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Inspire and Hearing Care Anywhere: The Best Programming Software Just Got Better! Sept 16th, 2020

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- [Andrea] Hello everyone, welcome to Inspire and Hearing Care Anywhere, The best Programming Software Just Got Better. My name is Dr. Andrea Hannan Dawkes, I'm a member of the education and training team at Starkey, and I'm delighted that you've elected to join me today. Before we get started, there are a few housekeeping items to cover. I am talking now, so hopefully everyone can hear me. If you have any technical difficulties, please stay logged on and call Audiology Online at 1-800-753-2160. There'll be able to help you troubleshoot whatever issues you may be having. I do know that the most common cause for technical problems is having other software or applications running at the same time as you're watching this class. So you might wanna take a minute to close down any other programs you're running, but if you continue to have any technical difficulties, please contact Audiology Online, so you may fully participate in today's session. This course is available for one CEU hour or 0.1 CEUs. In order to get credit, you must stay logged on for the entire session, attendance is monitored and then complete a short quiz comprised of 10 multiple choice questions. The quiz is available 15 minutes after a live course presentation, simply log into your AO account and the quiz can be accessed under your pending courses. You should also receive an email from Audiology Online within the next 24 hours with a link to the quiz. And for reference, you have seven days to complete the quiz when viewing live courses and 30 days when viewing recorded courses. A PDF of this presentation is available for you in the File Share pod that you can find in the bottom left corner of your viewing area, so certainly feel free to download that. There's also a Chat Box on the left side of the screen that you can use for questions. I will stop periodically to look at the Chat Box and then also spend some time or give some time for answering questions at the end of the session as well. And then finally, you can use the icon in the top right corner of the screen with the four arrows heading out in different directions to enlarge your viewing area. Learner outcomes for this course, participants will be able to identify the various fitting screens and their features within Inspire. Explain how remote programming adjustments are requested and explain how

to utilize the synchronous programming feature of Hearing Care Anywhere and we will be focusing today, of course, on the new technology release. Two years ago, Starkey started on the journey to reinvent the hearing aid because so many individuals who needed hearing help weren't taking the first steps to get it. We knew it was important to do something different to provide state of the art sound quality and performance, but also turn the hearing aid into something that patients ask for and want to wear. So to meet that need, we launched Livio AI, the world's first healthable technology that was recently named one of Time Magazine's best inventions of the year. And since then, the team of engineers and scientists at Starkey have been committed to continuing to evolve technology from traditional hearing aids to smart devices that can augment human senses and enhance health and wellness in a variety of ways. Today we're pushing Livio Edge AI even further, adding more styles, more features and new fitting enhancements designed to give both patients and professionals the extra edge they've been looking for. So Starkey continues to move forward with industry leading Lithium-ion rechargeable technology, new innovative features that the hearing community desires and ultimately an unmatched fitting experience with every technology. With this technology release, we're excited to be delivering new tools and features for our customers that are designed to make their job easier and enhance the patient fitting experience. The most current version of the Inspire software is Inspire 2020.1 and will be central to using some of these new tools and features. By way of advancing technology's leading edge, we're excited to offer a variety of new tools for you as the professional and again features that will also benefit your patients in a variety of wonderful ways. So we are excited to bring the world's smallest and most powerful 2.4 gigahertz rechargeable BTE to the table. We're introducing REM Target Match for customers that also like to use real ear measurement during their fitting process, or even during their followup process, that will be compatible with a couple of different real ear measurement systems. Multiflex Tinnitus Pro includes precision audiogram shaping of the tinnitus masker as well as a new Tinnitus fitting tool for simplified and customizable fittings for Livio Edge AI products. Updates to Hearing

Care Anywhere include the Live Sessions support for synchronous remote programming and technology updates will be available for devices in the field, either through use of the new Inspire 2020.1 and/or with a performance update as well and we'll touch on all of these things as we go through the course today. You asked and we delivered Livio Edge AI, Livio AI and Livio products now include the world's smallest and most powerful 2.4 gigahertz rechargeable BTE style. Our industry leading rechargeable technology provides a complete product family, custom and standard products, including ITC, half shell, ITE, RIC, and now BTE styles, all on the same Thrive technology platform and compatible with all of our 2.4 gigahertz accessories. Here you can see some of the additional highlights for the BTE R, which include a push button user control, telecoil, and a matrix of 130/70. It does ship with an ear hook, but it is also thin tube compatible. Consistent with all of our Thrive platform hearing aids, programming the new BTE R is done wirelessly using Starkey's dedicated 2.4 gigahertz wireless programmer or the NoahLink universal 2.4 gigahertz programmer. In addition of course, you'll need the newest version of the Inspire software, which as I've mentioned is version 2020.1. Keep in mind that you can simulate the BTE R in Inspire to be able to look at the feature set and fitting range. On the simulate products screen, simply select the BTE and R filters on the far right side of that simulate screen to see all of the product options. REM Target Match is one of our exciting new features for verifying hearing aid fittings, using real ear equipment and the Inspire software. It provides a streamlined process for automatically matching real ear targets to ensure the audibility of speech sounds and to provide a solid fitting foundation that can help improve patient outcomes. REM Target Match offers a fully integrated workflow through the REM Target Match tool, allows for simultaneous binaural real ear measurements, provides automatic target matching for both the e-STAT proprietary and standard prescriptive formulas, includes a live display of measurements relative to target and manual fine tuning is available after measurements are made to further personalize a fitting. So it's a really, really exciting tool. There are four simple steps to use REM Target Match. To begin you launch Inspire and connect the hearing aids.

Once on the QuickFit screen, you select REM Target Match in between the two fitting graphs and then the REM Target Match tool will open. The four parts to or steps I should say for using REM Target Match include setup, calibration, making unaided measurements, and also aided measurements. Compatibility requirements. You will need to be using Noah version 4.5.1 or higher, and you will of course need the new Inspire 2020.1 software as well. Compatible products for REM Target Match include all of the, you know, the families and styles or I should say families that you see here and all of the styles and technology tiers and this goes back to the Muse release. So you can see there's quite a bit of product compatibility with REM Target Match. In addition, REM Target Match is currently compatible with the Otometrics Auracle Freefit and MedRx Avant REM Speech plus real ear systems and then coming soon it will be compatible with the Inventis Maestro Trumpet system as well. So if you're interested in more detail on this feature, please register for the Audiology Online course dedicated to this topic. Multiflex Tinnitus Pro is Starkey's next generation feature for tinnitus sound therapy. It's available in all styles of Livio Edge AI and offers two new applications, an audiogram shaping algorithm and a custom fit tool for creating personalized maskers for more tinnitus management options. And a performance update is also available for Livio Edge AI devices that are already in the field to make these new signals available. So professionals can now choose from three tinnitus masking signals, white noise, audiogram-shaped and custom. White noise is the original Multiflex Tinnitus stimulus and is available in all styles and technology tiers of the Thrive platform hearing aids and in older products as well. The white noise signal is based on the patient's pure-tone average, and is comprised of equal energy distribution across frequencies. The new audiogram-shaped stimulus is available in all styles of Livio Edge AI and provides automatic shaping of the tinnitus stimulus based on the entire hearing loss across all frequencies for a more tailored masking signal. And the custom stimulus is created for patients wearing Livio Edge AI using the new Multiflex Tinnitus Pro tool, which incorporates measurements that allow the patient to participate in the design of the masking signal, so it generates a more personalized

masking signal. Multiflex Tinnitus Pro is accessed on the Tinnitus screen in Inspire. You use the dropdown menu to select the stimulus type and all options offer a 10,000 Hertz bandwidth with 16 bands of adjustability. So if you're interested in more detail on this feature, please check out the Audiology Online course dedicated to this topic as well. Another exciting new feature with this technology release is Live Sessions Synchronous Remote Programming. It allows professionals to make remote hearing aid programming adjustments in real-time using a two-way audiovisual link between themselves and the hearing aid user. Live Sessions is available in all Livio Edge AI, Livio AI, and Livio hearing aids and is compatible with all iOS and Android smart devices supported by the Thrive Hearing Control app and we're gonna be talking about this feature in more detail later in the course. The Self Check feature is accessed on the patient tools screen in Inspire and can be used to evaluate the integrity of the hearing aid receiver, microphone, and circuit. It's a valuable tool and serves as a very nice compliment to a traditional listening check to help identify and resolve issues. Baseline measurements are pre-established in the factory for all Livio Edge AI hearing aids, and they will now also be done for all new Livio AI hearing aids as well. Removing the need to run a baseline measurement at the first fit will help streamline the fitting process and save time. There are a couple of other Inspire updates to be aware of, SoundPoint and SoundPoint Tinnitus have been removed from the Inspire software for all products and messaging has been updated for cross devices when completing a SwapFit. Because only the receiver side is connected during the Inspire fitting session, completing a SwapFit can result in the receiver and transmitter no longer being paired. So new messaging is going to remind the hearing professional to read the devices into Inspire after the SwapFit in order to reconnect the receiver and the transmitter. This slide provides a nice summary of the new features available with this technology release, as well as the expansion of features to new technology tiers. Sound quality and performance, and a host of healthable and intelligent assistant features make it possible to meet every patient's needs. So be sure to look into other AO courses for more details on all of the various features. Livio Edge AI and Livio AI hearing aids

already in the field will be eligible for new features and enhancements in one of two ways, either through the use of Inspire 2020.1 or through a hearing aid performance in Thrive app update as outlined here. Updates for Livio Edge AI are currently available and coming soon for the Livio AI technology tiers. When a performance update is available, the firmware version of the hearing aids will appear in yellow on the Get Started screen and performance update will show as a selectable option at the bottom of the screen next to the Start button. And as I mentioned, updates are available now for Livio Edge AI and will be coming soon for Livio AI. All right, now let's turn our attention for the remainder of this session to the new Live Sessions Synchronous Remote Programming feature, which truly does help provide an unmatched fitting experience on every level. Hearing Care Anywhere is a telehealth application for remote hearing aid programming adjustments, and is currently available in all of the Thrive platform hearing aids and all styles of Livio Edge AI, Livio AI and the Livio family as well. There are a variety of benefits of remote programming. It can increase access to care and improve the continuity of care and we've certainly seen this with the COVID-19 pandemic. Remote programming can also increase patient engagement, improve patient outcomes and increase patient satisfaction and it can also reduce costs for both the hearing aid user and the professional. Remote programming is also much less time intensive than an office visit, making it a very efficient tool for both professionals and hearing aid users. Here you can see a comparison of both the synchronous and asynchronous applications of Hearing Care Anywhere. I think one helpful analogy for these two strategies is to think of FaceTime and Facebook. FaceTime is real-time like our Live Sessions feature and Facebook is a store and forward asynchronous strategy like our Remote Adjustments feature. So to summarize some of the key points for Live Sessions. Use of the feature does require an appointment, which is defined as a designated time when both the professional and hearing aid user are available to meet. So that can be something that gets mapped on the calendar, or it can be spur of the moment as long as both parties are available. As I mentioned earlier, it does provide real-time audio and visual engagement. During a live

session, multiple needs can be addressed based on the conversation with the hearing aid user. Synchronous remote programming is covered by some insurance companies and it's the required form of remote programming by some organizations like our government services. That said, there are still some really nice advantages to the asynchronous application of the feature, which is now called Remote Adjustments. So shorter wait times, it doesn't require an appointment, allows the professional and patient to address hearing aid adjustments at their convenience, the patient is able to compare current and new settings in applicable environments before saving the settings that are preferred and it does give you some time to collaborate with colleagues or maybe students prior to making adjustments and do know of course that a concurrent video or phone call is possible. With the addition of Live Sessions, we're upping the ante with our remote programming capabilities, which will provide added flexibility and meeting both the needs of professionals and patients. As I mentioned earlier, it allows professionals to make remote hearing aid programming adjustments in real-time. Again, there's the use of a two-way audiovisual link between themselves and the hearing aid user and just wanted to reiterate that it is available across the board in the Thrive platform hearing aids, so Livio Edge AI, Livio AI and Livio devices and compatible with all of the iOS and Android smart devices supported by the Thrive Hearing Control app. So this slide outlines the system requirements for using Hearing Care Anywhere, professionals are going to need a fitting computer, the Inspire 2020.1 software, they'll need a Hearing Care Dashboard, which we'll talk about in just a moment and also an internet connection, which can be cellular or WiFi or Ethernet cable connected. Patients are gonna need the 2.4 gigahertz Thrive platform hearing aids, a compatible smart device, the Thrive Hearing Control App and an internet connection as well. To use Live Sessions, the setup requirements are the same as they are for Remote Adjustments. The professional must establish a Hearing Care Dashboard, remote programming needs to be enabled in the hearing aids and the feature must be activated in the Thrive app. The Hearing Care Dashboard serves as the professional control panel for answering and managing remote programming requests.

It provides a variety of administrative tools for managing and analyzing use of the feature and has the flexibility to meet the needs of each organization through setup and grouping. So let's talk for just a few minutes about the Hearing Care Dashboard. To begin set up, select someone in the office to create the dashboard for the practice. That person will serve as an administrator but administrative privileges may be given to any participant and roles can be changed at any time. The administrator, the person setting up the dashboard will need a valid email address for themselves and for each professional that plans to participate in remote programming, they'll need their Starkey account number and all practice names, addresses, and phone numbers and office hours if there are multiple office locations. So to get started creating a dashboard, open Inspire, and navigate to the Get Started screen and click on Remote Programming, then click on the login button. The administrator will enter their name, email address, and a password, and then click on the Save button. They will then need to open their email and click on the confirmation link they receive, to continue with the setup process. And then from there, it's just a matter of following some simple step by step prompts to enter all of the necessary information. So here you can see tabs for office details, locations, office hours, messaging for the patient, managing users and managing groups as well. The default application for Hearing Care Anywhere under office details, will be to use both applications. So both Live Sessions and Remote Adjustments as you can see here. If only Live Sessions or Remote Adjustments is chosen, the entire organization will be required to use the same application. So that means that the type of remote programming can't be personalized for the professional or the location. So you'll wanna keep that in mind as you're setting things up. Also by way of the dashboard for Live Sessions, there are two tabs available, Clients and History. All hearing aid users with Hearing Care Anywhere active in their Thrive app, will populate under the Clients tab in the Hearing Care Anywhere dashboard. So you can scroll through the list or use the search box to find a specific individual. A green dot adjacent to a hearing aid user's name indicates that they have joined a live programming session from their Thrive app. This is the only way for the professional to

know if a hearing aid user has joined the scheduled meeting. I think this will come in handy as the professional can be very busy and it may be advantageous for them to join the session once they know the patient is already ready and available. Certainly it is possible for the professional to enter the session first as well, there is some nice flexibility there, but I did want to point out that the green dot would indicate that the hearing aid user is present and ready to move forward with the meeting. And then you can click on the arrow adjacent to the hearing aid users name, to populate their hearing aid device details, might be a nice reminder before you jump into a session. The History tab in the dashboard is organized in chronological order of when adjustments were made with the most recent session on top, that's gonna be the default view. However, you can click on any of the column headers to sort by that particular variable. So the options are name, professional, time or duration of session. Keep in mind that administrators can access all of the dashboard information for all providers in the practice and the use of the grouping feature through the dashboard will allow colleagues to view each other's dashboards as well. So that's a nice opportunity in the event someone is out of the office for example. All right, the second step in setting up the feature is to enable remote programming in the hearing aids. So this can be done remotely or with the hearing aids connected to Inspire and can be done with access to the patient's database file, without access to the database file, or even when using a standalone version of the Inspire software, so some very nice flexibility there. When hearing aids are connected to the Inspire software, Hearing Care Anywhere may be enabled on the patient tools screen. So you click on Patient Tools and then select Remote Programming. You check the boxes next to remote programming and then review the patient consent that will populate with the patient. They must accept or agree to the consent to use remote programming. And then finally you click the circular arrow to generate a remote programming code that will be entered into the Thrive app. That code must be unique for each patient, so it's very important not to reuse code. To enable Hearing Care Anywhere without hearing aids connected to the Inspire software, you're going to open Noah or your other database, select the patient's name and

launch Inspire. And then you'll click on tools along the top left navigation panel and choose generate remote programming code from the menu. And then you can provide the patient with the unique code to then enter into their Thrive app in a variety of ways, certainly you can give it to them verbally, you can email it, there are a couple of different ways and then of course keep in mind that codes are valid for three days. So from when you generate the code to the time it's entered into the Thrive app, there's a three day window. If more than three days has expired, then you'll need to generate a new code, but you can see that it's very easy to do so, okay? And then the third and final step in the setup process involves entering that unique remote programming code into the Thrive app. And that is what's going to establish a secure cloud connection between the professional and the patient. And this is done one time. So it's one code per patient, the code gets entered into the thrive app one time, and that's all that's necessary for creating that secure connection between the two. So let's take a closer look at that, I've got a few screenshots for you. So first of all, to establish that connection, that cloud connection, the patient is going to tap on the settings menu icon in their Thrive app and you can see that along the navigation panel in the bottom right corner. From there, they're gonna tap on Hearing Care Anywhere on the next screen and then there's gonna be a sign in opportunity for the cloud. There are a couple of different ways they can sign in, they can create an account with an email address and password, or we've got some shortcut buttons. New with this technology release, if they're an iOS Apple user, there's a quick login with their Apple ID, or there's a quick access link with Facebook or with Google. So a couple of different options there. Once they have logged into the cloud, the next step will be entering the code into the app. So to do that, they use the bottom right corner settings menu icon, and they wanna land on their Hearing Care Anywhere screen from there and then they're gonna see a plus sign that says Add professional. So they'll tap there and then there'll be a place where they can enter that unique remote programming code, okay? And then from there, they're gonna get a pop up that says, would you like to allow this particular practice to access your hearing aid settings, and they will click Accept and

then from there, the professional practice will populate in their app. So again, it's one and done with that code, okay? It's just a one time entry and then that nice connection is established. So the Hearing Care Anywhere dashboard and system set up processes are easily outlined for you in a couple of the quick tips that we have posted to StarkeyPro.com. So step by step instruction on how to create the dashboard, enable Hearing Care Anywhere in the hearing aids, and then activate the future in the Thrive app as well. So I wanna pop out to StarkeyPro.com and show you that. So let me go ahead and share my screen. All right, so here we are on StarkeyPro.com, along the top of the page, you'll see a tab for education and training and when you click there, you'll be able to access the quick tips. Now, what's really exciting is that there are a whole host of different quick tips for you as the professional and even some here that are very nice to give to the patient. So although we're focusing right now on Live Sessions, and Hearing Care Anywhere in general, by way of Inspire as a whole, there's all kinds of helpful tools here and so I definitely want to encourage you to check out this page. Even here, as we navigate to the right, you'll see the REM Target Match quick tip, the Multiflex Tinnitus Pro, et cetera. So let me scroll down here and show you that Hearing Care Anywhere system setup and dashboard, okay? And as I launch this, you'll see it's a very straightforward document, you know, 123, ABC with nice pictures and I'll just kinda scroll through so you can see it. So this you know, nice detail on how to how to set up that Hearing Care Dashboard. The Office details, the locations, the office hours the messaging, managing users, that's the part that will incorporate adding other hearing professionals, anybody in the office that's gonna be using remote programming, okay? And then we'll scroll down and then we'll get into managing groups. Again, if you group professionals together, they'll be able to access each other's remote programming patients and be able to provide assistance when someone is out of the office for any number of reasons. And then as we go down here, making the dashboard icon visible on your desktop, enabling remote programming in the hearing aids and you can see right you get the idea. So very straightforward, 123, ABC, I think you'll really like that tool. So you can download it from StarkeyPro.com. All

right, let's go back to the presentation. All right, good. Let's get it launched here and I'm excited to show you how to actually use Live Sessions now. So there we go, using Live Sessions. Okay, so once we've got the dashboard set up, we've got the feature enabled and active and now we are ready to do a Live Sessions remote programming session. So just as a reminder, I know I mentioned earlier a couple of times the professional is gonna need Inspire 2020.1 and internet access. Again, WiFi or cellular network is fine, or certainly Ethernet or cable connection, so that is a possibility. And then the hearing aid user will need the most current version of the Thrive Hearing Control app on a supported smart device. So if you've got patients already using Hearing Care Anywhere, and you wanna add Live Sessions into the mix, they're gonna need to update their app, which is a good idea anyway. Using the most current version of the app and the most current operating system on the device are always good ideas, okay? And then the app will update automatically if the professional changes remote programming options, so if you're using both form factors, or if you make a change to just Live Sessions only or Remote Adjustments, everything will update automatically in the patient's app, so that's good to know as well. So at the designated appointment time, what you'll do is open the dashboard, and click on the hearing aid users name and then select Start Fitting in the bottom right corner that'll launch the Noah and the Inspire software and kinda launch the session if you will. There are two things that can impact the specific steps involved in launching the, you know, Start Fitting. One is whether or not remote programming was enabled with the hearing aids connected to Inspire and the database that's used by the professionals. So definitely reach out to our Starkey technical support team, I've got the phone number on the screen here for you, or by all means talk with your account representative if you need specific guidance on this aspect of using the feature. All right, so after selecting Start Fitting, you're gonna get prompted to confirm that you would like to start a Live Sessions and you can click OK to proceed and a pop up is going to announce that you're waiting for the hearing aid user if they've not already joined the session. So remember, you can join the meeting first or they can, either way again that green dot

will tell you if they are ready and are already in the meeting. All right, so the hearing aid user will receive a banner notification if those are enabled, letting them know that the professional has entered the live fitting session and then they can join by tapping on the banner notification or by navigating to Hearing Care Anywhere under the settings menu icon in the Thrive app and then they tap on Join Live Session. Hearing aid users will be prompted to allow Thrive to access their camera and microphone the first time they enter a live session and they will see connecting to a professional when waiting for the provider to enter the session. Once the hearing aid user joins the session, the professional will see the Inspire software, of course and a video display on the right side of the screen that includes the connection status of the hearing aids, the hearing aid user will appear in the larger frame and the provider will appear in this smaller frame and the audio visual controls that the professional has access to include, enabling or disabling their camera, muting or unmuting their microphone, a settings button that will allow them to choose a microphone and camera in the event there are multiple options and the ability to end the call or end the session. The hearing aid user will see the reverse. So on their phone, on their smart device, the professional will appear in the larger frame and they will see themselves in this smaller frame and they've got a couple of A/V controls as well. So they can enable or disable their camera, mute or unmute their microphone and they can also end the call or end the session. I do wanna touch on just for a second here how audio works with Live Sessions. The professional will hear the hearing aid user through their computer audio. The way the hearing aid user hears the professional depends on the smart device they're using, so if they have an Apple device, they're gonna hear the professional through their hearing aids in the memory environment selected by the provider and if they have an Android device, they're gonna hear the professional through their phone, also in the memory environment selected by the provider once they make a change. So we're currently working to change the Apple behavior to operate the way Android does because an acoustic signal is gonna be more optimal than a stream signal. It's more realistic and natural. We don't have a timeline for that yet, but in the interim, Apple

users can change the audio source on their smart device. So, let me go ahead and advance here. So once connected, there we go, the professional can make the necessary programming adjustments and then they press the Sync button that will appear on the A/V display to save new settings to the hearing aids, so that the patient can experience them. The hearing aid user is gonna automatically move to the memory environment chosen by the professional. So if I've made an adjustment to restaurant and then I Sync those settings, the patient will be moved to their restaurant memory. And keep in mind that the hearing aid user can't use their Thrive app, or user controls during a live session. All right, now that I've explained it to you, I wanna show you a video because, you know, as much as it's helpful for me to walk you through kind of how it'll work, I think seeing it really helps put everything into perspective. So let me go ahead and launch the video. And I may stop this periodically, so I can kind of talk through it. So here we are in the Hearing Care Anywhere dashboard, I do wanna point out that right at the top of this, you can access, you know, toggle between Live Sessions and Remote Adjustments if you are indeed offering both applications of Hearing Care Anywhere. And you can see I've got three patients listed here. So let me go ahead and press play. My meeting in this video is with Victor and so hopefully you can make out that there is a green dot right next to his name, okay? so let me go ahead and play this, sorry, let me go ahead and play this for you, then we'll get that visual. Okay, so hopefully you can see that right, I've got three patients, there's the green dot next to Victor's name. All right, so I can click on the arrow next to his name and be reminded of the hearing aids that he's wearing, right? Then I go down to the bottom right corner, and I select Start Fitting, that's gonna launch Noah and the Inspire software. There we go. Now, while I'm waiting for those settings to be pulled down from the cloud, the A/V panel populates on the right hand side, so you can see me and you can see Victor, and we're talking a little bit here. While I'm waiting for his hearing aid settings, I'm greeting him, I'm asking him how I can be helpful today, asking him what he needs, so gives us a nice opportunity to catch up a little bit and to find out what we need to take care of. So in a second here, we'll see his hearing aid settings

populate on the screen. He's explained that he wants an adjustment to his restaurant memory, so there you go, there's the Inspire software. So I'm gonna navigate to his restaurant memory, he's having trouble with background noise, I might pause this for a second. Okay, there's that Sync button I was telling you about. Look at the A/V display on the right hand side, right underneath is a hearing aid icon and we've got a green circle with a checkmark. So that tells me that all of the settings are up-to-date, if you will. And up at the very top of the A/V panel, I've got two little hearing aid icons that are kind of colored in in black with a red and blue dot, so that shows me I've got both hearing aids connected, okay? So just wanted to point out that Sync button of course, and the connection status. All right, so let me go ahead and advance the video. So I'm gonna go to his restaurant memory, my favorite fix for this is directionality plus, so I'm gonna go to sound manager, I'm gonna go under directionality details and I'm gonna turn on directionality plus for him, so he gets more noise management whenever a directional mic is engaged. All right, now let me pause this. Look at the sync button under Victor, right? You've got the hearing aid icon and now we've got a blue circle with white arrows. So this means that I've made a change and now I need to click on that icon as the professional to sync that change to his hearing aids. So I'm gonna do that, we're gonna see three little dots bouncing here, settings are being implemented and then we go back to a green circle with a checkmark. So this is so easy everybody. You can make any necessary changes, let me go ahead and just keep playing the video for you. That's all Victor said he needed today and so what I can do is I can end this session or he can, either way we do that by I'm gonna do it here by clicking on that red telephone receiver. I'm gonna get a prompt that says are you sure you wanna end? Yes, I do and now is the professional I have the opportunity to save the session. So Keep in mind that remote programming adjustments are not automatically differentiated in databases. So I used LS for live session as a little acronym here and then I'm writing in that I added directionality plus to restaurant. So just like you normally would, right? You fill in, you save, and then we're all good to go, okay? So hope you got to see how easy, how straightforward, how simple that is, how quick it is.

Let me go ahead and go back to the presentation. I just love it. All right, there we go. Now, I did just wanna recap the Sync button states for you, you got to see the first three, everything being up-to-date, changes ready to sync, and then updates in progress, but you didn't see I don't think the red circle with the exclamation point, that'll be a visual that appears if the hearing aids have become disconnected. So be aware of that one as well. So very straightforward again. Okay, to end a live session, the session can be ended by either the professional or the hearing aid user when the end call button is selected by either party. Again, there's gonna be a pop up message that will ask are you sure you want to, you know, end? Do you wanna continue or to end the call? And then as you saw, right, you the professional is gonna have the opportunity to save the session. I will tell you this, good to know little tip, the hearing aid user can actually, could actually leave the session and return as long as the professional is still in the meeting. If the professional ends or leaves the session, then it's over, that room, if you will, is considered closed, that meeting room. So I'm not really sure if there's much of a use case for the hearing aid user leaving and coming back, but I just might be a good, you know, helpful good to know if you will. All right, let's talk just a little bit about existing dashboard accounts. So if you're already using Hearing Care Anywhere, if you already have an existing dashboard, you're gonna have automatic access to Live Sessions with the new version of Inspire. Okay, so when you've got 2020.1, you will have access to the synchronous remote programming, both will be the default in the dashboard setup. So the opportunity to use both Live Sessions and Remote Adjustments. You can certainly make a change, you can select a sole use of one or the other, you do that under the office details in the dashboard, but as I said earlier, keep in mind that if you select one or the other, all parties have to use the same form factor, right? In all locations, so if you're multi-site, everybody's gonna be locked into using the same form. So the beauty of this is the flexibility, right? So that can be very helpful. And then hearing aid users will need the updated version of the Thrive app, okay? So keep that in mind as well. Let's go ahead and advance here. I wanna touch on Remote Adjustments, okay? So there are no changes to the Hearing

Care dashboard, or the overall functionality of Remote Adjustments with this technology release, but there is one nomenclature change in the Thrive app when requesting a remote adjustment. So we used to call these help requests. So in the app, submit new help request has been replaced with send adjustment request, okay? Otherwise everything is exactly the same. Again, as I was saying earlier, there's some nice benefits to the asynchronous application, right? The hearing aid professional, the hearing aid or I should say the patient can submit an adjustment request at their convenience. They don't have, you know, if they're out to dinner with friends for example, they don't have to, you know, kind of manage that right on the spot, they can get home and then report that they had some difficulty in the restaurant. And then also for the professional, right? We make programming adjustments at our convenience. So for some of us, dare I say all of us, right? We can get very busy and so maybe we wanna check those, you know, adjustment requests at lunchtime or before the day starts or at the end of the day and also very nicely, some of us have value propositions, right? That are more on par with 24/7. So you know, if it's Friday night at eight o'clock, maybe I want to be able to provide an adjustment to my patient. Now, yes, I can do that live now or I could do that using this asynchronous application. So just keep in mind, the process will be exactly the same through the app, and I've got little pictures there, but the patient can tap on Send Adjustment request, they'll get a couple of screens that asked them, you know, well, the first one explains the process, so they know what to expect and then there'll be a screen that kind of does a device integrity check, make sure everything's in good working order won't really help the patient to ask for an adjustment to gain if something is not working properly, or they're ear clear is stopped up with wax, et cetera. So device integrity check and then the Self Check feature, where they'll put the hearing aids on a flat surface and they'll run that device integrity check to look at the integrity of the microphone, the receiver and the circuit, and there's a little bit of troubleshooting in there that they can do as well if a problem is identified. And then they'll be able to move forward and they will be able to indicate, you know what the problem is? You know, when did they notice it? Is it in both hearing

aids or just one or the other? Is it in which memory environments? And we've got the ability to help them with both the professional memories that we give them, as well as the ability to help with custom memory environments that they've created for themselves. So I just wanted to give a quick shout out to Remote Adjustments and let you know about that nomenclature change to send adjustment requests, so they'll no longer see submit new help request. All right and then I do wanna point out that there are some step by step instructions on how to use Live Sessions and Remote Adjustments for both the professional and the hearing aid user as well. So we've got quick tips on StarkeyPro.com, so let's jump out to the website again, so I can show you those. Let me share my screen. All right, so here we are back at StarkeyPro.com, I'm gonna navigate over to the right hand side. Technically, this is the Inspire software column, we looked at the Hearing Care Anywhere system setup and dashboard and then just below that, there are two more help requests, Live Sessions and Hearing Care Anywhere Remote Adjustments. So let me select Live Sessions. So we've got two separate documents here in the event that your practice will use just one application or the other. We wanted these again to be short, simple to the point, I didn't want you to have a 10 page document, right? That had everything in it. So you can download one or both of these. So up at the top helpful, write system requirements, getting started and then using live session. So everything that I talked about during the course here will be outlined for you, again very simple 123 with pictures, using Live Sessions, you know what the professional is going to do here, right? And what the hearing aid user is gonna see and how that works, right? So you can see all of those helpful pictures and we'll differentiate the Apple and Android with the audio that I mentioned. Again, you can see right, just reiterating the things I've been talking about today. So I think you'll find that to be a really helpful tool. Also a bit about the history section in the dashboard as well, okay? So there's the Live Sessions tool, let me close that, again, we call these quick tips and then I'm gonna go down here to Hearing Care Anywhere Remote Adjustments and same thing, right, straightforward, this is all about how to use the asynchronous application as well. So remote adjustment request, how that works,

what it will look like for the professional, how we make those programming adjustments, how we send adjustments back, what the completed Remote Adjustments look like, okay? There is also the opportunity with those for the patient to rate their satisfaction as well and there are some metrics which the administrator can see, any administrator can see but that will look at the number of patients being served, the average reply time, the number of new requests and the status of those requests along with the satisfaction rating. So some helpful metrics come along with the Remote Adjustments, okay? So let me go ahead and close that and then I wanna show you a really great tool. Now I'm gonna navigate over to the left side of the quick tip screen here at StarkeyPro.com and this column on the left is called apps and functionality, okay? And now I'm gonna scroll down to what's called Hearing Care Anywhere requests and I think you're gonna love this. Well, I also think your patients are going to love it. So what this is now, this is a document for the patient. So yes, you've, you know, got the feature up and running, you've explained to the patient and now here's a wonderful support document for them. So right at the very top, hopefully in bold you can make out as the professional, you will check the box, you know, before you give this document to the patient, or email it well, I guess email you wouldn't be able to check the box, but you can indicate it through your email, whether they're using Live Sessions or Remote Adjustments, right? You can check the box if you're giving it to them in person and then down here, system requirements, how they join a live session, what's gonna happen, how it works, and then sending a remote adjustment request as well, so step by step what they need to do, okay? So it can be a really, really helpful tool for the patient. And this will support the counseling that you're already doing in the office as well. And then I'll just give a quick shout out I know, you know, this course, you know, I already mentioned there's several things here related to Inspire, initial fit protocols with the Thrive technology, if you're brand new to Starkey, and wanna get up and running with how to fit our devices, you know, there's there's an initial fit protocol, all kinds of really helpful tools. And then I'll just give another plug, some of these are again, nice to give to the patient, right? So like here's the Thrive app

advanced, right? All the information, kind of the map, if you will, how things work, how to use it. So you as the professional, you know your patient, you know what they can handle, what they're gonna need, so I just wanted you to be aware all kinds of great resources here for both you and for the patient and down the middle column here you will see the accessories, okay? So let's go out of here. Let me go ahead and return back to the presentation and then we will just wrap things up today. All right, here we go. So this is the Livio Edge AI ecosystem, everything oops, let me advance, there we go. Everything you need to meet the requirements of any patient. So Starkey is proud to have the most complete line of Lithium-ion rechargeables, provide ultimate control and connectivity with our Thrive and Thrive Care apps, give game changing sound quality, with Hearing Reality Pro including Edge Mode and Intellivoice and last but not least, an unmatched fitting experience with new fitting tools that allow you the professional to better engage with your patients and provide the best fitting experience possible. And then just as a final note here, I wanna invite everybody to learn more. There are a variety of one hour courses available on Audiology Online, you can see the list of topics here, everything you need to get on board and understand the new features, so definitely check those out. And we've also got some Starkey At a Glance sessions as well. So these are quick focused, recorded presentations, 15 minutes, you know, on the order of 15 minutes, so if you wanna just dive into what Edge Mode is all about right? Or any of the other topics. So these are not those are not available for CEU credit, but might, you know, be helpful to you if you just want a quick in depth focus on a particular product or feature. And with that, I wanna thank everybody for joining me today, I really appreciate each of you. I will stick around a little bit if anybody's got any questions they wanna enter into the Chat Box. Thanks, everybody.