Advanced TrueFit 4.2 fitting software training

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Regional Trainer

unitron Love the experience

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Learning Outcomes

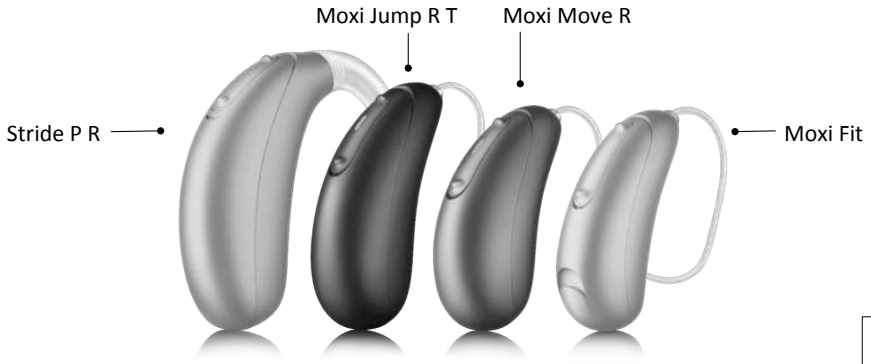
1. After this course learners will be able to outline key updates in Unitron TrueFit v4.2.
2. After this course learners will be able to identify benefits of performance innovations and translate use into successful fittings and follow up adjustments in-clinic.
3. After this course learners will be able to explain how to fit and trouble-shoot Unitron products within Unitron TrueFit v4.2 fitting software.

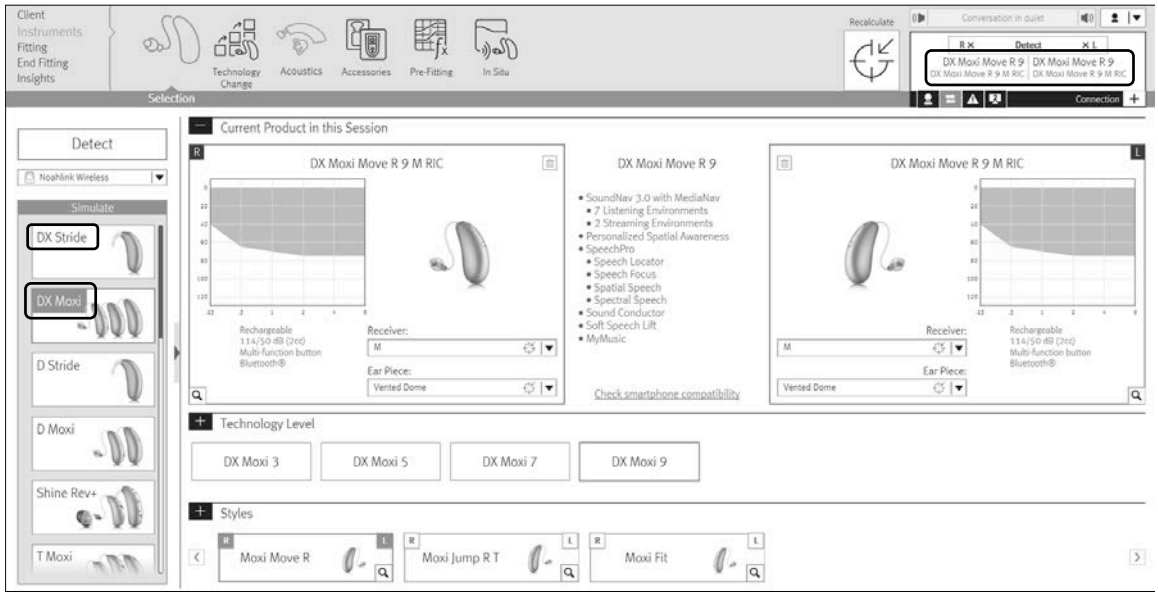
Today’s training will deepen your knowledge of Unitron features & fitting software

To improve efficiencies with fitting practices and promote patient experience

TrueFit 4.2 updates

Discover Next product portfolio




Client
Instruments
Fitting
End Fitting
Insights
Technology Change
Acoustics
Accessories
Pre-Fitting
In Situ
Selection
Recalculate
Conversation in quiet
Detect
DX Moxi Move R 9
DX Moxi Move R 9 M RIC
DX Moxi Move R 9
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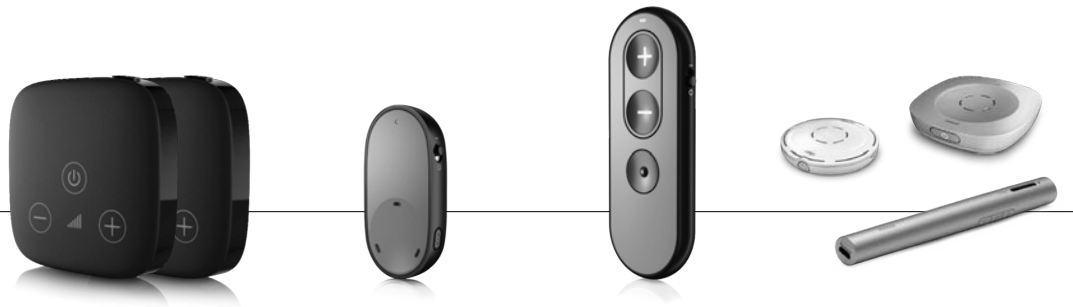
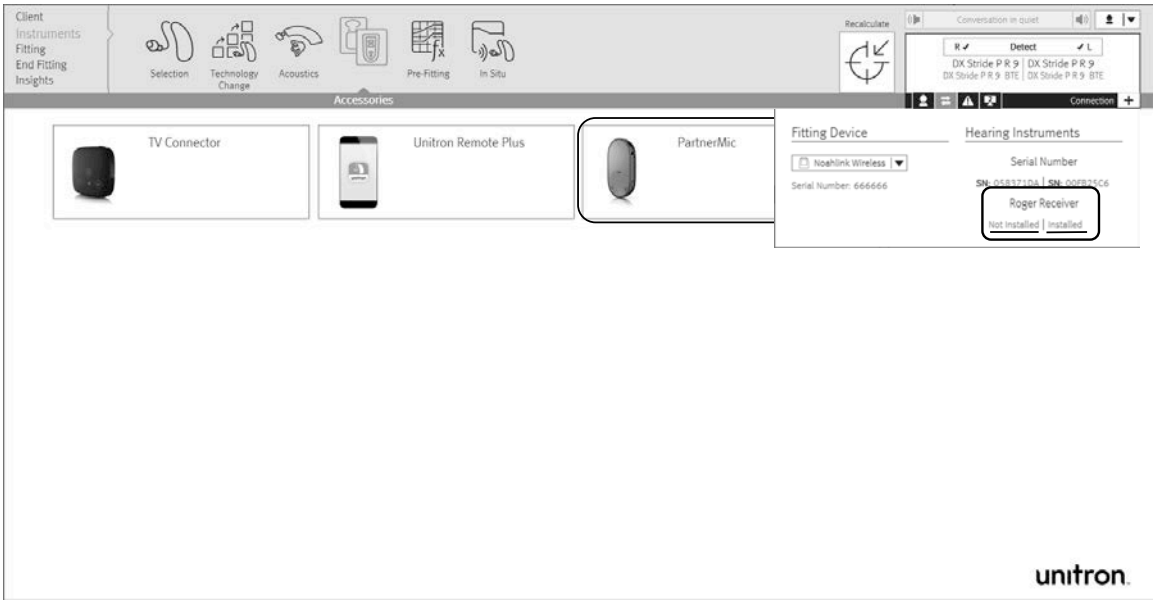
Connection
Detect
Noahlink Wireless
Simulate
DX Stride
DX Moxi
D Stride
D Moxi
Shine Rev+
T Moxi
Current Product in this Session
DX Moxi Move R 9 M RIC
Rechargeable
114/50 dB (2cc)
Multi-function button
Bluetooth®
Receiver:
M
Ear Piece:
Vented Dome
DX Moxi Move R 9
SoundNav 3.0 with MediaNav
7 Listening Environments
2 Streaming Environments
Personalized Spatial Awareness
SpeechPro
Speech Locator
Speech Focus
Spatial Speech
Spectral Speech
Sound Conductor
Soft Speech Lift
MyMusic
Check smartphone compatibility
DX Moxi Move R 9 M RIC
Receiver:
M
Ear Piece:
Vented Dome
Rechargeable
114/50 dB (2cc)
Multi-function button
Bluetooth®
Technology Level
DX Moxi 3
DX Moxi 5
DX Moxi 7
DX Moxi 9
Styles
Moxi Move R
Moxi Jump R T
Moxi Fit

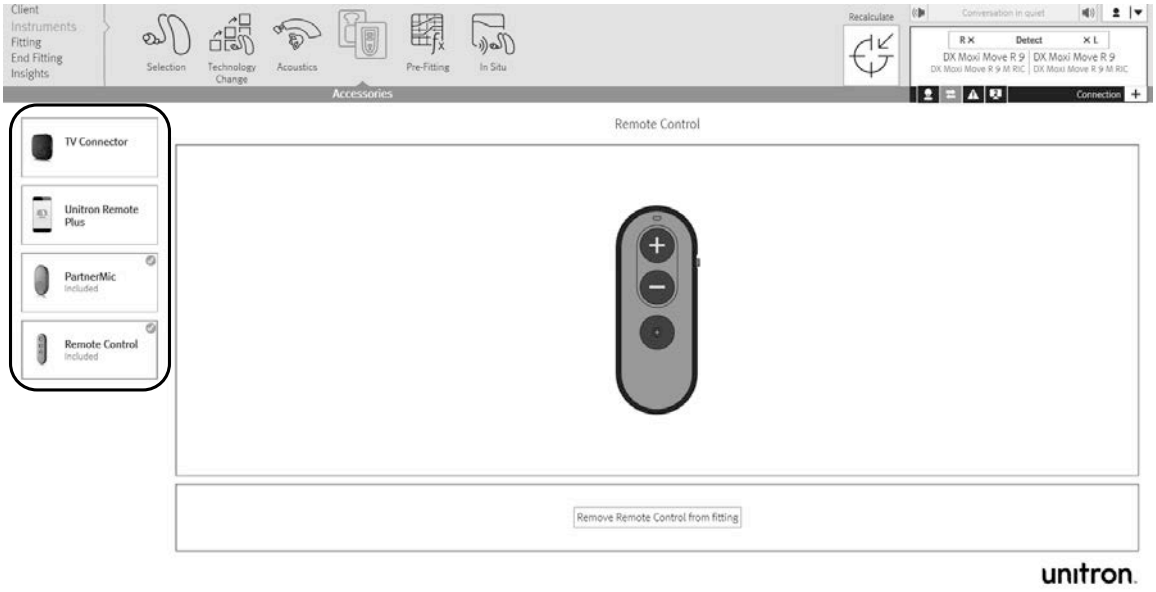
Solutions

Convenient solutions



TV Connector | PartnerMic | Remote Control | Roger




Client
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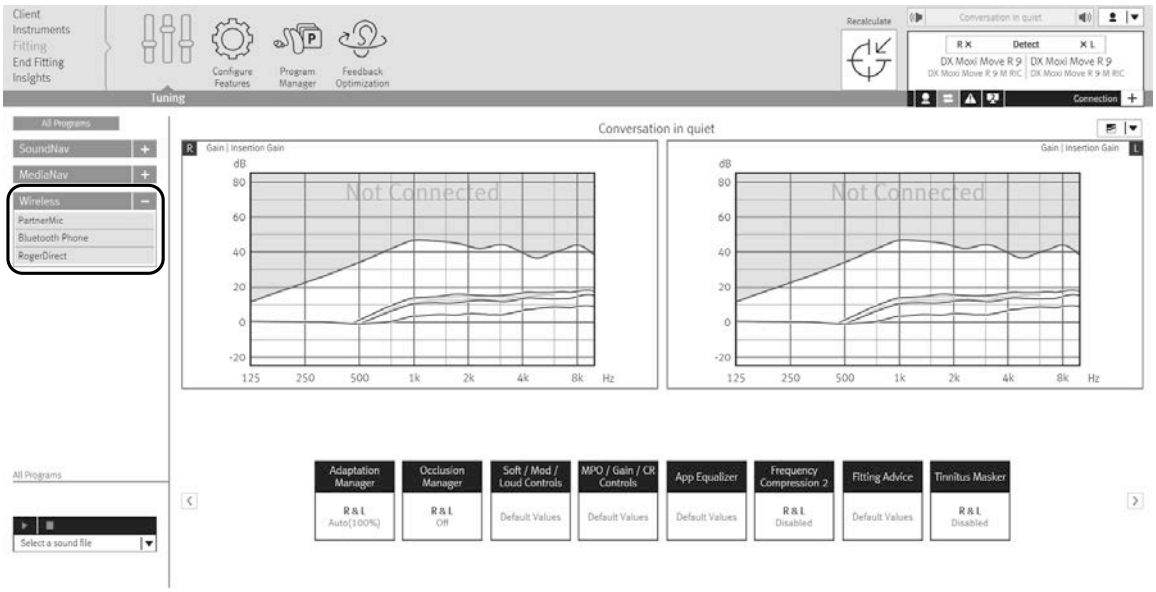
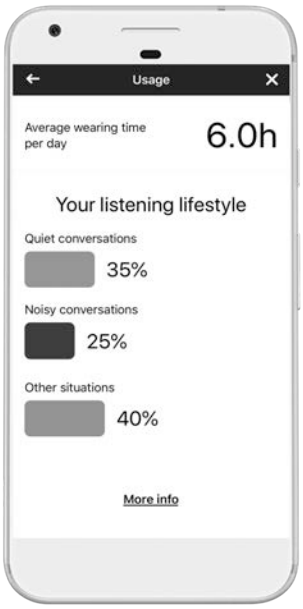
End Fitting
Insights
Selection
Technology Change
Acoustics
Pre-Fitting
In Situ
Accessories
Recalculate
Conversation in quiet
R × Detect × L
DX Moxi Move R 9
DX Moxi Move R 9 M RIC
Connection
TV Connector
Unitron Remote Plus
PartnerMic
Included
Remote Control
Included
Remote Control
Remove Remote Control from fitting
unitron

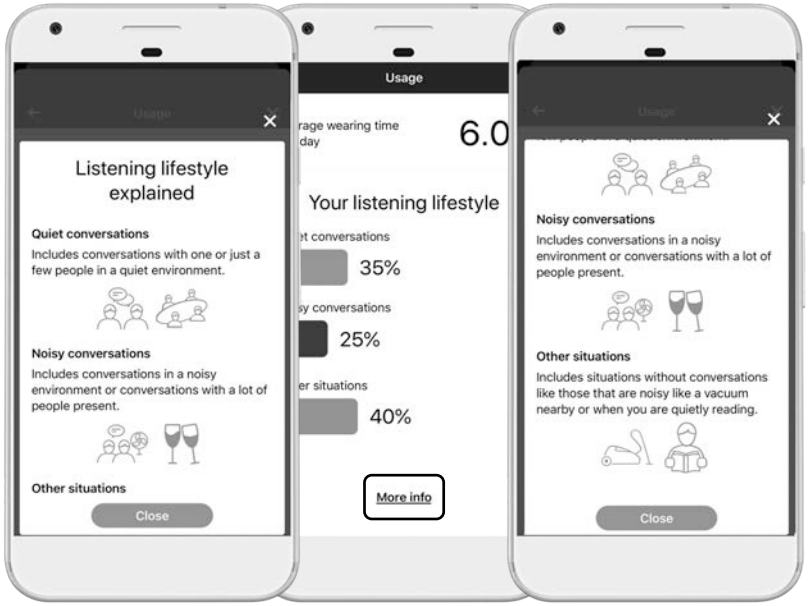

Client
Instruments
Fitting
End Fitting
Insights
Configure Features
Program Manager
Feedback Optimization
Tuning
Recalculate
Conversation in quiet
R × Detect × L
DX Moxi Move R 9
DX Moxi Move R 9 M RIC
Connection
All Programs
SoundNav
MediaNav
Wireless
PartnerMic
Bluetooth Phone
RogerDirect
Conversation in quiet
Gain | Insertion Gain
dB
Not Connected
125 250 500 1k 2k 4k 8k Hz
Adaptation Manager
Occlusion Manager
Soft / Mod / Loud Controls
MPO / Gain / CR Controls
App Equalizer
Frequency Compression 2
Fitting Advice
Tinnitus Masker
Default Values
Disabled
All Programs
Select a sound file

Remote Plus app

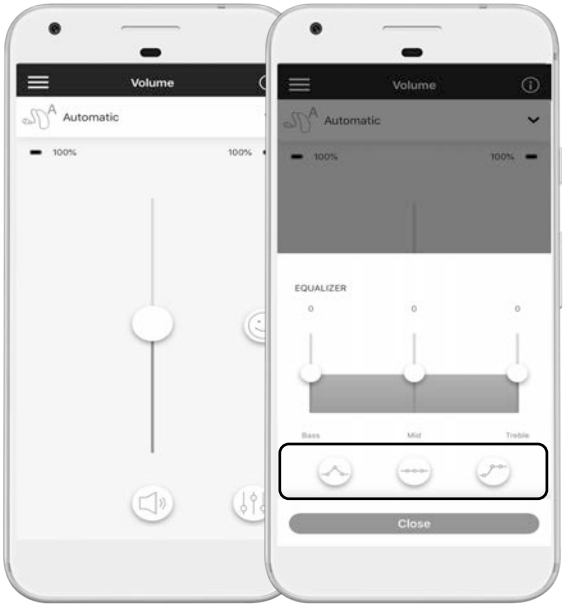
Remote Plus app – functionality

- Change programs
- Control volume
- Watch how-to videos
- Adjust the balance between
  the media audio and the environment
- Adjust tinnitus masker
- Submit ratings on their hearing experience
- And…


Usage
Average wearing time per day
6.0h
Your listening lifestyle
Quiet conversations
35%
Noisy conversations
25%
Other situations
40%
More info

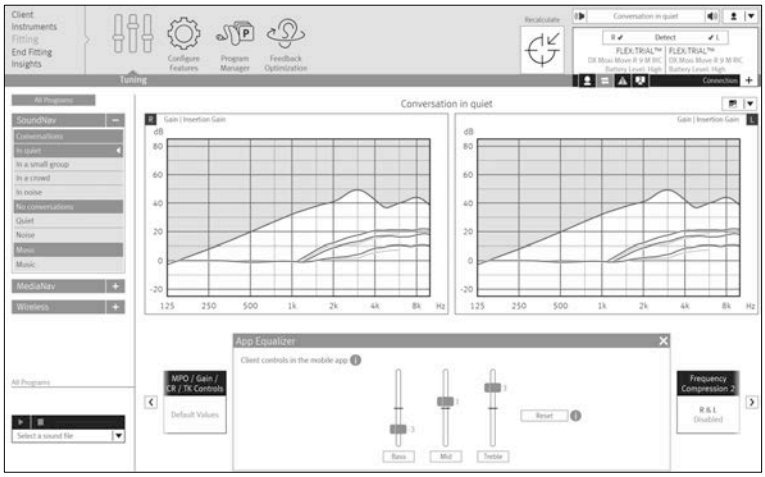

Usage
Listening lifestyle explained
Quiet conversations
Includes conversations with one or just a few people in a quiet environment.
Noisy conversations
Includes conversations in a noisy environment or conversations with a lot of people present.
Other situations
Close
Usage
6.0
Your listening lifestyle
35%
25%
40%
More info
Noisy conversations
Includes conversations in a noisy environment or conversations with a lot of people present.
Other situations
Includes situations without conversations like those that are noisy like a vacuum nearby or when you are quietly reading.
Close

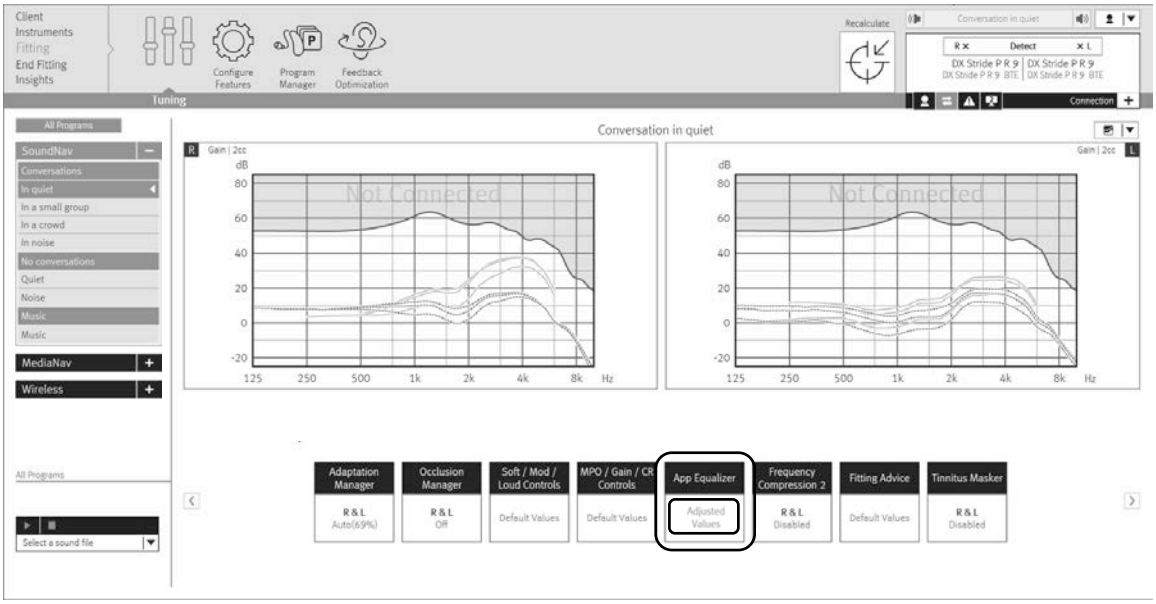
Volume
Automatic
100%
100%


Volume
Automatic
100%
100%
Volume
Automatic
100%
100%
EQUALIZER
0
0
0
Bass
Mid
Treble
Close

Understand how your patient has used the equalizer

Equalizer – patient and provider view




Client
Instruments
Fitting
End Fitting
Insights
Configure Features
Program Manager
Feedback Optimization
Tuning
Recalculate
Conversation in quiet
Detect
DX Stride P R 9 BTE
DX Stride P R 9 BTE
Connection
All Programs
SoundNav
Conversations
In quiet
In a small group
In a crowd
In noise
No conversations
Quiet
Noise
Music
Music
MediaNav
Wireless
All Programs
Select a sound file
Conversation in quiet
Gain | 2cc
dB
Not Connected
125 250 500 1k 2k 4k 8k Hz
Adaptation Manager
R & L
Auto(69%)
Occlusion Manager
R & L
Off
Soft / Mod / Loud Controls
Default Values
MPO / Gain / CR Controls
Default Values
App Equalizer
Adjusted Values
Frequency Compression 2
R & L
Disabled
Fitting Advice
Default Values
Tinnitus Masker
R & L
Disabled

Client
Instruments
Fitting
End Fitting
Insights
Configure Features
Program Manager
Feedback Optimization
Tuning
Recalculate
Conversation in quiet
Detect
DX Stride P R 9 BTE
DX Stride P R 9 BTE
Connection
All Programs
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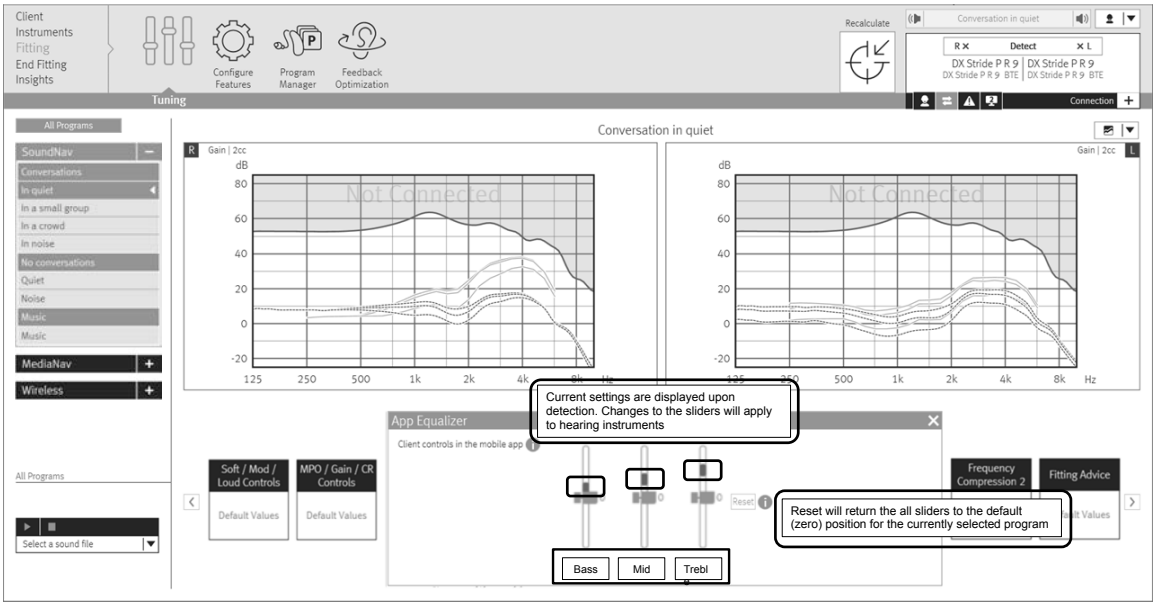
In quiet
In a small group
In a crowd
In noise
No conversations
Quiet
Noise
Music
Music
MediaNav
Wireless
All Programs
Select a sound file
Conversation in quiet
Gain | 2cc
dB
Not Connected
125 250 500 1k 2k 4k 8k Hz
App Equalizer
Client controls in the mobile app
Reset
Bass
Mid
Trebl
Soft / Mod / Loud Controls
Default Values
MPO / Gain / CR Controls
Default Values
Frequency Compression 2
R & L
Disabled
Fitting Advice
Default Values

Client
Instruments
Fitting
End Fitting
Insights
Configure Features
Program Manager
Feedback Optimization
Tuning
Recalculate
Conversation in quiet
R ✕ Detect ✕ L
DX Stride P R 9 | DX Stride P R 9
DX Stride P R 9 BTE | DX Stride P R 9 BTE
Connection
All Programs
SoundNav
Conversations
In quiet
In a small group
In a crowd
In noise
No conversations
Quiet
Noise
Music
Music
MediaNav
Wireless
SoundNav
Select a sound file
Conversation in quiet
Gain | 2cc
dB
Not Connected
Hz
App Equalizer
Client controls in the mobile app
Reset
Bass
Mid
Trebl
Soft / Mod / Loud Controls
Default Values
MPO / Gain / CR Controls
Default Values
Frequency Compression 2
R & L
Disabled
Fitting Advice
Default Values


Client
Instruments
Fitting
End Fitting
Insights
Configure Features
Program Manager
Feedback Optimization
Tuning
Recalculate
Conversation in quiet
R ✕ Detect ✕ L
DX Stride P R 9 | DX Stride P R 9
DX Stride P R 9 BTE | DX Stride P R 9 BTE
Connection
All Programs
SoundNav
Conversations
In quiet
In a small group
In a crowd
In noise
No conversations
Quiet
Noise
Music
Music
MediaNav
Wireless
All Programs
Select a sound file
Conversation in quiet
Gain | 2cc
dB
Not Connected
Hz
Current settings are displayed upon detection. Changes to the sliders will apply to hearing instruments
App Equalizer
Client controls in the mobile app
Reset
Reset will return the all sliders to the default (zero) position for the currently selected program
Bass
Mid
Trebl
Soft / Mod / Loud Controls
Default Values
MPO / Gain / CR Controls
Default Values
Frequency Compression 2
Fitting Advice
Default Values

Difficult situation predictions

Client
Instruments
Fitting
End Fitting
Insights
Usage
Log It All
Ratings
Overview
Recalculate
Conversation in quiet
Detect
DX Stride P R 9
DX Stride P R 9 BTE
Connection
History
View history from:
Current - 2/1/2020
Quick Links
Soft / Mod / Loud Contr...
MPO / Gain / CR Controls
Adaptation Manager
Difficult Situation Predictions
Users similar to your client sometimes report having difficulties in these situations.
Moderate speech in quiet
Party Noise
Soft Sounds
Hours per day
R 11 L 15
Days of use
R 30 L 30
Log It All
Overall Satisfaction
Usage by Program
SoundNav
Wireless Programs
MediaNe
45%
37%
19%
Top Situations
In quiet
In a small group
In a crowd
In noise
Quiet
Noise
Music
10%
12%
11%
16%
20%
21%
11%
Potential Fixes
Which concern is your client experiencing with Moderate speech in quiet?
Concern:
Dull, muffled
Suggested Fix:
Increase gain for speech at high frequencies and reduce gain at low frequencies.
You can apply the suggested fix manually via the Soft/Mod/Loud or MPO/Gain/CR controls, or automatically via Fitting Advice.
Soft / Mod / Loud...
MPO / Gain / CR...
Fitting Advice
Close

Client
Instruments
Fitting
End Fitting
Insights
Configure Features
Program Manager
Feedback Optimization
Tuning
Recalculate
Conversation in quiet
Detect
DX Stride P R 9
DX Stride P R 9 BTE
Connection
All Programs
SoundNav
Conversations
In quiet
In a small group
In a crowd
In noise
No conversations
Quiet
Noise
Music
Music
MediaNav
Wireless
All Programs
Speech - Dialogue in quiet
Conversation in quiet
Gain | 2cc
dB
80
60
40
20
0
-20
125
250
500
1k
2k
4k
8k
Hz
Fitting Advice
Select Situation:
Speech - Moderate speech in quiet
Select Concern:
Too loud
Reduce gain for speech at all frequencies.
Reduce gain for speech at all frequencies.
Apply
Undo
MPO / Gain / CR Controls
Adjusted Values
Frequency Compression 2
R & L
Disabled
Tinnitus Masker
R & L
Disabled
Equalizer

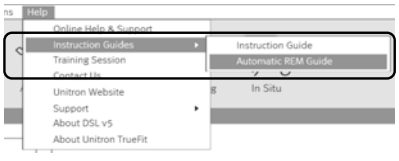
Automatic REM

Automated Real Ear Measurements (REM)

An automatic REM workflow with Otometrics Aurical FreeFit has been added to TrueFit 4.2 software

The Automatic REM workflow walks you through the various steps of the Real Ear Measurements and matching to targets. It can be run on either Left or Right or both ears.

We have a new Fitting Guide for the Automatic REM feature, which can be found in TrueFit under Help > Instruction Guides > Automatic REM Guide



If you are interested in learning more about Automated Real Ear Measurements, training can be scheduled directly with your Regional Trainer

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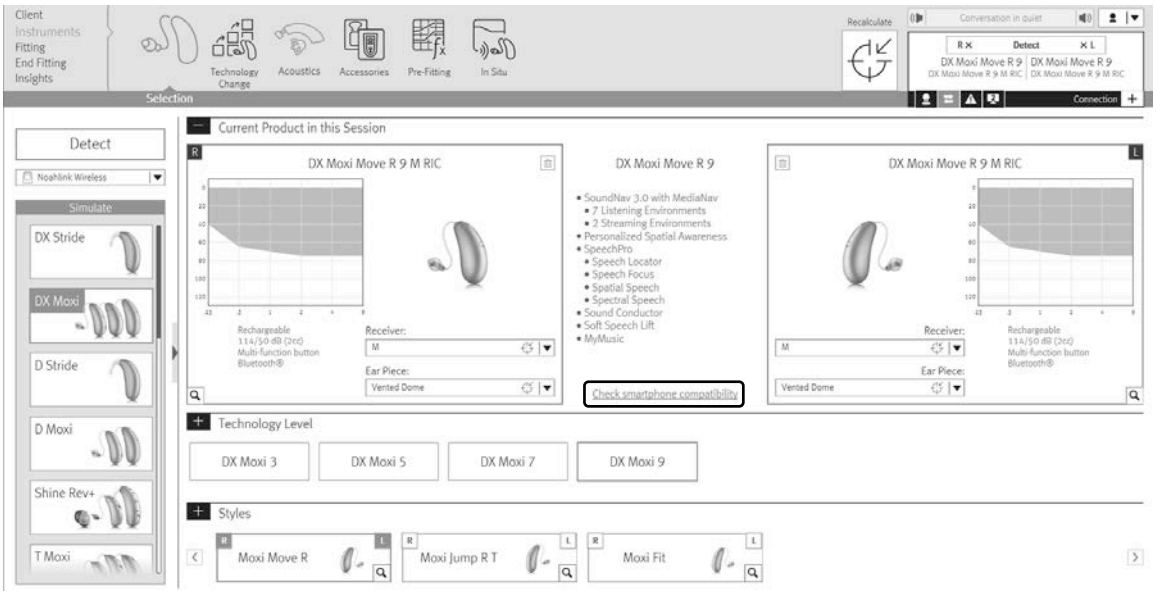
TrueFit fitting software:
First fit workflow

Verify phone compatibility



Phone compatibility

Enter the phone model below to check for compatibility with Discover hearing instruments. Check phone compatibility for Moxi All **here**.

Your mobile phone model: Samsung Galaxy S5 Active

Samsung Galaxy S5 Active

Release date:	2014-06-04
Bluetooth version:	4.0
OS:	Android: 4.4.2, 4.4.4, 6.0 Marshmallow(6.0 required for the Unitron Remote Plus App)

Unitron Discover compatibility:

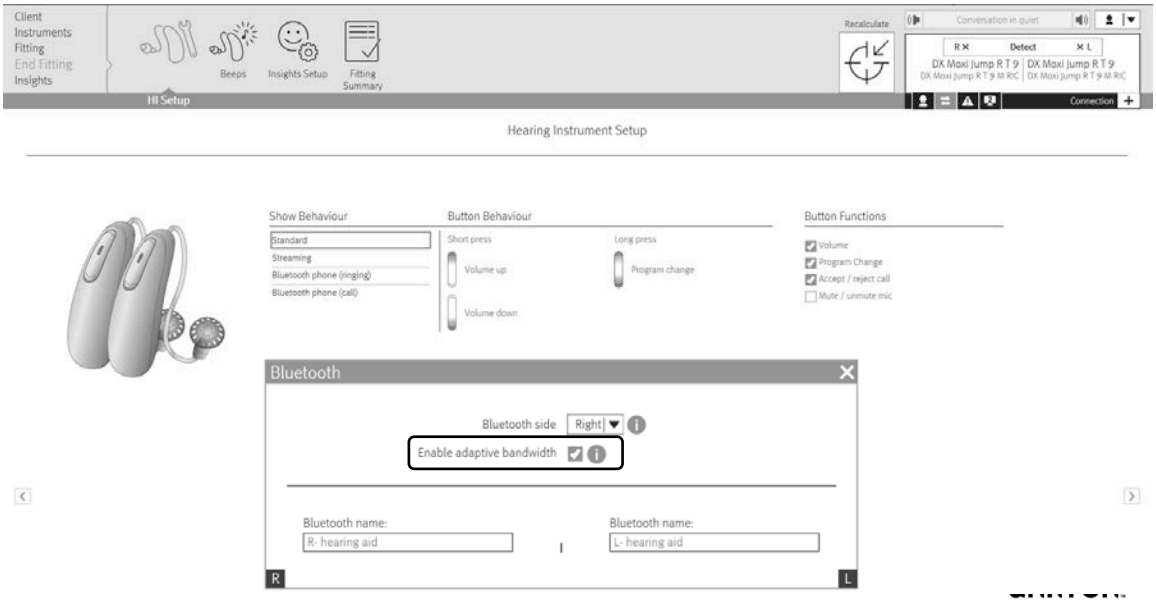
Phone calls

- ✓ Phone calls were tested and worked with this model.
- Click here to open the pairing instructions (Discover Moxi Fit)
- Click here to open the pairing instructions (Discover Moxi Jump R)

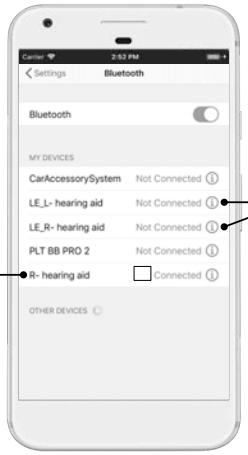
Remote Plus app

- ✓ The Unitron Remote Plus app was tested and worked with this model.
- Click here to open the pairing instructions (Discover Moxi Fit)
- Click here to open the pairing instructions (Discover Moxi Jump R)

How to adjust phone ear



Bluetooth pairing – naming



Paired to Remote Plus app

(Bluetooth LE)

Paired to phone

(Bluetooth Classic for phone and media streaming)

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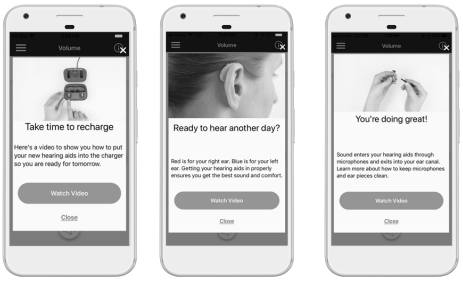
Care and use instructions

Coach

Help your patients reach their full potential with their new hearing aids with performance analysis, instruction in relevant skills, and providing encouragement using their Remote Plus app



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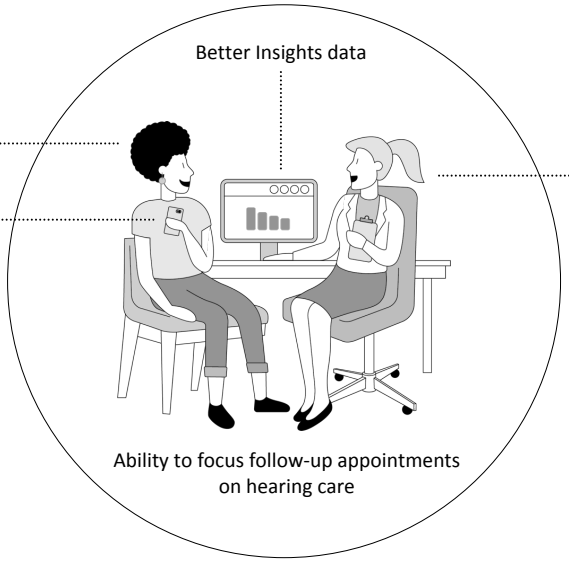
Benefits



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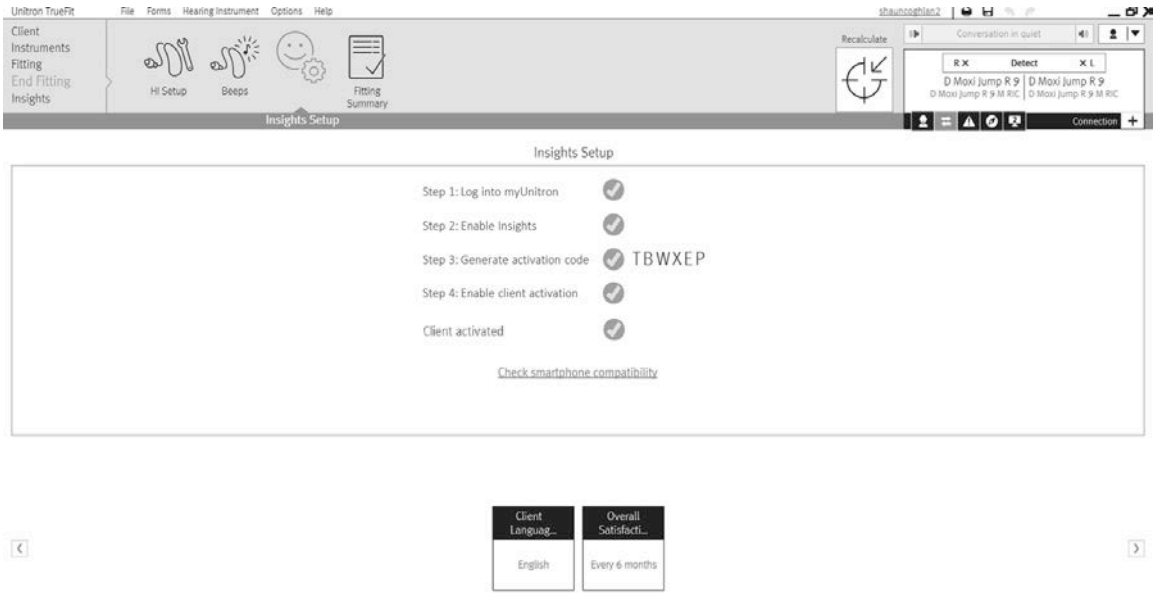


Day 1

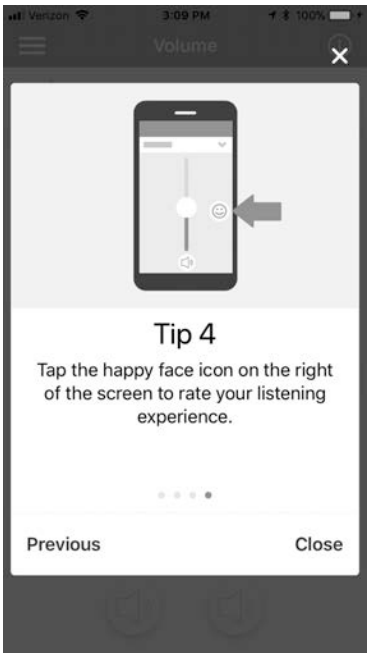
Welcome to coach!

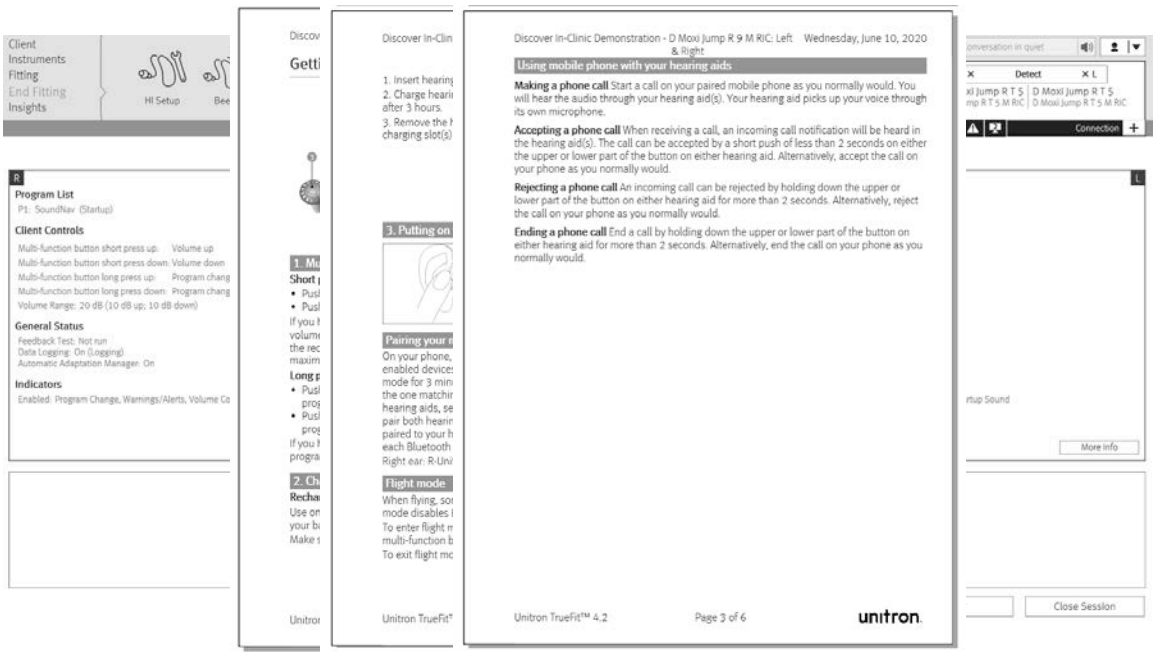
That evening…

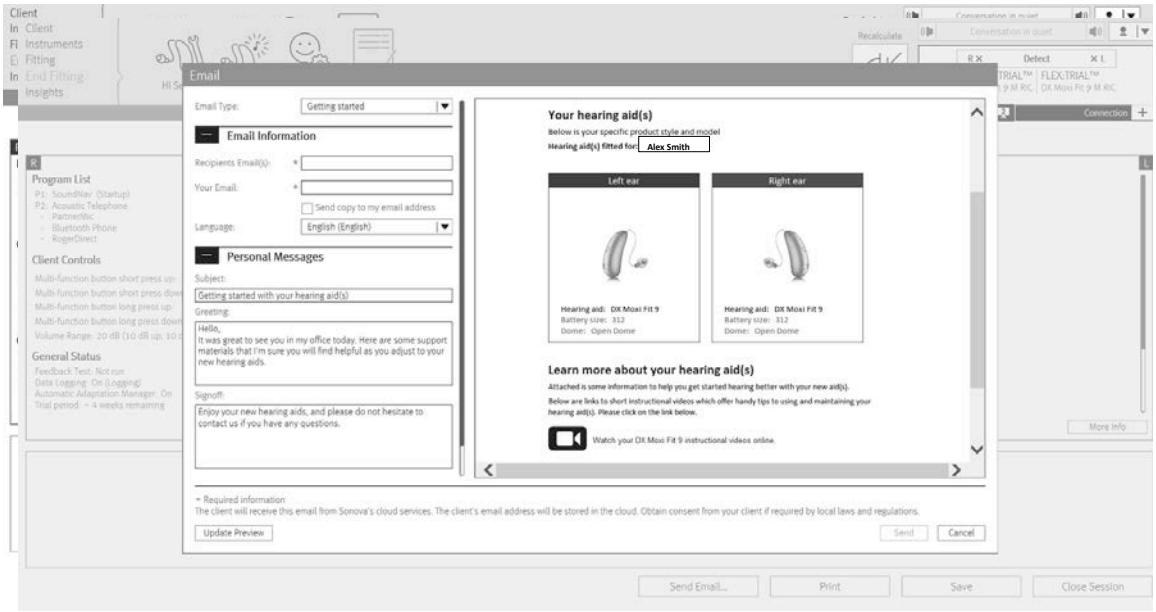
Day 2

Get the day started with a quick reminder

Later that day…







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Hello,
It was great to see you in my office today. Here are some support materials I'm sure you will find helpful as you adjust to your new hearing aids.

Your hearing aid(s)

Below is your specific product style and model

Hearing aid(s) fitted for: Discover Next

Left ear	Right ear
Hearing aid: DX Moxi Move R 9 Battery size: Rechargeable Dome: Vented Dome	Hearing aid: DX Moxi Move R 9 Battery size: Rechargeable Dome: Vented Dome

Learn more about your hearing aid(s)

Attached is some information to help you get started hearing better with your new aid(s).

Below are links to short instructional videos which offer handy tips to using and maintaining your hearing aid(s). Please click on the link below.

Watch your DX Moxi Move R 9 instructional videos online.

Ratings

Ratings

Hearing instrument innovation that informs HCPs with in-the-moment device performance perceptions from each consumer

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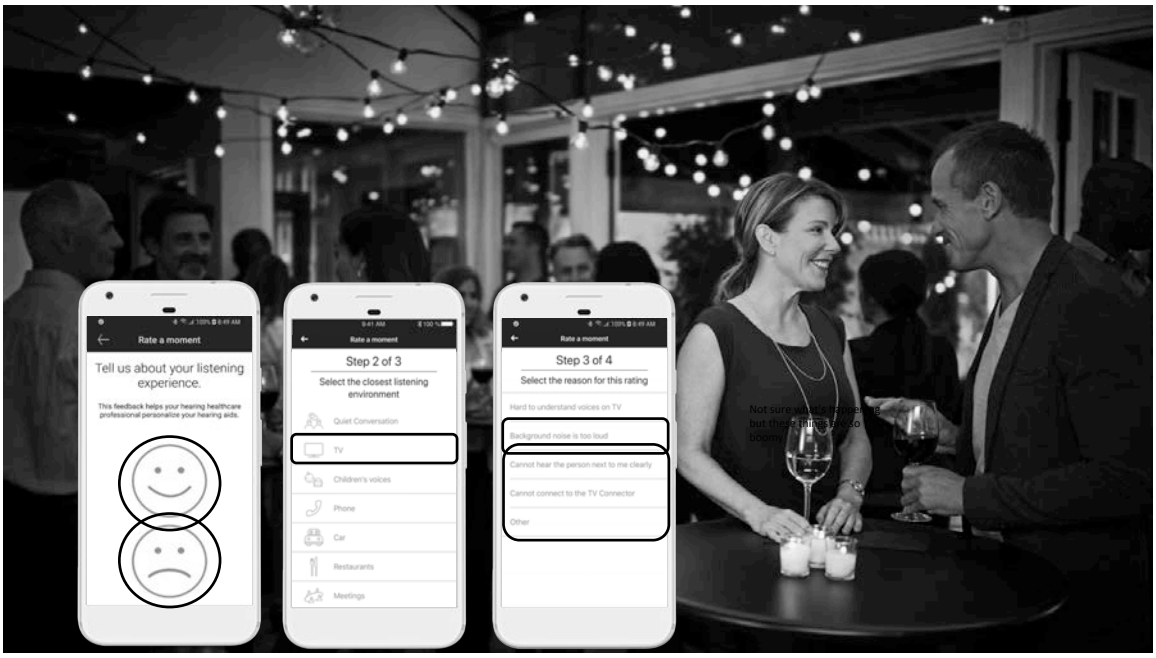
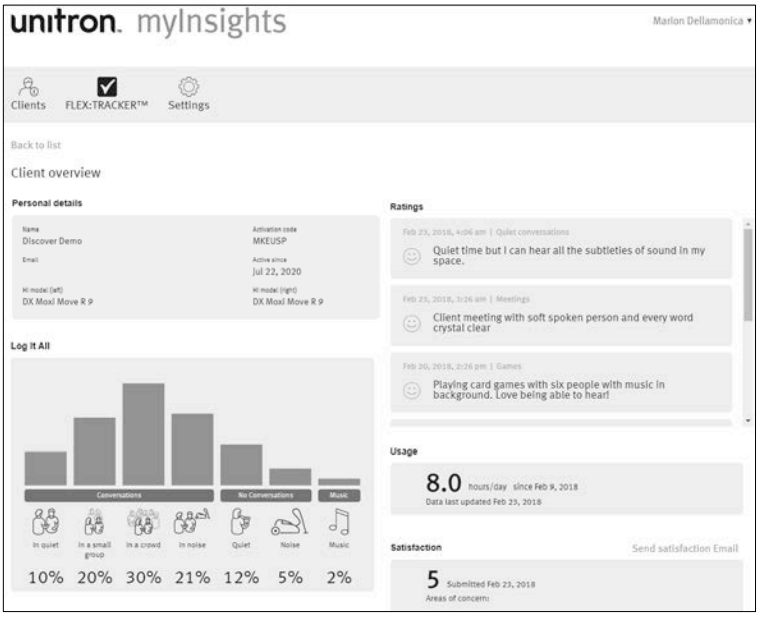

Rate a moment
Tell us about your listening experience.
This feedback helps your hearing healthcare professional personalize your hearing aids.
Rate a moment
Step 2 of 3
Select the closest listening environment
Quiet Conversation
TV
Children's voices
Phone
Car
Restaurants
Meetings
Rate a moment
Step 3 of 4
Select the reason for this rating
Hard to understand voices on TV
Background noise is too loud
Cannot hear the person next to me clearly
Cannot connect to the TV Connector
Other


unitron. myInsights
Marlon Dellamonica
Clients
FLEX:TRACKER™
Settings
Back to list
Client overview
Personal details
Name
Discover Demo
Activation code
MKEUSP
Email
Active since
Jul 22, 2020
HI model (left)
DX Moxi Move R 9
HI model (right)
DX Moxi Move R 9
Log It All
Conversations
No Conversations
Music
In quiet
In a small group
In a crowd
In noise
Quiet
Noise
Music
10%
20%
30%
21%
12%
5%
2%
Ratings
Feb 23, 2018, 4:06 am | Quiet conversations
Quiet time but I can hear all the subtleties of sound in my space.
Feb 23, 2018, 3:26 am | Meetings
Client meeting with soft spoken person and every word crystal clear
Feb 20, 2018, 2:26 pm | Games
Playing card games with six people with music in background. Love being able to hear!
Usage
8.0 hours/day since Feb 9, 2018
Data last updated Feb 23, 2018
Satisfaction
Send satisfaction Email
5 Submitted Feb 23, 2018
Areas of concern

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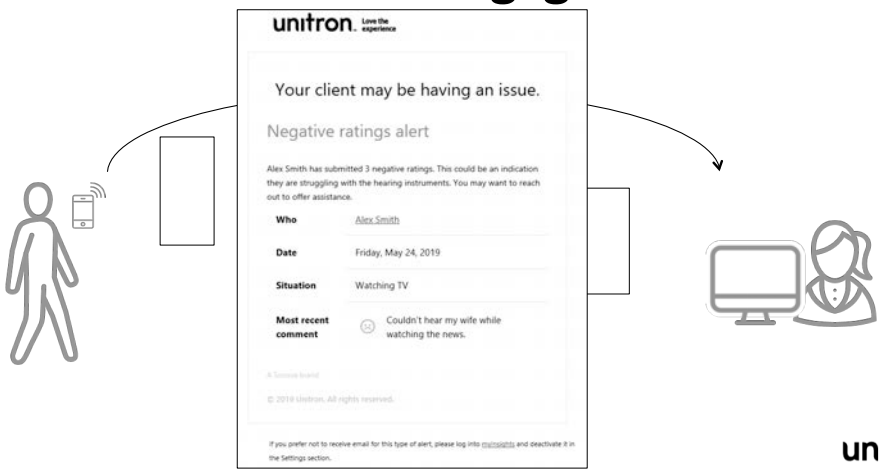
Ratings within TrueFit

Your client wants to be engaged



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What triggers automated suggestions?

When a client submits a negative rating, the Insights system will analyze and potentially send a notification the app

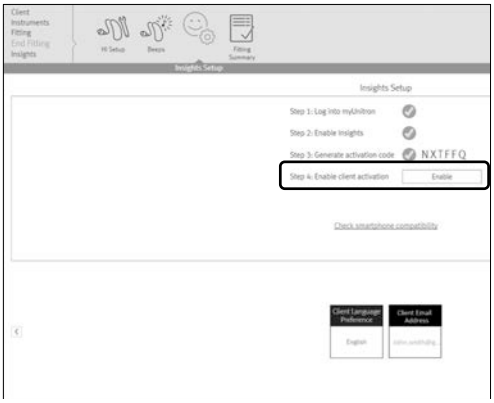
Here are examples of what may trigger the suggestion:

- Switch to Automatic program when manual program doesn't match Log It All environment
- Unmute if HIs were muted during that references about sounds being low
- How to use the ambient balance feature when in TV Connector and background noise is too loud or can't hear person they are with.

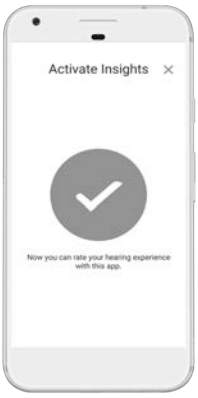
Enabling Insights for your patient

Activating Insights – Coach and Ratings

1. 1 click in software (first fit workflow **OR** End Fitting > Insights Setup)



2. 1 click in the Remote Plus app



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When your patient says…

“My hearing aids are whistling”

Feedback management

Feedback management

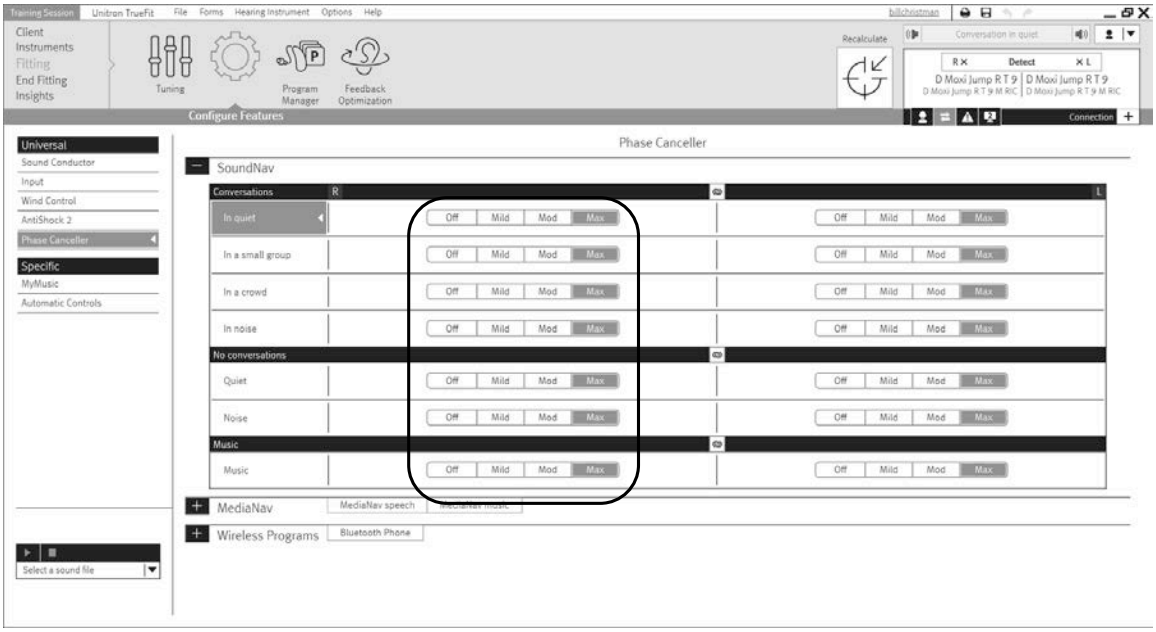
What are the two parts to Unitron's feedback management System?

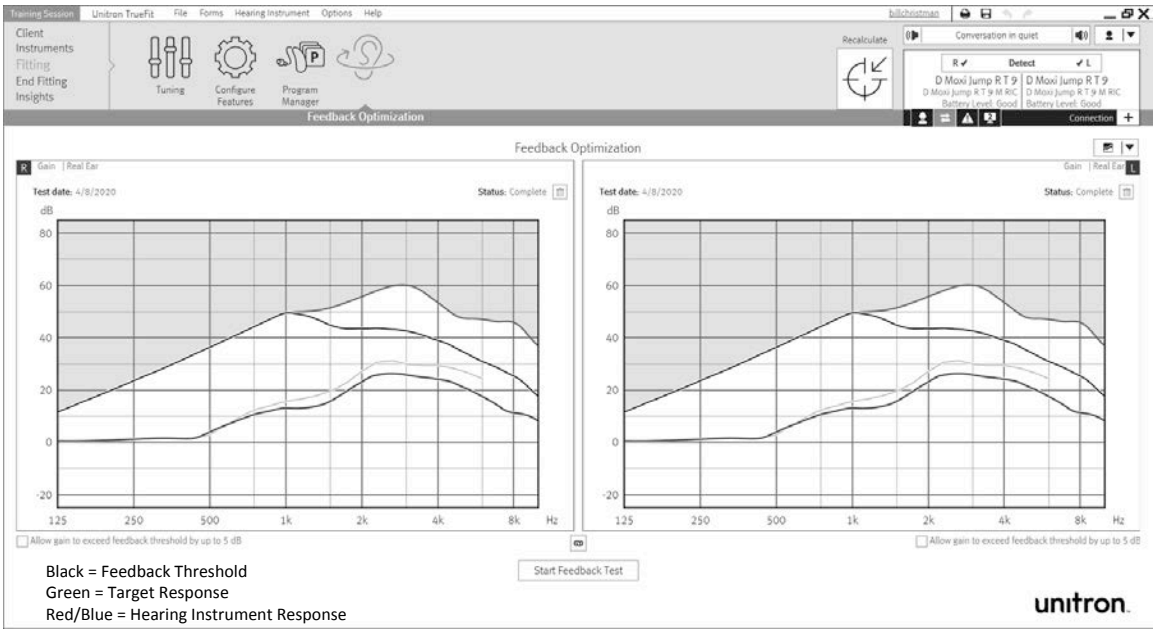
Phase Canceller

The Phase Canceller is designed to control dynamic instability or changes in the acoustic near-field and the strength can be adjusted to address sound quality concerns

Static Test

The static test is designed to control fit-related feedback, and is used to establish a maximum stable gain limit across frequencies for the hearing instrument





Black = Feedback Threshold
Green = Target Response
Red/Blue = Hearing Instrument Response

Feedback optimization

Each ear has unique characteristics that affect maximum stable gain for the hearing instrument

Ear specific feedback thresholds account for individual ear canal size, shape, venting and physical fit of the hearing instrument

*Feedback Optimization test is only recommended for Discover Next, Discover, and Tempus instruments when feedback is present

When your patient says…

“There’s too much noise!”

Difficulty in noise

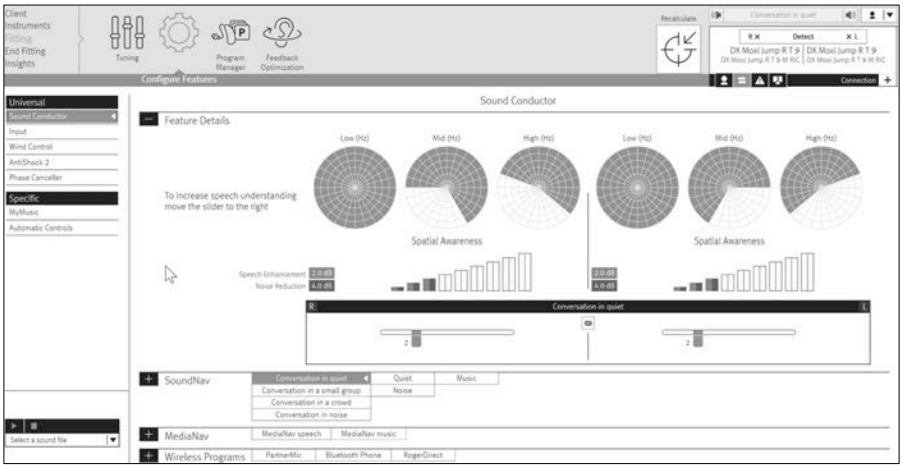
Difficulty in noise

Bothered by transient noises? **Antishock™ 2**

Other, more “steady state” type noises? **Sound Conductor** and **Input**

Impulse noise – increase AntiShock™ 2

Steady state noise – change Sound Conductor™ settings



When your patient says…

“Sounds far away are louder than sounds close by”

Sounds far away are louder than sounds close by

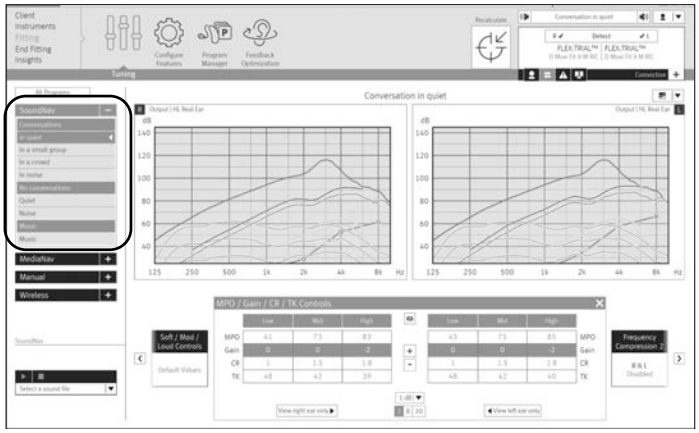
1. Select Fitting > Tuning
2. Select MPO > Gain > CR Controls
3. Decrease compression ratios and make more linear
4. Decrease overall gain to lower gain for soft sounds

When your patient says…

“The hearing aids are going in and out”

Intermittency – verify gain differences

In your SoundNav programs, ensure gain difference between the programs are within 2-3dB



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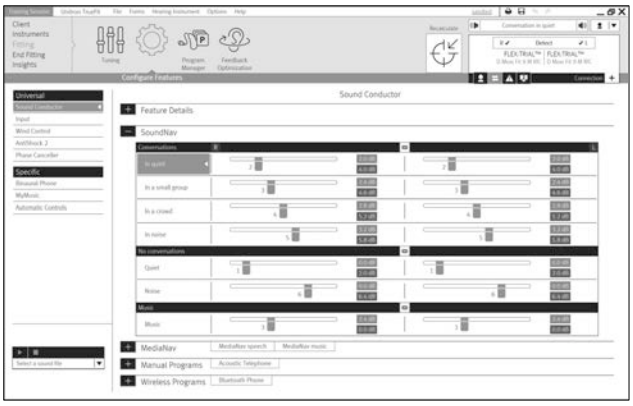
Intermittency – Sound Conductor settings between environments

- Adjacent environments ideally within 1-2 steps of each other
- Lowest to strongest setting within 5 steps



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Intermittency – MPOs/CRs

- Make sure the gain difference between adjacent programs are within 2-3dB
- Ensure MPOs aren't too low (enough headroom)
- Ensure compression ratios (CRs) not too high

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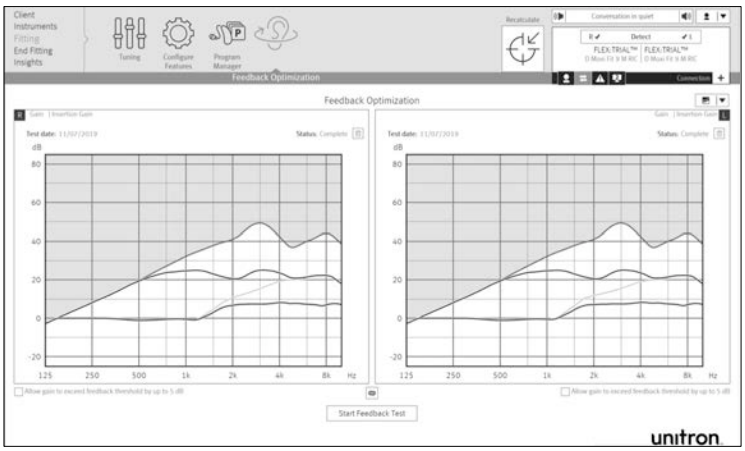
Intermittency – feedback manager not limiting gain



Black = Feedback Threshold
Green = Target Gain
Blue/Red = Aided Gain

Sound Quality - output view

- Switch to output view
- If output curves are touching or close to MPO switch to power or higher strength receiver

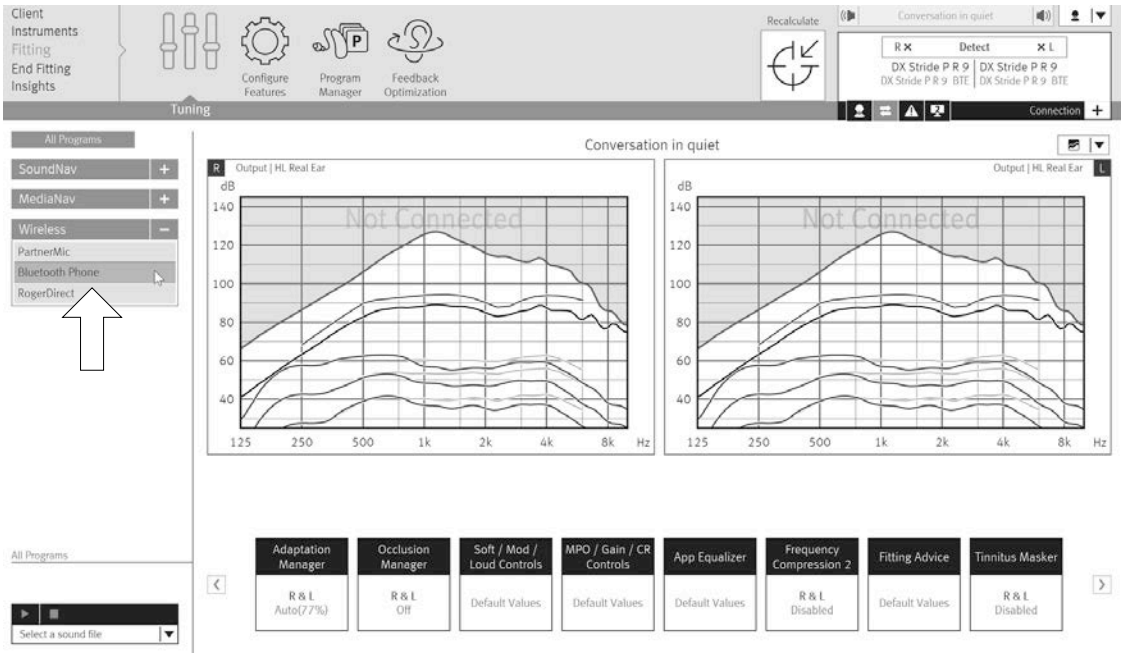
Sound Quality – Acoustics Screen

- Instruments > Acoustics
- Verify vent, receiver and dome/custom mold are in agreement with hearing instrument

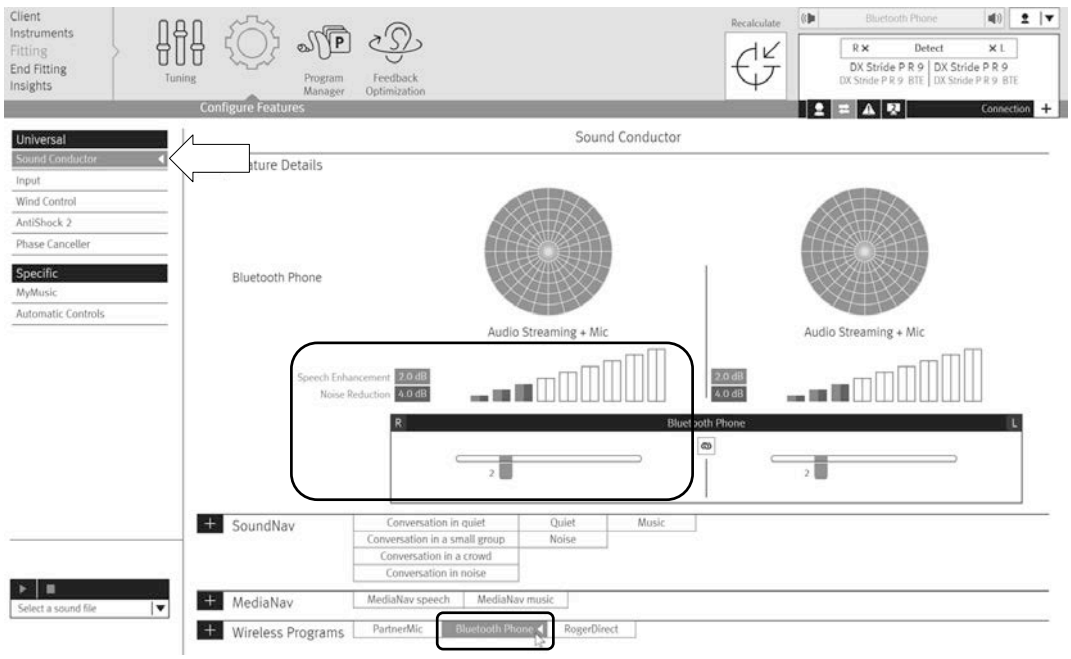
When your patient says…

“Calls on my cellphone aren’t loud enough”

Option 1:

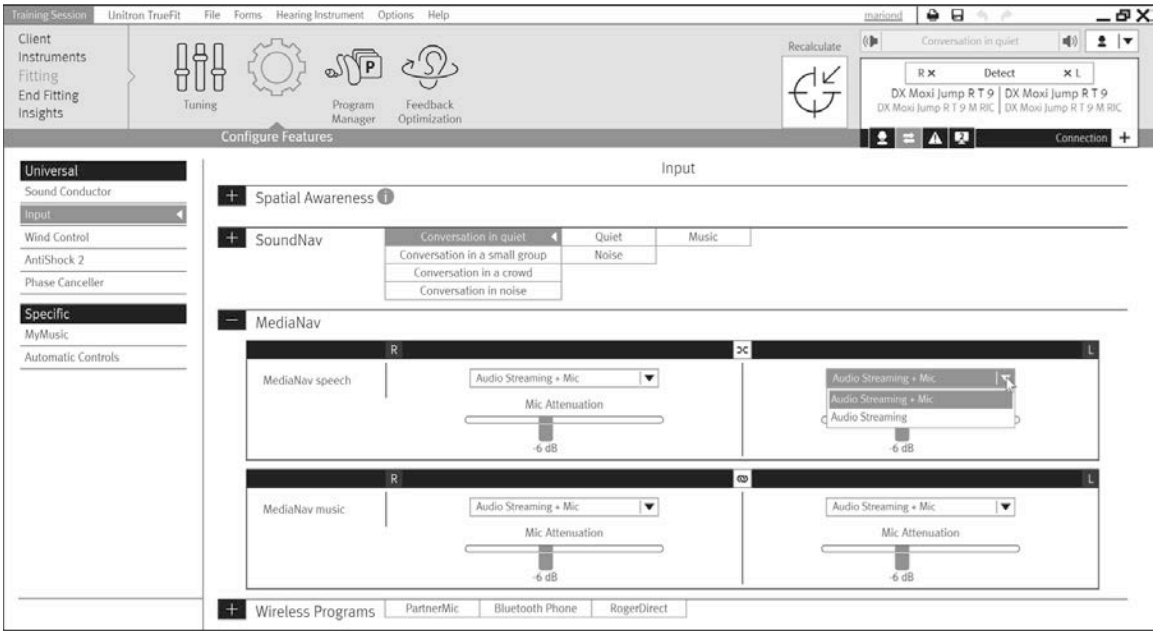

Client
Instruments
Fitting
End Fitting
Insights
Configure Features
Program Manager
Feedback Optimization
Tuning
Recalculate
Conversation in quiet
R ✕ Detect ✕ L
DX Stride P R 9
DX Stride P R 9 BTE
Connection
All Programs
SoundNav
MediaNav
Wireless
PartnerMic
Bluetooth Phone
RogerDirect
Conversation in quiet
Output | HL Real Ear
dB
Not Connected
125 250 500 1k 2k 4k 8k Hz
All Programs
Select a sound file
Adaptation Manager
R&L
Auto(77%)
Occlusion Manager
R&L
Off
Soft / Mod / Loud Controls
Default Values
MPO / Gain / CR Controls
Default Values
App Equalizer
Default Values
Frequency Compression 2
R&L
Disabled
Fitting Advice
Default Values
Tinnitus Masker
R&L
Disabled

Option 2:


Client
Instruments
Fitting
End Fitting
Insights
Tuning
Program Manager
Feedback Optimization
Configure Features
Recalculate
Bluetooth Phone
R
Detect
L
DX Stride P R 9
DX Stride P R 9 BTE
Connection
Universal
Sound Conductor
Input
Wind Control
AntiShock 2
Phase Canceller
Specific
MyMusic
Automatic Controls
Sound Conductor
Bluetooth Phone
Audio Streaming + Mic
Audio Streaming + Mic
Speech Enhancement 2.0 dB
Noise Reduction 4.0 dB
2.0 dB
4.0 dB
R
L
SoundNav
Conversation in quiet
Conversation in a small group
Conversation in a crowd
Conversation in noise
Quiet
Noise
Music
MediaNav
MediaNav speech
MediaNav music
Wireless Programs
PartnerMic
Bluetooth Phone
RogerDirect
Select a sound file

When your patient says…

“My TV streaming comes on too loud; I always have to turn it down”



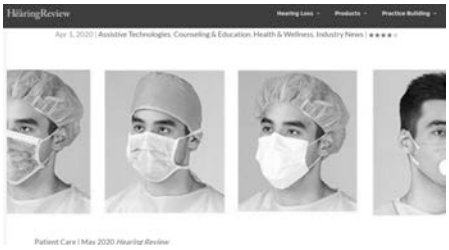
When your patient says…

“I can’t hear people wearing face masks”

Effects of masks on speech reception

A recent article in Hearing Review documents how face masks attenuate speech

- Paper surgical mask: 3-4 dB from 2-7 kHz
- N95 mask: up to 12 dB from 2-7 kHz



Patient Care | May 2020 *Hearing Review*

> *The data show that each type of medical mask in this study essentially functioned as a low-pass acoustic filter for speech, attenuating the high frequencies (2000-7000 Hz) spoken by the wearer by 3 to 4 dB for a simple medical mask and close to 12 dB for the N95 masks. This means the speech quality degradation, in combination with room noise/reverberation and the absence of visual cues, renders speech close to unintelligible for many patients with hearing loss.*

Goldin A, Weinstein BE, Shiman N. How do medical masks degrade speech perception? *Hearing Review*. 2020;27(5):8-9.

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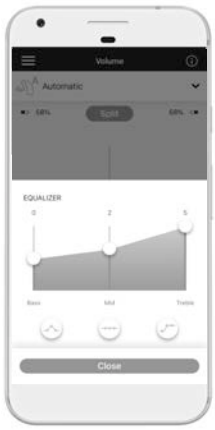
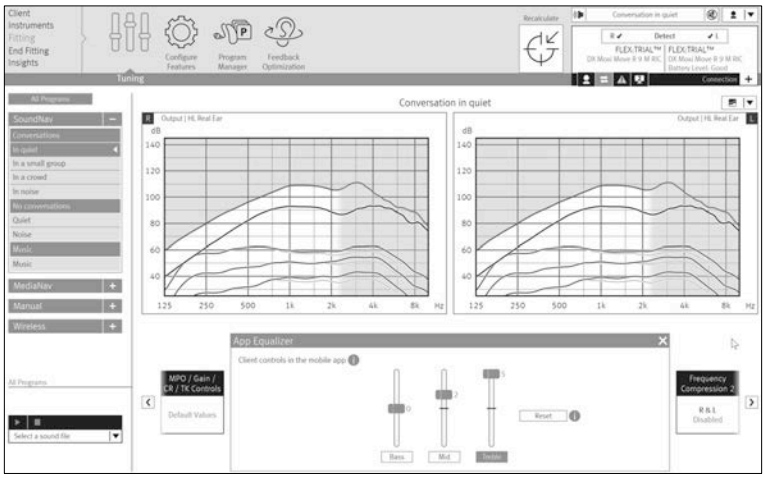
Option 1:
Equalizer

Equalizer – mask adjustment





Option 2:
Manual program

Manual mask program

1. Create a manual program for masks

2. Under Configure Features > Sound Conductor > Manual Programs:
   - Adjust Sound Conductor to 8 for the mask program

3. Under Fitting > Tuning > Soft / Mod / Loud Controls:
   - Increase soft and average (or all) inputs for 3k+ Hz (~3-4 dB)

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Convenient solutions

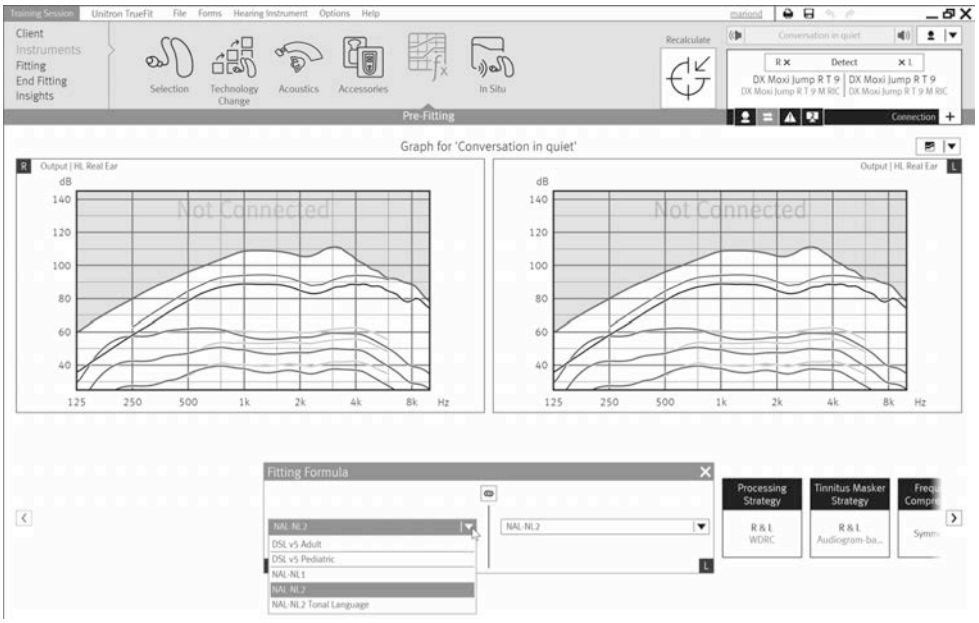
TV Connector

PartnerMic

Remote Control

Roger

When do you change the fitting formula?

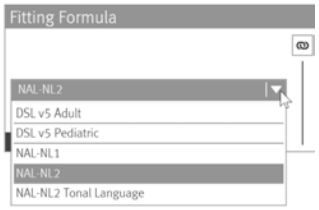


Fitting formulae

Default: NAL-NL2 (some exceptions for Max SP/UP instruments- 3 pre-set options)

Instruments > Pre-Fitting > Fitting Formula:

- Sound quality concerns and fine tuning isn't addressing the issue
- Previous linear wearer
- Pediatric
- Long term DSL user
- Custom wearers
- Language/music



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Thank you

Additional training opportunities

Calendly

- 15, 30, and 60 minute personalized, 1-on-1 training sessions
- https://calendly.com/unitron-training-team

AudiologyOnline

- https://www.audiologyonline.com/audiology-ceus/all/#/cp:unitron

myUnitron.com > myLearning

- CEU and non-CEU modules
- Self-paced learning on numerous topics

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