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Navigating the Revolution in Better Hearing: Experience the new ReSound Smart Fit 2.4

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Foreign.

Thank you so much, Melissa. And thank you everybody for joining us today for our course which is entitled Navigating the Revolution and Better Hearing Experience the New ReSound Smart Fit 2.4. My name is Valerie Kedem. I am one of the field training audiologists with GN ReSound. And for the next hour we are going to hang out with this introductory course to our Smart Fit software.

As with anything, there's always inherent risks and benefits and this holds true for Audiology Online. This is what we have going on here for this particular slide. I'll just give you all a moment to kind of quickly run through it. And please note, if you want to come back and do a deeper dive into this information, it will be available for you as well on Audiology Online.

Beyond the risk and benefits, we also have three learning outcomes that we hope to accomplish and feel like we will by the end of our hour today. And these are that we want you to be able to identify ReSound smart fit 2.4 connection flow. So be able to do a first fit from connecting the hearing aids to saving them. We would like for you to be able to recognize what's new in Smart Fit 2.0, what those new options are, and then also to be able to discuss basic ReSound Smart Fit 2.4 features. We do have a deep support team for you.

If you do call that 1,800number, you can access ReSound Customer Care, our Audiology fitting support team, our audiology computer support team, they're all there to help you with anything that you need. If you need additional resources or you want somebody to come out to your office, that is when your territory sales manager, that's your outsource outside rep, your inside sales manager can help organize that. We have a field training audiology team that covers the entire country. And then of course we have a remote training audiology team that will help you virtually with anything that you have. If you need additional training, some follow up, or even patient care, we're all here to help you and your patients be as successful as possible.

So when we're talking about ReSound Smart Fit, this is our fitting software and the current version is going to be 2.4. With the 2.4, if you haven't fit a ReSound hearing aid since maybe August, the beginning of August, if you open up the 2.4 software, this version is going to kind of be the same, but different. So when you first open it up, you might look at it and go, huh, that looks pretty familiar. But, but I know that something's different and you would be absolutely correct. So the reasons that we've changed some of the software and how it looks and where things are placed is because of provider feedback.

We do listen to what y' all tell us. We do know that sometimes what looks good on paper doesn't always translate well into like day to day activities. And so we really do rely on you to tell us what's going really well and what we might be able to tweak to make everybody's lives easier. So with that being said, we did change our navigation to a vertical navigation and this is to be more in line with other softwares that you hang out in daily. So I'm talking about like an Outlook Yahoo account, maybe an EPIC account.

Teams these tend to have a more vertical fitting navigation versus the horizontal that we've been hanging out in for about a decade. So just wanted to kind of upgrade it, tweak it, make it a little bit easier to find things. We also wanted to highlight the fitting options. You know, our software can be as easy as you need it to be and it can also really become quite sophisticated when you have those patients that need just a little bit more or a lot more beyond our say, traditional fitting. We love our Resources tab.

We'll talk about this as well today. Just putting more and more things under the Resources tab for you to find easily and conveniently and also make sure sure that you don't have to take that extra step of doing simulation to access some of these resources. And then we do have a new Tools tab, Tools page if you will, that we'll also look at. And I think that you'll like some of the things that are underneath that Tools page. Just as a reminder or maybe as an awareness, we did introduce NAL NL3 into our smart

Fit software.

We actually did this in March with our 2.3 version of the Smart Fit. And of course we're continuing it forward with 2.4. NAL NL3 is interesting. It is the most updated form of the NAL Target rules and it's also a modular way to do target rules. So those are going to be introduced as the year comes to a close.

Not in our software specifically, but as we start to vet them and see how things work, I'm sure that they will be integrated into some of our Smart Fit at some point.

So that's pretty much the end of our PowerPoint presentation because it is a software course, right? It's introduction into Smart Fit 2.0 or 2.4. So with that being said, I'm going to end our slideshow and actually come into our start page or home page within SmartFit. So we're going to attempt to do a live demonstration here. And so I'm going to pull out my new ReSound Sensia 9 rechargeable RICs out of my charger and I'm going to hit connect.

And so when we come into this page right here and I found my instruments, you can connect the instruments into the software one of two ways. One, you can push this button right here that says both. I'm actually going to push the push button on the back of the hearing aids, and then I'm going to hit continue. I always find I have my hearing aids in my hand, and sometimes it's easier just to push the buttons on the back in order to move forward with the fitting. That's called push to assign.

Okay, so we're going to hit continue. I'm going to reset to initial fit. These are my demo hearing aids.

And this is all how your first fits will look, how you come into the software. This is the exact same process.

And then on this page, our physical properties page, if you haven't seen this in a while, Last cycle of Software. So the 2.3 updates. We added both domes and ear molds into the software. Before, everything was just under ear molds. Sometimes that was a little bit confusing.

So we're like, let's break it out. Okay, we've got our domes here and we have our emerald options as well. When we look at the domes. This February, we did launch our offit domes. So short fit three domes are the domes that have been around since 2020.

This year, at the beginning of this year, we did introduce to the these all fit domes. They're a little bit thicker silicone. They have some nice upgrades. They have more sizes. They have a little Sarah stop for wax protection.

And we also added a sleeve dome. So if you haven't tried the outfit domes, give it a whirl. I think you'll be pleasantly surprised. But the outfit domes will be on the top part of this and your previous generation, which be the sure fit three domes will be on the bottom.

And then once everything looks good here, I'm going to hit continue remembering that the sure fit three receivers. So the receivers that are attached to these hearing aids, do you have automatic detection. So once you've connected into the software with the receivers on the rec carry needs, you don't have to tell the software, oh, this is my right ear. This is my left ear. I have a Low power, number three receiver on my left versus right.

So it all happens behind the scenes automatically. And then we come into our calibration page and I'm going to hit calibrate and this is what's going to activate our feedback system.

Foreign.

Stops. When you're doing the calibration in our Smart Fit software, you can talk usually for the right ear. It's to remind the patient that they don't have to tell you they heard it in one ear or to just to kind of finish up and move forward in your fitting so you can talk once the buzzing is no longer being heard. When we look at this calibration, this is again what activates our digital feedback system, our feedback management system. We have these curves.

Even if these curves here, this red right here or this blue over here on my left side, my left instrument sign kind of touch our target curves. That doesn't mean that we have now cut the gain in the area where the blue or the red is touching the target curves. It just means that this hearing aid will have feedback protection in an area that if you hadn't activated the feedback control, more likely than not would be experiencing feedback. So if you do see something like that, don't worry, don't think, oh my gosh, I've just cut out all this gain in this area that this patient needs. It's not that at all.

It just means that you have that feedback protection that we are always striving for. And then I'm going to hit continue.

So this is the new version of Smart Fit. This is Smart Fit 2.4. And we can see up here, when I look at my left side, top, left side where my pointer is, it's got my patient name for today. Audiology online, Smart Fit 2.4.

And when we're taking a look at this page, initially it looks again the same, but different. So in 2.3 we noticed that everything was basically in this horizontal line. So all the stuff that we see here on this left hand side, the patient profile, the instrument setup, gain adjustments, advanced features, device controls finalized, they were up here at the top. And then what we see at the top was right underneath them. So again, to make this vertical integration or this vertical navigation system, make it a little cleaner, make it kind of more familiar with other softwares that we hang out in every day now we are looking from the top to the bottom.

Once you have found what you're looking for, and what I mean by that is say you're like, gosh, I don't know where my Advanced features are anymore don't just click on advanced features. We still have them broken out into speech. So everything that's under here is about making the hearing aids do speech better or making the overall sound quality better. That is still same exact functionality, same exact setup. And if maybe I hit on comfort, these are all the advanced features that are responsible for making these hearing aids comfortable for the patient.

So that includes DFS Ultra 3. That's our digital feedback system, Intelligent Noise Tracker. That is our noise reduction system that uses a second chip so that that DNN or that Deep Neural Network noise reduction system, Noise Tracker two. That's our original type of noise reduction, so forth and so on. So everything underneath our advanced features comfort screen is all about making these hearing aids more comfortable for the patient.

So let's talk a little bit before we go deeper into the software here about what you're getting now at the top.

If I go back to my homepage, that is where we're at originally. This is how we connect our hearing aids. This looks a little bit different. It's much brighter. The blue is a lot brighter.

Here we can know we're absolutely sure what we're connected to. And then if I want to go back into my footing, I can hit Continue fitting or this new tab up here, which is fitting, that was not there in 2.3. This is a recent addition to 2.4. So if you're like hanging out in the catalog or the resources or update or tools or preferences, and you're like, I want to go back to the fitting screen. Well, fitting is what will take you there when I click on to catalog.

We haven't added anything here, but each generation of the software, we do try to kind of streamline it and tweak it and make it a little bit better if we can. What we're looking at here in the catalog is going to be the newest update. So ReSound Sensia launched mid August of this year. And we can see here, even without clicking on this carrot here, that we have four different technology levels with 68 models. And that's kind of a clue that, oh, wow, this is a bigger launch and we have more options besides just Rick with the Vivia.

The Vivia is what we launched last February, and that's when we introduced our Deep Neural Network chip into the rechargeable Rick Level 9. And we can see here again, without clicking on anything, that there's four different technology levels. And within those four technology levels, there are 12 models. So that's saying that there's three ricks, one rechargeable and two non rechargeable within these four different technology levels. So if we go here to the ReSound sensia, it shows us, oh, I've got these three RIC options in my level nine.

I also have many options for my customs and so forth and so on. It just goes up and down by technology level. With this scentsy, you do get a Sensi of 9, a Sensi of 7, a Sensia 5 and a Scentsy of 4. What I really like about this page is over here on the right side. And I like that you can come here in the software and in real time do a side by side comparison of the different receiver strengths.

So maybe you're like, well, what is a low power receiver look like in comparison to a medium power? Was that fitting range and where does this patient's audiogram fit within each one of these? And so you can really just do a true side by side comparison of what's what. And you can see our low power receiver, this is what we have on our right side. I'm sorry, it's a medium power receiver.

On the left side is a low power receiver and you get a very, very big fitting range even with the low power receiver. So this just gives you a lot of really good real time information about what, what might work best for the patient. This little ribbon here or badge, that's the recommended option. And then you

can see if I hover over it also says use recommended. So that's the biggest thing that you're getting underneath your catalog is okay, well what options do I have?

And then also side by side comparison of the receiver strings along with that hearing loss.

When I click on resources. This is where we've added some things. The first thing that we did add was about, so if you're like, what do I have? What version of software do I have? This will give you that information super fast.

Education will take you to our Audiology online page. So everything that we have on AO is here for you if you so desire. If you have a, if you have an account, which I'm assuming most of us here do, then you can also get that CEU for these courses as well. And you can just access it right through our Smart Fit software feature demonstrations. So this has been in the software for as long as I can remember.

However, it was in the main fitting screen. So because we've kind of moved some stuff around, we did put feature demonstrations underneath the Resources tab. So this allows you to quickly just without even having to go fully into the software. If you want to see what this particular hearing aid has to offer, because it is going to be specific to what you're either simulating or what hearing aids you have connected to the software, this is where you can find that. So maybe you want to see what 360 all around is about so you can click on show more.

You have this written blurb over here on the right, which you know does help, but sometimes the written blurb plus the video will allow you to better understand, better conceptualize what the feature is doing or trying to do for our patient. So this is our microphone pattern. This is our directionality. Whether you have a 4, a 5 or 7 or a 9. At the basic core of the day, this is what your microphones are doing in program number one.

They're kind of cruising through four different microphone pattern options automatically, depending on the type of environment that the patient is in. And of course, the improvement in your signal noise ratio for these microphone patterns does depend on which level of technology you have. But at the basis of it, this is what we are doing in those fours and the sevens and the nines and the five.

So I like this page here. I think it's really great, especially when you're trying to learn or being introduced to the ReSound products. We know that you guys have a lot of stuff going on in general, most of us operate with multiple manufacturers and so this just allows you to kind of get more information at your fingertips about what feature is what.

And that is going to be underneath your resources tab. Feature demonstrations. If I click on gnhearing.com or support, that's going to take you to a couple of different places within our professional website.

So again, we know that you can find all this on your own, but just trying to make it easier for y'. All. The GN Online Services Portal GNOs right here, that is for anybody that's doing ReSound Assist and it's kind of in charge of your ReSound Assist program. So most of us won't hang out here, but it is there for you. We have a phone compatibility QR code here.

Again, mostly for your Android phones. We do have our user guides. So we did add with this launch with the Sensia, an updated bimodal solution offering for hearing aids. So besides user guides being for those hearing aids in all these different languages, also under this user guide section is the Bimodal guide. So this is the flowchart, if you need it, tells you some good information of where to set the mic relative to the TV streamer.

How to program the hearing aid to best accommodate for the the implant on the other side. So it just gives you a lot of information right here at your fingertips as well as well as the troubleshooting guide,

which is also beneficial whenever things are maybe not going as well and as smoothly as we would like them to. So that is where these guys are now. They have been just pulled into our resources tab. And then last but not least is videos and this is all of our YouTube videos.

So anything on our YouTube channel you can locate here.

So that's our resources main new thing here is the about as well as the feature demos updates. This is where you can update your accessories if you need a no link wireless update takes you to the Hisma website and then actually need to do an update here. I believe we just did a little 2.4 update number one. So this is where you can do all that without having to go all the way into the software and then tools. So if you like that hearing loss simulator, this is where you can find it.

Now if you like need to restore the instruments, hopefully that's not happening very often, but this is where you can find it under Tools. Sound Player has a bunch of different sound bites, if you will, that you can play for your patients. And then for us that like to do Test Box or Hitbox testing, Test Device is really nice. So underneath this tool section under Test Device, it's going to give you the ANSI standards here for the hearing aids that you have a live connection to the software in. You can mute and unmute in real time your hearing aids and you can change through these four different options.

So if you've done if you like to do Hitbox testing in the past, it was maybe really clunky with the ReSound software, the ReSound product, this will be your friend for sure. We did update it a couple generations ago, but it was hard to find. So now it's much, much easier to access here underneath your tool.

And then of course we have our preferences and this is how you can set up our software to meet what you like to do if you don't like. If you prefer a different setup besides our default settings, this is where you can make that happen. Maybe you don't want two programs out the gate, maybe you want three

programs out the gate. Whatever you change here, that will show up in your next fitting.

So that is what we have going on outside of the fitting screen. Let's go back into the fitting screen here.

So underneath our patient tab is Patient Profile. Patient Profile is where you can quickly reference or see the audiogram. It's also where you can change your audiogram. So maybe you have a couple different options. It doesn't show up here because I only have today's date in here.

But maybe you have two or three audios and you want to pull up a different audiogram. This is where you can do that. It's going to be in the fitting page under patient profile.

This is also where your prescribed first fit is. Our target rule is Audiogram plus here. But you can change it to any of these target rules that you see. We don't care which one that you choose. We just want your patient to be able to hear to their the best of their ability.

If you decide that you need to do LL2, then that's perfectly fine. We will not take anything away from the advanced feature. So go ahead and pick whatever target rule is best for your patient and then feel confident that you still have access to all the advanced features that you would even when you're using our audiogram. Plus also where you can change your experience levels. So our software defaults to first time user.

And really when we're talking about our experience levels, we're looking at a couple, well, actually three different parameters. We're looking at the total gain of the fit, how much emphasis in the highs we're going to give and then the amount of compression. So first time user onboarding and first time user are going to have less gain, less high frequency emphasis, less compression. I'm sorry, more compression. Experience nonlinear and experience linear will be the opposite.

More gain, more highs, less compression. If you got somebody who is an experienced, especially an experienced ReSound user, experienced nonlinear is perfect for them. But if you've got somebody who's new to hearing aids or new to ReSound, then first time user is going to be very good for them as well. Again, whatever you feel more comfortable doing, please do. All roads leave to Rome.

And we also have our gain level percentage. So this is literally just taking the volume of the hearing aid or the gain of the hearing up or down by 10% increments. So if you need it to be a first time user, 90%. Awesome. Just know that the gain level percentages 100% and first time user is not the same as 100% and experience nonlinear.

Because of those three parameters we just spoke of that overall gain, overall emphasis in the highs and compression ratios, they are going to be different depending on which experience level is chosen. And that means that the gain level percentage are also different. They're Independent within those experience levels.

You do have access to in situ if you need it. This is only for BTEs and RICs, just as an FYI, doesn't apply to customs, but this is here for you. You have to do it in a live fitting. And sometimes I'll use this whenever. I don't know.

I've run real ear. Everything looks good. Patient's still not doing great. Let's do in situ and see if something's popping up. Some people run it for every patient.

They feel like it just helps overall with getting them to the right spot faster. Some people never use it. I sometimes will use it just to go spot check a few people when I don't have access to a booth. So this is something that you can use if you didn't know it's here. It's right here under a patient profile.

Data logging is still here as well. ReSound assist is still under patient profile.

And if you had entered these, this would be here as well.

Setup, instrument setup. The biggest thing here is if you need to change the earpiece. This is where you can do that after a first fit. And this is also where you can reset to initial fit, read from the database or read from the instrument.

So the patient screen and the instrument setup screen aren't really places that you're going to spend a whole lot of time with. The place that you should be spending most of your time is going to be under our gain adjustment screen. And so when I click on gain adjustments and I click on fine tuning, this is what I like to call our meat potatoes screen. So this is where hopefully you're spending a majority of your time with your patients when they're at first fit and also when they are coming back to see you for follow up.

When I take a look here, this is where I can fine tune my hearing aids. When I click on all and I get everything grayed out here, this means that these are active. Anything that's blue and if you hover over it, it kind of goes a little bit muted. That is an actionable item. Just means if you click on it, something's going to happen.

So maybe your patient's like, hey, everything's too loud all the time. You might click all and then down by 1 dB. These numbers here in the middle where my pointer is 1, 2, 3 dB. This is how you can go up or down in one, two or three db steps.

And our little arrows, these kind of curly Q arrows down here in the bottom of that area, that is the undo button. And then the Redo button, so they will be inactive. So muted out as long as you haven't made any gain changes. And then once you have kind of undone everything or redone everything, they will again become inactive.

If you need to do fine tuning, specific changes for certain frequencies or even input levels 50, 65 and 80, you can do that as well on this screen.

If you like that gain percentage and you want to go up and down by 80 or 10% increments, this is where you can do that.

And then something that is new to 2.4 is in this box right here in the top, in the middle and it is under fitting options. So the software has had the mute buttons, display options, linked gain percentage, but with 2.4 we did add the fitting option. So if I click on here, this is where you can quickly change your target rule on the fitting screen without having to go back up into patient profile. So just so you can see what I'm talking about, prior to this addition, I would have to go to patient and go to profile and then change my target rule. Not a big deal.

But sometimes it'd be nice if you could just go, you're already in the fine tuning and make that change from here. So now you can do that with 2.4 under fitting options. And then you can see that if I do the dropdown, I have all of my target rules available to me. The second thing to be aware of within this new screen is right here where it says Enable feedback guard. So in previous generations of Smart Fit, you could do the feedback guard.

You could enable it or disable it in a couple different places, but those places have been taken away, rearranged, etc. So they're just not there anymore. So if you need to enable the feedback guard or really disable the feedback guard, this is where you can do that. So why would I want to do that? Why would I want to change my feedback guard?

Sometimes this gray space right here where my pointer is, it will be low here. And while we will not reduce the gain or cut gain, we will not sometimes. If this is super close to this and you've been bumping up your volume, it'll stop allowing you to add any more volume to the hearing aids. It just kind

of cuts you off. If you need to bump up into that gray area, that is where the feedback guard comes into play.

So you're going to go to fitting options and you want to disable the feedback art and save changes and then that'll allow you to get up into that gray area. If you so need to do that. But it is a little bit different than what we are used to seeing because you used to be able to find it in our tools up here and over here as well.

So I'm going to hit display options here and I'm going to change our view to output view.

I'm going to go to program options and I'm actually going to recalculate and I'm going to recalculate my gain and my MPO only and that looks better. So if your patient is complaining that their hearing needs are kind of cutting out, compressing, turning off and they and you just can't get it to be better, it's always that complaint. Then you might need to use either increase or use the instrument mpo. So this is a little bit new in the software as well. Not new specifically to 2.4, but new within Smart Fit a couple generations.

So you can either increase your MPO here and that is going to increase it up to the prescribed mpo or if you need to just use the total MPO the instrument, you could do that here. So if your patient says, hey, you know, my hearing aids aren't loud enough, they're like, I don't know, it sounds like they're turning off. Then the only way you can see if maybe the gain 80 curve and the MPO curve are really close together or touching is with the display options and you want to go to output view. And so right now when I take a look at this, I can see that my MPO curve has plenty of space out from my gain 80 curve. And so then I can pump it up.

I can either pump up the MPO curve itself or if I feel like I just need the entire instrument mpo, I can do this. And so you we saw that line go from the bottom of this light gray area to the top of the light gray

area or to the bottom of the dark gray area. However your brain works. So that's just something that is new in the software, new error. And if for some reason this is too much mpo, then you can change it, bring it down, modify it just like you could your gain adjustments.

To add programs. No matter which level of technology you have, you have four options for programs. We default to all around as well as hear in noise. You can add a music program, you can add an outdoor program.

Very easy to do that.

And then if I look over here under my program options, we have some cool features here as well. One of them is reorder program. So you can see we have four options here for our programs. And maybe your patient comes in and says, yeah, so I kind of like program one and I like program two. I want program number two to be program number one.

I don't use my music program and I don't use my outdoor program. So I just want to get rid of these two programs two and three and four. And I want to make number two number one a lot of words. So I can come in here to reorder programs and I can say, okay, I want to get rid of my music program. I want to get rid of my outdoor program.

I want my hear noise program to be number one.

Didn't let me download that, but at least I got to switch these. And I don't know why it's not doing what I need it to do. Let's try that one more time.

Well, usually that's what happens. So for now, we'll say you can reorder the programs for real.

And then if you need to delete the program, you can do that here and here.

And maybe your patient comes back in a couple weeks and says, hey, you know, I think I want program number two to be program number one again. That is where you can quickly rearrange that as well. Another thing that you will find in program options is recalculate. We just saw recalculate a moment ago. But this is where you can.

You just want to kind of reset your.

Your initial settings, the gain and mpo, and you can decide if you want to be in all programs or both the right and the left ear. And then the other one is the reset all fine tuning, which is I like to call my mayday button. You've done a ton of changes and it's like, not working. It's just not working. It's not working.

At that point, you could come in here and you can say, okay, mayday, mayday. And you're just going to recalculate everything to a first fit. And so those are some options underneath your program options. Auto relate. It's kind of like our philosophy is that whatever happens in program one stays in program one.

Whatever happens in program number two stays in program two. We feel like the programs are there for a reason that we just because you have something going on in the first program that might not be what you want in program number two. So if you need the gain adjustments that you made in program one, maybe your patient comes in and says, hey, everything is too loud or soft across all of my programs, then you can maybe make some gain Adjustments in program number one and then apply them to your second program without having to go in and manually do that.

Manage program names is something to know something about. If you need to change the second program to maybe say Starbucks, so your patient, when they're looking at their app, they know what the

point of that program is. This is where you can do that. Or maybe you. If we had a Bluetooth device, a phone, paired to these hearing aids, we could actually name this as well.

And that all shows up on the patient side of things. Note that even though we have changed our program number two to Starbucks, it will forever be called Hearin Noise. This will be forever called all around within the software because maybe you've made a few Hearin Noise programs for the patient and each Hearin Noise program has a different offering, so it's a different reason that you have it. We still need to know where this program originated from, so we know what we're dealing with. So that's why we don't change the program names here in the software.

But only those changes will show up on that smart 3D app for the patient. And then last but not least under program options is copy and paste. You can certainly do that here. I feel like sometimes it's easier to just copy and paste with a right click here in the software. So it'll be like, hey, I'm going to paste.

And they're like, do you really want to do that? Yes, I do.

So that's kind of the basics here under our gain adjustments fine tuning. And again, this is where we will spend a majority of our time whenever we are doing that fine tuning and that programming for our patients. Environmental Optimizer is basically an automatic volume control within the software. So our environmental classifying system, Acoustic is responsible for determining where the patient is standing with those hearing aids. Are they in a quiet environment?

A speech only environment? An environment that has both speech and noise? An environment that has only noise in the background or in the in the environment. And then determining where you're standing and applying whatever changes that are the defaults for that. And part of that is with Environmental Optimizer too.

Again, this is an automatic volume control wheel embedded within the hearing aids. You can tinker with it if you need to.

Usually it sounds something like everything sounds good but. And it's a volume issue. So the patient's doing really well everywhere. But they have this one situation, environment, person they cannot hear and they just need a little bit more or less volume for that moment in time. So maybe they come in and Say, hey, everything sounds good, but my own voice is still super duper loud.

Well, that would probably be a speech loud issue. And maybe every time I talk with my hearing aids on, I do not need my hearing aids to go up by 2 decibels, so I'll put it to zero. And so every time I talk with my hearing aids on, the volume of my hearing aid maintains the preset and it doesn't go up by 2 decibels. So this is basically just like I said, automatic volume within the software.

And these numbers that you see here actually decibels. So when I'm in a quiet environment, my hearing aid will go up automatically by 2dB. When I'm in a noise moderate environment, my hearing aids will go down in volume by negative 2dB. So if you haven't used Environmental Optimizer, give it a whirl, it will reduce that back and forth where you fix one problem for the patient and they come back and say, okay, well that was good. But now this is happening because we changed the global volume of the hearing aid, remembering that under our Gain adjustments tab here, everything that's under here, Fine Tuning Environmental Optimizer, Auto Rem Acceptance Manager, even our Smart Fit Guide that is all about making these hearing aids louder or softer.

Speaking of the Smart Fit Guide, you may or may not have noticed that we no longer have a home button anymore. So we used to have this home button. It was kind of up here at the top right of the screen. It was like a square and it had three lines in it. You might refer to it as a hamburger menu, but we have deleted it out of 2.4.

So with that, we had to figure out where to put the things that were still left in the hamburger menu or that menu button. And one of those was the Smart Fit guide. So if you do like the Smart Fit Guide, this is really nice as you start out in the industry or you're new to ReSound or sometimes synchronized functionality will help or the wireless accessories. So it's just a kind of little cheat sheet internal into the software. This is where you can find it now.

And that will bring us to advanced features.

And like I was saying, anything that's under the speech tab is about making these hearing aids speech better for the patient or to adjust for the overall sound quality. So when you see directionality in program number one, we default now to intelligent all around. If we have a sensi and nine rechargeable ric, because this is where in program number one, we're going to have access to both of our noise reduction options. So that's going to be intelligent noise tracker as well as noise tracker 2 per environment. Remembering if we do from the Vivia launch, that anytime you see the work intelligent in the software or in any literature, that this is telling you one of two things.

A, that this hearing aid has a second chip, that deep neural network chip embedded in it for denoising or noise reduction. And the second part of that is, oh, it's active. So intelligent all around is something that's new here in our Smart Fit 2.4 software. You'll see in program number one in that Sensia 9 rechargeable RIC. And it's just letting you know that the DNN chip is active from time to time in this program directional mix.

This is your crossover frequency. You'll see this in all your levels of technology. Again, you get a little Britain blurb here and then you can have the video. That kind of puts it into perspective what this feature is actually doing.

Time constants, these are your attack and release times for compression. We do syllabic, Slavic, very quick attack and release times in the sevens and the nines. You have the ability to slow down those time constants. So you might do that for somebody who just has a chronic complaint of harsh, sharp, tiny, or maybe somebody who has a bigger hearing loss. They've had a cognitive issue.

You fit them and six months later they had a stroke. And even audilogically they look okay and the same on paper when you test them in the booth. But what they're reporting is not anywhere what near what they were doing pre stroke. So with those types of patients, you do have the opportunity to slow down those attack and release times, either just for better clarity, better for overall function, or better overall sound quality for some of these auditory systems. And we also have Sound Shaper.

Sound Shaper is our frequency lowering feature. This is what that looks like.

And essentially what we're going to do is we will always leave this feature in the off position.

But if the software sees a hearing loss that might benefit from it, it'll say, hey, why don't you try this on? And we're just going to smush it down into the area of audibility. And that is what Sound Shaper is doing. You get this in full capabilities in all your level technologies.

So this is what it looks like. Off is the default setting for everybody. It's also the recommendation because off is bolded. But if the software says, oh, you know what this patient's hearing loss might benefit from? Very mild, it'll still be in the off position, but very mild will be bolded.

So that's that recommendation. All the other advanced features low whenever they're bolded, that is your default. And the recommendation, If I go to hear noise, you're going to see that it looks a little bit different. So Intelligent focus is just talking about our directionality. That's saying that this hearing aids second chip is active right now for noise reduction.

And then you do have a lot of other options for your directionality as well. The traditional hearing noise program, time constants immediately get put to slow and Sound Shaper still remains in the off position.

If I go into comfort, then like we said earlier, this, this is where all of our features for comfort of the hearing aid are found. So Digital Feedback System Ultra3. We ran our calibration, we activated our feedback system. You do have the ability to make that feedback system stronger if for some reason you're having some feedback breakthrough that we can't get under control with Dome change or Event plug or maybe a remake of an ear mold.

A little bit different here in this program, whenever you're using the Sensia 9 Rechargeable RIC, the Rechargeable 9 and the Rechargeable 7 RIC are where intelligent Noise Checker and Intelligent Focus and Intelligent all around will be found. Because these are the two hearing aids that do have that second DNN chip in there. And program number one for the nines, which is what we have set up and hooked up to this software. Right now you have access to both types of noise reduction. So this is a little bit different than what we've seen in the past because that's not how it was up until August of this year.

So if you have somebody who's in a really noisy environment and they're coming back and saying, hey, background noise is still too much for me, that's probably an adjustment in your intelligent noise tracker, because intelligent noise tracker will kick in and really challenging noisy environments. Maybe they need to be as strong. If your patient comes in and they say, hey, you know, I'm in a quieter environment, or that environment's just not really that noisy, but background noise is really bothering me, then that might be a Noise Tracker 2 change. So Noise Tracker 2 per environment, which is this magical thing here, it gives you those seven independent environments that we were talking about with the classifying system, Environmental optimizer, and these are also decibels, but it's negative three. So if we think about noise reduction, do I need to have as much noise reduction in a Quiet environment as

I do in a loud noise only environment.

So think standing on the side of the road at rush hour, going to the mall at the holiday season, there might be speech, but really you're just kind of in a noise only environment. Like that's not really the main focus of this environment. And the answer is no. I probably don't have need 9 decibels of noise reduction in a quiet environment, but I probably will need them here in my noise loud environment. So that's what you get with noise tracker 2 per environment.

It's only available in the nines and it gives that automated noise reduction. So if your patient comes in and they say when I go to a restaurant, I'm still struggling, but I'm not there when it's super loud, then you can try speech and noise. Moderate speech and noise loud. They're telling you that they can't. It's just so noisy in that environment and oof, just so, so loud.

Then maybe intelligent noise tracker would be the option to change noise reduction. Or you could kind of do both. Just depends on how you want to manage that. Wind guard. This is going to be of course your wind reduction feature.

It will turn on automatically in program number one to mild. It's kind of in a sleep mode until three parameters are met. It's got to be an asymmetry between the front and the back microphone. It's got to be a certain volume around 70 decibels and it's got to be within a certain frequency range for it to be classified as wind. And at that point, Wind guard will come out of sleep mode and do a little mild wind reduction.

Impulse noise reduction. This is for loud sudden sounds. I'm in Florida, we have a lot of pickleball down here. So we've had a lot of questions about how do I make the whack of the ball not so loud. And that would be your impulse noise reduction.

And expansion is a nice feature that we have in the software. This is for low level sound. So maybe your patients like me and my room has like a hum that I've never heard before or I can hear that refrigerator. I can hear my computer kind of running in the background. That's, that's probably something that expansion can be applied for.

It's before your noise reduction kicks in. So expansion. Maybe I do a little bit of mild and that should kind of lower those really soft environmental sounds so they're not so in the patient's face. We also have tinnitus sound generator. So it's been One of the advanced features for a long time it's still functioning exactly the same way.

Got to put it on on each ear. And I recognize that this is a lot of information, so please don't feel like you got to remember all of this today. But we wanted to give you kind of a general overview of the updates to Smart Fit 2.4 where everything is still at. So as you come into this software and you start fitting the sensia and maybe the bimodal option, even programming reprogramming hearing aids from past generations that you feel pretty confident about where everything is.

So you do have to turn it on for each ear and each program that you want it on, but it's operating exactly how it always has.

And then that brings us to our device controls. So when I click on manual controls, it's the exact same screen that we have been looking at in previous generations of the software.

We do have Tap Control as well as Hands Free. Tap Control is that you can answer calls on the hearing aid only. That's all it does. It doesn't answer and start streaming, stop streaming. It just hear the phone call in your ear, tap, tap your hearing aid and then you've answered the call and then that goes to sleep.

Hands Free can answer in the the calls on the hearing aid or on the phone. And the big thing with Hands Free is that patients don't have to have their phone right in front of them in order to utilize their hearing aids. So they can walk around within the range of Bluetooth and their phone can be across the room and they'll be picking up their own voice on the mic of the hearing aid. If they have Hands Free turned on, they are automatically enabled. This is where you can come in and disable them if you so desire.

Push button options. These are your defaults here. Volume up, volume down. For the short pushes change your program. Activation is streaming for the long.

You can change that to whatever you need to change it to.

And if you hover over some of this, you'll see that it shows you here at the top what to do.

Standard beeps this is where you can demonstrate any of these indicators. I usually like to do my low battery level accessories. This is where you compare both our previous generation. That's the original TV streamer, actually called the TV Streamer 2. Then that would be your Multi mic, micro mic, mini mic.

If you've got something a little bit older, this is where you can pair them. You can also pair your new generation accessories. These are the pluses. The Multi mic plus The TV Streamer plus and we have our finalize fitting summary gives you the information. This is more for you.

Reports are something nice in the software. So if you haven't seen this before, you get the option to have report for you, a report for your patient. You can choose what you want to be added. Maybe I want my device controls to be added over here or maybe taken away. Maybe I don't want my hearing instrument clear care and cleaning for this.

And then you can make it a larger font. You can even change the language if you need to. So maybe I have a lot of Spanish. So we'll do Spanish and a larger font. And then this is your print preview.

And so you can print directly from here. If you have a printer, you can save it as a PDF, you can email it to the patient directly. So you have a lot of nice options here. But it really is nice to have this language to get it into what the patient is going to be the most comfortable and most confident and ultimately the most successful with their hearing aids. And then you can hit the save button.

So I'm actually going to exit our Smart fit and go back into a first fit mode so we can see the easy steps of a first fit. So I'm going to come back here, I'm going to go back to my Noah. I'm going to click on my first fit here, my ReSound Smart Fit 2.4.

And as we get into our home screen here, I'm going to pull the hearing aids, my Sensia 9 rechargeable rigs out of my charger and I'm going to hit my big blue connect button here.

Okay, so I found them. I'm going to hit my push button on the back for push to assign. These are the hearing aids that I have in my hand. And I'm going to hit my blue button. Continue.

Then this is just how it looks for first fit. We started this around 12, 55, 56 ish. Then we'll see how many minutes it takes to do a first fit within the software. So all these changes and all these, these details are so we can get through a first fit easily and quickly. And not quickly just to be done with the fitting, but so you can spend your time with your patient on counseling and making sure that they really are successful with these hearing aids.

And so I'm going to reset to initial fit. If you have hearing aids that are fresh out the box, you won't have that screen, but does show you what it looks like if you've programmed the hearing aids a couple times.

And this is our fitting screen. I know that because everything is listed up here in the top left of my software. And now we're in physical properties remembering. I just attach my short fit three receivers. Once I'm connected into the software, I can choose what dome that I want.

That looks good. And I'm going to hit my blue button and continue into the software. I'm going to calibrate to activate my feedback system.

And one more time.

Oh, it failed. Let's try it again here.

There you go. That's better. This one was really short. The first one was really long. It's usually clue that maybe the calibration isn't going well.

And that one was a little bit longer. But hopefully we will calibrate it here.

Okay. And then I'm going to hit continue. Once I hit continue, my hearing aids will become unmuted. And then I'm here on my profile screen. This all looks great.

I'm going to hit gain adjustments and I'm going to do whatever fine tuning I need to do here. I'm going to go to device controls. I'm going to go to standard beeps. I'm going to demonstrate my low battery warning. It sounds a little bit like Beethoven's first Symphony.

And then I'm going to save. Now either I can save for my finalized screen or what I typically do is save here on the bottom.

And so we're just going to connect, we're going to calibrate, we're going to fine tune, we're going to demonstrate the battery and then we're going to save. And I will hit exit out of SmartFit.

So that took us about four minutes to do, which is great even with me talking over it. So again, just to kind of demonstrate that The Smart Fit 2.4 software is hopefully very intuitive. It makes sense how it works, how it flows, you're able to find things nice and easily and that we will be returning hopefully a lot of patient fitting time back to you and your patients versus having to fiddle with the software an awful, awful lot. Because that's not what we really want to be doing. Want to give that time back to more of the clinical aspect of the hearing aids.

So we are at time here. Thank you so much for attending today. I hope you feel confident with getting through a first fit at the very least with Smart Fit 2.4. If you haven't updated to it, please do so whenever you have an opportunity. Any questions that you have, please reach out.

Always happy to answer them. And I hope everybody has a great, great and wonderful rest of your day and week. Take care. Thank you.