EXPRESSfit® Pro 2020.1: First Fits Made Easy

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Partner: Sonic

-- [Scott] All right. Hello, everybody, fellow hearing care professionals. Thank you for joining me today in the Sonic course EXPRESSfit Pro 2020.1 First Fits Made Easy. My name is Scott Bunnell. I'm an Audiologist with Sonic. I've been working for Sonic now for, oh, 13 and 1/2 years, so a long time. This course is available for one CE credit. A little tip that I like to do when I'm taking these courses, myself, is I like to print off or download the 10-question test at the end, and you can follow along with that. It makes it a little easier at the end, and that's available I think when you logged in. So, yeah, this is a course about software 'cause software is very important, fitting software, specifically, and more specifically, Sonic's EXPRESSfit Pro fitting software. Just to note, if you're like me, like most of here are probably working out of our home offices during the current COVID-19 outbreak. So, me, myself, I'm working downstairs in the basement, so I can stand up at my bar, which I've recently renovated. Very comfortable, and I will tell you that I was at Costco this weekend, and there was toilet paper for sale.

So, if you're missing some toilet paper, there seems to be a shortage of that recently, but moving on. First Fits Made Easy. If you think about Sonic, our branding, our 4S Foundation, the 4S Foundation is sound that's natural, speech understanding in noise, simplicity in all we do, and staff that stands out, and with simplicity, the third S here, this is really something that we're always striving to do. It was Albert Einstein who said, "In everything you do, "do it as simple as possible and no simpler," and Leonardo da Vinci said that "Simplicity is the ultimate in sophistication." So, we believe in providing a fitting software that's easy for you to use but has everything you need to fit your patient effectively and efficiently. So, after this, today's course, my goal or hope is that you feel comfortable using this software and fitting people with Sonic products, specifically Sonic products on the SoundDNA platform, and that those products are Captivate, Trek, which is our Super Power, Ultra Power, and the Enchant product, those three products, which we started, we launched this platform in 2017. If you have older products, it's a different version of software, but many of the fitting flow is very

similar, so this course will still help with that. So, learner outcomes are, at the end of this session, I hope you can be able to program Sonic hearing aids on the EXPRESSfit Pro 2020.1 software platform, perform a first fit of Sonic hearing aids using EXPRESSfit Pro 2020.1, and today we'll, I'm gonna do my best to leave a little time to do a live demo at the end, kind of give you an idea of how easy it really is to do a first fit in this software, and number three, install EXPRESSfit Pro 2020.1 fitting software 'cause that is important. If you don't have software installed properly, you've got a problem. So, what is new in EXPRESSfit Pro 2020.1 software? Well, we have new products. So, as you might imagine, every time we have new products, we have to launch new software. Those new products are the Captivate 40|20 product. So, we've already launched the Captivate product about a year ago, and the 100, 80, and 60 level technology, so premium through mid-level, and we've just recently introduced the Captivate 40 and 20 products as the basic and entry level in the same product line.

So, if you want to learn more about the Captivate 40 and 20, we have a spotlight course available on AudiologyOnline. It's only like 20, 20 minutes or so, if you want a quick glance, or if you want to get more continuing education credit, we have a course available that Erin Reichert, my colleague, performed just a week or two ago, called Captivate Introduction. I can't remember the exact title, but it's the introduction to the Captivate product. This includes the 40 and 20, and that's a 90-minute course, so 1.5 CEUs, but at any rate, so the new product is basically here to support those, the software, to support the new Captivate product, but let's talk about software installation because my job, one of my jobs here, is managing the audiologist support team. We have several audiologists and other hearing care professionals that I'm here to help you when you call in and need help, and one of the things, if you're doing this for quite a while, I notice, is every time we launch a new software, for weeks or months afterwards, we have people calling in. They have a client in front of them or a patient with new hearing aids. They go to program the hearing aids, and they don't have the new version of software, so they have to get that installed. They can't find the software

thumb drive that we send out. They have to go online to download it, which takes a long time. The patient's sitting there. They have to reschedule or delay that appointment. Very, very bad. So, well, I'm here to tell you today to help you avoid this from happening. The website has the newest version of software always available to download. That's www.sonici.com. You download it, it will download into a zip folder, and you just hit setup.exc in that folder to get started. I will tell you that we've improved the download speed quite a bit. It used to take quite a while, but we kind of trimmed the fat on these files, and it should be a pretty fairly quick download now. So, that's one way to install the software. Another way is when we launch new product, we send out a thumb drive, so every first, we're set up to send the software every first order of the new product, and it comes in something that looks like that. You click on EXPRESSfit.

When you plug it in, you go to your drives, and you click on it, just open EXPRESSfit, click set up. It couldn't be simpler. But one of the best way to do it if you already have this version of software installed, if you already have EXPRESSfit Pro software installed, maybe you've been fitting other Sonic products in the past, and you want to make sure you're not in one of those situations where you have a patient in front of you, and you don't have the latest version of software, there's a way to get the software kind of continually updated with very little work. So, we have a thing called the Sonic Software Updater. It's installed in your, you'll find it either in your All Programs section or down in your task bar. It cannot be opened from EXPRESSfit Pro directly. So, in other words, when you're in the software, you can't go check for updates, but you do have the Sonic Software Updater. It's available. If you have an update that's available while it's downloading, you can actually close your PC and open it again, it'll keep downloading. It does everything in the background, and it deletes any of the files that it downloads after the installation. So, it's fairly seamless procedure, and what you want to do there is if you want the least amount of hassle, and you're always on the internet, which you should be probably, you want to go into

this setting here in the properties of the Software Updater. So, you just right-click on it and choose properties, and then under this, you'll have the option to automatically down updates, automatically install the updates, check more frequently for updates, and you can also cancel, install, and delete download from this menu. So, I would recommend for people, what I do recommend all the time is check the box for automatically download updates. Check the box for automatically install updates, which means that once an update is available, you'll be working, and all of a sudden, something will pop up and say, "Hey, you've got a new update from Sonic," and you just click install anytime you have available, and it installs in the background. This is a great way to solve a lot of issues or potential problems.

So, basically those are the three different ways to install the software. I want to cover the Firmware Updater because we do have the ability to update firmware in products in the SoundDNA platform, again Captivate, Trek, and Enchant. I want to first start out by saying the firmware updater, there is no firmware update for this launch for the 20.1 software. So, there's no firmware updates in any of the products. So, if you're just started with Sonic, you're using new products, you shouldn't have to worry about this right now for a while, but if you have older products out there, let's say you sold a Captivate a year ago, and a patient has been in for a while 'cause he loves the product so much, he doesn't have any problems, he's got the new lithium ion rechargeable solution, but say he does come back for his annual checkup, and oh, looks like there is the firmware update, and so I want to go through this real quickly, so you have a good idea of what to do if and when this does happen. Updates in hearing aids are really actually a great thing because we can add new features. We can add more security updates to the hearing aids, and we can add fixes, so repairs can be made in the clinic, right to the hearing aid itself. So, the firmware is actually the chip inside the hearing aid, especially the software for the chip that's inside the hearing aid. Some of the caveats of the firmware updates are that it does require that your hearing aids are hardwired, which is contrary to what you're probably doing now, when you're generally

seeing your patients, you have a NOAHlink Wireless, and that's what you can use that for all of your 2.4 gigahertz products and all the manufacturers, which is a great thing, but for right now, firmware updates need to be hardwired, and you need a HI-PRO 2 or EXPRESSlink 3, which is recommended. If you have an old HI-PRO or a NOAHlink, which still works okay, but you want an EXPRESSlink. This is a proprietary program that Sonic offers, and I'm sure that your salesperson will sell that in, throw that in there for free if you order a pair of hearing aids or something, but also, you want to use fresh batteries anytime you're doing a firmware update. So, if you do have, or if you have the Captivate miniRITE T R, the rechargeable solution, you just want to make sure you have a good charge in there, and after the firmware update is complete, we have to restore the patient settings, very important, and give the patient a new "Instructions for Use" booklet for that new firmware update.

So, those are some important things to remember when doing a firmware update. What the firmware updater will look like, this is actually a separate version of the software. The software will tell you if you need a firmware update. You can also open up the firmware updater and at any time if you want, the Sonic Firmware Updater, but the software will tell you. So, generally, you just hit update from the software. It takes you to the firmware updater, and then you hardwire the instruments using an EXPRESSlink 3 or HI-PRO 2, as we said, which is recommended. So, what do you want to remember to do before you update? You want to be online. I know most people have computers that are online, but we do have some people out there that are real, maybe they had a virus before, and they're kinda not always too keen on being online, but you have to be on a good connection because the firmware updater is in the cloud somewhere. And so, we have to go get that, and we have to be online to do that. Like I just said, you have to use hardwire connection. So, if you have the hardwire connections require opening the battery door. So, if you do have the new miniRITE T R product, you need a special tool to do that. It's a tool that you probably have. We've sent that tool out many a time. We can always resend it to you, and every time we have

a new software firmware update, we send out the tool with the update, with the updated software. And again, you want to use a fully charged battery. So, for the rechargeable solution, you want an 11% charge, and it's also it's recommended that you save the program before doing a firmware update if you just want to make sure that when you do go back to restore the sessions that you have all the latest of the patient's settings right in there, just in case. So, you need the removal tool for the miniRITE T R, like I was saying. This is the red tool. We've been using this forever, and we use it to... At one point, we had to use it to replace receivers in the old Nano RITE product in the Bliss and the Charm, but this is a little, tiny tool, and you just, at the bottom of the hearing aid, of the hearing aid itself, you see this little hole. You have to hold the tool kind of at an angle, but then you push it in. The door releases automatically, and then you would slide the flex strip into the battery door hinge to do that hardwire. I know you're thinking, "Wow, this is kind of a lot "of rigamarole to do a firmware update." I will tell you, we are working on a wireless firmware update solution. I do believe that solution will be here pretty soon, but right now this is what we have. It's a little... I want to make it as simple as possible for you, but again, it's not as simple as a wireless one.

Now, after you update, you must restore patient settings because after you do the firmware update, it wipes everything clean, and it goes back to factory settings. So, again, like I said, the best option is what I tell people to do, hardwire their instruments. Save the settings. Go back to do the firmware update. Go back and restore the settings, all while you're hardwired. If you do that, you won't have a problem, I guarantee. So, once you're finished with the update, you gotta go back in EXPRESSfit Pro. The software will prompt you to either use session data or start a new fitting. Of course, you'll want to use session data when prompted to do that. And again, it's recommended you just keep the hearing aids hardwired to do that. You're already hardwired to do the firmware update. Might as well just keep them hardwired to restore the session data, and at that point, if you want to go back to your NOAHlink Wireless,

feel free to do that. And then, of course, after you update, you want to provide that "Instructions for Use" booklet. Our customer service can provide you with as many of these as you need, but you do need to give those to your patient anytime you do a firmware update. All right, so that's firmware updates. Another feature in the software I wanted to talk about it is transfer settings. You do have the ability in our software to transfer settings from one product to another or one model to another on the SoundDNA platform. So, again, that's Enchant, Trek, and Captivate products. So, again, you can transfer from a regular BTE into the Trek product, for instance. You can go from a custom Enchant product into a miniRITE T R Captivate. So, whatever settings you have, you can transfer those settings. So, when you connect an instrument and a patient record that has a saved session from a different style or technology level on the SoundDNA platform, you'll get this prompt, "Do you want to transfer the data?" And you simply select, "Yes, I want to do that." And then, it will take you to another screen, and it'll tell you, "Well, this is what we'll be able to transfer. "This is what will not be transferred." Because, of course, if you go from an older, if you go from a lower technology to a higher, et cetera, you're gonna lose some features.

So, some of those features obviously won't be transferred over, but this will explain what's gonna be transferred and what will not be transferred. It will give you a picture like this of the source instruments going to the target instruments. And that's it. Very simple. So, it's a nice little feature to have, transfer the settings from any of the products, any of the style models technology levels to another on the SoundDNA platform. All right, so let's get down to the bread and butter of fitting Sonic products on the EXPRESSfit Pro 2020.1 software. I know you're getting exciting 'cause fitting software is such a fun and exciting topic. It is for me, anyway. So, we have the programming interfaces. We already talked briefly about this. So, you have two choices for wireless fittings with the 2.4 gigahertz products, which is pretty much all the products on the SoundDNA platform. NOAHlink Wireless, that's what you want. We

have this old FittingLink 3.0. At this time, you can't even order this anymore. We've actually gotten rid of it. So, if you do have one laying around, you can still use it, but the NOAHlink Wireless is really the most reliable, the best way to read our products, 2.4 gigahertz products. If you have a non-wireless solution, which would be anything on the Enchant Customs, you would have to hardwire. And again, like we were talking about, if you have a firmware update, you're gonna have to hardwire as well. EXPRESSlink 3 is probably the best solution there. Although, the HI-PRO 2 is very good. If you've got the old, white HI-PRO, you either call that the USB HI-PRO or if you have that old, white HI-PRO, it's really slow now. I really wouldn't recommend it, definitely not for a firmware update. It would take forever, and if you have one of those old HI-PROs with the serial port, and you've gone and bought a bunch of adapters at one point, I've got a good suggestion for you with that old HI-PRO is that you put it in a museum because that is very, very old technology. HI-PRO 2, EXPRESSlink 3, those are your two best options for hardwiring. Now, navigating EXPRESSfit Pro. What's great about Sonic is since day one, at least since I've been working here for 13 and 1/2 years, the software really hasn't changed in the flow of everything. You have on the left column, you always have a left column with your navigation steps, and the EXPRESSfit Pro software, you only have five navigation steps down there.

So it's, again, simplicity. And then, you have sub tasks up at the top. So, you always have this sub task bar up at the top. For instance, the only thing different about this navigation flow and the navigation flow in the EXPRESSfit 2017 for the Celebrate tier et cetera products is in that software, the sub tasks are at the bottom, but it's still, sub tasks left to right. Navigation steps on the left column. Very simple. Something that you're very used to at this point, I'm sure. So, those five screens that I was talking about, client data, instrument acoustics, fit instrument, feature selection, finish session. Now, I'm gonna go through in depth with you on all these five navigation screens, and then at the end, we're gonna do a live fitting in the software to, again, show you, give you a little bit better experience of what a first fit will look like. So, client data. It's a first

screen. This is on a new fitting we're gonna go right to this screen. This is where you want to check your demographic data. Your gender and age, if you haven't added that into your NOAH database or whatever standalone, this software is available in standalone if you're not using NOAH. So, if you've forgotten to add the gender, for instance, those are things that are used in some of the fitting rationales. So, age for sure, and gender as well, so for the first fits, as you might have guessed, females do prefer a little bit softer first fit in general according to the research which is probably due to smaller ear canals in general as well. We have a language ability for your language for the NAL 2 and the Sonic proprietary fitting rationales, the language will be, you want to choose that, if you do have someone from a different language 'cause tonal and non-tonal languages are taken into an effect for the first fits for those fitting rationales. So, if you do have a non-speaking, or not first generation English speaker, you want to change that language. You also have some tabs in there. You can look at the audiogram if you want to double check.

You can look at the generic RECD, REUG curves. You can actually import that data if you're actually doing those curves, making those curves with a real-ear machine. You can import that data, and then we do have an in-situ audiometry available under the audiogram tab in client data. This is not something that we recommend. I mean, we don't recommend it in a first fit. We do have several people that actually use it as a first fit, and the reports have been that it works great. It's just an in-situ audiometry setting where basically you can play the tones for the patient with the hearing aids in and do a quick pure-tone test, if you will, a quick bracketing of those pure tones. Definitely not something you would do for a real audiogram, but some people use it as a first fit technique. All right, let's talk about fitting rationales. Best Fit Fast is Sonic's proprietary fitting rationale, which we've been using for quite a while now and doing a lot of research on, and the Best Fit Fast is the old setting. It emphasizes speech intelligibility while still providing comfort. The Best Fit S Fast SE, we added this as well. This emphasizes speech intelligibility for more experienced users. It will have a little bit more

gain than the Best Fit Fast, your first fits. Great choice for patients who are experienced users, prefer a little more gain on their first fits. We do have those. So, my recommendation, what I believe we've seen the best possible first fits for, and in general, Best Fit Fast SE. So, you can set that as your preference to be your default. You can set any of these other ones to be your default. The DSL settings, the DSL 5 for adult and children, those are actually gonna be the default settings for our Trek product, our Super Power, Ultra Power product. And then, of course, you should already be familiar with the NAL 1 and NAL 2. NAL 2 is pretty much one of the, probably the industry standard for generic fitting rationales. So, if you want to use that, it's available. Now, the next screen down is your instrument acoustics screen. Now, generally, you don't need to spend any time on this screen, unless you're simulating because your instrument acoustics is actually, you can use your... View your instrument acoustic settings from any screen. It's a dropdown menu, and I'll show you that when we do the live demo, but it includes the serial number of the product, what receiver that it shows in that you can change, obviously, and what dome to use.

Of course, the fitting, the software will choose something based on the audiogram, but often this may differ, and you can easily change that, and you're gonna want to change that, of course. So, let's say you have, the software chooses an open dome, but you wanna go with maybe one of our bass dome double vents because the person does plan on streaming a lot, and they'll get a little bit better sound quality for streaming in those situation. You can easily do that, and you just want to make sure you change it in the acoustics. And of course, if you're going to be doing a, in simulation, you'd do that in instrument acoustics as well. You would choose the family on the left. Of course, you see the new Captivate 40 and 20, which is new in our new, which is very new 2020.1, but you'd want to choose a family, choose a style, and your styles are basically gonna be miniRITE, miniRITE T, miniRITE T R. The T stands for telecoil, the R for rechargeable. The BTE 105. The Super Power, Ultra Power, that'd just be the Trek product, and then the Customs, which is only available in the Enchant. So, let's say

you want to do some checking on what kind of hearing aid might, what style or model might be appropriate for someone, you could do that in the, you can simulate, in the instrument acoustics screen. But in general, you're not gonna be simulating on a first fit. You're gonna go right from edit client data to fit instrument, and this is where you're gonna do all your kind of your granular level stuff, the real kind of nuts and bolts stuff. So, we have this order in the fitting of sub tasks, the Adaptation Manager, fine tuning, programs, Feedback Manager, frequency transfer, and Tinnitus SoundSupport. These are all things, and we put them in this order on purpose, and I'll tell you about that in a second. We have Adaptation Manager. So, by default, the Adaptation Manager, and I'll show you this in the demo, starts at 80% for everybody. So, for instance, if you have an experienced user, you can jump that up to 90 or 100%. So, that's at 80% to target to start for everybody as a default. Right now, you can't change that. So, that's something important if you're doing real-ear or something.

So, that's the first, very important to remember. All right, I'm already at 80%. I go to the Adaptation Manager. I change that if I need to. Now, you may be in a situation too that you can want to use your... You have this automatic Adaptation Manager, what you can turn on as well, which will automatically do gain increases over time. You can go from 80 to 90%, 90 to 100%, or 80 to 100% over the time interval of your choosing, which can be anywhere from one week to four months. So, for instance, in the picture here, you have 80% starting, and it's gonna gradually go to 100%, and the duration you've chose is one month, but look, the days remaining are 60 because every 10% is a duration. So, 80 to 90% is one month, and 90 to 100% is one month. So, it's actually gonna be 60 days in this instance. And then, we got the next screen over, the next sub task is our fine tuning, and this is where we do all of our work for fine tuning the... We change gain. We can change the number of fitting bands. We can view compression ratios here. If you've been using any of the softwares out there or any Sonic software, this is be no problem. It's generally the way that most of manufacturers are doing it now. You have, if you're in a 16 fitting bands, you can have the ability to change more

to more fine tune, or you can just choose three fitting bands if you want to do just kind of general fine tuning, but you have tons of flexibility up here. You can change the view, and you can see up here, I'm using an in-situ SBL view, which is a view I prefer. We have insertion gain view, which is usually the default for a new fitting, unless you change it in preferences, and insertion gain view is, some people prefer that. We also have several other views available as well if you click on that little icon in the middle there, but let's say you've done all your fine tuning. The next section is programs. Now, the reason we've put manage programs after fine tuning, which generally hasn't been the case in the past, is with the SoundDNA platform and the products on it, we really believe with the SmartCompress technology and our SPiN Management system, and the hearing aids really have this ability to adjust to the environment. They're extremely dynamic. We have tons of success with these hearing aids, and I hear all the time people saying, "The patient loves them. "They're not coming in for follow-up." They don't have to think about their hearing aids. They can just walk in, go from one complex listening environment to another without a problem.

So, we put the manage programs after that because, yeah, in general, we think that you can just do a good with the one universal program, but if you want to add more programs, you certainly can do that, and you have tons of different environments to choose from based on what technology level you've selected. Now, one thing to consider. The miniRITE T R is one of the most, is probably the most, popular product we're selling right now. That's the rechargeable product. It's a fantastic product. Very, very, extremely reliable. The battery, I mean, it lasts, the hearing will last all day for sure, even if you're streaming a lot, but the miniRITE T R, the T stands for telecoil. For any hearing aid that has a telecoil, it is on automatically add that second program 'cause it's assuming that you're gonna want a telecoil program because you bought a hearing aid with a telecoil, but we know that's not the case. Most of the people are actually going to buy the hearing aid for the rechargeability and not the telecoil as much. Now, of course, if you live in one of these regions where looping is very popular

or even part of the law, yeah, you're gonna want that telecoil program for sure, but in many cases, you might want to delete that one and just go with the other one. I get that question a lot. "Why is that second program always there?" Well, if you have a telecoil in the hearing aid, it's gonna be there, and the next screen over your Feedback Manager for the Captivate and Trek products, we have the Adaptive Feedback Canceller Pro, which we have a CE course on if you want to learn more about it, but it's a fantastic new technology. It uses two systems, just use phase aversion. It uses STM processing to make sure if the hearing aid feedback path is changed dynamically from a hug or a hand up to the ear, make sure that that doesn't become a problem. So, it be basically, very little, very, very, very, very little chance you get feedback with these products. However, we are recommending that you do run the Feedback Manager, and I will do that in the live demo. Very simple to do. It takes 30 seconds.

So, yeah, for the Captivate and Trek products, run the Feedback Manager, and I'll show you that when we do the demo. The frequency transfer, this is the next sub task. Now, not everybody is going to be a candidate for frequency transfer. It's just gonna be those population of people who have that real precipitous loss. The software will choose the frequency transfer to be on based on the audiogram. So, if the patient does have an audiogram that let's say a precipitous loss, I think it's after 75 dB and after 2K or higher, it'll turn on, but it's basically, this is our frequency lowering technology. It works great. You have 10 destination ranges. They'll choose, the algorithm will choose, the best one, but you can change them. It has seven intensity levels that you can change as well. I love the intensity level section because if a person is first time using a frequency lowering, and they're complaining of some kind of a lispy sound of the speech, sometimes people just turn the thing off and say, "Okay, well, maybe this isn't gonna work for you." This intensity level settings allows you to reduce the intensity of the copied area. This is basically a copy and paste and kind of overlay situation. The bandwidth remains in tact, and you can reduce the kind of intensity of this overlay, so the patient can acclimate more to this new technology, 'cause it's gonna take actually,

just like amplification itself, the acclimates gonna take a month to six months. And so, while they're acclimating, you can adjust the intensity level down. When they get more acclimated, they're doing better, you can adjust it back up. So, it's a great feature for those precipitous losses. Again, if you don't see these bars here, the blue and the red bars, you know that the frequency transfer has not been activated, but if you do see them, you think, "Ah-ha! This person is a candidate "for frequency lowering technology." And finally, the last sub task in fit instrument screen navigation is your Tinnitus SoundSupport. Every product on the SoundDNA platform from entry level to premium has Tinnitus SoundSupport as an option. It requires you to turn it on manually, of course, if they want it, and you can do that in different programs. You can adjust the tinnitus signal, white noise, pink noise. The default is shaped audiogram. You can add modulation. You can add an automatic level steering. So, you can change the level of signal based on the environment. That's for people who tinnitus only bothers them when it's quiet. Perfect technology for that, and you can turn off your hearing aid microphone.

So, Tinnitus SoundSupport is a great feature for those people, those small, probably the population where tinnitus is a problem, and the hearing aids themselves don't really solve the problem, and you want to add that masking. And of course, we do have a one-hour CE course on Tinnitus SoundSupport if you want to learn more about that on AudiologyOnline. All right, so now the next screen down is the feature selection screen. Feature selection is something in general you won't be using on a first fit. It's something that you might want to adust for a follow-up, in general. The first screen is the general screen. This is where you have the envelope versus phoneme focus option. This is an option. Our phoneme focus is the default. That's our phonemic compression system, and envelope focus is an option for those people who can't really benefit from the fast processing they have. Basically, it's defined by their age and by the degree of hearing loss. So, people above a certain age, and I think above 75 years old, and people who have a severe problem of hearing loss in the high frequencies, it'll change

the envelope focus on its own, but you can always switch them back and forth if you'd like. And then, the SmartCompress. This is our amazing compression algorithm technology. It's very unique in the market right now. We've had it since 2017. It's a premium feature, basically. It's only available in mid-level and up, and the ability to kind of customize things in SmartCompress is generally only available in the premium and advanced level of technology, but if you do have a premium product, you can change the amount of the kind of aggressiveness of this compression control, and you can change the gain control for when there is no speech, you can kind of limit the amount of gain the patient gets, so they're not kind of overwhelmed by noise. Again, if you want to learn more about SmartCompress, we have a couple of courses available on AudiologyOnline for that.

So, this is a screen that, again, you come in, they come in for a follow-up. For instance, they come in for a follow-up, and they want a little more help in noise. They're a working professional. You can change this compression control to max audibility, and that can really help the patient better in noise, rather than going right to fine tuning. Feature selection kind of will help you accept your directional. This is your directionality and noise reduction settings basically. You can adjust the directionality. You have SPiN Management high on some cases for the premium products, SPiN Management medium. You also have a fixed directionality settings. You have SPiN noise reduction, which is you can adjust the kind of the amount of noise reduction you want to apply. Impulse noise reduction. We have impulse noise reduction is available down to 40 level products. So, it's a great feature for the people who are in high-noise situations with lots of dishes, like at a restaurant, for instance, dishes clanking, doors slamming, that type of thing. You also have the SPiN Engage feature, which kind of coordinates the onset of directionality and noise reduction settings based on the signal-to-noise ratio. That's a great setting for those people who are really bothered by noise. You can increase that to give a little bit more help in noise, and then the soft noise management and wind noise reduction. Those are just a basically on and off feature. I'll give you a

hint there. They're always on. You don't need to turn them off. There's really no reason to, and there's no real side-effects of them, especially the wind noise reduction. That works great. Then, we have feature selection accessories. If your patient plans on doing any streaming, you're gonna want to go into the accessories and probably make some adjustments just because my feeling is a patient is gonna be streaming either an iPhone or their Android with the sound clip, we don't know what kind of phone they have, old, new, different operating system, blah, blah, blah. It's easier for them to decrease the phone level, so they can hear, but if they don't have enough to hear, and they can't turn it up enough, they're gonna come back to visit you. So, if you want to avoid that, you want to change the level of the the phone level in the smartphone category to louder, to probably three dB or even nine dB. You also have the ability to adjust the microphone relative to the streaming. Some people like to hear more environments, and other people don't. So, you can adjust that. Sound perception will give you the ability of a fuller or a more low frequency, more high frequencies ability, and then you have a low frequency enhancement setting, which that's specifically when they're streaming, it's kind of a bass boost. So, especially those folks who have really good normal lows or just a mild loss in the lows, they're gonna want a little bass boost, and you can set those.

So, you can set this accessories for your phone streaming, for your TVA, if they're using that accessory, TV adaptor, their sound-clip A if they're gonna be streaming anything other than an iPhone, and using the remote mic feature. So, if you click on sound clip A, that's basically the remote mic feature. Great way to reduce signal-to-noise ratio. That's for sure. And then, of course, if you have a BTE, you have a DAIFM feature as well. So, basically that's the three things in the features navigation step. Then, your last step is your finish session, and this is where you can change your volume control, program change in the Trek Super Power, Ultra Power, you can actually change VC step size from 2.5 dB to one dB. Pretty straightforward and self-explanatory. We have our audible indicators. So, of course, on a first fit, you're

gonna wanna kind of test out the audible indicators for your patient. You can turn off certain audible indicators. You can turn them back on. You can test them. You can change frequency. You can change level. So, it's a good idea to always demonstrate those, so your patients have kind of, on a first fit, they kind of know what's going on. Now, if your patient does have the new Super Power product, the Trek, or the Captivate miniRITE T R, which they can now get in a 40 and 20 level, if you have either of these products, they have a visual indicator. We have a question. Question is, "The transfer setting feature "is the newest software update. "Will it still allow transfers between styles "to other models, "or is it limited to the newest product?" The transfer settings feature is only, yeah, it's limited to just Enchant, Trek, and Captivate products. So, anything on the SoundDNA platform. So, for instance, you have a Cheer or Celebrate for really older products on a different platform, that is not gonna work. It's only on the SoundDNA platform. Thank you for the question.

So, getting back to visual indicators. You have this LED indicator on the Captivate miniRITE T R, the Trek SP|UP. Here they are right here. You can, so for the Ultra Power, for instance, Super Power products, the Trek, none of these indicators are on unless you turn them on. You can turn them on the startup, when you have low battery, when you change the volume, when you change program. All these things are available if you want them. So, they're just there if you want them, and the miniRITE T R product, the startup and stop, you want to have those on all the time because it'll tell you while it's charging if it's green or red. So, you want to keep the general indicator, you want to keep those on, but you can add all those other ones as you want. Very self-explanatory stuff. And then, tinnitus controls. If you have added a tinnitus program, you have the ability to add a volume adjustment, and you can set the volume range when you do that as well. If you do add the volume control, you could be in a situation where they're gonna tell you the maximum wearing time data because if the person is wearing, using tinnitus masking, they have, it's really important that we don't want to give them more masking than they need, and the ability to adjust the masking up so they're at

dangerous level where they can actually do damage to their hearing. And so, the maximum wearing time data will pop up if it's applicable, and you can actually write down that data into the patient's IFU, actually, but you're required to write down that data. So, what I tell people is, don't offer that tinnitus volume option just to be safe, but it's there if you want. And then, the battery status. If you have a Captivate miniRITE T R product, you can check the battery level and the battery health. So, for instance, if you're not sure how much battery you have left for your fitting, you can go check the battery level really quickly, or the battery health will tell you the health of the instrument, and it'll tell you over time. So, these batteries will last anywhere from two to three years or more. So, say after two, two and 1/2 years, you get down past 85%. The software will tell you, "About time to change the battery," and we do have a battery replacement feature that's not available yet, but at one point, we hope to be able to be able to have you guys to have the option to change the lithium ion battery in your office if you'd like, and when you do that, there's some things you have to do in the software. We're not gonna talk about those today, but there will be a short course available when that happens.

So, here's that battery screen, will tell you the battery health, the battery level, and then there's this battery replacement feature, which is not, you're not gonna be able to do just yet. All right, and then you go to save and close, and you're done. So, let's talk about your first fit protocol. Now, these are just the suggested steps for your first fits. This is what we suggest as a manufacturer. You, of course, you've been doing this for a while. You have your own way of doing things, and we're not telling you that that's right or wrong. We're telling you this is just the way that we see, that we've found over the years as the best way to do a first fit, and I'm gonna go over this in a live demo too, but briefly, step one, edit client info. Make sure the aid is gender. Client language and fitting rationale is what you want. Step two. Adaptation Manager. Remember, we talked about it defaults to 80%. Okay? So, for instance, if we're gonna do real-ear, we want to jump that up to 100%. We can always change it back down if we want to. So, we want

to make sure we're at the right adaptation level. Step three, Program Manager. We can add those additional programs if we want to at this time, or, for instance, if we have a Captivate miniRITE T R, and we don't want that telecoil program, we can get rid of it. Step four, we're gonna run that Feedback Manager. This is gonna ensure that the device fit and acoustics are appropriate for the patient's gain needs. Again, side note, this is just between you and me, if you don't run it, you'll be fine. Okay? But to the best results, we do recommend running it, and it is on and working all the time. That's my point, but it is best to run it, so you get the full breath of that great system that we've developed for you. After you run the Feedback Manager, you want to set the initial overall gain. Some people like to use real-ear to kind of verify that you are where you need to be, but we also have a thing called a paper crinkle test. If you don't have real-ear equipment or don't have time to do it, for a certain appointment, you can have the patient grab a fresh piece of paper. The goal here is to reach the loudest level where paper sounds like paper.

And then, what you want to do is have the patient crinkle the paper in their hands, and we ask them, "Does that sound like paper, "plastic, or foil?" If it still sounds like paper, we're going to increase the volume, overall volume, two dB. If it sounds like plastic or foil, that's not good. We're gonna decrease overall volume two dB. So, this is how this would probably work. You have the patient there. You say, "crinkle the paper in your own hands," and it's a fresh piece of paper every time. So, if you're an environmentalist, you can rip up strips of paper. You crinkle the paper. Patient says, "Does that sound like paper, "plastic, or foil." They say, "It sounds like paper." Increase overall dB two dB. Have them crinkle the paper again. They crinkle the paper. They say, "Ah, it still sounds like paper." Increase it two dB. Have them do it a third time. They crinkle the paper. They say, "Okay, that sounds more like tinfoil," is what they'll usually say. And then, that point, you want to back it down two dB, and that's gonna be a good starting point. So, this is something we developed actually years ago. We still find that it's a great way to set that initial overall level for the step five. Next,

adjusting for your own voice. Now, if the patient's in an open fit product, chances are, maybe they're not complaining about their own voice, but if they are, we want to do this in a quick, easy fashion. We have an "EXPRESSfit Pro Fitting Guide" that's available to you. We can send you out a hard copy. We can send you a PDF. I will tell you my email at the end of the course, and I will send that to you personally if you need it, and I'll show it to you in the demo, but this goes through this own voice feature, and basically what it does is it goes through these issues in order. Volume, we want to see if the patient, if their own voice is too loud or two soft, and you want to increase or decrease overall gain by one dB based on this report. Position, this is an interesting one. The patient might say that their voice sounds nasal. You adjust 1K ADD on the 80 dB curve at 1K, you can decrease if it sounds too nasal, but if it sounds too much like their throat, you can increase at 1K at 80 dB curve, and this'll actually fix that, and it actually works, trust me. They might say that the position is inside their head or in far in front of their head.

You can increase or decrease the 80 dB curve at that point, up or down, to kind of get that feeling away. And then, occlusion, this is a big one. People complain of inclusion. Maybe they have a Power dome because they have more loss or what have you or more bass dome single vent, or a custom mold. If they're complaining of occlusion, you can either adjust at 250, the low frequencies, or just the low frequencies in general, or at just at 250, you can adjust that at the 80 dB curve up, and then adjust it down on the 80 dB curve and up on the 50 curve, but if they complain of booming, you basically do a low cut, and if they claim of it being hollow, you basically increase the lows. And then, finally, quality. The quality of their voice can be tinny or brassy sometimes, so you want to decrease the high frequencies in these situations, or if it sounds muffled, you may want to increase the high frequencies a little bit. And lastly, if they have an echo. If they have an echo, you want to go to the 80 dB curve, decrease that at one dB increments. And again, I can send you this information on that fitting guide document, which should also be available on our website. All right, so those are the... And then,

finally, the finish session. You want to check your volume control, program, button settings, check your audible indicators or visual indicators, and save and quit. You want to save and quit after every session because you want to save those sessions. However, the software is in real-time, so if you do forget to save and quit, that's okay. The patient will go home. They'll be okay. Just the next time they come back, the software will be confused and want you to do a first fit. So, you gotta just be careful of that. So, be in the habit of saving and quitting it, saving your session every time, but if you don't, you're not gonna be miserable. All right, that's the... Those are the seven steps to success, like I said. Now, I'm gonna share my screen with you. I'm gonna share my screen right now. Let's see, make sure that we're good. Make sure you can hear me. Looks like you, that on, you can still hear me. Here is the software. Let's do that first fit really quick. I'll show you. So, now I got a pair of Captivate miniRITE T Rs. I'm gonna take them out of the charger. That puts them in pairing mode right away. So, after about five or six seconds, my hearing aids are gonna be in pairing mode, and I'm gonna go up here to the top or down at the bottom, either one, and I'm gonna hit detect using the NOAHlink Wireless, found my aids right away. So, it looks like these have already been read.

So, they've already been designated for left and right. So, I'm gonna hit continue here. I'm gonna start a new fitting 'cause I've used these hearing aids for quite a lot of demos. Now, when you're reading a product, as you'll see these kind of red and blue lines, once those lines go green, then everything's been ready to go, for instance. Everything has been kind of been burned into the chip. Now, here's where that instrument acoustics comes in. Right? This screen right here can be zipped up in any screen. So, you can be in the instrument acoustics screen if you want or fit instrument or feature selection, and you can zip down your instrument acoustics. You can check your receiver, check your dome, change those things if necessary. Here's our first step, edit client info. Looks like gender, male. Age group looks good. Client language, we don't need to change that. I'm gonna go with the Best Fit Fast SE 'cause I like that,

and I know it's gonna give me a great first fit almost every time. So, I'm not gonna do anything to change that. The next step is Adaptation Manager. Remember, we don't need the instrument acoustics. We can look at that at any time. So, fit instrument. I'm just gonna skip that navigation step, go right to fit instrument. Here's my adaptation. Target gain 80%. This is an experienced user. I'm gonna go with 100%, and we'll go right to target. Now, I'm going to fine... I'm gonna skip fine tuning and go into Program Manager. Here we have the Classroom program. Again, this is a miniRITE T. My client lives in a place where they don't have a lot of loop systems. They don't want to use it. I'm gonna get rid of this extra program. We're just gonna go with the one program, but then I change my mind. Just for the heck of it, I'm gonna add another universal program because I think I'm gonna want to add, for this person, a Tinnitus SoundSupport 'cause I want to show you that later. That's the only reason. And then, so we've done our Program Manager. The next thing is the Feedback Manager.

Let's run that. All right, it says, right here, it looks like it's a little loud. So, I gotta be quiet. So, I'm not gonna talk, and I'm just gonna hit both hearing aids. Looks like the measurement's complete, and I'm gonna hit accept. Now, the instruments are not in my ears at all 'cause I'm wearing a headset, of course. The instrument's sitting on the table. So, you'll see a different result when you have the instrument in the patient's ears, but hopefully what you'll see here is a lot of extra headroom because of this great Feedback Canceller. Now, the next thing is not a part of our first fit, but I'm gonna show you anyway. Frequency transfer. Based on this audiogram, it's not on. If it was on, we'd see these, this stuff here, and then we could have changed the intensity right here if we wanted the patient to acclimate, kind of like what I was talking about before, but this patient doesn't need it, so I'll leave it off. Then, Tinnitus SoundSupport. We'll go here into Tinnitus SoundSupport, and we're gonna, just for the heck of it, this is not part of the first fit protocol, but let's say for this patient wants some help with tinnitus, I changed to the second universal program. I turned on the Tinnitus SoundSupport, which will just be in this program. And then, once that's on, I can adjust the signal, the

modulation, automatic level steering. I can turn one, let's say he only has, it really only bothers him in the right ear. I can turn down the left ear completely, so he doesn't hear the noise in his left ear. Lots of stuff I can do. Now, the step five is setting the initial overall gain. So, I'll go back to fine tuning here. Assuming that I'm not doing real-ear, I'm going to be doing fine tuning, and I'm gonna, let's see, let's do that in the universal screen, the P1 program, and this is where I can do the paper crinkle test. So, let's pretend that I do the paper crinkle test. The patient says, he crinkles the paper. I ask him if it sounds like paper, plastic, or foil. They say, "Sounds like paper." Increase two clicks. He does it again, and the patient says, "Oh, now it sounds like tinfoil." We'll go back down two clicks. Looks like I was where I wanted to be. Simple as that. The next step is adjusting for your own voice, and this is, again, what I talked about briefly where, let's say, for instance, the patient says that they hear a nasal quality to their voice. We can go here to, right to 1K at the 80 curve, both, and then we can, on both hearing aids, and we can increase, I'm sorry, we can decrease until the patient says, "Okay. "Now, that nasal quality to my voice is gone." And again, that's all kind of, all the voice management stuff is laid out on that fitting guide.

So, now we've adjusted for the patient's own voice. The feature selection page, we're not gonna even go on this for a first fit, but this is where we have our general settings, our features for our follow-ups. Let's say we can add an extra step on our first fit if they are, we know they're gonna stream, we can increase the phone level. So, we make sure that they're gonna be, they can always turn down the volume again, but they can't turn it all the way up sometimes, which is bad. And then, we go to finish session, which is going to be our last step. Finish session. Here, we can add the volume control if we wanted. We can check our audible indicators. This is what it'll sound like when the battery gets low. This is what it'll sound like when you change the volume, et cetera. You can test all those indicators. We can add the visual indicators as well. Maybe they want low battery warning, the LED to blink when the battery's low. You can check the battery. The battery's in good condition. 100%, so we're good to go. Battery history.

This is something, if we do use that battery replacement feature, we don't need it now. And again, we've added a tinnitus control here, so on this one, we're going to... We wanted to add that volume control. If we increase the volume ability, that's when we have this maximum wearing time of eight hours on P2, and so we don't want to do that. So, we're just gonna get rid of the volume control. And we're done. Save and quit. Easy as pie. Lastly, here's that "EXPRESSfit Pro Fitting Guide." It goes through the paper crinkle test and the own voice adjustments on the first page. On the back page, it goes through that follow-up, some of the follow-up issues that you might have to help with. But again, with these hearing aids, with the SoundDNA hearing aids, the Captivate, the Trek, the Enchant, we don't think that they're gonna need a lot of follow-up in many cases. All right, that's my presentation for today. Did anybody have any further questions? All right, well if you do think of something, the email here is our website, support@sonici.com, but if you'd like to email me directly, my email is S as in Sam, B as in boy, U as in umbrella, N as in Nancy, @sonici.com. And of course, we have lots of stuff on our website. Very good. Www.sonici.com, and I really appreciate everybody coming out today. Stay safe. Stay safe, be well. I certainly hope that your families are doing well, and I feel good about this COVID-19 thing. It's gonna blow over here pretty soon. So, keep your chin up. And again, feel free to ask me any questions. Send me an email. I'd be happy to assist. All right, everybody have a great day.