EXPRESSfit Pro 2019.2:
Not Your Mama's Fitting Software
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- - [Scott] Hello? Hello, hello, fellow hearing care professionals and welcome to the Sonic Course EXPRESSfit Pro 2019.2, Not Your Mama's Fitting Software. I struggle to come up with new titles when I have new courses so I thought I'd kind of add something with a, inject a little levity into the whole thing. Surprisingly it went through all the approvals and nobody made me change the title. So I kind of like it, it's got a nice ring, Not Your Mama's Fitting Software. And of course fitting software is the lifeblood of what we do as hearing care professionals, if we are dispensing hearing aids. We need to know how to use the fitting software, else our patients, customers will wonder what the heck we're doing when we're having trouble. So we want to be good at using fitting software and the Sonic EXPRESSfit Pro 2019.2's fitting software does not disappoint. It is very easy and intuitive, going along with the third S on the Sonic 4S foundation which is simplicity in everything we do. We keep it simple but sophisticated as well. I think that was Leonardo da Vinci that said simplicity is the ultimate in sophistication. Little name dropping there. So this is a one hour CE course. We offer one CE, continuing education credit.

If you're not familiar with AudiologyOnline courses you will want to download and/or print the 10 question test which is required at the end of the course, to obtain that credit. So I think you have to get eight out of 10 correct. The questions aren't hard. If you have them in front of you while we go along you will find all the answers in my course today. And if you don't find them you can email me, and for a small free, I'm just kidding. So. Without further ado we will move along. By the way my name's Scott Bunnell, have I already said that? I am the manager of audiology services here at Sonic. I've been here 13 years. And I'm talking to you from lovely Minneapolis, Minnesota, where it is 70 degrees and sunny in the middle of October. So that's, may not have another 70 degree day until mid May 2020. So I'm gonna take advantage of it after I do this course, and get outside and soak up some rays. So today's course, the learner outcomes. After this session participants will be able to do the following things.

Program Sonic hearing aids on the EXPRESSfit Pro 2019.2 software platform. Transfer hearing aid instrument settings from one style of hearing aid to a different style hearing aid, using the transfer settings tool in EXPRESSfit Pro fitting software. And update firmware on sonic hearing aids using the firmware updater tool. That's right, we have a firmware update in the latest release of software. And we'll talk about that. Good times. New in EXPRESSfit 2019.2. So if you're already familiar with the old version of EXPRESSfit Pro 2019.1, here is what's new in the new version, 2019.2. We have support for a new product. Trek is our new Super Power, Ultra Power product that we launched, just a few weeks ago. Trek comes in two technology levels, the Trek 80 and the Trek 40, and two form factors, the Super Power and Ultra Power BTEs. Super Power is a 13 battery and the Ultra Power is a 675 battery. Been a long time since we had a 675 battery product out there, so we better, you and I both better stock our shelves with some 675 batteries. This is an awesome product on this revolutionary sound in a platform. It's got an amazing feedback cancellation. Processing noise reduction algorithms. It's gonna help those patients with severe profound loss better maybe than they've ever been helped before, including 2.4 gigahertz direct to iPhone technology. So great product.

If you need to learn more about Trek we have two courses available at AudiologyOnline. The Trek at a Glance short version which is not offering CEs, and then an hour long course, The Trek Introduction. We also have an updated transfer fitting feature with the new software. A new bimodal fitting support system. And a firmware update which we're gonna talk at length about. And this is mainly the new stuff, we have some behind the scenes improvements as well which are not listed here. So what's the first thing you got to do when you have new software? You want to install it right, because you get a new product and you get your Trek in the mail and you wanna fit somebody. You make an appointment, and you get your product ready and your patient comes in. You're like all right, let's fit you with that product, we're gonna do a first fit. And lo and behold, you don't have the newest version of software.

Well, that can be a problem, right? So there are some options when it comes to software installation I wanna talk about here. The first thing is that we send out with your first order a new version of software on a thumb drive. That's the next slide, sorry. So the thumb drive installation, you simply click it open, shove it into an open USB port on your computer. And you should be prompted to open files and folders. And you want to choose the CD Drive EXPRESSfit and simply click on setup. If you're using NOAH you'd want NOAH to be closed before you do the install. Going back one slide here. The software's also available on our website which has recently changed, actually. We changed the whole website this spring. Still the same call letters, www.sonici.com. But your simply one click away is the download. If you click on go to professional center the second item down on the list. You might have to scroll down slightly, is an ability to download the new version of software. And if you've used our website before to download software and you thought, wow this takes a long time, 'cause it is a pretty darn big file. We're working on making it a smaller file. But right now there's some regulatory things that we have to include in there. And it's about over two gigabytes, which is quite a hefty download. We've improved the server that we're putting it on, so it's a faster speed.

So, for hopefully a lot of you the download will be much quicker than it has been in the past. But, it does take awhile, it's a big file. When you got a patient sitting there, you don't want to wait that much longer, do you? That's when the Sonic Software Updater comes into play. The quickest way to update the software is in the Sonic Software Updater. It automatically installed from previous versions of software, so if you've had any previous versions, you already have it on your computer. You can set it up various different ways. If you want it to prompt every time a software is available, you can do that. And I'll show you that in a second. But on the taskbar, or in all programs, you can open the software updater. You can't open it from the software if you already have it open. You have to close the software out, and NOAH. And then you can either find that software tool in your task bar, the little caret It's usually down on the bottom right

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corner, sometimes a different place. Look for the big E, right click and check for updates. Or you can go to your all programs. If there is an update, it'll download that update in the background, it'll go really quick. Usually it's only a matter of handful of minutes. And when the update is all downloaded it'll prompt you to do an install. And you just click on and then you just follow the prompts from there. If for some reason you accidentally turn off your computer while its downloading, that download will resume when you power up again. So that's not a problem. And then like I said, the prompt will appear, download the install. And then when it's done it'll delete the folder that was downloaded automatically after the install. So if you go to that software updater and you right click, you can set it do a number of things in your preferences. You can have it automatically download the updates. You can have it automatically install the updates if you want. Just click simply check the box. You can have a update check at various intervals. And you can start a software updater with Windows every time you open Windows. So, you can do a lot of things on your preferences. If you just choose to do automatically download updates and automatically install updates, one day you'll be working and it'll say, hey you got an update, why don't you install it? And then you just click on install and you're done.

That's what I prefer, it's the easiest way. Of course you have to be on the internet all the time to get this. That's probably a good idea. As long as you're not going on questionable websites and you have good anti-virus protection you should be fine. One more thing about Sonic Software. If for some reason you're having a problem, you want to call our customer service at 888-423-7834. I'll give you that number again at the end of the presentation. But you want to call that number, ask for somebody on the audiologist support team to help you with your software install. We'll do everything we can to help you. In fact, if you want to just let us remote into your computer, we can take care of everything while you work on something else. So that's also an option, we're happy to help. We provide world class customer service and support at Sonic. If you're not using us for that then you should be. Firmware Updater, all right. We like the

Firmware Updater because it can give us new features, security updates. It can do fixes or repairs. It don't have to be made in the clinic. This is the Sonic Firmware Updater if you haven't seen it before. Basically it's a separate piece of software that will pop up, that you can actually open in various different ways. But it looks like this, it'll tell you what the current firmware version is at any time. And if there is an available update, updated version it'll list that and it'll help you do that update procedure. I should tell you that you can open the firmware updater tool from your all programs menu. You can open it from the tools menu on your software when it's already open. But the easiest way is when you have a product that you program that has a firmware update available, the software will tell you. And you just quickly click on the update and it'll bring, on update button, it'll bring it right to this firmware updater tool. So what's new in the firmware update 2019.2 version? Well, the new version of software, or the new firmware update I should say, one of the biggest things you want to do this for is your Android customers. If you have customers that are using an Android device, that have downloaded the SoundLink 2 app, to be able to control their hearing aids with their phone, and are having intermittent connectivity issues, perhaps losing connection to the phone every now and then.

We've bolstered and improved that connection to Android devices. We've worked really hard on that, 'cause we knew that, that's something that maybe in the past that we've, that we needed to improve on. So, if you have those Android users you definitely want to do the firmware update. You actually always want to do the firmware update I'll say as a side note. Firmware updates, you always want to do them, we recommend you always do them. However, if you're in a busy situation and you want to save it for later, you know do it the next time the patient comes in. That's fine, you can still go through with your fitting, software fitting and there shouldn't be a problem. We also have a security improvement. We have SmartMusic performance improvements of the SmartMusic program. So those people who, who really enjoy live music at different venues, they can use that program to enhance those performances.

We have improved handling of multiple Bluetooth devices at one time. We also have Bluetooth performance, stability and speed improvements. We have a safety feature in rechargeable aids. Let me explain what that is. We discovered that if the patient, your patients or customers, insert the hearing aids, the rechargeable hearing aids that we have, the Captivate miniRITE T R. And that's our only lithium ion rechargeable option right now. So if they take the Captivate miniRITE T R and put it in backwards into the charger, it may take a little doing to shove it in there, but if they do, over a matter of time it'll kill the battery in the hearing aid. So we've presented an algorithm that updates the hearing aid so that doesn't happen. So, if they do put it in backwards they still won't be charging the instruments, but they also won't be killing the battery. That's a nice improvement, fix if you will. And you always want to counsel your patient on proper insertion. We've also updated our chargers to have more visual aids on how to put the hearing aids in correctly, the Captivate miniRITE T R. So we're doing everything we can to make sure your patient doesn't do that. But, as you know some people will just forget or whatever, and put them in backwards. The last thing in our firmware update is support for TV, we can do multiple hearing aids to multiple TV adapters. And we also support the EduMic. Which is a product that we actually don't offer but that Oticon offers that we can connect to our product.

So if you do the firmware update you can connect a Captivate or Enchant hearing aid to a EduMic. And to learn more about EduMic you'll have to visit the Oticon website. All right, so the firmware update's gonna apply to Enchant products. The current version before the update was the 3.0. The new firmware update will update it to 3.1. And then the Captivate firmware will go from 4.0 to 4.1. And those numbers will say like you order a new product, it will say Captivate on the blister package, it will say the current firmware version. I say this because you may get a new product that still has the old firmware. And that happens, and all you have to do is update the firmware. We do everything to update our inventory, but a couple slip through here and there. So you can check the blister pack if you like. So what do you do before you update the

firmware update? The following scenarios must be met. Your computer is online, you got to be on the internet. That's 'cause the update, they go find the update in a cloud service somewhere and bring it back. You want to use a hard wire connection. For the Enchant and, Captivate products. For the receiver in the air product you need the long, Flexconnect flex strip, for the Enchant custom products you need the Flexconnect mini flex strip. And then for the Captivate miniRITE T R, you have to open the battery door. I don't know if you knew this, but the Captivate miniRITE T R has a, you can open the battery door with that little red pin removal tool, and I'll show you how to do that in a second. And then you also want to make sure you have fresh, fully charged batteries. So, you want to put in new batteries if you're not sure. And if you're using the Captivate miniRITE T R you want to ensure at least 11% charge is available. And if you're not sure you can hook it up to the software and you can go on the last, the finish assessment screen and there's a batteries tab that'll show you exactly what charge you have. It's always good to save the programming before you do a firmware update. So like I was saying, the removal tool is that red service removal tool that most likely you have in your office, because we've been using it for years and years for various different things, replacing receivers, replacing ear hooks. Tamper resistant battery doors. So this little red tool will plug into the bottom of the miniRITE T R. The battery door will pop open. And then you simply slide the Flexconnect strip into the battery door hinge with the gold pins facing away from the hinge. Firmware update, how to update.

So once you have hard wired your instrument you open the firmware updater. You can do that from the tools menu in the software already. You can do that from the Windows start menu under all programs. Or you can just simply do it when prompted. But like I said you've got to have that hard wire connection. Let me tell you right now that we we are working on a wireless firmware update solution, that we should have here some day soon. But for this firmware update we need a hard wire connection unfortunately. HiPro 2 and EXPRESSlink 3 are recommended. You can use a NOAHlink, the old

NOAHlink with the little cookie byte NOAHlinks. You could use that, as well. It'll be a little bit slower than the HiPro 2 or the EXPRESSlink 3. And then the old HiPro, the white HiPro, the USB HiPro. And that will be I guess, it'll just take quite a long time. You probably don't want to use that old USB HiPro. If that's all you have then call your salesperson and see what we can do about getting you an EXPRESSlink 3. So once you have it hard wired you select programming device and click detect. It will detect the current firmware version. And then if there's a new firmware version available it'll tell you what the version is, and it'll give you a check mark, assuming that you want to update. If you don't want want to update one of them for whatever reason you can, under both of them, you can uncheck the box. It'll also show you how much time. Typically it'll take for the HiPro 2 or EXPRESSlink 3, it'll take anywhere from three to four minutes to do a pair of instruments. When you're done, it'll give you a green check mark saying, update successful. And let me warn you though, if you don't wait for that green check mark and unplug the hearing aids prematurely, it will kill the hearing instruments. That's also why we say you want a decent amount of battery life to do the firmware update, as well. 'Cause any loss of connection will damage the hearing instruments and they'd have to be sent in to be repaired, unfortunately.

So what do you want to do after you update? Well, you got to restore the patient settings. The patient settings will be back to factory settings. Immediately you want to go back into the software. When you read the instruments they'll say, hey these instruments have not been fitted before. Do you want to read, restore your session or do you want to start a new session? And you want to say restore the patient settings. By saying use session data, is what it'll exactly say. And we'd recommend that hearing instruments are hard wired for restoring the session data.

So, you already have them hard wired after the firmware update, might as well just finish the session out instead of going right back to your NOAHlink wireless. If in the past you've done a firmware update and you've lost your patient settings, let me say that I'm sorry that it happened to you, I know that's frustrating. If that's happened to

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you in the past and you're worried, it's best just to keep the hearing aid hard wired for the entire process. In other words, hard wire the instrument, go in the software before you update, save your session, do the firmware update while you're still hard wired, restore the patient settings while you are still hard wired. You will not have a problem, it's very, very unlikely that you will have a problem if you do it in those, in that order. Just keep everything hard wired again. Hard wire, save session, firmware update, restore session, we do all that, unlikely that you'll have any problems. And then of course at the end, this is a new firmware version we want to give the patient a new instructions for use booklet, because there might be a new feature, et cetera that they don't know about. So we can provide your office with as many as these instructions for use booklets as you need with the new firmware version.

Just call our world class customer service folks. All right. So what's new in EXPRESSfit Pro? We talked about transfer settings, as well. We started with the transfer settings feature a couple of version of software back. Now we've kind of updated it 'til we'll transfer every setting available. You can transfer from one hearing aid style, to another model or style of instrument on the SoundDNA platform. So on the SoundDNA platform that means Enchant, Captivate, Trek products. And what's new in 2019 is you can transfer volumes steps and volume control range, and virtually all feature settings. So on the picture here you have let's say as a scenario, or a case study, the top hearing instrument is the Enchant BTE 105. If you happen to have a patient wearing that, they're a severe profound user, if their hearing is getting a little worse, they're not kind of tapped out in you were in power. You say, "Hey great, we have a brand new product, the Trek." The patient wants to try it, you can transfer all those settings from the Enchant BTE 105 into the Trek. Presumably you'll have less to do on your first fit. If you have an instrument in a session where you have a previous versions of model or style, the software will prompt you to do a transfer session.

And so right there on the bottom you can see a use session data, if that situation occurs so you can choose that way. You could also transfer settings from the tools menu directly. When you simply click on use session data, transfer fitting, it'll tell you which will be transferred. All settings available on value and source of target instruments. What will not be transferred, feedback measurements won't be transferred, in-situ audiometry results, accessory pairings won't be transferred. So a variety of things will not be transferred that are not part of the, kind of accessory to the fitting. But it tells you everything that wouldn't be transferred right here. And then it'll tell you, give you a screen where it has the source instruments on the top and target instruments, so you have a good idea of what's gonna happen. So here you can see, if you look in the middle screen here this is the BTE 105. You can see they have it tapped out for gain. On the bottom you can see they're transferring to the Trek, where they have a lot more head room in the new instruments. And then after the settings has been successfully transferred there'll be a summary provided. It's a very easy step by step procedure it'll take you through. Now let's talk about navigating through EXPRESSfit Pro 2019.2. Which again is not your mama's fitting software. Programming interfaces. Well, you have a variety of ways to program the instruments. Most people like to use a wireless programmer. We recommend the NOAHlink wireless. This is a universal program that you probably already have in your office. If you don't have one and you want to get one simply call our customer service and they'll direct you to a salesperson. The NOAHlink wireless is the industry standard. It works great for products on the SoundDNA platform.

Again, that's Enchant, Captivate and Trek. And as far as hard wiring, we talked a little bit about hard wiring already in the firmware update. You can use the old HI-PRO, or the USB HI-PRO. But the New HI-PRO 2 is much better. So you want to use that if you have it. NOAHlink is another way to hard wire. And then the EXPRESSlink 3, that is a propriety pro hard wire programmer. Like I said before if you're interested in getting one of those, we can get you to your salesperson. So, this is how you navigate

EXPRESSfit Pro. And I've been with Sonic for 13 years now. So I've been working with software, I've seen all kinds of new versions of software come out. But you know one thing that's been consistent through all that time. We've always used this navigation procedure, if you will, a protocol. We have on the left column, we have navigation steps where we have these menus. We start from the top and go down the bottom in the order of your fitting. And then we have menus from left to right in each of these, where I'll say sub-tasks from left to right under each of these left columns menus. That hasn't really changed.

And in EXPRESSfit Pro, these subtasks are up at the top. We have five navigation screens. We have client data. Instrument acoustics, fit instrument, feature selection and finish session. So basically just five navigation screens to choose from. Under each of these screens there are some subtasks. Very simple, very intuitive. So let's look at client data, the first navigation menu. For a new fitting, the software will take you directly to the client data screen. And you can do a number of things, including checking your demographic data. If you haven't added gender and age you want to do that. Because the proprietary fitting algorithms from Sonic, the Best Fit Fast SE and Best Fit Fast, do use gender and age for some of the algorithms. I was just looking today at The Hearing Review, I just got an email today. And they had a, I haven't read the article, it looks like they have an article about to gender differences when it talks about first fits. You want to select an appropriate language if that's applicable. We also have tabs for the audiogram if you want to double check the audiogram, you can look at the audiogram. And under the audiogram menu we do have in-situ audiometry now. Nowhere in our literature or our courses, other than this one, will you hear about our in-situ audiometry.

It's not something that is part of our first fit protocol. But we do have some folks that really prefer to fit with the in-situ audiometry, and it is available. We also have RECD and REUG tabs. If you click on those tabs you can see the normative data that we use,

for each of those fittings based on basically the age, gender. And then if you do, if you have in NOAH, a NOAH type of Real Ear measurement tool, and you've made these measurements manually, you can actually import that data. Let's look at your available fitting algorithms. We have several available. The Best Fit Fast, and the Best Fit Fast SE, these are our proprietary fitting algorithms. Best Fit Fast we've been using for a long time. It's designed to quickly achieve a good fitting result. It emphasizes speech intelligibility, while still providing the comfort. We've updated the Best Fit Fast with the Best Fit Fast Second Edition here a few years back to provide a little bit more gain in the first fits for people who want them. The Best Fit Fast tends to be on the lower side of gain for first fits for some people. We found from our clinical trial the Best Fit Fast SE has, comes up it has the Best First Fit target matches with Real Ear. The Best Fit SE I believe will be your default. But it's a great choice for patients who prefer fittings with a little bit more gain.

We also have the NAL-1 and the NAL-2. The NAL-2 is probably the most used, or the most popular, generic fitting algorithm out of Australia, Harvey Dillon the National Acoustic Laboratory. It's very close to our Best Fit Fast SE if you compare them. Still will have a little bit more gain than that. So definitely if you're doing Real Ear and you're using an NAL-2 target, you want to change your fitting threshold NAL-2 so you can match apples to apples. We also offer the DSL 5 adult and child. A desired sensation level out of Western Canada I believe. This will be the default for our new Trek product. This is a Super Power, Ultra Power product. We find that the DSL-5 adult fitting algorithm is preferred to adults with profound hearing loss. And the DSL-5 child is preferred for pediatric use when you're dealing with a profound hearing loss. So those will be the defaults for Trek. Here's an example what the screen will look like when you're in the client data up at the top. Personal data will be the first screen, and that's where you can double check all your demographics. The fitting rationale and so forth, and change the language if the patient is a non-English speaker. And then at the top

you see the audiogram, RECD and REUG curves. You can click on if you want to see those.

Second navigation step is the instrument acoustics. What I love about EXPRESSfit Pro software, is this in instrument acoustics drop down menu. So once you click on instrument acoustics that drop down will automatically be available. But you can see your instrument acoustics from any of the screens, by simply clicking on the little arrow to go down. So it's a drop down menu. It includes this customizable fitting range graph option you can see in the middle there if you want kind of show your patients. Say, "Well this is why we're not fitting you "with an IIC, because you've got 90 db of hearing loss," and so forth. So this is where you can kind of see that graph range. You see what receiver, if you're using a receiver in the ear product, which most people prefer. You can see what receiver that the software has chosen, and what ear piece with dome. It shows it and sometimes the software doesn't make the best recommendations. It's an algorithm. And sometimes you know a little bit more about the patient situation and so forth, and you'll have to change that. You could do that, like I said, from the instrument acoustics in the beginning.

But if you're in the middle of a fitting and you need to do it, you can simply use that drop down menu. And then, this is also where you'd simulate. If you're doing a simulation for whatever reason, maybe you're just playing around and you want to see what we have to offer, or maybe you have a patient and you want to see what's the best for the patient. Go through it before the patient comes in, or what have you. You can simulate by clicking on the family you want to simulate and then the style. So in this example you can see the Trek 80 and 40, we've chosen. You can choose and it gives us the choices of Trek 80 BTE, UP Ultra Power and then Super Power. And then if you click on Enchant or Captivate you have other styles to choose from, including the miniRITE, miniRITE T, miniRITE T R. The BTE 105 and a variety of customs are available just for the Enchant product. And of course the Trek is new in 2019.2. All right

now, here's an example of what you'll see in an instrument acoustics screen. This is where you'd be simulating. And this is with that little acoustics drop down zipped up. But if you want to see that acoustics you just click under it where it says Trek 80 BTE SP on each side. Either one you could click that little down arrow, and it'll zip down the acoustic screen.

Third navigation step is fit instrument. And this is where you're gonna be doing the majority off your fitting. Fit instrument screen, this is where all the good stuff is. Adaptation manager, fine tuning, programs, feedback manager, frequency transfer, and Tinnitus SoundSupport. The first step, it's gonna take you right away to the adaptation manager. That's important because you want to, you'll be at 80% as a default. We're working on getting our preferences updated, so you can have 100% as the default. But right now, for every new fitting 80% will be the default. If you want to increase that to 90% or 100% to target, you can simply do that in this screen. Another thing you can do is set up the adaptation, the automatic adaption system, which allows you to set a duration where the hearing aid will increase in gain of 10% to 20%. And you can set that time, you can set the time the level you want. Anywhere from one week to four months, I believe. And then fine tune it. If you've been fitting hearing aids for awhile, you'll have no problems navigating the fine tuning screen. You can see all the different bands. You can change from 16, 14, 12, depending on what fitting level you have. You can see a variety, a lot of frequency bands to choose from, you can shrink that down to six or three frequency bands for just kind of a large scale changes. And then you can do anything you want. You can highlight a certain number of frequencies in different fitting in the 80, 65 or 50 db curve. So, this is something that you've probably been used to, very easy to manipulate. What I like is the change view little graph, circular graph icon in the middle top. And that's where you can change to like insertion gain view. I prefer the in-situ SPL view is what you see right here on the screen. And then we put the programs, the manage program screen basically, after the fine tuning from left to right. And that's because we think with the products on the

SoundDNA platform, the Enchant, Captivate and Trek products. Our new compression algorithm, the Smartcompress, And the spin management systems makes the hearing aid so automatic, that the patient many times, especially for a first fit, the patient doesn't need extra programs. But if you do want those programs, they're available, and you can fit up to four programs in there. And there's several, spuchin noise, the sound of the SmartMusic program, there's an airplane program. There's all kinds of programs to choose from. So after you've done your adaptation manager fine tuning and your manage programs, the next screen is your feedback manager. At this point you do want to run the feedback manager, on the Captivate and new Trek product. Because it's got the thing, it's got a new system called the Adaptive Feedback Canceller Pro. And that's available in the Captivate and Trek only. It's not available in the Enchant.

So when we came up with the Enchant we said, "Hey you don't need to run the feedback canceller "or a clinical trial set." You know if you don't run it most of the time it's fine. If you get feedback then you run it. For Captivate and Trek with this new Feedback Canceller PRO we found running at first is the best choice of options. The Adaptive Feedback Canceller PRO actually will give you 6 db of added stable gain over the old systems. And you want to run that and make sure that you get all that additional headroom if you need it. It's a very simple procedure, you click measure. Make sure everything's quiet. There's actually a UV meter that's going up and down that'll tell you if it's quiet enough. And then hit continue. And it usually takes 30 seconds or less to run. So it's very simple and easy to do. And then frequency transfer. If you have a patient who's got severe, profound, high frequency hearing loss, they may get the frequency transfer on by default. It'll take the audiogram into account, and the slope of the audiogram to choose whether this system will be turned on. Most of the time if you see that it's on, you want to try to leave it on, 'cause it's gonna help the patient. Sometimes, you know these kinds of frequency lowering systems makes some assumptions that may not necessarily be true. It's easy to turn off if you want, if you

need to. You can also adjust the intensity of the transferred area. That also helps the patient acclimate. So you don't have to turn it off right away, just reduce the intensity, help the patient acclimate to this system that may really help them. And then over time you can increase that intensity back up to where you want it. Very intuitive, like I said it'll be on, so you'll see those colored bars on the screen, if it's on by default. And then just Tinnitus SoundSupport. We offer tinnitus masking in all products on the SoundDNA platform. That's Enchant, Captivate and now Trek. All technology levels, all models, all products. Pretty nice deal. You can adjust the tinnitus signal from white noise, to pink noise, to red noise to modulated noise. If you don't have a pre-modulated noise and you want to add modulation you can do that. You can add an automatic level steering option. So the level of the signal adjusts based on the environment. And you can turn off the hearing aid microphones if you want to do that. It's a very easy to navigate screen. You can actually frequency shape the masking by several different frequencies. 'Cause you know cyclically, two to four kilohertz is where most people's masking occurs, even though we can't really pinpoint much after that.

So, we offer this to you for your patients who suffer from tinnitus. And we're not saying we're experts on treating tinnitus, we're just giving you this option and this software feature if you want to add it. And you can add it up to all four programs, or just on one program, or whatever you want to do. Feature selection, is the fourth navigation step. The speech variable process. In this screen under general, which is the first tab on the left, we have envelope and phoneme focus option. This is basically chosen based on age in audiogram. So if a person's above a certain age, 75, 80 years of age. And have a severe profound high frequency hearing loss, severe, or profound I should say, will generally go to the envelope focus. Because they're not going to benefit from the vast phonemic compression system that we have. So the software will choose one or the other, usually it's gonna be phonic focus, but you can always change it back if you'd like. And then the SmartCompress. With the 60 level products and up for Enchant, Captivate and Trek, we have our compression algorithm SmartCompress, and you can

make various adjustments to speech and noise setting and a noise only setting. And that's the gain control, the noise only setting. So this is, we always recommend to people, stick to the defaults for a first fit and then you can adjust later. Maybe somebody needs a little more audibility, can handle a bit more noise, in the SmartCompress compression control you can change the max audibility, and that's gonna help them more hear speech better in the noise. The next screen over in your feature selection is the features. And this is where all your directionality and noise reduction settings are. We have several directionality options. Although I strongly suggest sticking with the SPIN directionality. We have noise reduction choices and there's SPIN noise reduction. Or like a premium product we get low, medium, high.

The SPIN Engage system, which is a system that sets the kind of aggressiveness of the noise reduction directionality systems as they are applied together. The SPIN Management system has 16 frequency bands of noise reduction and directionality that are kind of coordinated. And the SPIN Engage helps coordinate these efforts, if somebody is really for instance, a person who is hyper-acoustic and very sensitive to noise, you can set this system at a high, or very high setting if you have a premium instrument. And this will really help those people. They'll engage these systems very quickly in a noisy situation, and it'll help bring them that comfort. Soft noise management, wind noise reduction, these are sliders that are always on. No need to turn them off really. We just kind of show you hey these systems are here and working. You can turn them off if you want, but it's very rare that I would say do that. And then a bimodal noise management is available in 60 level products and up. And again bimodal noise management is something that's on and working. And generally there's no really reason to turn it off. And then accessories, your third screen over. And this is important if your patient plans to do some streaming. You can set the phone level for phone calls or media, and your smartphone. You can set the level for your TV adapter. You can set the levels for your sound clip if you're using that accessory. And even if you're using a DIIFM adapter which you can use with the new Trek products, you can set those levels

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for how much remote mic, how much loudness the remote mic, if you're using the SoundClip. Sound quality, low frequency enhancement, all these things are done in your accessory page. So if your patient plans on using these accessories you definitely want to go in there. Maybe set the phone level a little bit higher, maybe set the mic to phone ratio a little lower, that tends to help people. Now you're in your finish session screen. I should go back and say yeah, there's a data logging screen. I didn't put a screenshot of the data logging. You will be sent over to your data logging screen on every follow up. And it'll tell you information about how much the patient is using the hearing aids, and what kind of noise they're in, and how much they've been using their accessories, as well. Now we go on to our finish session screen. Finish session, not so heavy on the S right. Finish session, general controls.

This is where you can set up your mic and program volume and mute system, if you want to add a mute button. And new in 2019.2 for the Trek product only. We have a VC step size and VC range adjustments. So if you have a Trek product, you can set that VC step size to be one db or 2.5 db. We know folks with severe to profound hearing loss who are using a Super Power product, they have very reduced dynamic ranges. And they need a little bit of extra when it comes to volume. And most of them really are use the volume control quite a bit. So you can set that VC step size and VC range for the Trek product in this screen. You can just pull the sliders left or right, it's very intuitive. When you get to the audible indicators you definitely want, on a first fit anyway, you definitely want to demonstrate those audible indicators. You can demonstrate all that are available, you can turn some off if you want. You can change frequency and change level for the patient to hear those beep tones a little bit better. And then in the finish session screen we also have visual indicators. The visual indicators are available the Captivate, miniRITE T R, 'cause there's an LED indicator on that. And for the new Trek Super Power and Ultra Power product. They're all adjustable in the EXPRESSfit Pro 2019.2. So you may see a screen like this. This example is of the Trek. You can see that none of these are on by default for Trek. So you have all these

LED options. But by default none of them are on. A great scenario for using these LED indicators is a pediatric use. A parent of a child has more information about what's going on with the hearing aids. Are they truly on? Is the battery getting low? When I change the push button is it actually changing? That type of thing. You can set a whole variety of LED indicators for the Trek product. With the Captivate miniRITE T R, rechargeable option the LED indicators for start up and shut down are automatically on by default. And then we have tinnitus controls. If you added a tinnitus program you can choose to use the volume control simply for the tinnitus and not the microphone. If you do that, it will allow you, the patient to turn up the tinnitus with their push button volume control. Sometimes, especially with the Trek product perhaps, you're gonna get levels that maybe damaging for the patient.

Hopefully not, but if you increase that volume range up to a point where it could be damaging the software will give you a warning. And it'll tell you how much the patient can wear, how long I should say the patient can wear the hearing aid in that volume control settings. That's the maximum wearing time data. And you want to take that data, these numbers, you want to transfer it over to the patient's user manual, that's very important. It's actually an FDA regulation. So what I tell people is, "If you reach your point where you get "a maximum wearing time data, you don't want to do that." You'll maybe want to adjust that volume control down just a little bit so they don't get that warning. There's no risk of you damaging the patient's hearing more than it already is, 'cause that'd be contradictory to what we're trying to do, right? And battery status, for the Captivate miniRITE T R, we have a battery status screen where you can check the level of the current battery and the health of the battery. This is great option, if you have a Captivate miniRITE T R for instance, that you're not sure. The patients says, "It's not quite getting me "the battery life that I'd hoped." Instead of calling us or sending it in right away we want you to go to this battery level screen. It'll tell you the health of the battery. And it'll tell you if the battery's bad or not. It'll say okay, the battery does need to be replaced. Or it'll tell you yeah this battery's healthy. Maybe we

want to look at the data logging, maybe we want to look to see how much the patient's streaming, or something like that. We get the calls here from time to time, and the patient's not getting the battery life. We find out that they're streaming a lot more than they let on. Or maybe they're streaming and they don't know it. They're streaming all day and they don't realize it. So that battery health screen is very important if you're using the Captivate miniRITE T R rechargeable option. And I also want to tell you about a bimodal fitting support. It's new in EXPRESSfit 2019.2. We put this in here because we're offering a new Ultra Power Super Power product. And there might be a situation where a patient with a cochlear implant might be wearing this product on the opposite side. This is simply a downloadable PDF you can download at any time, under the help menu, under bimodal fitting.

You can print it off, you can keep it, do whatever you want. It just gives you advice on how to fit both the cochlear implant and the hearing aid technologies together. So take a look at that when you have any time. And if you want to comment on it, or bring something to my attention, whatever, you are free to email me at any time. Let's talk briefly about printing options. Now once you've done your fitting, you have your patient in front of you. Let's say you want to print off the fitting data for your own edification. Maybe you have a file on your patient you can print it off the old way, or maybe you just want to take that PDF and store it in a digital file somewhere. You can easily do that. And then you can print off for the patient, the quick guides are great. You can print off all kinds of information on what programs you've added, how to use the push button, et cetera. It's a great, option other than the user guide itself, which is very detailed. It's kind of like a quick guide the patient can use when they forget what program is what, or so forth. It's totally customizable. You have a title page option where you can put your own, you can put the logo, your company logo if you want. You can actually change the languages too. Here's an example of a quick guide. You see you have some ITEs. You see it shows you what programs you have, et cetera. Direct iPhone information. If they have a sound clip, it'll give you information on how to

push what buttons to do what. And then if they've added a tinnitus program it'll give you information on it, you can have a tinnitus print out, as well. So there's a lot of great print outs. Simply click on the print icon, or go to file and print, and you can get all this information. What I want to leave you with today is how easy this software is to use. We have a first fit protocol that my colleague Aaron Richert has recently, recently offered on AudiologyOnline. It's one of our Sonic spotlight courses. So it's not for CEs, but it's very helpful. It goes through this fit protocol. Again, going back to the simplicity, value that we have at Sonic. You could easily do a first fit for your patient in anywhere from seven to 10 minutes. And then you can use the rest of that fitting session to counsel the patient, do all the other things you want to do.

So first fit protocol, step one edit client info, verify demographics and fitting rationale. Step two, set the adaptation manager. Step three, program manager, that's where we can add extra programs. A lot of time we can skip that step. Step four, run the feedback manager. Like I said that takes about 30 seconds. Step five, set initial overall gain where we can perform Real Ear fit, or paper crinkle test. Step six, we want to adjust for the patient's own voice. Most of the time with the receiver in the ear product we don't have problems with the patient's voice. But if you have a dome on there, using a custom product, we give you lots of extra options for adjusting for the patient's own voice. Step seven, finish session through your audible indicators, set your device options, save and quit. Always save and quit your session by the way. This is a real time process, so everything you do will save directly to the hearing aid. But if you don't save it to your session, the next time you read the hearing aid device it might tell you something like, it wasn't saved properly. We're gonna start a first fit. Sometimes it does that, it's hard to predict. It's always good to save and quit. You want to have that session available in your database for future use. So those are your quick seven steps to success as we call them, very simple to perform. My 60 minutes are up. So if you have any additional questions, you can call our number 888-423-7834. Talk to a customer service agent. If he can't help you we can transfer you to our audiology

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support team. They are, in my opinion, the best audiology support team available. You can also email at support@sonici.com and we'll get back to you within 24 hours. And of course we have all kinds of information at the website, www.sonici.com. Thank you for joining today, EXPRESSfit Pro 2019.2 Not Your Mama's Fitting Software. I hope to see you again at our next AudiologyOnline course. Have a great day.

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