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Practical Applications of Amp 2: Case-Based Fitting and Troubleshooting with Pro Fit

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Welcome everyone. I am Dr. Andrea Hannan-Dawkes, a member of the Education and Training Team at Starkey and I am delighted you have elected to join me today to dive into some practical applications related to the AMP2 hearing aids. Today we are going to be looking at a variety of case studies and some troubleshooting solutions within the PROFIT software. Before we get started, I do want to cover a few housekeeping items. If you would like to ask any a question during the presentation today, please click on the Q and A area and type in your question and then go ahead and click Send.

I have a wonderful team member logged in with me today to answer any questions that come to mind. There is a PDF handout of this presentation available to you through pending courses on Audiology Online or simply by clicking on the link in the Resources tab within the classroom. Today, one CEU Hour is available for this session if you participate in the CEU program offered by Audiology Online. After completing the course, just be sure to take the short multiple choice exam and keep in mind that you have seven days to complete the quiz and then finally, if you need any technical assistance, please stay logged in and reach out to Audiology Online by calling the number shown here or by emailing or using the Q and A window as well.

The course today is going to build off of several foundation videos that were provided to you. There was a Sound Gear AMP intro session or recordings that were two parts there so part A and part B. So again a couple of introductory videos introducing amp and then there were three videos related to connectivity pertaining to the SoundGear mobile app and accessories. And then there were three videos that kind of took a look at advanced tips so looking at AI and hearing aids, putting AI to work with Edge mode and then profit and my Sound Gear tips. So please do know that the material that I share today is going to build off of those foundational videos.

Here are the risks and benefits associated with today's class. All of this information can be found in the course handout. If you'd like to take a look or read through in more detail later on, I will leave the screen

up for just a moment to give you a second to digest what is here.

All right. Our learning outcomes for this session. After completing the course today, you will be able to apply a systematic troubleshooting approach to address common soundgear amp2 sound quality concerns, including reduced speech clarity, excessive loudness, tinny sound quality, and an overly loud perception of the member's own voice. You will be able to analyze member follow up concerns using data Log Fine tuning and Sound Manager to select programming adjustments and determine appropriate verification. And then last but not least, after completing the course today, you will be able to identify smartphone pairing and app controlled issues and select troubleshooting and member counseling steps for Sound Gear Amp two.

All right, and let's go ahead and jump in. So the SoundGear AMP2 family is available to members in the form factors you see here, spanning all the way from the very small IIC up through the two RIC styles, the microric rechargeable and the RIC312 using a zinc Air battery, a wonderful array of styles for your members and a variety of options that for both wireless and non wireless functionality as well. So there really is something for Everyone in the AMP2 set sound sound gear family. So when it comes to programming, Profit has many different tools that you can use to program and even adjust the Sound gear hearing aids with ease and simplicity. Profit was designed for professionals, by professionals.

We consulted a very large number of providers like yourselves to determine how to best design profitability for an organized and intuitive fitting experience. And I'm delighted to tell you that we continue to develop and enhance Profit as we go forward with technology to ensure that it meets your needs and provides the easiest way to make adjustments, well fitting in general or follow up adjustments for your patients.

So today we're going to work through a few real world patient scenarios and while we do that, we're going to be applying some key concepts. We will explore different clinical considerations and then I'm

going to show you some live programming in the Profit software as well.

We do want the session today to be interactive. Slido is a tool that we use to establish or provide an engagement experience for you. I'd like to invite everybody to scan the QR code that you see here on the screen. If you are asked for a password, it will be Sound Gear also shown at the bottom of the slide here. So what will happen is I'm going through the information through throughout the talk various questions will pop up on the screen which will then allow them to pop up on your smartphone and then from there you can participate.

You can make a selection, provide an answer that you think is best for each of the questions that I share. Slido is anonymous, so there is no identification of who is answering in which way, but just a really wonderful way to engage and interact as we go through the presentation. So please do go ahead and scan the Q code and join the Slido interaction.

Our first Member Our first case study is going to be centered around Amanda Day she was recently fit with AMP2 hearing aids. She and her husband live in a senior community where there is independent and assisted living arrangements and they eat most of their meals in the dining room. When she decided to purchase hearing aids, she really wanted to be able to hear her best throughout the various activities that they participate in with their friends. So you can see her audiogram here. She is wearing AMP2 ITC rechargeable hearing aids.

She is describing dissatisfaction with the sound quality of those devices and hasn't been wearing them as much lately. So before we jump into some specific adjustments for Amanda, I do want to just kind of level set and share some best practice troubleshooting considerations. Certainly when a member is reporting a difficulty we want to take steps to clarify their report and the best way to do that is by asking additional questions. We want to ensure that the hearing aids are working properly. There is certainly no point in making an adjustment to programming, for example just to find out that the receiver or the

hear clear is clogged with wax as one example.

So good device integrity. Definitely want to check the physical fit of the instruments in the ears. We want to check that periodically right because over time anatomy can change and so always good to check the physical fitness. Definitely want to look at the profit settings that are already in place before making any adjustments. And then once we've got clarification and have ensured all of those various elements, certainly the goal is to make targeted adjustments to meet the needs that are being reported and then we always want to reassess the member's concerns right following any adjustments that we make to determine whether maybe there are further programming changes warranted or perhaps verification.

So a good best practice there as well to reassess after any changes are made. So woven throughout the presentation I have several best practices and good to knows for you as well. And the first one that I'm sharing now has to do with how to access access the software through the NOAA module. So the best practice is to read the is to launch the Sound Gear software through the top module bar in Noah. So I've got that highlighted with an orange box there for you, top left corner.

By launching the software from that location it's going to ensure that the current settings and the hearing aids are are read. Definitely best practice. You want to always certainly be looking at the most recent settings within the hearing aids. You want that to populate in profit. Now on the far right hand side there's another access point and that is through the NOAA fitting sessions or through the NOAA sessions.

So if you access profit from a previous session, it's going to load the session settings that were attached to that date. So there's the potential there could be a mismatch between what's in hearing aids and what was completed at the last session. So food for thought, definitely want to encourage you to launch the software through the top module bar there at the. At the top. Okay, so let's go ahead and

have our first slido interaction.

So as you see the slide on the screen, you should also see the same question on your phone. And this question is asking a member reports their own voice sounds as if they're in a barrel. What do you do? Do you increase overall gain, decrease low frequency gain? Will you decrease overall gain or would you increase mpo?

So what do you think? I will give everybody a moment.

All right, great. Let me go ahead and populate the answers that you put in one second. Here's a little delay on my screen. There we go. Okay, so the majority of you elected to decrease low frequency gain in response to own voice sounding as if in a barrel.

So. And I would agree with that. That is also the selection that I made as well. So great job everybody.

Let's go ahead and jump into talking about what we call our customs chat cheat sheet. So there are few different things that you can do for occlusion and addressing own voice, certainly including counseling the patient. If you're looking for programming considerations, here are some adjustments you may find helpful, depending on what the member is reporting. So you can see some triaging here for feeling in a barrel or hollow voice, feeling plugged up voices nasally or in their head, you can see a nod to voice in their chest or throat and then voice sounds muffled as well. So there are a number of different adjustments that you can make.

So after kind of, you know, definitely helpful for addressing occlusion and again, those reports or concerns regarding on voice. So after some adjustments are made for own voice, if Amanda still isn't quite happy with the sound quality, you can then certainly opt to physically increase the vent size for her. That would be another good step as well. So after we were introduced to Amanda and we asked a

few additional questions, she clarified that she's unhappy with her own voice and that it seems hollow and unpleasant. And at this point she's only wearing her hearing aids at mealtimes in the dining room.

So with that in mind, keep in mind this customs cheat sheet. And what I want to do now is I want to pop over to the software and show you a couple of things.

So now you should be seeing the sound gear software. So the software is very intuitively designed. And in the top left corner are the fitting workflows. So there's preparation, fitting and follow up. And then based on which workflow is selected, there are a number of menus in blue across the top.

What we did here was organize these screens or easy access points based on the activities that usually take place while preparing for a fitting, doing a fitting, or completing a follow up visit. The beauty of the software is that you can navigate anywhere you want to at any point in time. So I wanted to point out that to you. So when we're talking about own voice, what I want to do is I'm going to go ahead and navigate to the fine tuning screen. The way I can access the fine tuning screen, there are actually two ways.

I can click on the quick fit menu here at the top and and then bottom center there is an easy toggle over to fine tuning. Or the other way to access fine tuning is through the flyout menu on the far left side. Those three little lines we call the hamburger icon. I can click there and you can see there is an easy access point to the fine tuning screen. Also while we're here, good to know.

You see the pushpin here at the top. If you click on that push pin, it will keep the fly out menu open for you. What I like about this, it works nicely with whichever preference you may have. If you like to have that menu easily visible, go ahead and push the, you know, engage the push pin there. And if you'd rather have a larger viewing area in the software then you don't need to have that stay open.

So here we are on the fine tuning screen. I want to show you related to Amanda's concerns. I can click and drag the lower frequencies here and I can as I hover. Those areas you can see are in blue. As I hover on the blue areas, I've now got arrows to make adjustments.

So let's turn down gain right for that concern that she had about her own voice. So that's decreasing low frequency gain. I can also decrease mpo. So we've got a dedicated line here for mpo. Another possibility is to reduce the output of the devices.

Do know that every change you make or every click you make creates a 2dB change. That is important. I can also we've got the fine tuning table organized. You can see in blue here low, mid high and ultra high channels. I can also click on expand all here and then break out all of the individual channels in the instrument.

So we give you a lot of opportunity for precision with the adjustments you may be looking to make. That is the fine tuning screen. I also want to show you a really helpful tool for troubleshooting. I'm going to navigate over to the left menu bar where the square and question mark are. And this is our troubleshooting feature.

So I'm going to click on troubleshooting and. And what this will do is provide an opportunity to tap into various complaints that may be reported by a patient and then based on what you select here. So OwnVoice has been our topic for Amanda. What we've done is we have rank ordered kind of, well, we've identified some common complaints. So that's what you're seeing in the second column here.

Own voice echoes sounds hollow barrel or tunnel voice sounds muffled. And then once you make your selection there, what we've done is rank ordered, the most effective fixes for that particular difficulty. So if there's not a solution available based on the audiogram, the gain, the responses, the algorithms, all the various considerations, you'll get a pop up there like you're seeing here. No software action

available, so please connect, select another solution. I'll point out that I do not have Amanda's audiogram plugged in.

I am using a flat 30 here for my demonstration. So if I had had her audiogram plugged in there, we might see something else. So I'm going to select just navigate down here. Decrease gain below 500 hertz. Then I've got this nice apply button.

I can apply. I can talk with the patient, see if we've. If the issue is resolved better, but not yet. I can apply a second application. So this wonderful opportunity.

And I can even undo and kind of back up a step. Oh, nope, it was better before. So this ability to apply and undo really makes for a nice workflow for you. It makes it really easy to talk with the patient and engage as well. And you can see, I mean ownvoice is what we're talking about with Amanda, but hearing a noise, sound quality, lots of different possible complaints here.

And then again, the best solutions for adjusting and managing those considerations. And then I do want to. And so now that we've talked a bit about triaging concerns regarding OwnVoice and troubleshooting in general, I do want to make kind of a global recommendation for sound quality and performance. And that is going to pertain to using Starkey's proprietary fitting formula, which is E stat. And so I'm going to navigate up to the top right hand corner of the screen.

Your fitting formula default is NAL NL2 but in this top right corner you see I can click and I can access estat 2.0. Really will do a very nice job of providing the best sound quality for your members and will be a wonderful tool. There are a few advantages to the E Stat fitting formula. It emphasizes audibility for speech understanding, was developed to work hand in hand with Starkey's proprietary compression architecture. It optimizes response modeling for all hearing aid styles and it also takes into consideration vent hearing aid interactions.

So really, really a great way to optimize sound quality for the patient. Okay, let's go Back to the PowerPoint. Let's take a look at our next topic. Tied in or tied in just kind of in general by way of wonderful tools for you. I did want to be.

I did want to mention REM Target Match. This is Starkey's integrated real ear measurement feature that I know some of you are using and really appreciating. There are some nice advantages to the REM Target match feature. Again that just resides right inside Profit. It's a fully integrated workflow and it allows for simultaneous binaural real ear measurements.

It's really a beautiful thing. You, you can use it to automatically match Target for both Starkey's E Stat proprietary fitting formula and standard prescriptive formulas as well. And it can do all of that in under four minutes. You've got a live display of the measurements relative to target. You can do manual fine tuning as well to further personalize things.

And it is compatible with multiple real ear measurement systems. And I'm very happy to tell you that Starkey does not limit features based on the fitting formula that you use. So I did want to make that point as well. Okay, let's go ahead and take a look at kind of based on Amanda's kind of goals and needs here. Our recommendation was to do a targeted gain reduction.

All right, here is our next slido interaction and member report. Speech isn't clear. What do you do? Would you increase overall gain, decrease the low frequencies, decrease the high frequencies, or increase high frequency gain? What would you do?

And if you are wanting to participate that you can scan the QR code there shown on the slide and that will allow these questions to pop up on your smartphone and then you can provide your response. Give everybody a second here. All right, let's see how we did.

All right, so the majority of you selected to increase high frequency gain for this concern and I would agree with that. That is definitely the choice that would be recommended. Very good. Fantastic.

I want to show you the quick fit screen. So I showed you just before the fine tuning screen. Let me pop back over to the software. So when it comes to adjustment capabilities, you've got the fine tuning screen. You've also got the quick fit screen.

So I'm in the fitting workflow and then as I navigate over, you can see the quick fit screen. And what that does is provide some nice global adjustments kind of center towards the bottom there's an occlusion control, low frequency, overall gain, high frequency and output. So there you've got the opportunity to adjust and in this case, well, I'll go ahead and increase high frequency gain. And I'm going to do something very dramatic here. I'm going to do multiple clicks again, each providing a 2dB change.

Because I want to show you between the two fitting graphs is the best fit tool. You've got the ability to best fit the current program or all programs or to target match one or all. Best fit is your complete start over button that will reset the response curves. All the various algorithms within the hearing aid target match will just update or kind of level set start overdue over your response curves. So because I made those, that pretty dramatic change there to the high frequencies, I'm going to target match and now you can see the response curves pop back to start.

So did want to show you the quick fit screen and the ability to have those global controls that may come in handy.

Another slido interaction. So a member is reporting everything is too loud. What would you do? Are you going to change? Increase overall gain, Decrease low frequency gain.

Decrease overall gain or decrease high frequency? So what do you think?

Seconds? All right, let's go ahead and see where we landed with the responses.

Okay. Decrease high frequency gain. Oh, that's the tinny one. Let me just back up a step here. Everything is too loud.

There we go. I got ahead of myself. Decrease overall gain. Oops. And my computer is jumping around.

Sorry, everybody. So let's see if we can get back to it. Here we go. We said everything was too loud, but this was our question. So let me see if I can get our results to populate again.

Back up a stone. No. Goodness gracious. Yep. Sorry everybody.

Having a little bit of challenge here with the slido. Oh, okay, we got it. So everything is too loud. Yep. Decrease overall gain.

Definitely the recommendation that I would make as well. All right, thanks for your patience with slido. We've got another one coming up. You may have already Seen it, you may have already had it come up on your phone, but the next one is going to ask about tinny. So what would you do if the member report sounds are tinny, you're going to go, you're going to reduce, increase overall gain, manage the low frequency gain, manage the high frequency gain or increase high frequency gain.

Looks like I think everybody already got to participate on that one or the majority of you. So let me see what our results look like. Decrease high frequency gain. Okay, fantastic. Yeah, that is definitely the recommendation that I would make as well.

So the only consideration I would kind of float to you, decreasing high frequency gain will, will absolutely help address tinny. However, we want to be sure that we don't reduce high frequency gain in a manner that will compromise the audibility of important consonant sounds of speech. So. Right. That's a consideration that we have to keep in mind as well when it comes to managing the high frequency gain.

All right, very good. So let's go ahead and take a look at our next case study. It already shared with you the fine tuning screen. So I'm going to pop ahead here to Laverne Roberts. She lives in coastal Florida where there is very high humidity almost all year round.

She's training for a triathlon and when she's training for the running portion, she frequently, frequently runs with a friend. And she also likes meeting with her book club weekly and they meet in different restaurants and coffee shops. So there's a little bit about Laverne. She was fit with a pair of AMP2 Micro Rick rechargeable devices with open domes. She's reporting that she's struggling to hear in background noise.

Specifically, she feels like she hears voices from other tables better than her own. And she also reports a bit of whistling from her hearing aids when she is running. So a couple of good to knows here and tools for you. Data Log. Data Log is a wonderful tool within the PROFIT software.

When the member comes back for follow up you can navigate to the follow up workflow and and you can see data that has been accumulated based on the use of the hearing aids. There's helpful information about average daily use, the average time streaming, the various programs, the usage of various programs. We've got input level distribution, we've got the amount of time spent in sound class and then even below that there's data point around the use of directionality or omnidirectional microphone mode. So this can be a wonderful tool. Data Log we know can be used as a counseling tool to help encourage the patient or certainly to make adjustments to the instruments.

If we've got a second program in there, and maybe it's restaurant as an example, and we see the patient is never going to that second restaurant program, is it a counseling matter to remind the patient that they have a restaurant program or is it that, yeah, they're aware but they don't ever go there, they don't need it because the personal program manages things. So now you have the opportunity to take that out of rotation for them. Quick example of how you might use data log. I do recommend. It's great out here in this image, but in the top left corner under the data log label there is.

It's grayed out, but it says reset data log. I would recommend after each follow up visit that you do reset the data log. What that will do is allow the devices to accumulate new data based on any adjustments or counseling that you did do. So good to know there. When it comes to addressing difficulty, the difficulty she's reporting about hearing people at her own table at dinner because she's hearing others at other tables better, your first thought may be to enable a separate directional program for her.

You can certainly do that. This is showing you the addition of a restaurant program and then changing directionality to a fixed directional response. So that can help diminish background noise. But the next step for her may actually be to adjust compression. So.

So depending on the member's needs, you can make adjustments to one or more of the various programs. When we are thinking about this difficulty that she has at the restaurant, again, a couple of different ways you can handle it. Within the fine tuning screen, you can select CR that I've got highlighted there, bottom right corner. That stands for compression ratio. You can select the soft responses that I've got highlighted in blue there in the image.

And then you can decrease gain slightly so that speech from farther away, like at the other tables is less amplified. What happens in a noisy environment when there's conversation, we all naturally raise our voices. So it is by reducing that soft gain because the voices are coming from more of a distance,

yet they are louder. So that would tap into that soft range of amplification for the patient. And that's going to adjust the compression ratio between the soft and moderate input levels.

So let me go to the software and show you what this might look like. So here we are. I am going to navigate to the fine tuning screen. I am using the flyout menu. I'm going to.

You can see I've got the table expanded out. I can go to that bottom kind of right corner ish. And I'm going to click on CR for compression ratio. I can select the soft. All of the soft gain across channels turns blue.

I can go ahead and decrease that, let's say two steps. So again, that's going to help reduce the amount of compression that's being applied to the soft kind of moderate input levels, if you will, and better help with voices at home table. Another consideration that is good to know about is to increase loud sound. So I'm going to click on all of loud and I'm going to increase that a step or two. And what that's going to do is reduce the amount of compression that's applied between the moderate and the loud input levels.

And so that these changes the, you know, turning down soft a bit a smidge. Turning up loud a smidge. It can help account for speakers in the room again that are increasing their vocal effort because they're talking in a louder environment and won't require, may not require the use of a directional microphone configuration. Food for thought there. Let's go back to the presentation and I want to talk a little bit about the Sound Manager screen.

The Sound Manager screen is a wonderful toolbox for you when the patient comes back for follow up. We've got our noise management algorithms here. We've got a number of different tools that are here for you. I would absolutely use the default settings at a first fit. All of the default values for the various features and algorithms are based on our validation studies.

So subject preference and performance. They are not randomly assigned. So these values are very good starting point for your patients. And then we give you quite a toolbox then to manage things when they come back for follow up. So a number of different categories and capabilities here and I'll show you that when we go to the software in just a minute.

And actually, when it comes to adjusting the algorithms, you've got the ability to click on the value in the columns or, or you can expand out into these radio buttons. And what I'd like to do is just show you this live. I'm going to go back to the software. We are looking here. We're in the fine tuning screen.

I'm going to go either top left under the fitting workflow, we've got the Sound Manager screen, easy access or through the flyout menu. Here we are on the Sound Manager screen. So as I was mentioning, you've got the ability to kind of hover on a value, if you will. And then when I click I can increase or decrease that Value by clicking on the blue text. Anything in the software that is blue will take you somewhere.

So, sound enhancement, I'm going to open up now the radio buttons here and we've got the ability to see the default value here. In this example is a 3. The patient can receive up to 12dB of fast acting digital noise reduction. You can then make the setting more aggressive by going higher in value or you can make a feature less aggressive by decreasing the value. So I'm going to drop down here to a level two for speech and noise.

Again, quite a toolbox for you. Trust those default settings, but can be a wonderful tool when the patient comes back for follow up. So we've got fast acting digital noise reduction is our speech and noise, the quiet feature. This is expansion with low level or with noise reduction as well. Addressing sounds that fall below the WDRC knee point that can be bothersome sometimes to a listener.

Transients, those jarring kind of abrupt sounds that may occur. Sometimes it's silverware, maybe keys jangling, a door slamming, that kind of sound. Wind shear over the microphones in a windy environment and then machine noise that is more cyclical, steady state. Think along the lines of vacuum cleaner, blender. And then you've got your directionality capabilities down below.

So there's a quick tutorial or kind of discussion if you will, about the Sound Manager screen. I am going to go back to to the PowerPoint and I want to share with you now one of my favorite features. Oh, that's showing us the radio buttons. Moving Edge mode. So Edge Mode is an incredible tool.

This is on demand adaptive tuning. It can be accessed through a user control if you onboard the hearing aid, if you program in that manner or through the Sound Gear app. So it is a great tool to provide additional assistance for comfort or clarity whenever the patient needs it. It could be additional help. In a loud environment it could be additional clarity.

Maybe it's not even loud, just additional clarity. So a wonderful tool. So the algorithms I was just showing you on the Sound Manager screen, those are automatically adapting every 5 to 6 milliseconds based on input to the hearing aids. And by and large they do a wonderful job of managing environments for patients. Again, sometimes if extra help is needed, Edge Mode is the way to go.

So it really gives that wonderful opportunity to optimize based on, you know, anytime they need more help. I do want to also mention about Edge Mode that through the Sound Gear app they have not just the best sound setting that will be the result of environmental analysis that takes place but also user intent. So in that moment, are they trying to enhance speech or reduce noise? So a really nice tool available through the Sound Gear app. So when Edge Mode is activated, three possible adjustments may occur, depending on environmental analysis.

Responses can be adjusted, the direction the microphone mode can be adjusted, and the algorithms within the hearing aids can be adjusted even potentially to a greater degree than we see on the sound Manager screen. So just depending on what is required based on the environment. So the idea with Edge Mode is the member's going to engage it when they feel like they need more help. There's going to be an environmental analysis and some new parameters applied. They can listen to those parameters.

They can stay in Edge Mode if using the app, they can work with the various intents offered there as well. And they always have the ability to go out of Edge Mode as well. So do keep in mind Edge Mode, a great tool. Closer up shot here of the Sound Gear app, and you can see the Edge Mode button there on the far left side. What I am seeing clinically is a significant number of providers giving patients one personal program and encouraging the use of Edge Mode because it just provides that comprehensive application when more help is needed.

Definitely keep Edge Mode in mind. All right, here's our next slido interaction. A member reports struggling in background noise. All right, so what do you do? You can adjust the speech and noise feature, add a restaurant program, talk about Edge mode, or encourage that or decrease gain for soft sounds.

What would you do?

Everybody a second here.

Okay, looks like ampersoft sounds is in the lead restaurant program. Edge Mode kind of pulling a third place position here. All right. Yeah. Thank you all for participating.

You know, there. There could be a case, right, for any of these possible adjustments. I would recommend, honestly, the Edge Mode feature. The use of Edge Mode would be my go to. Instead of making programming adjustments or adding a restaurant, another program for them to manage.

So food for thought there. Great job, everybody. Thank you for participating. Whistling. Let's talk a little bit about whistling.

Because she did, Laverne did report that she's got a severe. A mild sloping to severe sensorineural hearing loss. Her threshold at 500 is 50 dB. So. So when we're thinking through acoustics for that degree of loss in the lower frequencies, 50dB is actually borderline between using a 1 and a 2 vent size.

And so really what we need here for Laverne is an occluded fitting, not an open fitting. And so that would definitely be a recommendation I would make here for her. Let's go ahead. And take a look, and let me show you acoustics in the software. And.

And I want to talk a little bit about feedback cancellation as well. All right, we are back in the software. I'm going to navigate up here to the quick fit screen, and then in between the fitting graphs, I've got the acoustics button, and I'm going to go ahead and populate that. So in Laverne's case, she is currently fit with an open dome. Again, I mentioned that my.

The patient audiogram I've got in my software is different than Laverne's. So. So while we're here, do you see the blue stars next to Comfort Bud and Open? Based on the audiogram and the hearing aids I'm using today, the blue stars are going to recommend show you what is recommended for that degree of loss. So in the instance of my patient or my hearing aids today, comfortbut and open would be the ideal choice.

I like that the blue stars are there for you as a reference point. Now, we just said Laverne is going to need more of an occluded fit, and I want to give a plug to Rick ear molds. I am a big fan of Rick ear molds. They certainly provide comfort retention, proper sound path, and you've got the ability to kind of manage the venting here as well. Another important piece related to the acoustics here, that is to keep them true to form.

Back in the day, for some of us that have been fitting for a long time, we used to fit or select more occluded in the software to then get more flexibility in the software. Not the case today. These hearing aids are so sophisticated, and a lot is being considered for here. So we do recommend keep your acoustics true to form for the patient. Okay.

So we need more of an occluded fit for her. So I'm going to select the Rick ear mold here, and I'm going to go with a smaller vent for her. I'm going to go ahead and click. Okay. And then I can apply those adjustments.

So I just wanted to show you how that would work. And then just for the cleaner view here, as we're looking through the software, you can see the response is adjusted. I'm going to go ahead and target match here and kind of set things back for us. All right, so that is a little bit on acoustics I wanted to show you. Feedback canceller, top left corner up here.

Absolutely. Recommend running the initialization sequence with the hearing aids in the patient's ears. So what we're Looking for here is to account for the feedback path for that individual. Very excited to tell you that Starkey does not limit you in response adjustments if you run the initialization sequence. So it is a valuable tool to account for that feedback path.

Definitely recommend running it just there in my software you saw the pop up for optimize acoustic model. So I love this. The initialization sequence is not only going to look to calibrate the feedback path,

it's also going to take a look at how much leakage or lack of leakage that is occurring that may offset the responses from intended target. And then hopefully you saw my screen there that pop up that came up and what I did was select target match. So I love this.

This is a great way to optimize your fittings and I do recommend running that initialization sequence anytime you change your acoustic options.

Let's go back to the PowerPoint.

All right, so based on Laverne's goals and needs, we talked about maybe doing a restaurant program, right? Or maybe some gain adjustments edge mode. I'm a big fan. And then even we looked at feedback cancellation and acoustics as well. So a variety of very helpful tools for you in the profit software to help address those challenges.

All right, let's go ahead. And I think up next should be our third case study. This is is Jane Smith. Jane is an artist. She's got a mild sloping to moderate sensorineural hearing loss in both ears.

She spends a lot of time. Let's see my notes. Here in the studio with students teaching art classes. She is wearing AMP2 micro rig rechargeable hearing aids. She's reporting a bit of confusion around the sleep mode user control and she also needs help pairing her phone to her hearing aids.

So let's talk a little bit about sleep mode. Sleep mode is the default option for the push and hold user control with rechargeable hearing aids. What sleep mode does is it can put the hearing aids into a deep sleep state so that if the patient takes them out of their ears and sets them down, that they are not just continually on if you will, or not draining the battery. So it's a wonderful tool. So using the push and hold button or putting the hearing aids back into the charger, those are the two ways to accomplish that deep sleep state for fitters.

For you as providers, I want to mention ship mode. Ship mode is the way we ship the rechargeable hearing aids to you. It is designed to conserve the battery life of the instruments and the chargers to exit ship mode. What you're going to do is you need to exit chip mode in order to program the hearing aids. You're going to plug the charger into the wall and you'll put the hearing aids inside for three seconds and then take them out.

And that will remove the devices from ship mode and allow you to do programming. So do know that that user control function, that sleep mode that I just told you about that will not awaken the devices out of ship mode. So. So this is the best practice or what you will need to do in order to program those rechargeable devices. Fun fact.

You can also return the devices to ship mode through the Profit software if you do some initial programming, let's say and the patient isn't coming back for a bit of time. You can also return the devices to ship mode to help conserve the battery life. So I want to show you the user controls because this will be I think really helpful to see some good to knows. I'm going to navigate across the top here. Click on user Control.

The user controls that are available for the patient will populate on this screen based on the style of device you have connected. So you can see with the devices I have we've got a short press, push and hold and even a double tap. There are a number of user controls that you may select from. The idea is to click and drag what you think will be beneficial to the member and some nice ear to ear functionality along the way. I do like as I kind of click and drag the available locations for in this example volume loser control lo user control not loser control.

User control will be the short press here, right? Or the push and hold so you can't make a mistake. You also our intention is not that you use all of these but which may be helpful to the member, right one or

none. You can absolutely fit a sound gear hearing aid in a fully automatic manner for the patient. Want to point out demo mode down here.

So you've entered or added the user controls you think will be helpful. I'm going to click on Start demo mode and now you can see a green box around the user controls. What you can do now is have the patient practice those user controls. You can ensure that they are able to make the short press that they can do the push and hold. So I'm going to take my device here, I'm going to do the short press and you can see the program.

I've got the left device in my hand lights up. So what'll happen is practicing the short press on the live device the patient will hear the associated indicator. They're not actually changing the program. But what this allows you to do is confirm that they can do the action and that they are hearing the indicator. And if I press and hold, you're going to see sleep mode pop light up here in green and then down below.

A wonderful opportunity to adjust indicator levels. So I love this. It is a great way to implement user controls and counsel on them, practice them. You don't have to leave the software right. Find out you need to make a change and then have to reconnect.

It is a beautiful tool. So did want to point out the user control controls and demo mode now she also mentioned pairing her phone. So my hunch would be that most of you, if not all of you logged in today are experts experts now here. But the Sound Gear app is available for both Apple and Android users. So available through the Apple Store, the App Store or the Google Play Store.

And we've got this great QR code and if you want to try it with your phones, you can it will identify, you know, with their technology, if their device is compatible. So a wonderful way to make the selection and kind of know the the applicability, if you will, of the Mysound Gear app for that patient's personal

technology. When it comes to pairing, the hearing aids have to be in pairing mode and that can be done by power cycling. So that's going that discovery mode, if you will. Pairing mode is going to be necessary for programmers pairing to accessories and in this case pairing to mobile devices.

And when the devices are powered on they've got the window is three minutes and that is good to know as well. So if you're talking with the patient, you exceed three minutes. Just do a quick power cycle. So we work very closely with Apple and with Google and the various smartphone technology companies and so very simple, straightforward process. Here we can see kind of navigating through and pairing with Apple devices and we've streamlined this to make it very straightforward the menu options through settings and accessibility in the iPhone.

Also excited or pleased to tell you about the Google Fast Pair feature and this is developed by Google to make pairing very fast and easy. Don't have to navigate through various menus or settings. It is exclusive to the AMP2 wireless hearing aids. Really simplifies Bluetooth connectivity for Android users and quick pairing and hopefully you can kind of see through the video here as I'm playing. It will identify devices that are nearby and provide that ability to quickly connect and pair devices.

So can be a very useful Tool for those Android users. All right, here is the home screen of the SoundGear app. Designed with intention, both with professional but also patient focus groups. So what should be here? Where should it be positioned?

Really nice, easy navigation around the home screen here and really useful tools for the patient. All right, here's our next case study. This is Devin Miller. He is a firefighter who has a moderate looks like sensorineural hearing loss, kind of downward sloping in those higher frequencies. Devin has been fit with AMP2 RIC312 hearing aids and he is wearing custom skeleton ear molds.

He also uses the My Sound Gear app and Edge mode regularly. He does a lot of streaming. He really likes audiobooks and reports though that they are very soft, so that's something we'll want to look at. He also reports that the sound quality or the sound in general of cutlery is very sharp. So silverware is problematic for him.

So to adjust the devices appropriately, we're going to want to take a look at the audio streaming configuration and we'll look at the sound manager screen as well. Well, so with regards to audio streaming in the flyout menu, in profit we have a dedicated audio streaming screen. I love this. It gives you quick fit controls and fine tuning controls that will allow you to very precise, kind of globally adjust the streaming response or even more precisely adjust the streaming response. And what's great here is that when you work on this screen screen you are only triaging or adjusting the streaming signal.

You are not making adjustments to any other program, which is terrific. So this is a dedicated streaming configuration and also a great tool here. We do have a demo mode that is available as well on this screen. So what you can do while the hearing aids are connected to the software, you can launch the demo string stream tool. Patient can start a stream from their smartphone.

So in Devin's case, he would kind of start playing one of his audio books and then in real time you can make adjustments for the patient. It is an incredible tool, really nice timesaver as well. You don't have to leave the software, have them try streaming, realize an adjustment is needed, another adjustment and then go back into the software, reconnect the hearing aids. So love this. Also the demo opportunity for streaming.

And then we do have a streaming target match button. So that's kind of your start over do over button for streaming sound quality. Oh, and here's the video. Got ahead of myself a little bit. So we're looking at the audio streaming screen, bottom left corner in blue start demo mode.

So I'm going To play this little video. So we click there, start streaming from the smart device. You're going to see a green kind of moving box around the streaming screen. You can increase with the global controls on quick fit. You can kind of manage more precisely with the fine tuning screen love, love love demo stream and the ability to manage the streaming configuration independently.

All right, here is another slido. So if this, if, if, if cutlery or silverware is too sharp, what would you do? Would you adjust transients on the sound manager screen, decrease high frequency gain, decrease overall gain or decrease mpo? What would you do?

Everybody, a second to respond.

All right, let's see how we did where everybody weighed in. All right, fantastic. We've got decreased high frequency gain or adjust transient control. Those were the two top contenders. I would opt for using the transient control on that sound manager screen.

So that is, that is the recommendation I would make. So yes, while decreasing high frequency gain will take the edge off of the silverware sound, we don't necessarily want to change high frequency gain that may then impact speech. So you've got this wonderful control transients on the sound manager screen. And I would definitely recommend using that control to help adjust so can make that setting value more aggressive for the member to help address the cutlery. All right, great job everybody.

So we've got the options in the profit software for using demostream and then managing the transient control as well. So as we wrap up today, I just want to kind of reiterate some of these, you know, best practices with regards to troubleshooting steps. Certainly clarifying the member report with additional questions, checking device functionality, looking at physical fit as well, review the the profit settings that are currently in place, making targeted changes and reassessing those adjustments following any changes that you make for the individual. And with that, I want to thank everybody for joining me today.

I hope you have a great rest of the day.