little slider bar on the far right side of your screen. When you pull that down, you can see the Conversation in Loud Noise section of this screen. And that's where you can alter the strength of SoundSonic 360. That is the strength of the DNN.

And in level 9, the default position of SoundSonic 360 will be 6 out of 10. For level 7 technology, it will be 4 out of 5. And similar to what we had with hyperfocus, if you had Fit Smile before or even Vivante, you can see that you can change the activation level of Soundsonic 360. The default activation level is Loud noise. So in other words, when the surrounding environment around your patient ends up being around between 70 and 75 dB SPL, that's when SoundSonic360 will come on.

That's when that DNN will activate automatically. You can always lower that by adjusting that slider bar to the left. If you want your patient to have more support from the DNN sooner at a softer activation level. That's something you can always adjust based on the person that's sitting in front of you. Also, SoundSonic360 is set by default to come on when the patient is not moving.

So we have set this to be the case because typically when a patient is maybe sitting at a party or stand standing and talking to somebody at an event, they're not moving through space. And the hearing aid knows that that's a situation where this patient may benefit from the dnn. You can uncheck this box and when we get into the software, I'll show you when and why you might consider unchecking this.

We also have those two new manual programs that use the DNN Speech Sonic 360 and Noise Sonic 360. So you can see them there on the left side of your screen. And you can use this screen to alter the directionality in each of these manual programs. Right there at the very top of your screen, you can see where you can do that. And you can also use the slider bar to alter the strength of SoundSonic360.

You can see also in the noise Sonic 360 program kind of what microphone modes are possible. That one defaults to pin effect 2. So a pretty wide directional beam capturing everything from the front half maybe a little bit more of your patient like you can see on the visual at the top. And the strength of SoundSonic360 as a default is already moderate, so it's already nice and strong. But there's some nice adjustments you can do here as well.

For those of you who utilize Remote Adjust in your clinics, if you're not familiar with our version of remote adjustments at Unitron, our remote adjust is asynchronous and that means that it is not done live. It can be done anywhere at any time. You can send an adjustment from your computer, from your patient's file right to their Remote plus app. They can use their app to pick up the adjustment that you just sent them, and they can do that anywhere at any time. So what I love about our remote adjust is your patient doesn't have to be on camera or interfacing with you live.

They can maybe email you and let them know, let you know what kind of adjustment they need. And you can use your remote adjust in the software to shoot it over to them anytime. So if you want more training on Remote Adjust, please reach out to one of your clinical trainers at Unitron. We are all really well versed in it and we can show you how to utilize it in your clinic to save some time. But you can adjust the strength of the DNN with Remote Adjust, which is good to know.

And here is the step of Remote Adjust where you would see it there.

In true fit 510, we have actually updated our feedback test and it is much faster. This is the old sound that you might hear and we have altered the signal that we use for feedback and that's what it sounds like if you're able to hear it. It's just kind of a nice quick band of noise that we play to the patient. If you're running feedback on Unitron patients, I do want to let all of you know that our practice of not running feedback has not changed. So with Unitron devices, Moxi SRX is no exception.

You do not have to take the step to run feedback. If your patient is getting some feedback, you can always run it just to see kind of where the acoustics of your fitting might be causing that. And you can alter the fit the acoustics of the fit to tune out feedback rather than saving our feedback test results. So just want to let you guys all know that the feedback test has changed. It has become more efficient.

Although our recommendation stays the same, you do not have to run it.

Another improvement we've made in this latest version of the software was based on feedback from all of you. It was to make our tool tips more instructive as to what was being adjusted by each slider and how adjustments affect your fitting. For example, we can see in the tooltip for dynamic noise reduction that an increase to the value of this slider will result in stronger noise reduction being applied. And you can access tooltips just by hovering your cursor over the name of each of these features and configure features. This is really nice.

Again, we love the experience at Unitron, but we know you're working with different manufacturers and sometimes you just want a little reminder as to what the feature that you're working with is doing. So just nice to know that you have this support.

We do have faster firmware updates with this latest version of the software, we can now update both hearing aids at the same time if there is a software update or a firmware update. As you may recall, in the past with Unitron devices, you would have to update devices one at a time, like the left would update then the right. So now that workflow has become 46% more efficient, it makes it easier for you to get back to adjusting and fitting your patients instead of waiting for firmware updates to occur.

You'll notice that if you use our Log at All screen with your patients, we have made some updates here. We have updated our Performance tab in the log et al Performance screen to reflect the DNN and the strength of the dnn. The DNN in terms of overall performance is shown here by that dark blue outer ring

and it is explained that the outer ring represents the maximum ability of SoundSonic360 to improve speech understanding and loud noise from any direction. Keep in mind that the performance screen is discussing performance in the automatic program and it does get five stars. That thicker blue line representing the DNN does showcase that the best performance is seen when the patient is hearing speech from all around them.

And we can see in this case, in this patient example in front of us, 54% of speech is coming from the front, but they still do have a fair amount of speech coming at them from the sides and from the back. So this is a great screen that you can use with your patients to showcase the benefits of something like the dnn, because we know that speech does not always come from the front, and when it doesn't, the DNN is going to pull that speech out of that noise and make it easy for them to hear.

Also has a nice description of the dnn, just kind of reminding you when you're counseling your patient or making a tech level recommendation why you might do so. You can also see in the Level 7 device below the outer ring is not as big bold kind of denotes the lower maximum strength of the DNN that is available in that technology level. You can see that there above as well.

We also want to highlight in this screen our rationale behind what you can see under the max microphone mode. Soundsonic 360 is not using directionality and beamforming for denoising as we have with other features in the past because of the nature of the dnn. So in short it doesn't really fit here. So instead we pointed out what microphone mode is available in the automatic program at the top end for each listening environment bucket. High complexity and low complexity.

You can see here in the Level 9 that the Autofocus 360 is the directionality mode that's active in the Level 9 technology. So just makes just to kind of add another layer of support towards the technology recommendation that you will make for a patient based on their needs.

True fit 510 does also bring extended Easy Guard dome support. We talked a little bit about easyguard earlier in the presentation. Easy Guard is a fantastic dome that you should order and put on all of your patients that have struggled with wax related issues in the past. TruFit 510 does have all Easyguard dome sizes available and types, so you can see we're offering power open and vented Easy Guard domes in this latest version of the software. The AI Dome proposer in our software will now recommend EasyGuard as a default.

So one for all of you to know. This is now possible. This is now available and when you do a fitting you'll see Easy Guard as one of your options. And as a best practice you should always select the dome that you are using on the patient sitting in front of you in TruFit software as well a couple of miscellaneous updates that you'll see in this new version of the software. First, we have a quick link on the last step of our first fit workflow that takes you directly to our automatic REM2.

I don't go into automatic REM2 in this presentation, but I do want for all of you to know that our Automatic REM is now compatible with a lot of systems that we utilize all across the United States. So if you're curious about automatic REM2 and how it can make your clinical workflow easier once again, just reach out to one of your Unitron clinical trainers. We have three of them. They're happy to work with you to get this set up in your clinic and I know most of our providers that use Automatic REM can run real ear in less than five minutes on both hearing aids with automatic adjustments from the software all throughout.

Also, we listened to you in this area as well. We listened to your feedback and we now include a summary of the indicator like behavior in the Getting Started guide in the software. I love the fact that we can share the Getting Started guide right from the software emailed to a patient or printed right then and there. So patients have this to use as a resource when they get home.

And lastly also with because of your feedback that you gave us with this feedback we have the ability to see the battery percentage of the connected hearing aids displayed in the fitting software. When connected you would see this in the upper right hand corner of your software fitting screen. Just nice to know that the battery life is adequate and sufficient for any adjustments that you're planning on making.

So this is kind of just an FYI for all of you that are fitting Unitron devices. You cannot transfer a fitting from a non DNN product like Moxismile to a DNN product like Moxie srx. This is not possible because the chips are not the same. As we recall, Moxi SRX utilizes those two chips, ERA chip and the Deep Sonic chip to perform the functions that it needs to run the DNN in our patient's favor. So therefore, because they utilize two different chip modalities, you cannot transfer fitting from one to the other.

However, Flex Upgrade is available between the Level 7 and Level 9 Moxie SRX products. You can still upgrade at Unitron. All of our technology is upgradable in our software at any time during the patient's journey. So just so you're aware, I do want you all to understand that upgrades are still available in this latest version of the software. If you have a patient that's wearing a 7 wants to upgrade to a 9, they can do so at absolutely any time.

We do have a firmware update going on right now, so as I just mentioned, these are faster because they can be done simultaneously. But when you connect a Moxismile device or Ensera SR in True Fit 510, you will be asked to perform a firmware update. We do recommend that you go ahead and do it. It shouldn't take more than a minute or two. Devices will ship with the new firmware beginning this month, so they should be shipping out with this firmware update already completed and so just take a moment to do it.

If you do see a smile, patient Coming in to your office shouldn't take you too, too long to finish it up.

Just going to take a pause to address the Q and A and see if anybody has any questions for me. If you do, please open up that Q and A and go ahead and type in the Q and A what your questions are.

I'm not seeing any questions right now, which is wonderful. But if you think of something even as I'm presenting, just don't be shy. Feel free to go ahead and put it into the Q and A. What I'd like to do now is deep dive into the true fit 510 fitting software together. I'd like to fit Knoxi SRX live on screen and go through a fitting just like we were seeing a patient together right now.

And I can make some suggestions to all of you as to what best practices you can follow. So I am going to go ahead and change screens for us now. So give me a quick moment to do that.

See here.

To share my software with all of you.

So here we go.

If someone just wants to type into the Q and A and let me know that they can in fact see my fitting software, I do see a thumbs up. Thank you. So what we're going to do today is we're going to go ahead and fit Moxi srx. We're going to pretend like this is a patient we're seeing for the first time and we're going to walk through the fitting together. So what I'm going to do first is I'm going to enter a training session in our software.

And if I go up to help and I click on training session, you can see that I can initiate any one of these types of training session modes in our software. I am going to enter a free flow session for today.

So what we're going to get started with when, when this saves and closes is we are going to head into training session mode. After my computer does what it's going to do, we are going to go back in. Oh, we, we are in train session mode. I see that, you can see that on the top upper left hand corner of the screen. I'm going to select Moxie Smile.

That's at the very top of options. I'm going to select the Level 9 instrument because we want to go ahead and Demo the Moxie SRX Level 9 Today we are going to select RX. That's the device that we are going to fit together.

What's nice about this training session mode in our software is that anyone can access it, Anyone can Use it to practice a Unitron fitting. So if you have a new provider that's new to your office, or even if you want, if one of our trainers is coming in and maybe you don't have devices right next to you, that's totally fine. Using training session mode, you can push all of the buttons in our software and you can do so in a safe space without a patient staring at you or, you know, having devices nearby. Even so, what we're going to do right now is we are going to hit detect and that is going to go ahead and detect our Moxie SRX Level 9 devices. I'm going to select a right and a left and hit continue.

And today we're going to create a new fitting for Moxie SRX9. We're going to act like we're seeing somebody for the first time and we are going to fit them brand new today.

So what's going to happen next is our connection has been established between hearing aids and the software. I'm going to close this screen and our fitting flow is going to initiate. I'm assuming most of you have fit Unitron devices at this point, but I am going to narrate through each step for all of you, just to give you a few tips and clinical efficiencies that you can bring back to your clinics today.

So here in step one of our first FIT workflow, what I love about our software is in our first fit, it's going to take you from step one to four. Our software is going to ask you for some data and you input the data

and by step four, you have completed a fitting. So you can do a Unitron fitting, you can set a demo up really, really fast, and it can go from start to finish in less than five minutes. We know most hearing aid fittings are not less than five minutes because of all the measurements we have to make. But I do want for all of you to.

I want to highlight for all of you how easy it is to fit our hearing needs. So here in step one, we're just confirming that our patient's date of birth is here. Our software does use the date of birth. We're also going to let our software know if our patient has worn hearing aids before or not. I always recommend selecting long term.

Even if your patient has only used hearing aids briefly in the past, that does get them closer to 100% of their prescriptive target. When we get to step three of the fitting, your audiogram will be seen here. You can see that it will pull the audiogram from Noah. If you're using Noah or if you're using Standalone, you just enter your audiogram data yourself. I'm going to hit next to go to step two.

Here is our device acoustics screen. A couple things to point out. As you might recall, we talked about Easy Guard domes before, earlier in the presentation. You can see that all of these types of Easy Guard domes are now selectable in the software. If you're going to use something else like a vented dome, for example, I would just recommend selecting it in this screen.

Also, the receiver, you can see that we have those four receiver strengths available to you. The software will use a little target circle mark to recommend a receiver for the patient that you're fitting and the audiogram data you've inputted. So if you see that little target mark, that's what that's for.

Moving on and going to step three.

Here in step three, when you're doing a Unitron fitting, your hearing aids are now live. So your hearing aids are. Your patient that's wearing hearing aids in front of you is now able to hear you. So I really like to use this screen to take this slider bar and find the spot that's most comfortable. For the patient that's sitting in front of me.

100% of their prescription is what will be recommended if you've hit experienced in that earlier screen. So just want for all of you to know that you can kind of use this slider bar as a dimmer switch. I tell patients that, you know, sometimes when you haven't heard some sounds in a really long time, we don't want to, you know, just like if you've been in a dark room for, you know, a couple years and you just flick the lights on all of a sudden, sometimes it takes you some time to adjust to new stimulus. Similarly, with vision and lights, hearing can be the same way. So I like to find a spot here that's comfortable for the patient that I'm working with.

You also will recall if you fit Unitron. Before that, we default to Nel NL2. Here in this dropdown, you can see that we have other fitting formula options available. We do Always default to Nel NL2. We've been doing it for years and we do not have a proprietary fitting formula at Unitron.

Also, the feedback test is here. I recommend not running the feedback test for Unitron. The same goes for Moxi srx. You do not have to take that added time to run feedback. Another tip is that this button up here that says conversation and quiet this is a mute button.

So sometimes if you like to talk to your patient during this part of the fitting, you might want to turn the hearing aids off and then turn them back on just to give your patient kind of a effect or give them an idea of what kind of stimulation and how the acoustics are sounding to them. I'm going to go ahead and hit next and go to step four.

So here in step four, this is the final step of our fitting. If we're fitting somebody for the first time, I always recommend that you do activate Insights and you take the time to activate Insights when you put the app on your patient's phone. This kind of Insights, you can think of it as a channel of communication between your hearing aid software and your patient's hearing aids and their app. So if you want to open up that line of communication, I always recommend activating Insights in this step. You want to see two green check marks there.

The other question that our software is asking you here is about Coach support. Coach delivers little messages and notifications to your patients throughout their hearing aid journey. And those notifications come from the Remote plus app. Here the software is asking you, would your patient benefit from more tips and reminders or less? If your patient has worn hearing aids for many, many, many years, I would then select less Coach support because they probably don't need the same level of support as, say, a new user would.

So if my patient's a brand new user, I would hit more Coach support. So they get all of those nice reminders and refreshers throughout their day, like how you know how to insert and remove, how to charge little cleaning tips and tricks for them. These are really, really nice. It's kind of like having a little pocket personal trainer coming to your patient through their app all the time.

So you can see the other options that I can head to from here, depending on what I'm doing next with this patient. If I'm setting up a demo today, I can go to the fitting summary and I can hit save and close session. It's that quick. If you get from step one to step four, you can set up a demo or a bridge repair in less than five minutes for the purposes of today. So we can talk a little more about the software.

I'm going to head to the tuning screen and show you a few things there.

So this is our tuning screen. In the software, you can see the options that you have available to you. This is our central hub for any adjustments that you're going to make with your patients when you're fitting Moxi SRX. One thing I want to show you all is on this menu here on the left side of your screen where it says all programs. You'll see that in Integra OS, these are all the environments that are supported by the Level nine technology that we're working with. You can see that Conversation in Loud Noise Ways program that we were talking about that utilizes the DNN.

You see that this hearing aid has a music program. I can click through and highlight programs within Integra OS and I can make changes to these individually. When I highlight one of those programs and turn it blue, that means that any change that I make down below is only impacting that program that I've highlighted on the left. If I want to make a global change down below and I want it to affect all of the programs in Integra OS, I would select all programs here. Now you can see that all of these different options, these different menus have turned blue and that means that they're all linked together.

So any change that I make down below, say for instance, I want to do a global gain increase. I would head to soft, moderate and loud. I can change my step size right here. Maybe I would give a boost to all programs. And now that change has been made to every program within Integra OS as well as media, wireless and optional app programs.

I'm going to head to the Configure Features menu for today so that I can show you where those changes are that we talked about earlier. I'm going to click on Configure Features now. You can see on the right side of your screen there is a slider bar. A lot of people do miss that slider bar because it's a little bit hidden, not always easy to see. But I'm going to pull that slider bar down in this menu, which is going to showcase an entirely new part of the Configure Features menu here.

You can see here in that Conversation in loud noise program, that is the program that contains our DNN.

You can see that here in level 9 in the mock CSRX. Same will go for the 7. It is enabled in Integra OS as a default. So honestly, I've never unchecked that box. When I'm fitting someone, I always like to leave the DNN on so that it will automatically come on when the conditions around the patient call for it.

You can see here as well, using this slider bar, you can alter the strength of SoundSonic 360. And that is the DNN. It is set at a level six in the level nine technology level, so that is already pretty aggressive. I generally would leave it there, generally speaking, on this screen in configure features, I don't make a ton of changes to these settings because they're all there for a reason. Our research and development team has tested all of these features that you see in front of you in the lab and performed research studies as to what those best default settings are.

So they're all driven by research and driven by data that backs it up. So I tend to leave these alone for the most part, unless my patient's giving me a real big reason to change something.

Another note here is on the activation level of soundsonic360. If my patient comes in and says, you know, I really am enjoying the way that the DNN sounds, but I feel like I need it to come on sooner, like I need more support than it's giving me, I then like to slide this slider bar down to maybe moderate noise just so my patient will get support from SoundSonic360 at a softer environmental level.

Another question I get sometimes is why would I turn off the motion detector here? So, as you may recall from earlier in the talk, our motion detector is enabled as a default and that means that the DNN will come on automatically in the conversation and loud noise program when our patient is stationary. When they're not moving. I have unchecked this box for patients of mine who might be a server at a restaurant, for example, the servers are working in extremely noisy, high complexity situations and they're also moving all the time. They never sit down.

Excuse me. So for those people, I may consider disabling the motion detector which allows the DNN to come on even when the hearing aid senses through the accelerometer that my patient is moving through space.

I am going to head over to the program manager screen and show you where those new manual programs are. And I'm also going to teach you how to set up your Flex trial Moxie SRX devices for a demo in your office.

So and all of you will have the opportunity to listen to our dnn. If you have would reach out to your Unitron trainer to find out when we are going to be doing listening demos in your area. We have the ability for all of you to listen to Moxie SRX using our Audio Listening Experience demo head. We have hearing aids on a mannequin head that we can plug headphones into and allow for you to listen to this. We also highly encourage you when you have your Moxie SRX Flex trials, we encourage you to put those hearing aids on your patient.

And I'm going to tell you what programs you would add into the mix to do an effective demo on a patient in your office.

So what I would like to show you is this Speechsonic 360 program. I'm going to arrow that over into a manual setting. Speechsonic360 is our manual program that has the DNN active. So when your patient selects this program, the DNN is going to be active all the time. It allows your patient to drive it into DNN mode right straight away.

They don't have to wait for the automatic program to sense the environment and kick into gear. They can just drive it in.

If you're going to do a demo on Moxie SRX in the clinic, I would also add in a Hyper Focus program. I would also add in a conversation and quiet program.

What I like about having these three programs available in a demo is I like showcasing for patients the difference between the DNN setting Speechsonic360 and Hyperfocus, which is that nice narrow directional beam that we have to offer, as well as omni mode conversation. Quiet in a demo in the office when you're playing, maybe you're playing some party noise out of your computer speakers in the office to create kind of a pretend restaurant like noisy situation. Here's where you can use these three manual programs and go between them in the office to show patients the difference between the dnn, Hyper Focus and Omnimode.

When you allow the patients in your office to listen to Speechsonic 360, they're going to be blown away. They are not going to believe it when I have that program active. Now if I go back into configure features, you can see those three manual programs are here.

What I would do with my hearing aids connected to the software is I would play some noise in the room. I would go from quiet to Hyper focus to Speech Sonic360 and let your patient take all of those in while you talk to them in the room. If they have a loved one with them at the appointment, I would encourage that loved one to talk as well and talk to them from different directions. Like have their loved ones speak to them from the back and turn on speech Sonic 360 because that program is pulling out the speech from the noise wherever it's coming from around that patient. They're really going to notice a huge difference.

Once again, when you have an opportunity, when there's a Unitron clinical trainer in your area, please attend an event that they're holding. They're holding events right now all over the country. They can even come into your clinic and show you how to set this up for your own patients. So please reach out. This is our next big Drive at Unitron is just working with providers to set up demos of Moxie SRX in the

office.

It really makes a huge impact when you can give your patients the auditory memory of having listened to the dnn.

I'm going to go ahead and jump into the end fitting screen and just show you a few things in this screen that I like to maybe change or things that I recommend taking a look at before you close out a fitting.

I always like to make sure that my startup setting is it is Integra os in the case, in this case where I've set up other manual programs, maybe I would select one of these other options for my patients. If I select Speechsonic360 here, that means when my patients pull the hearing aids out of the charger, they will be in DNN mode right away. So just an easy way. If you have a patient with a unique situation, say you've created a Cross by Cross or amcross program for them. Here's where you can make their startup program one of those settings.

If you'd like to.

Here is our Tap Control setting. Moxi SRX does utilize Tap Control for as a default for all of our patients. So if you have a patient that maybe won't use Tap Control or doesn't want to stream calls, you can go ahead and uncheck those boxes here. I do find Tap Control is a very useful tool for some patients who really want to be hands free. They can walk and talk and answer calls, hang up calls just by a quick double tap of the hearing aids.

If I go to the Insights Setup tab here at the top, I do love this screen because it helps make your clinical workflow a little more efficient. There's QR codes on your screen that take you directly to the Remote plus app. When you pull this screen up during a fitting, you can just have your patient get their phone out and shoot the QR code instead of searching for the Remote plus app in their App Store or Google

Play Store.

In our fitting Summary screen. As a best practice when I'm fitting Unitron hearing aids, I do recommend hitting Save when you're done with the fitting. That will lock in the settings that you've made during this session and it will kind of burn those settings into the chip of the hearing aid. I Always recommend hitting save and then I always recommend hitting close session to close out what you've done. Once you hit close session, the hearing aids will power down and then they will power back on.

So I like to tell my patient, you're going to hear the hearing aids shut off and then you're going to hear them come back on in just a minute. And that just means that that session has been logged in into the software as something that you can go back to in the future when your patient comes in, maybe for adjustments or a routine follow up.

You can also print the Getting Started guide or you can email the Getting Started guide right from the software. I love to show this because a lot of people miss this. If I hit Send email and a Getting Started email will pull up right here. I'll enter my patient's email and my own email here. In those fields I can type a personal message to my patient like, hey, great job today and you're fitting.

Here are some tips and here's all the information about your brand new hearing aids. You can also send this to them in whatever language they speak. So a really nice inclusive part of our software is if you have a patient that does not speak English, you can probably find their native language here in this list somewhere. Your patient will get this great email with all the information about their hearing aids and they will get instructional videos on Moxie SRX. All those videos, it's a nice library of about 20 different videos that goes over cleaning, insertion, removal, even pairing your TV connector pairing to your phone.

All of that is covered in these instructional videos. So it's just a work smarter, not harder thing for you to reinforce all the concepts that you've gone over with your patients in clinic.

So that is a comprehensive fitting of Moxi srx. I'm just going to take a peek into the Q and A just to look for any questions that have come up. If you have any questions, please feel free to type them in.

Someone did ask is it possible to get demos of each style? So if you're interested in getting Flex trials for Moxi srx, I would recommend reaching out to your Unitron representative or your unitron clinical trainer to get hooked up with some Flex trials that you can start putting on patients.

If you have patients with different hearing losses, you can also you could order some different receivers for different hearing losses that might present themselves. So you can do demos of Moxi xrx. The most impactful way to show the DNN is to just start putting it on ears. So if you have a set of Flex trials in your office. You can set them at level seven or level nine because those Flex trials are open platform and you can go ahead and send people home with them.

It's a really, really impactful way to show what the DNN is capable of.

So this concludes our webinar today. I want to thank all of you for being here today. I really appreciate all of you for taking the time to spend with me. I am going to hang out here for just a couple more minutes to see if anybody has any questions, but I just want to say thank you. I hope you all have an amazing day today and thank you for fitting.

Unitron I can't wait to hear about your first Moxie SRX fitting. Please send me a note@courtney.smithnitron.com to let me know how it went. Have a great day everybody.