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Paradise in Target 7.0
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Presenter: Alyssa Ricevuto, AuD

- [Alyssa] Hello, thank you for joining today for Paradise in Target 7.0. I hope that wherever you are joining from today that you're doing well and that you're staying healthy. I'm Alyssa Ricevuto, and I'm a Clinical Trainer with Phonak. I welcome any questions today during today's session, so please send them to me using that chat box on the left. I also put my e-mail in the Note section, so if you have any questions today or tomorrow, please feel free to reach out to me even any day after that. And a copy of the slides you can find at the bottom on the left of your screen, and you can print out and follow along. These are our learning outcomes for today, so after the course, you'll be able to describe the controls that are available to program and adjust Phonak Paradise.

You will be able to explain how to adjust Phonak Paradise settings based on your patient needs, and you'll be able to identify situations where adjustments will be beneficial. With the new Audéo Paradise we took our most successful hearing instrument to the next level. Sound quality is really the star when it comes to Audéo Paradise, and I'm excited to talk through how Audéo Paradise can deliver unrivaled sound quality based on the new PRISM chip on our new fitting formula, Adaptive Digital 2.0, and hearing performance features like speech enhancer, dynamic noise cancellation, and motion sensor hearing. In addition, we will take a deep dive into Target 7.0, and look at how the software brings our Phonak hearing aids to life.

With Audéo Paradise we have a lot of power packed into a little device with new hardware, a brand new fitting formula, and hearing performance features to enhance each patient's listening experience. At the heart of every single Paradise technology is a PRISM chip, And that stands for Processing Real-time Intelligent Sound Management. We have a new hybrid chip processor with double the memory compared our previous chip. And this just means more computing power to deliver the functionality and the sound of Paradise. The PRISM chip also offers more connectivity options, allowing patients to be connected to more than one device at a time. And

packed inside the rechargeable, and the rechargeable with telecoil, and our 90 level, and our 70 level, and in our 50 level Audéo Paradise devices is our motion sensor chip.

This chip features an all new triaxial motion sensor for breakthrough hearing performance and control. And this is going to allow for patients to have access to Tap Control, as well as improvements that are driven by motion. The Audéo Paradise portfolio is available in four new, slimmer, sleeker form factors, so your patients can choose from the Paradise, or the P-312, the P-13T, or two of our rechargeable options with our rechargeable lithium-ion battery, the PR and the PRT. And these seven color options should look familiar to you, these are the most popular color selected by patients, and they're available with Paradise, and all models, all colors they're shipping right now. You're going to use the same sound delivery system kit that we introduced with Paradise to fit Paradise tech, sorry, we introduced with Marvel, such that Paradise technologies, the same receivers, the same domes, the same wax protection, the same retention.

There is definitely an Audéo Paradise for virtually every single hearing loss. And the M receiver still is our default option when ordering and then when fitting Paradise just like it was with Marvel. And one of the suggestions that you wrote in is that you'd love to have more colors. I would love to have your input in that, so if you have suggestions then please type them in the box, and I will put them in our virtual suggestion box, and we'll put into our Swiss colleagues to have more color options in the future. Thank you we'd love input, so please pink, I love that, sure, I'll absolutely put that in as a suggestion. Paradise is available in four levels of technology to fit our patients listening needs.

And the Paradise trial devices can be configured to any level of these technologies, and that really makes demoing easy, and we're going to look at an easy way to configure your trial devices in the Target software. Our charging options are the same

as have been with Marvel, with Audéo Paradise you're going to get the Combi Charger, and I highly recommend the Power pack, because that gives your patients an additional seven full charges. And you can also order the BTE RIC charger, which is another favorite of mine, great for patients who have dexterity issues. It's this ostrich sized egg shape. It's just a nice option for patients who have trouble popping it out of the charger, or the Mini charger, it's a great option for the desk, or to put in the car to charge on the go.

And without streaming patients will get in our rechargeable and our rechargeable telecoil 24 hours of incredible hearing performance. And for those patients on average that wear there devices about 16 hours that will include eight hours of AutoSense OS just using the hearing aid, four hours of any type of streaming for that Bluetooth classic streaming connection, for Spotify, Pandora, phone calls all that, and then four hours of using that low energy streaming. And then of course, for our Bluetooth junkie patients, our non-stop Bluetooth classic streamers, they can expect about 11 hours. And our batteries are engineered to last for six years, so you can give your patients confidence of not having to replace a battery for at least six years.

With Paradise we have more connectivity, you can have eight Bluetooth classic pairings, and be connected to two Bluetooth classics at the same time. You have six spots for Bluetooth classic, Bluetooth Low Energy pairings, and you can be paired to a TV connector, two TV connectors, one PartnerMic, there's two spots for Roger, and you can have the hearing you will remember two connections to Noahlink Wireless. And this one's a big deal for me you can have two active Bluetooth connections now, so this means you can be streaming from your iPad, get a phone call on your cell phone and pick it up, have your conversation, finish your call, hang up your call, and then go right back to what you were streaming, and two Bluetooth connections means, less pairing and less unpairing, and you're able to use two devices at the same exact time.

So now let's dive into Paradise, and let's see how you're gonna fit Paradise with Target 7.0, which is the preferred software of audiologists. So understanding the basic workflow of Target fitting software really can help develop you know, that strong intuition of where other controls are gonna be located. At the beginning of every single fitting you're going to arrive on this landing page, and you can just verify of your patient, and your patient, or your client, and you can see their audiogram right here below, and then you can start your fitting session. And I always like to recommend that anything highlighted in orange is really what helps guide your eyes into and around the software. On the bottom of the screen we have laid out the ability to look at trying not to move this, there we go.

The pre-fitting functions, and you can access all of those across the toolbar on this lower navigation bar. Different things like using the demonstrator, you can listen to media, you can get updates on new downloads, this is our Trial and tool is that we'll go into any updates for new software, those will live there, and you can download from there, and then our setup. So Trial and tools is how you're going to access the trial technologies. And you're able to configure them right here, whatever level of trial device you want to demo on your patient. And you can change the trial devices as many times as you want. So you'll click here and then you'll click on Configure, and then you're able to go right into the session, and follow the prompts, and it'll lead you into choosing what technology that you wanna demo.

And you can set this up for your patients to go home, and wear these for up to six weeks, and after that six week point they'll still shut off and will be inoperable. But anytime you reconnect, anytime you reprogram, and then you hit that Save and Close that will reset these trial devices for another six weeks, so the trials are completely configurable, a great tool for a demonstrate. If you don't have a pair of Paradise demo trial devices talk to your Phonak Account Manager and arrange to get a pair, because

this is a great way to demonstrate technology and the software. Back on our landing page here we're going to see that we have this Setup, and so Setup is going to open up our ability to customize the Target software to however we want.

So we're able to look at it, maybe we wanna change the way the AudiogramDirect works, and, you know, Arrow Up, Arrow Down, we can switch the way they work, maybe we want to make, you know, the virtual feedback test, or we wanna see the software in a certain way always default to a different fitting algorithm, you can completely configure that on your own, to your liking right there under Setup, so just a nice little tip there. What I want to remind you of is that we have the ability to use this new training session, and we're able to fit a hearing aid even when hearing aids are not connected. So it's mimicking a real fitting, mimicking that you're really connected to devices, you're even able to run a virtual feedback test here.

So it's a great way to play around and get comfortable with the software even if you don't have real live devices to play with, so you'll click on that, you'll click on a New Training session. And then you'll be able to go throughout the software, just like we are now to give a good overview of what's happening. Once you're in the software you have our basic navigation, and so you'll see the Patient Audiogram is up here at the top, the patient name is here. And then we're laid out in a tab view, so we have our Client, our Instrument and then our Fitting tabs. Our Client tab is really gonna give us that information on what's going on with our patient, their audiogram, really at a couple of differences, notes are there, that's what you'll find under this Client tab.

And then the next tab over is our Instruments tab, and that's where we're gonna have access to all of the technologies, to acoustic coupling information, to accessories if we wanna add that, and then print out what they, a good print out for that. It's just a great resource to pull up to see what receiver strength is best based on the particular hearing loss. You'll spend a lot of time on this tab. And then the next tab over you'll

spend a lot of time here 'cause this is how we're going to fit all of our technologies. So once you're in the software you're going to see that underneath the small, the bigger tabs are smaller tabs, and we're able to fit through Feedback, Global tuning, Fine tuning, Device options.

You can fit in words, but you're also able to go through the same way of fitting with icon, so we're very user friendly, as far as the Target software goes. You can fit and do a recalculation. You can run a Feedback Test. You can see your Global tuning, your Fine tuning, your Data log, your Device options, and then Bluetooth, so you can fit in seven steps if you're really in a hurry. And so however you like to fit with words or with icons, Target really helps; however, your learning style is to get through the software. So once we're on the screen, when you're connecting devices for the first time in the software you're gonna see the Connect button.

If you're using rechargeables then you'll wanna turn the instruments on, and so you need to wake them up, if they are just right out of the box, and you want to plug them into the charger, any charger, let the lights flash for a few seconds, and wake them up from their journey with FedEx. And then when you take them out of the charger then they'll be in that pairing mode, and you'll automatically be in that pairing mode. So then you'll hit Connect and in orange, and that's gonna connect to your devices. While you're on this screen, this is my favorite Phonak proprietary feature. This is when you press the button on the top of the screen, on the top of the hearing aid, and it's going to flash on the screen in front of you just making it really easy to assign the right and the left ears without having to listen to the instrument or guess what the small serial numbers on the belly of the hearing aid are.

So this will come up and then you're able to press the button on the right ear, and then you can assign it to the right ear. Press the button on the left ear, it'll flash on the screen and you can assign it to the left ear, so this just makes connecting really, really

simple and really easy. Once you're connected, your devices are muted, so you just wanna hit on mute, and then the next screen that will pop up is what percentage to Target you wanna fit your patient at. So first time user that's equivalent to 80%, maybe you wanna hit the drop down and do 90%, maybe they're an experienced user and you wanna do 100. And you can always change this later under the Global tuning tab, I'll show you where that is.

Don't feel like this is a major commitment right now at this point when you're fitting, but just select something and then we can always change it later. This screen is going to pop up next, and so it's under the Instrument tab, it's under Acoustic parameters, and you wanna confirm what is in the patient's ears is what is here on screen. So I always say this, and I want you to be honest with the software, so if you have to or want to change the acoustic parameters by what's, maybe you don't agree with a power dome by the bullseye default change it, but put that here and recalculate it with the bullseye up here at the top, because if you do or change anything on the screen, we just wanna ensure the best possible fit for your patient to make sure that when you get to that next step of running feedback that we're going to apply the correct amount of low frequency gain to maximize their enjoyment while streaming, and while on a phone call.

Our next part here, I wanna talk about this is an update in the Target 7.0, so in the past, well as you know, when you get a mold from us, it has an acoustic code, you put that code in there, and everything pre-populates automatically, it's wonderful. But with molds that have been purchased outside of Phonak, or maybe a patient's pre-existing mold, and you're just outfitting it to Paradise. In the past, we weren't able to account for a cavity vent or a shorter vent length that appears hollow, over here on the side. And so a lot of our calculations were off, and we weren't applying the right amount of gain and the right amount of fitting for this patient.

So now with Paradise if you have a cavity vent and you're fitting a non-Phonak mold, you can put the venting into the software, select the appropriate information, and the software will calculate that low frequency input appropriately just to ensure the best fit for your patients. The next step is to run a feedback test. So you're gonna go here and you're gonna hit Run the Feedback test, and you wanna run this every single time. And anytime you change the acoustic parameters, or you change the receiver length rerun the Feedback test. This is going to ensure the best fitting device. And with Paradise and Target 7.0 you may say, "This looks a little bit different than it has in the past," and you would be correct.

But you are going to do the same thing, you're going to hit Start, both measurements, it'll run in the right ear, and then it'll run in the left ear. And it's going to remind your patients to be quiet at this time, we get our pop up here and this is usually when your patient start talking and saying I hear it, right, so we have to hit Cancel and start again. If this test doesn't run or stops partway through double check the room acoustics, make sure you know the AC is not too loud. And now we get into the colder months that the heat isn't too loud in the room, make sure that there's a good fit in the ear with the dome, and the dome is inserted properly, it isn't pressing against the wall, because this should run efficiently and effectively, because we want to make sure the patient has the best fit.

So you'll do start your measurement, and then when the feedback test is complete. Now you can make additional changes in headroom, and it's just depending on the results. Some patients just can't tolerate the Feedback test, so now you're able to overtune for them to provide them with a little bit more headroom. Also for those of you who were used to just clicking on the bottom here, that plus five, now you can do a plus up to 12 decibels of more headroom. Before we could just click plus five, but now you can overtune the right and the left ear independently and give yourself more headroom. Just be cautious as you increase this that you're not compromising clarity,

just check in with your patient as you increase the ceiling just to make sure that the sound still sounds good to them.

And then as a effect of overtuning, what will happen is whistle block will be moved to strong, and that's just at the point where it works the best, the whistle block is going to help eliminate any annoying whistling sounds. So on the slider here it doesn't move to 20, it does move to maximum strength, and it's going to be grayed out in all programs except for music. We're never applying overtuning, we're never applying that whistle block for acoustic music programs just in order to preserve sound quality. But in this example, we did overtune and so you'll get this strong on the whistle block. Our next tab over is AudiogramDirect. So I don't know how many of you have used this yet, but it's a great help to do an in-situ hearing test through the patient's hearing aids.

Simple, it's easy to do, they'll just follow the on screen prompts, and then it'll prompt you to use the current coupling, it will prompt you to do a collector information, so you're gonna use your Up and Down Arrows on your computer. It'll use your Space bar to present the tone, you'll use the Enter to save your point, you're able to talk to your patient through their technology. And then you're also able to select pulse tone, or just one pure tone, I recommend pulsed it's just a little bit more helpful to get and then obtain your pure tones that way. And then it'll let you put in your information here, it'll default to auto recalculate, and then you'll switch and do the same thing on the other side, and then you'll have your new baseline to be able to program from.

I love this feature. I think it's super helpful for patients who maybe you're troubleshooting, and you're not able to, you know, figure out what I should do. I've done everything I think I should, and there's just something that's still off a little bit. Just collecting that information, and doing a hearing test through a patient's own devices that they're coupled to what they're coupling in their ears is a nice way to just create your new baseline and refit from there, so highly recommend that for a great

troubleshooting tip. Now we'll be on the Global tuning tab, and this is where we have our new fitting algorithm, Adaptive Phonak Digital 2.0. Our new fitting formula takes into account 15 years of data to provide the best starting point, and the best spontaneous acceptance for Paradise users.

It combines three things, adaptive compression speeds, linearized, high level gain, and a new pre-calculation from mild to moderate hearing losses. We know that patients prefer slow acting compression for comfort, but we also know that fast acting compression is better for speech intelligibility. And now with adaptive compression speeds were able to balance these opposing needs to combine the advantages of both slow and fast acting compression. And this approach aims to restore audibility, and natural loudness perception while at the same time providing high fidelity, sound quality, and listening comfort. And this is in our new fitting formula we have introduced a second knee point, so we have a second loud knee point. The goal with this part is to mimic the cochlea and the normal loudness growth function.

We're able to compress mid-level inputs that average speech area, but after that second knee point which affects loud speech sounds we now have a linear strategy. And by doing this we're going to ensure that patients are comfortable when loud sounds are present, but also that clarity is not compromised. And there's a question that just came in, what is the new fitting formula in Paradise? So we are calling it Adaptive Phonak Digital 2.0, and you're gonna be able to see that in the software. Let me see if I can get a good picture of it with the pull down right here on the screen, so we're gonna have Adaptive Phonak Digital 2.0, and that's our default. And that now we're going over the three different characteristics that are making up this new default.

So we talked about adaptive compression speeds, linearized high level gain, and that's where we are here. And then third is a new pre-calculation for Paradise fittings, for patients with mild to moderate hearing loss. So we collected a lot of information from

Target and from Marvel fittings, and we found that the pre-calculation with Marvel was just too loud. And most Marvels were first being fit and then being changed to reduce those gains for loud sounds. So now with Adaptive Phonak Digital 2.0 for Paradise be applied changes to both the Gain 65 so that average sound, and then the Gain 80 loud sound curves in all experience levels. So if you fit a 80%, or a 90%, or at 100%, your patients are gonna have a new, more comfortable first fit.

So that's where you're going to see your change here with your fitting formula, adaptive formula, Adaptive Phonak Digital 2.0. On the same screen you're gonna see there's a new update to gain level. So for those of you who just default to 80%, 90% you can change that here, so you can change the adaptive gain. But you can also slowly acclimatized a patient now, so maybe somebody wants to start in this example at 84%, and slowly acclimatized to 100% over a course of 100 days. So now you have a lot more of flexibility to fit your patients over a slower period of time, slowly acclimatized them, and we didn't have that flexibility here before and now we do, so test it out, fit your patients, oh, and have them slowly adapt over time, be more precise here with this new update in the Target 7.

0 software. You'll also see one more in this main tab under the Fine tuning tab, that we have access to all of our programs down this side here. And so we're all independent, we have automatic AutoSense OS 4.0 where our hearing aid microphones are going to adapt and blend all of these programs at the same time. When the hearing aid picks up anything streaming, anything that's music, anything that's speech related then we're able to have a hearing aid know that you're in music and we're gonna adapt here. When you're using a PartnerMic accessory then you can make changes here, a phone call, RogerDirect, so all your programs and all your changes for programs are on this left column of the screen.

Now in our grid here we have control over the soft sound, soft speech sounds, average speech sounds at G65, that G80, and our MPO we have full control over that. And we can change the ears with one steps or three steps, and we can also link or unlink the ears. Another thing that's just not highlighted here is you can look at this in as many bands, or channels as your brain likes. And so my brain, this is my screenshot of my computer, I love looking at it in 10 bands and channels. This make sense to me, you can look at it in three, you can look at it and six, in 20 depending on the instrument, so you're able to look at it however it's pleasing to you.

And then finally, Verification Assistant. So verification assistant is a great way to, it's only visible when hearing instruments are connected, but it simplifies real ear measures or test box measures. It turns off adaptive features like our SoundRecover2, sound relax, noise block, wind block, echo block, all of our adjustable adaptive features. For more information on this there is an upcoming audiology online about Paradise and realer measures, and I would push you to see and attend that coming up on October 5th. And then on the bottom of our screen within this tab, we have again, an MPO, we have the Audibility Fine tuning program options, SoundRecover2, Automatic Fine tuning, and Tinnitus balance, so let's get into the need of those and look at what those entail.

There's two places in our software just to get some software support, and that will be under the Audibility and Fine tuning, as well as the Automatic Fine tuning tab. So these are tabs are just helpful to make Fine tuning adjustments in the software, and make those changes based on the issues your patient is having or expressing to you. Maybe the patient says that their own voice is too loud, you can select that in the software. and then the software will suggest reducing gain and increase in compression at low frequencies. So you can just hit Fix Issue right here in the center and it will fix that, and then it will make those changes. It's a great help and fitting just to get used to how Paradise makes changes based on patient complaint.

Program options is another place that I find I spend a lot of time. So this is something where you can really customize your instruments for your patients. And you're gonna see that you have control over so many inputs, you have control over the automatic programs. You have control, like I said over the streaming programs, and then all of our accessories, phone calls, and then Roger, so all of those live under this Program options tab, and you can make full Fine tuning controls under there. Making programs is super easy too, so you can just add additional program by hitting this Plus, or if you're back on this main screen, if you hit Program Manager you'll open up your Program Manager, and have access to this full array to make programs to create a new startup, to move your positions of your programs, and add additional programs in here.

I highly recommend deleting the text here, and then writing in whatever the program is that you need. It just helps patients to find it, and to, when you use the printout, or print the report, or find it in their app, and they're able to find what their program is there. Something I just want to point out, and you might have noticed there used to be a tab for the TK Gain 35, it's no longer on this bottom row. It's now integrated into our Automatic Programs, and it's renamed Soft Noise Reduction, so this is the slider to replace any soft sounds, and like fan noise, any type of motor sounds, clock's ticking, you know, we would have adjusted that soft noise reduction.

So now we're making replacing that TK Gain for this. And with the slider you're gonna have expansion on this one slider to help reduce any strange anomalies, or artifacts due to incorrect adjustments, so you'll just change your slider instead of fine tuning specifically per frequency. If it's not speech related, this is where you're gonna go, that machine noise, that constant sound, that's where you'll make your changes under Soft Noise Reduction. Let's go over the Sound Recover tab. So under Sound Recover, SoundRecover2 is, the goal with it is to restore the audibility of high frequency sounds while leaving low frequency sounds untouched. And then it's important for

discriminating, and also providing good sound quality. So we are moving this and you can change this algorithm if you want, you can make it less aggressive.

It's going to default on when the hearing loss calls for it, but you have control over it, and you can strengthen it, lessen it, and fine-tune it for comfort and clarity, and so you'll do that here. Tinnitus balance is a popular place to go. So you have control over three choices when you're doing some tinnitus set to hearing loss, you can also choose white noise, or pink noise, and then you can fine-tune it on the fitting screen. So you're able to highlight you know, your bands, your channels, increase in the center here, you can have it be only active in one program, or two programs automatically come on, give your patient control over their white noise or their pink noise in the app; however, you wanna program this you're able to customize out here on this tab here.

The next tab over is our Data log, so Data log is going to be able to help you read out your technology, be able to see where your patients using it, are they using it efficiently, are it and effectively? What changes should I make for maybe a patient who has poor historical ability, and is not able to tell you what's going on? So Data log is a nice place to go to just check in, see if you should make a custom program or not, and you'll be able to read that out here. Our last tab is that Device options tab, and I spent a little bit of time here, and so I wanna give you a good orientation of what's happening on this tab here.

So you'll see previously we had the behaviors and what the button did on the right hand side, and it's now where this Tap Control is, but now our behavior and our control over what the acoustic programs doing for the phone, for streaming, and for the phone are all up here, so you'll select that. And then you have access to make those changes for the short press, your long press, your double tap. You can uncheck or check anything below here to give that functionality. We have some new additions with our Program options, and that is going to be control over Tap Control. So this is where

you're going to with a rechargeable, with telecoil, or a rechargeable technology in the 90 level, or the 70 level, have the ability to activate certain features from your telephone when you're connected, so you can accept or hang up a phone call.

You can pause or resume streaming. You can activate your voice assistant. You can do all of that by double tapping the device itself. And so you'll see on screen that you now have the capability to check or uncheck what Tap Control does, so by default your volume buttons turned on, your Program buttons are turned on, and Tap Control is turned on, so right and left ear both accept and end a phone call. And then you have some customization here, so you and your patient can decide what do you want, you know, your right ear, your left ear to do, or both ears to do, stop and resume streaming, or start and stop your voice assistant, like Siri, or like Google.

Do not worry, this is never set in stone, you can send your patient, you know, home, they might change their mind, they don't like the way it's set up. They'll go to their myPhonak app, and then they can make those changes themselves in the app. So they can, maybe they don't like Tap Control when they get home and they wanna shut it off. Or maybe they want the left ear to be pause and resume, and they want the right ear to be Siri or Google, so they can go home, and then they can make those changes themselves. Before they leave I highly recommend you practice using Tap Control, so what you'll wanna do is have them sit wherever, in front of you, to the side of you, but pull this up and click on a Tap Control training.

And as they tap every successful tap, they're gonna get this check mark. So you will make sure they know how hard to tap, where to tap to have these successful connections between their hand and their device to activate this Tap Control. I highly recommend it just because it's a great way to train your patient on how to do it successfully, so that when they get home they can really enjoy activating it and using it. And then finally, on the bottom tabs here under Manual controls that's where our

buttons were, under the Bluetooth tab, so we are going to be able to delete what's in there, and as you can see, these are my devices. I put in Alyssa Paradise RT, 'cause these are my rechargeables with telecoil.

It makes it really easy for me to pair when I'm out of software, or to my tablet, to my phone. I can find my technology easier. It's not the generic Phonak right hearing aid, so I highly recommend, again, a layer of customization for you and your patients to name the Bluetooth. We have this Bluetooth side, because we are Bluetooth classic compatible, so one of our devices has to connect to a phone virtually. So this is a default to the right ear, feel free to change it if you want, but you're able to change it to the left ear if you want, but I just leave it at the right ear. And then by default our way of handling Bluetooth phone calls is adaptive.

And this is just how the phone call is connecting to the hearing aid and sending that signal back and forth. Most and the majority of phones will work on adaptive bandwidth. You would change it to fixed if your patient comes back and says that they're losing phone calls, they are in a good self service area, and the towers are strong and they just keep dropping calls, then you'll wanna change it to fix. But for the majority of patients we're gonna set them, and that's why it's the new default for adaptive. A question just came in about Tap Control, and Tap Control is available in the 90 level rechargeable, and rechargeable with telecoil, and the 70 level rechargeable, and rechargeable with telecoil.

Thank you for that question. And then under signals and alerts. So this is where you'll play your low battery, if you use this. This is where you'll change your tones, if it's too low or the frequency is too high, or too low you can change that there. Something that we get with Paradise is that you get that connection alert, like with cross if you were to disconnect or get too far away. You get that with Paradise, so we're able to know if the devices are too far from one another which is quite helpful right now with people

putting masks on. If you were to accidentally flip off one of your ears, you'll get that decrescendo connection alert that your technology is not next to the other ear, and then you'll get the crescendo that your connection is coming back together, so super helpful to have that connection alert.

And then, because this does have Tap Control, I put my devices on a 12 second startup delay, there is no delay, but I find that's pretty helpful by the time I get it in my hand out of my charger, you know, onto my ear I like that additional delay. Feel free to customize that per patient as well. And then you have your startup melody, so maybe patients don't wanna hear that happy tune you can shut that off. And then here again, by default we're able to have the devices go turn on right away from the charger, if you wanna change that you can uncheck that here, the patient also has access to that on their app as well if they wanna change that when they get home.

And then Data log, so you have a, you know, maybe a few handfuls, or one handful maybe of patients who can't have any type of data or tracking. So this is your flexibility here to uncheck that if you don't want to log information in the instrument. So again, click on that and deactivate that if you have to for certain patients and living in certain parts of our country. And then on this left hand column, so an update with Target 7.0, we have now our hearing aid and our serial numbers, if Roger is installed, and now we are using an installed Roger where it's living inside the hearing aid, we're able to see if Rogers installed or not.

In the past, we had to hover over the silhouette in the software to see if Roger was installed, but now we're able to just see if it's installed right here on the left hand side, so that's a nice update in the software. My favorite feature over here on the left, in addition to being able to quickly search if a phone is compatible also knowing what other apps are available. I love to be able to check the warranty, and just be able to tell while I'm connected in the software is my warranty going to be running out soon. And

then any additional product support lives here too, if you wanna click any of these it'll take you to the web, if your computer is connected to the web to check if, you know, you have other questions, and you wanna get to the Phonak website.

My favorite tool over here though is reports, and so reports is going to let you customize your client report, and I'm sure you've seen this, if you haven't this is where it is on that left hand side. And you're able to choose large fonts, change the language if you wanna change the language, but you're gonna print out the hearing aid information, program description. And it prints out in this beautiful layout, it has your patient's name up here, it has their devices, their serial numbers, a nice anatomy review of what their hearing aid is, a nice review of what their button is doing, so it's just a great way to see what's going on. My other favorite printout part is what are all those lights, what are the colors mean, and how can I troubleshoot that?

And so that's all in this four page printout for your patients, in this case, five. And it's a nice way for them to have access to what each program is and what it does, and it's not that heavy, big booklet that is not really important to them. They don't wanna read, you know, 45 pages, they just want something simple and easy. So yes, and we've had some people write in that they love the report, and they use it for every patient. Oh, I love that, thank you for sharing that, we'd love to hear that. That's one of my favorite features in our software. A new update in Target 7.0, and you'll also see it when you connect our Marvel technologies, and anything else in Target is our little client Notes tab.

And that's a nice way to make little notes, I love reminders, I'm a sticky note person, so this is my virtual sticky note where I can remind myself to do certain things. And then you can remind yourself here, click on that, and then you're gonna see it up here at the top that you have a note. You wanna open it and then it'll say, "Go over left, filters at your next visit." So it's a nice way to just give yourself a little reminders we have a lot in

our brains, especially right now, and so anything that we can take off the plate, and put on here to help remind us I will take it and I'll run with it, so I'm super happy about that.

I like that update a lot. A question just came in, is the connection alert only available in Paradise, or is this an update to Target? Oh, great question, so that connection alert of getting the devices are far away from one another, or closer to one another is a Paradise update only, so thank you, I'm glad that I could clarify that. And then another question says do the notes get stored in the hearing aid so other providers could see it? No, the notes are only gonna stay in your session for this patient. So if you have your computers networked and they have other offices, it will come up, but it doesn't stay saved in, like if someone goes to another office it won't pull up that information.

It's only in your Target session on your computer, so good I'm glad to clarify that as well. And then our last thing that we're gonna do here is go to the top, make our way out, save and close, and we're gonna save our session. So I'm going to connect to the database save this in the database, if you did make a note here then you would only see it again in this session. And this is a trial period, this is my trial devices, so it will reset for that six weeks if you do use a trial device from hitting that Save and Close. And then your devices are saved, and we are disconnected from the computer, and the patient hears those little happy tunes.

I have a couple questions coming in, if a patient has a P70 non-rechargeable, can they still have Bluetooth connection with a Samsung phone, but not the Tap Control? Yes, absolutely, so we're made for all. There's just a few features that are in the rechargeables like Tap control, because it has to have the power consumption, and the good power consumption of that are rechargeable lithium-ion to be able to have motion sensor hearing that we're gonna talk about now, as well as that usability of Tap Control. And then could you show how to rename the programs again? Yes,

absolutely, I can show you right, let me go over questions at the end, I'm gonna put a note here to rename the programs.

Absolutely, you can do that in Target, and you can also do that in the app, so I'll show you that too. I wanna go over a couple updates to Paradise, that really give a good explanation of what the feature is, and give you examples of how your patients are gonna benefit in every single day life with this feature. So the first one that I wanna talk about is speech enhancer, and this is going to give more gain to soft speech sounds for patients. This is only available in the 90 level technology, so it doesn't matter if it's rechargeable, or if it's not rechargeable, it's only in that 90 level, and it's an update for Com situations. And you're gonna see this under the Fine Tuning tab, under Com Situations, and then Program options.

And this is designed to enhance the peaks of speech for patients who wanna hear speech better, but they're on quiet. And it's gonna only activate in those low level speech input, so people who are talking between 30 dB and maybe 55 dB. This is such a great feature for soft talkers, for whispers, so if you want your patient to hear those soft talkers or whispers you're gonna just click this up about two, and just give that boost for soft speech, so that's where you're gonna find that, again, only available on the 90 level. And it's very user base, so if they are an 90% user, or 100% user gain level it'll default on, it'll default here to moderate. If they're a first time user this will not be on.

So just keep that in mind if you are gonna change your gain level for a patient, maybe they come back next week and you turn them up, check this screen just make sure that you've given them at least a moderate speech boost for that soft level speech, and that's where that is here. I wanna talk about another important feature, again, this is only in a 90 level technology, but this is dynamic noise cancellation. And this will give patients up to four dB of improvement in signal when they're listening in difficult to

listen in environments. Granted a lot of us are not in those difficult to listen environments, and that's where our speech enhancer really has been helpful, because we're in quiet, we wanna hear speech better, but hopefully, we'll be living in a world soon where we can go and it's noisy and we have trouble hearing.

And that's where you're gonna use this dynamic noise cancellation. So you'll see it and it's only in speech and noise, and it's only in speech and loud noise in any 90 level Paradise. And this is going to default to weak, because it's really a comfort feature for a patient, it's really patient driven. And so we are recommending to let it default here in the software, and then guide your patient to the myPhonak app and to their speech slider. And this is where they have control, so they have control over the beam former bringing it in. And then they can control it even more and bring the beam former in even more as they use the slider and slide it to 100%.

And that can lead up to four dB extra signal when they're in a really noisy environment. So again, it defaults for patients to just a default weak, and you can strengthen it and maybe you wanna make special programs for them if they don't use the app, and you can create a, you know, a custom program for patients, but again, this is defaulting to weak. And then the third feature that I wanna talk about is motion sensor hearing. So this is only available in our rechargeables, so the rechargeable or the rechargeable with telecoil, but in three levels in the 90, in the 70, or in the 50. In motion sensor hearing is going to adapt the hearing aid to pick up your surrounding environments, and voices while you're walking in a noisy environment.

This is a feature to help patients feel safe, feel confident, and feel connected when they're out and about walking in the world, but they also wanna hear that person that's walking next to them. So this is what you'll see on your end, and you're going to see, you'll select the AutoSense OS 4.0 and then Motion Sensor hearing, and it's going to default to off. So again, ideal when you're walking next to somebody it activates, and it

needs physical walking to activate. It won't activate if you're riding in a car. It won't activate if you're being pushed, you know, in a wheelchair, it needs with that triaxial to feel that there's walking happening, so it's recommended to keep it at the default, and let it default to wide.

Let it pick up as much around the patient as possible, get their feedback, see how they're doing. If they come in and they tell you they're picking up too much that's happening around them, it's too busy, it's too loud then what you'll wanna do is come back here and just change it to mix. So you'll bring the beam former and a little bit more it'll help to reduce some of the extraneous noise, and help them hear who they're walking with a little bit better. So just a nice easy way to pick up the person they're walking with and what they wanna hear, but also giving them that safety, that awareness of what's going on around them.

And the question was is this only in a 90? So motion sensor hearing is in our 90 level, our 70 level, and our 50 level, in a rechargeable, and a rechargeable with telecoil. So it still needs to be rechargeable, but it's in a 90, a 70, and a 50, so it offers patients that safety, that security, and more levels of technology. Thank you. I wanna go over how to fit Paradise in seven easy steps. And then I want to answer the question about renaming programs and any other questions that you have. But simple, it's easy to fit a patient, if you only have a little bit of time what you'll do is you'll connect your patient, you'll select their gain level, you'll check their acoustic parameters match, and Target and in the patient's ears.

You'll run the feedback. You'll increase the MPO. And then this six step just under Device options, you're gonna do manual controls, just make sure the buttons doing what they want the button to do. And then make sure your Bluetooth ear you're happy with that, and then Save and Close, so let's look at that in the software. So again, the first thing that you're gonna do is you're going to hit Connect up here at the top, and

then that will open up. How do you wanna fit your patient? Are they gonna be a first time user 80%? Do you wanna fit them at 90? Do you want to fit them at 100? And then hit Okay. And then acoustic parameters, and I just can't stress this enough, you wanna run this test, I'm sorry, you wanna run the Feedback Test which is our next test, but just be honest with the software.

I often fit with Marvel I did this, and now with Paradise. I fit with a vented dome, I'm not a big fan of an open dome. I feel like the sound sounds so much better for patients to get that mouthful complete sound, if they have a vented dome. So this hearing loss might recommend an open dome, I'll change it, and so I'll just come here and I'll change to vented. If you have a custom earpiece you'll put that acoustic code in there and I'll pre-populate. So again, just be honest with the software, and tell the software what you're fitting with, so we can appropriately give you the right amount of gain. Then you're gonna run the Feedback test and start your measurement.

And we'll put that little finger up on the screen by the mouth to do that shush, and then you will go to the Fine Tuning tab, and then the Gain and MPO tab. I like to highlight MPO and I like to boost our MPO, especially in this case just looking at our MPO line. I don't want it to crisscross my gain, any of my gain line, so I'll bring this up, I just never want anything to crisscross like that. Think about jumping rope and I never want the lines to get crisscrossed, and so I'll bring my MPO up here just to ensure our best fit, especially when you're streaming on a phone call. Well, I just saw a question come in.

Why did the power receivers come with vented domes now versus power domes? That was just a choice for the market that most patients were being fit with vented domes, and so that was something that was suggested moving forward. If you have another suggestion I would love to take it, and I will pass that along for sure. But we find that a lot of patients are being fit with vented domes, so we just wanted you to have the accessibility to the vented domes. I had another question. How far away does one of

the hearing aids have to be before the connection alert goes off? I would say a little further than the other ear. So if that makes sense, I guess it's very body dependent, but when I take it off my ear and start to bring it to the right, take my hearing aid off my right ear and start to bring it to the right, I'll get that disconnection.

So it's within the headspace itself that you're gonna get that connected or disconnect. And then the new fitting formula question was why didn't the fitting formula default to a higher MPO, that just wasn't part of the new pre-calculation, so again, that's why I'm suggesting to boost up the MPO. I think that patients feel like they are hearing better, and I feel like patients are hearing better, because we're so conservative with our MPO. And then you'll get to this Device options tab under Manual Control. Here you're gonna have the ability to decide what you know your buttons are doing, so check or uncheck what you want your buttons to do. And then Bluetooth, again, I like to name my technology, so I'll do that here, and then in my other ear, and then my last thing to do as my seventh step is to Save and Close.

And again, you can do all of those things with our icons, so if you want to just click through each of these tabs, it'll get you the same result as those using the Feedback, Global tuning, Fine tuning, Device options, depending on how you like to fit it's totally up to you. A couple more questions. Why does the software keep MPO so low we need to almost always raise it? That's a great question. I asked that a lot myself, but it's just something that we know that we have to make a change to, that's why I just like to recommend to increase the MPO. Hopefully the next time we have a new software out it will just be a default, but as of now we still have to do that.

Another question was what is the difference between an open dome and a vented dome? And so the open dome it just has a lot more holes in it then our vented dome is more occluding, but also quite comfortable, so I recommend vented which is the new term for closed dome. Closed dome seems to have a bad connotation to being

occluded, and you're not occluded when you're vented, so it's opened on versus closed/vented dome, so I hope that was helpful. And a question came in should we be raising MPO and Marvel as well I recommend raising MPO. I just know when I do a side by side with real IR that we're set very low very conservatively, so I like to raise the MPO.

I think it's just helpful to give patients better hearing performance, and I love that. With our innovation with Paradise we have this new hardware, it unlocks the ability to have more features, more functionality. And we have this great new fitting formula this Adaptive Phonak Digital 2.0 which was designed to ensure, and even better starting point for Paradise technologies. So we have new performance features that we just talked about that are going to let Paradise and let you fit Paradise and give your patients life without limitations to meet their listening needs in any environment and to discover their sounds of Paradise. So I wanna get to questions that have come in, but I know some of you have patience, I just saw you write that to me.

So thank you so much for your time today. I'll get to these questions, and let us know if you have any other questions, and what we can do to support your success, so I really appreciate your time today. And now I'm gonna answer, can you clarify what models of Tap Control? Absolutely, so Tap control is only in our rechargeables, and so it's gonna be in the rechargeable form factor and the rechargeable with telecoil, and it's in the the 90 and the 70. And I highly recommend if you don't have our feature summary you can shoot me a message and I'll send you one, I printed it out, 'cause some technologies like, you know, the 90 has speech enhancer and only the motion sensor is in a 90, a 70, and a 50 in rechargeable, so I had to like write it all down.

So I'm happy to send that to you if you want that to make it easy to see all the things, I'm very visual so that's helped me, so I'm happy to send that your way. A question came in about, you thought that when the phone call came into the Paradise hearing

aids the patient's device, it would say who was calling. Oh, great point, I didn't bring that up, but yes, so with the update with Paradise we now have in-band ring tones. So this is a phone feature, but now Paradise can support it. So if your phone is able to have a ring tone, and you have you know, your friend has assigned some ring tone, that's what will ring in your ears.

And if your phone is able to have those audible alerts and able to announce who's calling, then Paradise can handle that. So if you have a phone call that comes in and it says, "Alyssa is calling," that's what you'll hear in your ears. So yes, great point, it is true, and we call those Indian ring tones. And then a another question was, would you go over pre-fitting and set up a functions? Absolutely, and I don't wanna forget the other question about reprogramming, so let me pull up and not make anybody dizzy when I find that about how to rename, so let me find that for you as well. And then someone said, Can you e-mail me the feature summary?

Absolutely, if you put your e-mail in on here, I will happily e-mail that to you, absolutely. The feature or summary sheet I can e-mail it to you, so please, if you want that, and this is a private chat, if you want to just e-mail, or if you wanna e-mail me at my e-mail on the Note box, I will send you the feature summary, I find it extremely helpful, you got it. And then a question came through, can you use, I just lost it I'm sorry. The tap adjustment for volume at this time, we're just using it to pick up and hang up a phone call, to stop or start streaming, and then to activate your voice assistant.

So no, you can't use that to adjust volume at this time, you have to use your buttons still to adjust the volume. And then I'm looking for reprogramming, so bear with me. Let me go back here. Sorry, as I flipped backwards through the slides, I just wanted to get to the renaming of your programs. There it is, I got it, okay. So a question came up about renaming the program, so what you'll do is you'll click on this, let me get my green arrow, you'll click on Additional Programs here, or your Program Manager here,

and it'll open up this window, and then you can delete this label, and then it'll print out, however you type it in here in the report.

You can also go to myPhonak app to that program, and then delete the name of that, and then that will let you put in whatever you wanna name that, so feel free to adjust it, and customize it to however you want. All right, let me go to some more questions.

What's the difference between Audéo Direct on Target 7.0 and other? I don't understand what you mean by that, if you could give me a little bit more information, I'm happy to answer it. And then I did see your e-mails for the features sheet, so I will get that out to you as soon as we end today, absolutely. All right. And then just wanted some more clarification on the Audéo Direct on Target 7.

0 and other. I don't understand what you mean by that. Another question came in, would you please go over the pre-fitting and the setup functions, and then can I have more clarification on that as well? I'm sorry. Is that just the button handling and how to set the buttons, is that what you mean? And if you wanna just reach out to me offline I'm happy to touch base with you more about that. Oh, thank you for that clarification you thought, I meant AudiogramDirect. What's the difference between the audio direct, AudiogramDirect on Target 7.0 and other? There's no huge difference in that. I just like to point it out, 'cause I feel like it's a feature that people forget about, and it's so helpful, and it's helped me get out of so many programming issues I've had with trying to fine tune and find the right solution.

And I've just run a quick audiogram through the devices and refit, and I find that it's really solve my problem. So I always like to point it out, I think it's a little diamond in the rough that people don't know about, so thank you for that clarification. When you open up the software, I'm trying to, when the patient creates a program on the Phonak app will they be able to save it and not lose it anymore? Right now we're still running under if you connect your patient to the computer make a new baseline change, it does

delete any programs that they've made. So we don't have a fix for that, because they have made programs based on a previous preset, so we will delete that.

And if that's something that's important to you, let me know I can put in one of those virtual cases, and let our Swiss colleagues know that's something that you'd want changed. Good, all right, we love patient feedback, that's how we get things change, so please keep that info coming, love it, thank you. And then... free fit, okay, so right when you open up the software, so looking at the pre-fitting, I'm just gonna go back here. Is this what you meant by going through basic navigation like, right, when you click in and you have your patient audiogram, Beth, is that what you are talking about with this? And then we have the tabs that are broken out into clients, and then we have the Instrument tab, and then we have the Fitting tab, and then under each of these tabs are more tabs to really give you a lay of the land of every single program of every single part of the software, is that what you meant?

Oh, perfect, okay. Sure, my pleasure. All right. How will it look to connect two devices? Bluetooth devices, I'm assuming, right? Is that what you mean in the phone to be paired and connected at the same time? So what you'll do to pair to Bluetooth, just what you normally would do you'll go to the phone, you'll open up settings, and then you'll hit Bluetooth, and that's why I like to name my devices, 'cause that will help me to pair them and find them. I'll hit Connect, and then I'll close my one device. I'll open my other device, and then I'll go to Settings, Bluetooth, Connect, and then I'll be connected two. And you'll see that in your menu, it'll say connected on the one device, open the menu on the other device, it'll say connected on the other device.

So then you're able to toggle between the two, so I can watch my tablet, watch my show, if I get a phone call I could pick up my phone call, double tap to pick my phone call up. And then have my conversation, double tap to hang up, I go right back to streaming, so it's paused my streaming while I've taken a phone call. So it's a nice

seamless back and forth operation now with two devices that could be connected at once. I hope, it is very seamless, like beyond seamless. Yes, good word for that. Absolutely. Well, I know we've you passed our time today. I wanna thank you again so much for your time, and we have a lot of questions that have brought this up, so I'm happy to answer them.

And if you wanna reach out to your account managers, or your clinical trainers we're also happy to answer any other questions. So thank you so much for your time today, I appreciate it, and be well stay safe and I.