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Genie 2: Navigating Oticon's Fitting Software  
Recorded March 10, 2023  
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- [Chalese] All right, everybody, welcome, thanks so much for being here at Oticon's Genie 2 Course. It's All About Oticon's Fitting Software. This is a very brief introduction, my name is Chalese Buttars. I'm an audiologist and I'm a trainer at Oticon. I've been working for Oticon now for about three and a half years, and I have the opportunity to cover the West region, which includes California, Arizona, Nevada, and Hawaii. Now, it is actually my favorite course to train on, which is the software. So very happy to be here with all of you today and thank you ,again, so much for your time for the next hour. Now, as we go along, if any of you have questions, please feel free to put those in the chat box at any time.

I am somebody who does like to try to answer the questions as we go along, instead of waiting until the end, I know how it feels to have a burning question that you want answered, and so I will try to actually answer those as we go along with our time together today. Now, getting into our learning objectives and what will you know and learn by the end of the course today. First, you should be able to explain the required steps to complete an initial fitting for Oticon products. We'll find the more sound intelligence screen, be able to adjust settings to meet patient needs and listening preferences. And finally, you'll be able to list at least three fitting tools available in the software.

And there are many, many more tools than just three that we'll be going over today, but those are the things we want you to get out of the course. Now, very quickly looking at your programming options, we do have many of our devices that can be programmed wirelessly and that is the recommendation, especially for our newer products like the More in the new Oticon Real, which is what I'm going to be highlighting today. When you do program wirelessly, our recommendation is the Noahlink wireless. When you do need a cabled connection for a device that may include for instance, like our custom line that just launched at the end of last year. For some of those devices like the IIC and

the CIC, you do need a cabled connection and our recommendation on that is the HI-PRO2.

So in the software you also have a great tool about programming cables and programming options and I will be sure to show you that in case maybe you have a patient coming in with an older device and you're really not sure of what you need to be able to program. Now, we will actually be spending the majority of our time live within the fitting software today. There are a number of things that I can't necessarily highlight live in the software that I'm going to be showing you and jumping back to our PowerPoint 4. Now, it is always a little tricky to do these courses because I know that a number of you may be on different experience levels with Oticon products.

So very front here at the very beginning, I'm gonna do a general overview of how the software is laid out and then we'll be diving into all the details that I think are the most important for you to know in the Genie 2 fitting software. Now, when you look at this screen, you'll notice that you have four options up here at the top, and these are all of the different Genie 2 fitting screens you have available to you. In the welcome screen, you have things like personalization, which we're going to be covering today and what is it and why you should shouldn't do it, and then also helpful links and resources like information about our programming devices or cables, and also an instructional video section.

In the selection screen, this is where you can see all of the different families that are housed here in the Genie 2 software. You also have the ability to see which styles do you have available to you, based on the family and the technology level that you have chosen. We also have acoustics here, which is where you can go to choose your earpiece and see which earpiece options you have available to you for your fitting. In the fitting screen, this is where people actually spend the majority of their time. This is where all of the great fine tuning happens with our devices. So if you do need to do

things like very precise, fine tuning in terms of gain adjustments, here's where you have that here.

You also have things like the feedback analyzer and one of the most important screens in the software, which is the more sound intelligent screen. And I'm gonna be diving into quite a bit of detail on this, with us today, so you know exactly what you would need to do to change it based on patient complaint. You also have other things as well like automatics and data logging, which is something that Oticon has actually added more robust data logging features for our new device that just launched this year called the Oticon Real, and I'll be diving into that again little later on. In the end fitting screen, this is where I like to say you can put the finishing touches on your fitting so you can set up how the buttons are functioning, whether you want 'em to change program or volume.

You also have the ability to change the audible indicators and we have a new voice notification option for low battery for the Oticon Real. I'll also be talking about a little bit later. We have the battery section where you can go to see how rechargeable batteries are doing, what is the health of those things, which we'll talk about and then finally as well your accessory screen, the accessory screen is found here in the end fitting and if you need to make adjustments to how accessories are functioning, how loud they're streaming or how much the hearing aid microphone is picking up, while a patient is streaming from an accessory, here's where you would go to be able to make those adjustments.

And I'll give you some examples on why you'd wanna come here. Now, that's a little bit of an overview of how the software is just kind of laid out in general. So now I'm gonna start here at the beginning in our welcome screen and go over some of the things I think are most important. Now, up at the top you will want to note that we have an updated version of the fitting software, which is Genie 2023.1. With that version of the

fitting software, you get access to the new Oticon Real devices. So if you are fitting an Oticon Real, you wanna make sure that you have this version of software to work with. So getting into personalization, I actually have a few poll questions that I want to ask you and personalization is one of them.

So before I dive into an explanation on this, the question is when fitting Oticon, how often do you complete personalization or a first fit? Is it always, often, sometimes, never, or I don't currently fit Oticon and I'll give you about 10 seconds to put in a response here. All right, I'm gonna end this and I'll share the results with you. So it looks like we have the number one answer being I don't currently fit Oticon. So welcome all of you. Hopefully, you'll get a a good overview of today and then also tied for that is some of you saying sometimes as well. So we have answers kind of spread across the board here, which is great.

Now, I'm gonna put in my plug for personalization because there are two main benefits to this. Number one, doing personalization with your patient on a first fit is a great way to bring them into the fitting process from the very beginning. When you do personalization, the second benefit is it actually sets seven handles within the fitting screen when you are working with a Real 1 device. So when you actually do this personalization exercise with your patient, it will set that first fit a little bit closer to that patient's needs and preferences. And I'm actually gonna show you exactly which seven handles will be adjusted based on the personalization outcome. Now, looking at personalization, as I mentioned, this is something that you do want to do on a first fit with your patients.

And then also one of the things that you'll want to make sure to do is do this unaided. So you want to do this with the hearing aids off and not on the patient just sitting there on the table. Now, the reason for that is you're actually going to play some sound samples to do the personalization process. When you play those sound samples, we

do not want the hearing aids signal processing to affect the way that they're actually going to respond to these things. Now, before you get into playing the sound samples for the patient, a few things that you'll wanna set up first. So first, your experience level. When you look at experience, you have three options, none short-term, part-time, and long-term.

When you look at this, none as a patient that has no experience or hasn't worn hearing aids for a very long time. Short-term/part-time would be a patient who's worn hearing aids less than six months, who on a very inconsistent basis, and then long-term are those patients who have been wearing hearing aids for longer than six months. Often these individuals when you set to long-term for patients who would come in to get an updated hearing aid. Now, you'll notice that gender and age are actually grayed out here with the gender and age being grayed out. They are grayed out because I opened this file from my NOAA software so all this information was entered, so it doesn't give me a chance to be able to change that.

Now, before you do the personalization, what you're going to want to do is play this reference tone. Give this reference tone is actually a passage as a person talking. This just allows you to set your speakers at a comfortable volume for the patient. So when you play this, you'll change your volume. You'll ask that patient to tell you when it's reached a comfortable level, and once that's happened, you'll then move on and do these sound samples. Now with personalization, we do not recommend that you read the question and the reason for that is because the question can sometimes be confusing. Now, imagine you sitting out there, we're actually here in my office and I asked you, do you prefer sound to be sharp and distinct or soft and round?

Somebody asked me that question, I would probably say, well, what is a soft and round sound? So don't actually read the question. Instead, once you have the speakers set at a comfortable volume, go ahead and instruct the patient and tell them,

okay, I'm gonna place some sets of sound samples. First sound sample A, and then sound sample B. I just want you to listen to these and tell me which one you prefer listening to. Once you've done that, go ahead and play A for about six to eight seconds and then B for six to eight seconds and whichever one they prefer, go ahead and mark that and then move on to the rest of the list of sound samples.

Now, the only one of these that you will read the question on is the third one, because you don't have two sets of sound samples, it's a yes or no question. Now again, personalization is a great thing to do with your patients for those two benefits. Number one, it's a great way to bring your patient into the fitting process and be an active participant from the very beginning. But then the other one, and maybe even the more important one in my opinion, is for instance with a Real 1, when you do personalization, it does set seven handles specifically for them based on their preferences. Now, sometimes I'll get asked a question down here under client language. If we need to make a change and if we do, what actually changes?

When you make a change here, there would really be only one reason you'd want to do that. If you are working with a patient that speaks mainly a tonal language, if you go from a non tonal language like English to a tonal language like for instance Chinese, it actually will change the gain response of the hearing aid for that patient as long as you're using the NAL-NL2 fitting rationale. So if you do work with a patient again, who's speaking primarily a tonal language, it definitely would be worth your interest, within your interest to change this to that tonal language and then also change your fitting rationale to NAL-NL2. Now, looking at the links section, if any of you have questions on personalization, please put those in the chat box so I can address them.

If not, let's go ahead and move on to our links section. In the links section, you have lots of great things here accessible to you. If you want to know what the technical data is like, what is the differences between receiver levels in terms of your fitting ranges or

what is the maximum output, all of that information can actually be found here. When you click on technical data, it sends you to a webpage and it gives you a list of Oticon devices that you can choose from and download a PDF document with all the information that you could want in terms of those technical data sheets. Cable overview and programming devices are places you can go to get an idea of what cables you need, if you need cables, and then also which programming device you should be using based on the family and the style of hearing aid that you are fitting.

In the instruction video section, this is a great place to go when you have a certain question. Maybe you actually do have a patient that you are fitting a custom device for and maybe the custom device is an IIC and CIC and you're not exactly sure how to program those because they don't have Bluetooth, here is a great place for you to be able to see what that programming option looked like and how you need to remove the battery door and insert that size 10 battery pill. So when you have questions, there's oftentimes a video here in order to be able to help you along your way. Keep in mind that these videos actually do not have sound, so if you are playing them and there's no sound attached to them, that is for a reason.

There is no sound to the videos. Now, last thing that I wanna say on this page before we move on is ask about remote care and I actually do have a poll question about this as well. So looking at remote care, that is Oticon's telehealth solution. So the poll question is, have you used a telehealth solution to fine tune your patient's hearing aids? Yes or no? Alright, I'm gonna go ahead and close this out and we'll share the responses with you. So it looks like 100% of you said no, you have not done this yet and that's totally fine. I think that at the beginning of the pandemic there was kind of a rush for many people to try to do this to be able to reach out to their patients, but the need for this has maybe gone by the wayside slightly, but I do still think that it is a valuable solution to have for those patients who maybe can't get to your office for any reason.

Maybe for instance, I live here in Utah and it has been snowing like crazy this year and sometimes people don't wanna get out and drive in the snow, but they may need to be able to have some adjustments of their devices. So just know that it is here and it is an option for you if this is something you want to be able to start doing in your practice. Now, moving on into the selection screen. Again, as I mentioned at our beginning when we did that little overview of how the software is laid out, this is where you can see all of the families that are actually listed here and held here in the Genie 2 version of the fitting software.

You can also see all of the styles that are available as well based on which family and technology level you have selected. Now, today for the rest of the presentation, we are going to be sticking with a Real 1 in the miniRITE R version and the miniRITE R is a rechargeable miniRITE R option and that's what we'll stick with today. Now, just for any of you who still have a lot of patients asking for T-coils, all of our options here in terms of styles from the miniRITE R, down to the miniBTE T, do have a T-coil. So all four styles have a T-coil. You're not giving that up depending or regardless on which one you opt for.

Now, within our software, you'll notice that the fitting level is listed here and we have an 85 selected, meaning that we're using an 85 receiver. Now, one thing that you'll want to make sure to know about our fitting software, especially for those of you who are not as familiar with Oticon, you do need to make sure to manually select which receiver option you're working with, if it differs from what is automatically defaulted in the software. So our default in the software here is 85, but if you decided for instance to maybe go with a 60 receiver for this patient, you will want to make sure to select that in the software, the software does not detect which receiver strength you're actually using.

Now, when I get into our acoustics section over here, this is a place where you're going to want to double check to make sure that whatever earpiece you're using on your fitting, matches the earpiece that you have here software. Now, when I click this down arrow, you'll notice that there is quite a list of options here, but one of these options actually has this kind of target icon. You'll see this target icon actually throughout software and it's usually telling you one of two things, either A, this is the default for this patient or B as it is in this case, this is telling you that this is the recommendation for this patient based on their hearing loss.

Now, if you decide not to go with the bass tone double option because maybe you wanna go ahead and fit that patient with a custom ear mold, that's completely fine, that's great, just go ahead and make sure to select whatever it is you're using as part of the fitting here in the software and that those two things actually match. Now, last thing that I wanna go over in this selection screen is, if there is a firmware update ever available for the devices, once you connect the hearing aids to the software from this bell icon, a notification will actually pop up, telling me there's a firmware update available and it gives you a link to click on.

When you click on that link, it takes you down here to the instrument updater section and then you can update those devices. Updates are done wirelessly, which is great and convenient, but if there is an update, this bell note notification will actually tell you that. Alright, so moving along again, we are today going to be sticking with the Real 1 in the miniRITE R version as the Oticon Real has been very newly launched at the end of February of 2023. So we are gonna be talking about this for the rest of the time. We actually have a number of new features in the software for these Oticon Real devices, we're going to be going over today. Now, in the fitting screen, this is where you will spend the majority of your time when you are with your patients.

The first tab you come to is the fine tuning tab, and in the fine tuning tab you'll notice that you actually have three tab options here as well. Now, in previous devices like the Oticon More, you only had two tabs, you had gain controls and sound controls. But now with the new Oticon Real you have a new feature called suddensound stabilizer and we're gonna be talking about that in detail today. Now, to start out though, on our first tab gain controls. Here, you'll notice that you have your different levels of adaptation. Adaptation levels actually will be set based on the personalization screen. So when we were in that first screen, the personalization screen, you set your experience level.

There were three options, there was none short-term, part-time, and long-term. Now based on where you have that selected, since we had none, it starts us out on one. If I would've selected short-term part-time, it would start me out on two and give me more gain, and then long-term would start us out on three, which is what Genie is calling to target. Now, down here you have different options based on the loudness input of the sound to be able to make precise adjustments based on your different frequencies and your different inputs. And then also for those of you who like to look at compression ratios, you can find that compression ratio view here by clicking on this button.

Now, looking at the sound controls tab, when we were in the personalization screen, at the beginning, I talked to you about how, if you do personalization, it will set seven handles for you in the fitting screen for a Real 1 device. And when you look at this, these are the first two of seven handles. Brightness perception allows you to change gain from 1500Hz and above. If I move closer towards brighter, it increases that gain from 1500Hz and above. If I move closer towards fuller, it will decrease that gain from 1500Hz and above. Soft sound perception is actually A, the ability for you to change the knee-point or soft sounds. So if I go closer towards detail, it lowers the knee-point and gives more soft sound gain.

If I go closer towards comfort, it raises that knee-point and gives less soft sound gain. Now, sometimes people will turn to this soft sound perception or even gain controls and look at the lower frequency gain for soft sounds when they have the specific complaint of a patient spending time at home hearing the HVAC system turn on or the refrigerator fan. Now, when you make a change in gain controls or sound controls, those are global changes, that is affecting everything. It's not just affecting the noise that we're trying to program out, but it's also affecting speech as well. So we actually have a better option for that specific complaint in the more sound intelligence screen, and I'm gonna be going over that in detail a little bit later on.

But just remember when you are in gain controls and sound controls, these are global changes and it will affect everything, not just maybe noise or whatever issue it is you're trying to program out; it's also going to affect speech as well. Now, your last tab here again is something that is new in our Genie 2 software for the Oticon Real devices. You'll find this in all three technology levels, but here is what it looks like for the Oticon Real 1. Now, I'm actually gonna bring up a slide to talk a little bit more about this and give you more details. So here is what this suddensound stabilizer feature looks like in the software. Again, with the Real 1 device, you have six different settings, up to max.

For the Real 2, you have five settings, up to very high. And then for the Real 3 you have four settings with high being the greatest setting or the maximum setting that you have. Now, suddensound stabilizer is a new amazing feature in the devices that helps the hearing aid to be able to manage sudden sound peaks. Now, when you think about sudden sounds within our field, a lot of people's minds kind of turn to doors banging, dishes clanging, those loud sudden sounds, but it is not just loud sudden sounds that affect our patient's listening experience or user acceptance, but it's also softer sudden sound peaks that are found in their environment as well. What traditional hearing aid amplification often does is takes those softer peaks and goes ahead and adds further gain on top of them.

And so then what happens is things like maybe a clock ticking or a dog walking across tile or a pen clicking, those softer types of sudden sounds that have a rapid onset and a rapid offset are this all sudden amplified and if you will kind of in the patient's face, instead of being in the background. And so what this new feature does of the suddensound stabilizer is, it does a great job of being able to identify those sudden sound peaks and rapidly reduce the amount of gain that those sudden sound peaks have, making our patient's user acceptance greater and also giving a better sound quality, as well and more comfort. Now, I wish I had more time to really dive into this feature, but I am just gonna be talking about kind of some maybe patient complaints you're going to be looking for and what changes you would wanna make here in this screen.

If you want to learn more about how this feature is actually working and the research that we have behind this feature, I highly recommend you check out the AudiologyOnline course called Experiencing the Real Sounds of Life. That course will actually cover the new Oticon Real hearing aid in detail and we'll go through this feature specifically. Now, I talked a little bit about how the different levels, the technology levels will be affected in this screen and basically what settings you'll have as your max within each technology level. Now, looking at this screen, medium is your default setting for everybody. This is your starting point, and what medium does is it gives up to 15dB of attenuation for those sudden peaks that are found in the environment.

Now, it's not going to give 15dB for every peak, but there's kind of a sliding scale that happens within the hearing aid and those loudest peaks, the loud sudden sounds are going to be getting 15dB of attenuation and some of those softer sound peaks are going to be getting a little bit less. But some reasons why you would potentially want to change this, There are really three categories of things that I have in my mind,

specifically. First, if a patient comes into the office and they're set here at medium, which again is the default for everybody, maybe they say to you that they spend a lot of time at home and their kids are always slamming the door and it's driving them nuts, it's making them wanna jump out of their skin.

If that's the case, go ahead and increase this to high. They will get more of an attenuation in when those types of sudden sounds happen. And then you can actually test it out in your office; go ahead and slam the door if you can, if that's appropriate, if that works in your office set up and see if that helps them make those sounds more comfortable. If a patient comes in and complains of a sudden softer sound being annoying, like those examples I gave you earlier, a pen clicking or even typing on a keyboard or a dog walking across tile and they're kind of more distracting and annoying for those patients, go ahead and again, increase this to high and see if that is beneficial for them.

Test it out in your office, click a pen and see if those things are more comfortable. And then finally, the third type of patient complaint that I really want you to watch out for are those patients who may come into your office and say that they're feeling overwhelmed or distracted or annoyed by the devices. When we hear those types of complaints, oftentimes we may go into the gain controls or the sound controls and take down the gain. And when we do that, again those are global adjustments, it is affecting everything. So instead of giving the patient the gain they need, the clarity they need, we're moving more towards comfort, so that patient may not necessarily perform in that environment as well as we want them to do when it comes to communication 'cause they may not be getting the gain they need.

When you hear those types of complaints, instead of going to gain adjustments, as your kind of first choice, come into this screen, go ahead and increase the amount that you're working with here, move this from medium to high or even maybe very high to

help give those patients additional comfort to help it so it's not maybe as overwhelming for them or so that sounds are not too much for them. So this often actually is a great place to go as kind of a first shot, instead of changing gain and decreasing gain, coming to suddensound stabilizer to make things more comfortable for your patients. Now, if you have questions on this, please let me know in the chat box, but again, it is an amazing new feature that we have in the Oticon Real devices.

And the other great thing about it is you have access in the software to be able to make adjustments as well, based on patient complaint. Now, going back into the software, we have talked a little bit about gang control, sound controls and the new suddensound stabilizer feature. I want to now dive into feedback analyzer and here is actually where my last poll question comes into play. So we're gonna launch this poll question and the question is, when programming Oticon products, should you automatically run the feedback manager during the first fit? Yes, no, or it doesn't matter? Alright, let me end the poll here and I'll share the results. So it looks like the majority of you said yes at 55% and then 45% of you said no.

So interestingly enough, Oticon's recommendation is actually to not run the feedback analyzer with every fitting that you have. And the reason for that is sometimes when you do run the feedback analyzer, the system can be a little bit more aggressive at cutting out gain than it needs to be. Now, one of the really neat things about the fitting software in general is that you'll actually get an icon that will pop up, if and when you need to run the feedback analyzer. Now, this icon is called the unstable gain indicator and what is happening is when you have hearing aids connected to the software, those hearing aids are making a measurement once per second. If, during those measurements it's identified that there is positive loop gain that could turn into audible feedback, this little icon right here or right here, depending on which side is the issue, will actually pop up.

Now, if you click on it, it is helpful, it actually gives you some recommendations, but basically if you see this, it is an indication telling you that hey, this patient may run into issues with audible feedback and you need to do something about it. So, and try to choose a more closed venting, which would be the best choice if the patient can accept that if it doesn't affect their voice quality too much. If that's not going to work, then you can go ahead and run the feedback analyzer and allow the system to try to take care of that issue with potential feedback. Now, this is one of the things that I actually like quite a bit about our software.

I love a ton of things, but this is one of my favorite things because I just remember being in clinic and running the feedback analyzer and really feeling like this was the least favorite part of my fittings with my patients. And again, it was oftentimes because patients didn't wanna hear those sound in their ears or we would tell them, please be quiet, you know while we run this. And as soon as they heard the the the sound, everybody would say, oh yeah, I hear that. And we try to get them, you know, to be quiet during the running of this. So this is a nice feature that Oticon has available to you. and again, you can feel confident to not run the feedback analyzer unless you see this unstable gain indicator.

Now, moving on to the next section of the fitting software. I want to talk about more sound intelligence. I do believe that this is one of your strongest follow-up fitting tools that you have available to you in the software. This, along with that suddensound stabilizer feature. we've already gone over, these are great places to be able to go if your patients have specific complaints for you on follow-up. Now, when you look at this screen, there are five main handles that you have. The top handle is this bar labeled environment configuration. Virtual Outer Ear is the second handle, neural noise suppression easy is the third, neural noise suppression difficult is the fourth and sound enhancer is the fifth.

All five of these handles will be set, if and when you do personalization. At the beginning, we talked about how personalization set seven handles. These are the last five of those seven handles and I really truly believe that here is where most of that value comes from when doing personalization. This screen is mostly dealing with directionality and noise reduction and a couple of other things, but this will actually set this screen for you when you do that personalization. If you don't do personalization, see these target icons, this is the default for every patient. Now, giving you an overview of what is actually happening on this screen, it's easiest in my mind to break this screen up into three specific sections.

The top section this bar is section one. Section two is this box labeled easy environments, and section three is this box labeled difficult environments. Now, looking back up at section one, environment configuration, this is really the primary control of this screen. Here's where you go as the hearing care provider to determine when that patient needs more help to kick in from the hearing aids in which types of environments do they need more help. You'll notice there are five environments listed here from very simple to very complex. And if you're wondering, well how do I know what a simple environment is? How do I know what's a complex environment? If you actually hover your mouths over these things, it will give you some examples of what types of environments falls within each of these five sections.

Now, moderate is the default for everyone when personalization is not done. Now, you'll notice that this is actually split up this bar into dark gray and light gray. The dark gray section says that any of these types of environments are difficult for my patient. So any of these that are in dark gray, depending on how this is set, says this is where it's difficult for my patient. And what's going to happen is directionality will turn on in those environments, and it's also going to use the handles from this third section, the difficult environment box. Any of these environments that are in light gray, again,

depending on how this is set, any of these in light gray say, do not turn directionality on and also use the handles from the easy environment box.

So anything in light gray, it is these handles determining how much help they get. Anything in dark gray, it is these handles in the difficult environment box determining how much help they get. Now, how would you know when you want to make a change up here? Now, let's see how a patient set to moderate, they come back in for a first follow up and they say, you know, I go to work every day, and oftentimes I meet with my boss in the break room and oftentimes I feel like I just can't pay as much of attention to what they're saying. There's a coffee machine running, there's a coffee machine going on, some people are having a conversation over to the side of me and I just feel like I wish I could pay attention more to what's going on instead of being distracted by what's around me.

Now, that environment does not sound that difficult, but potentially if we move this over to simple, what will now happen is they'll get more support kicking in sooner in that simpler environment that can hopefully help them pay more attention to their boss and get more support with noise reduction and directionality turning on. Now, let's say that we have a patient set to moderate and they come in on the flip side, when will we wanna go this way or this handle? Maybe they're a hearing aid user and have been wearing hearing aids for quite some time. They come in, you just did an upgrade to the new Oticon Real and they come in and say, "You know what?

Things went really well this week, but I almost feel like the hearing aids are taking away too much from my environment. I feel like with my other hearing aids, my previous devices, I was a little bit more aware of what was going on." Maybe for that patient, if we move this over to complex that help won't kick in, that more aggressive help won't kick in until they actually need it in those more difficult environments. So again, depending on how you have this set, anything in light gray, any of the environments in

light gray, it is these handles determining how much help is given and any environments in dark gray it is these handles determining how much help.

So let's go ahead and look at the easy environment handles. Virtual Louder Ear is compensating for the loss of pinna effect. We have to build that back into the amplification because the hearing aid is behind the ear so they're not getting that naturally. Now, when we look at this, an aware setting gives that patient equal awareness all around them in an easy environment. There is no emphasis on sounds coming from the front, the side or behind; everything is pretty much equal. Focused, on the other hand, gives baby a few dB emphasis on sounds coming from more in the front half of the listener. It almost gives the same effect as if you put your hands kind of behind your pinna and you kind of make a funnel behind that pinna, it gives a little bit of a boost on those sounds coming from in the front half of the listener in those quieter environments.

Neural noise suppression is our noise reduction that is being handled by the deep neural network or the artificial intelligence system. Starting with the Oticon More, we actually had a major upgrade in the Oticon More with our noise reduction by using a deep neural network in order to achieve that noise reduction system. So it's a lot smarter than anything we've had in the past and that deep neural network was rolled into the Oticon Real as well. This is where you have the ability to control how much noise reduction is being given in a simpler or an quieter environment. Earlier, I talked a little bit about how patients may come in and complain about the HVAC system turning on or their refrigerator fan turning on.

And if that is the case, again, instead of going into fine tuning and turning down soft sound gain or changing your knee-point for soft sounds, go to this handle because this is only touching steady state noises within their environment. So if they are set to zero. They're getting no noise reduction in an easy environment, go ahead and bring this up

to two and then they will get two DB of noise reduction in that simpler environment. Now, looking at our last section here, our difficult environment handles, neural noise suppression difficult is where you can go to increase how much noise reduction they're getting in a difficult environment. If a patient comes in and says that they were at a restaurant and the overall hum of the restaurant, it was a loud restaurant, the overall hum was almost overpowering the speech information, and you could go ahead and take this from 8dB of noise reduction up to 10.

And then the lastly, the last handle that you have here is sound enhancer. Sound enhancer is looking at what is directionality and noise reduction doing in that environment and how much detail is directionality and noise reduction taking away as part of the hearing aid processing. Based on how much is taken away, how you have this set will determine how much of that to put back in the one to 4,000Hz region. So this is really a place to go if a patient is saying they're struggling to understand speech in a difficult environment, you have some wiggle room to try to control how much speech that they're going to have access to. The default setting here, as you can see is balanced.

If the patient says they're struggling to understand speech in a difficult environment, maybe they're a waiter or a waitress in a loud restaurant, and they really need to be able to hear those orders. Moving this to detail, we'll give them some of those speech details or additional speech details in the one to 4,000Hz region in those difficult environments. Moving this down to comfort, will take some of those details away. And the only reason I would potentially go to this is maybe if you have a patient that says that they feel overwhelmed in a difficult environment. They almost feel like too much is happening within that environment. Maybe you've made adjustments to the suddensound stabilizer, maybe you've maxed out your neural noise suppression and they still feel like things are a little overwhelming.

If you move this to comfort, this could potentially take the edge off for that patient, but I would leave this as my last resort or those patients 'cause it could potentially affect speech understanding. Now, what's nice about this screen is you actually have the ability if you wanted to, to make multiple programs and you can change how this screen is working or how this feature is working in the various programs. So if that's something you decide to do, you can go ahead and copy over program one and then go into the P2 and make further adjustments, especially if maybe a patient comes in and you're not exactly sure which one of these things you need to adjust, but you don't wanna maybe make too many changes, you could go ahead and ask them to try out both program one or two or three in their environments to see which one works better for them.

So you can make additional adjustments in the screen based on program as well. Now, in the program managers section, I'm not going to say too much about this, but I do wanna show you a couple of things. If for some reason you do need to change your fitting rationale, you have the ability to do that. Many of your softwares are probably defaulting to VAC plus, which you can see here. That is Oticon proprietary rationale. It stands for voice aligned compression. If you do want to change that, you have the ability to do that by clicking the down arrow and hovering over to the side and then your list of available rationales will pop up here. You can also change rationale based on program as well, if for whatever reason you felt like that would be beneficial.

Last thing that I'll say about this part of the fitting software, if you do have patients who do like to have multiple programs and they'd like to have them for specific purposes, you can actually put the names in here and those names will show up in their app. So if you do give a new name here, that name will show up in the app, so you don't have to write them down on a piece of paper for those patients using the app, it will show general one, home and work. All right, moving down into the more tools section. Okay, actually question here that just came in the chat box. If I make a second program

called speech and noise, will that change the more sound intelligence settings to be more aggressive with noise reduction and what changes?

So yes, we actually do have some kind of pre-canned programs here if you will. And if you did change the speech and noise setting, it will change some of the gain, it will change some of the more sound intelligence settings and it actually also will change in the fine tuning screen your suddensound stabilizer feature as well. So you do have the ability to make changes to that and you have quite a few things that will actually be adjusted if you make one of those kind of pre-canned programs. And for the most part with speech and noise specifically, it is trying to make some of these things more aggressive. So you'll notice suddensound stabilizer went from medium to high, so it's going to be giving more attenuation and then also for more sound intelligence, it will make some of those settings a little bit more aggressive as well.

All right, now getting into the more tools section, there is a fitting assistant here, which is a really nice option for those of you, again, many of you said you don't currently fit Oticon, it can be a little bit tricky to try to used to manufacturer software when you're not as familiar. If you want some great suggestions based on specific patient complaints, here's where you can actually go to get some of those recommendations or suggestions. And the nice thing about this is you can apply those recommendations here and then also you can get an exact view of what exactly will happen based on the recommendation the software gives you. So we're not trying to make this vague for you.

If we give you a recommendation, we want you to know exactly what we're recommending so you can see if you agree with it or not. And then you can also use it as a nice little learning tool as well; so if you happen to see that same type type of complaint maybe a week later, then you can know that and have that in mind instead of having to go to the fitting assistant. Now in the automatics section, I wanted to show

you this. It's actually also a new feature for the Oticon Real. So you'll only see this in the Oticon Real products. There is a new feature called wind and handling stabilizer. So all of you who have not fit the Oticon Real yet will not have seen this in our software.

Now, as another feature, so there are two kind of main benefits to the Oticon Real that sudden sound stabilizer that we've already gone over. And then also we're doing a much better job of handling wind noises and also handling noises as well. Now, if you're wondering, well what is a handling noise? Anytime hair rubs against a microphone or maybe patient puts on glasses that rub against the microphone, those are what we call handling noises and it kind of creates an artifact that can be very annoying, especially those patients that come in and complain about their hair rubbing against the microphone. I'm sure many of you have heard patients making those types of complaints. So our Oticon Real devices are doing a much better job to be able to identify those wind and handling noises and attenuate them so they're more comfortable for the patient.

Now, you'll notice here that wind and handling stabilizer is now a handled that you have and you have two options. You can either have it on or off. on is the default for everybody, and regardless of which program you choose, just like somebody asked in the chat box if it was speech and noise or if it was even the music program, every one of the programs defaults to on. So if some reason came up that you wanted to turn it off, and I don't necessarily have a great recommendation on why that would be the case other than you can actually test this feature out in the office and it's pretty cool if you do it. If you have an Oticon Real and you have this turned on and rub your finger across the microphone and then you turn it off and rub your finger across the microphone or rub hair across the microphone, you should be able to hear a pretty significant difference in terms of the amount or how loud that handling noise is.

If you have questions on this, again because it is new feature, let me know there in the chat box, but also if you check out that AudiologyOnline course that I talked about earlier, you'll also go more into detail about how this is different from what we've had in the past and also some of the benefits behind this specific feature. Now, I want to talk just quickly about data logging and you'll find data logging down here under the more tools section in the software. And I'm actually gonna pull up some slides to be able to kind of get into this discussion so I have some good data to be able to work off of. Now, up until this time with Oticon products, we have given you some data logging information that included a summary of how often they were using it, the usage and what that looked like.

You could also look at it based on program. And then we also gave you volume control and how how much patients were changing the volume control. So we gave you these three tabs. Now, in the Oticon Real, this is something new that we have added into our software, which is the new data logging sections. As part of data logging, I think it is a very valuable tool for many of you out there as providers because as we know, some patients aren't always the best reporters. And when that happens, sometimes maybe they have specific complaints or they're talking about certain environments that that they're in and maybe they're not necessarily remembering how difficult environments are, or maybe they come in the office and say things are going fine and they can't really remember some of the difficulties that they potentially have that week.

What is nice about data logging is it gives you an objective view of that patient's experience that you can actually put together with their subjective information that they're providing to you. Now, when we look at what is new in the data logging section, there are two new tabs just in the Oticon Real that you now have access to. The first tab is the environment's tab. And what the environment's tab is doing is giving you a view of what types of environments the patient was in. Now, these environments are split up into simple, which would be a good signal to noise ratio, low levels of

background noise, moderate, and then also complex, slight bluest simple, then the shade, darker blue is moderate, and then the darkest blue is complex.

Complex would be poor signal to noise ratio, high levels of background noise. Now, as you look at this, it gives you a view based on period as well. So a period of time is the time that you disconnect the hearing aid to the time that you reconnected again to the software. So you can see with the period of time what is the date range, and then also how many days fall within that period of time. And at any one time, you can view four periods within this data logging environment's view. Now, what's nice about this is again, it gives you an objective view of what types of environments the patient is actually in. Now, a few ways that you could potentially use this, maybe you've had a discussion with the patient when they came into your office for the very kind of first meeting and you talked to them about different hearing aids, different technology levels, different styles, and the patient decided to go with something very specific.

Maybe they decided to go with a Real 3, for instance, which is the lower level of technology within the Real family. And maybe they come back for a follow-up and they're having some specific complaints and you actually look at their data logging and maybe that patient is spending 60 or 80% of their time in moderate or complex environments, and you look at that and you say, you know, may really be able to do better if you have a higher level of technology, gives me more play in the software to give you more noise reduction if you need; that gives me more ability to make changes to that sudden sound stabilizer feature. So it can actually give you some objective information about what types of environments that patient is in to even talk about technology level and what's most appropriate for the patient.

Also, I am a huge fan of communication strategies. I think communication strategies are a great thing. I know that many of you don't always have time to talk about communication strategies within your appointments, but communication strategies are

a great thing to bring up because we know that hearing aid technology can do a lot and it is amazing, but it can't do everything for every patient. And so if you look at this, and patients are spending the majority of their time in difficult environment talking to them and maybe asking an open-ended question and say, "You know, Mrs. Jones, how did things go this weekend when you went to that restaurant with your family? Tell me a little bit about it?"

And maybe they say, you know, it was difficult. They sat us right by the kitchen and I heard all of these other sounds and I couldn't hear speech like I wanted to. I couldn't be a part of the communication with my family. And if that's the case, great reason to bring up some communication strategies, maybe talk to the host or the hostess next time, have them sit you in a more quiet environment in that restaurant if there is that available, or sit somewhere where there's better lighting so you can also get those visual cues, et cetera. All of you out there know those communication strategies, but can be a great way to look at this data, ask an open-ended question, and then bring some of those things into the conversation.

Now, when we look at what the second new tab is here, it is called conversation activity. And this is actually something that is pretty fascinating. With the conversation activity, we actually, through the use of the hearing aid, can see how often is the patient talking. What percentage of the time is the patient talking in those environments. So you have two views, you have per environment and then you have per usage period. When you look at the per environment section, this gives you an idea of what percentage of the time the patient is talking in that environment. So how could you use this data? When we look at the screen and what we're looking at here is the patient is talking in a simple environment, about 60 to 70% of the time in each of these different periods.

If we look at complex environments, we can see that patients are talking about 25% of the time. Now, maybe that's just typical for a complex environment, maybe we don't talk quite as much, but this would give you the ability to ask a good open-ended question for that patient. Sorry, pardon me just a sec. Okay, a good open-ended question for that patient to again say, tell me what things are like when you go to a family party? You know, I know you said you had one this weekend. Tell me a bit a little bit about how that went. And maybe they'll say to you, you know, it got really loud and I had kind of a hard time following along the conversation and so I just kind of wasn't as part of it as much.

I didn't want somebody to ask a question and for me to answer it wrong and be embarrassed by that. And so maybe that can us the idea that maybe we need to give the patient a second program or maybe we need to change the programming setting to try to give them more support in that environment so they feel like they can engage more and talk more and be part of that communication. So this actually can give us some very interesting data to work off of, to have more of a conversation with our patients. And then finally, when we look at per usage period, we have what percent of the time patients were speaking in that environment based on period.

So period one where we first kind of started things out, they were speaking 40% of the time that they were wearing their devices and as we got to period four, they were more engaged and were wearing those devices more often, 67% of the time. So that gives us kind of a nice little visual on they are more engaged and they are talking more within those communication opportunities that they have. Now, that's a little bit about the new data logging, which again is pretty exciting that we have that now here as an option. So getting into our end fitting screen, a few things that I want to make sure to go over with you here first. Under buttons and indicators, we do have a new audible indicators section.

The new audible indicators section includes the ability to have a low battery warning, be actually read out by a voice notification instead of a tone. So when you look at the end fitting screen under buttons and indicators, under the audible indicator section, now you have nine different languages to choose from. You have three different loudness levels to choose from under the voice notification section, and as I said before, is currently just one option that you can have for a voice notification and that is low battery warning. So the low battery warning, you can choose whether you want that to be a voice notification where a voice comes on and says low battery, or if you want that to be a tonal indicator.

All right, two other tabs, I know we're almost outta time here, but we should have plenty of time to talk about the last two things that I think are important for us to review. So looking at accessories, in the accessories section, you have the ability to change how the accessories are functioning for your patients. We have a number of accessories at Oticon, including our TV adapter and EduMic and a connect clip as well. Now, the phone is just the patient's phone, so obviously that's not an Oticon accessory, but you can make an a change or an adjustment based on what they're reporting about how their phone calls are going. So let's say that you have a patient come in and they say to you that they actually stream phone calls to their hearing aids quite often and when they stream phone calls to their hearing aids, they feel like the phone call is never quite loud enough and they always have to turn it up every time they take a call.

When you look at the first handle here, this is dealing with phone loudness. If you turn this up and make it louder, that phone call will automatically be louder once they take the phone call. And so this will be the new default for them; if you actually hover your mouse over this, you'll see that it increase that by 3dB. And relative to phone is how much is the hearing aid microphone picking up in the environment? So if they say, you know, I work from home, I take a lot of my phone calls at home and I stream 'em to my

hearing aids and there's a lot going on. I've got a dog. I've got my kids at my house, they're always yelling and it's too much, it's too loud.

Well, you can turn down how much the hearing aid microphones are picking up when they're streaming on the phone as well to try to decrease all the annoyance that might be happening in their environment. You have the ability to make sound quality adjustments and if you actually hover your mouse over this, it'll show you what it is doing in terms of the adjustments to the low frequencies or the high frequencies. And then finally, power base gives you the ability to add more of a base quality or a base sound to that streamed information. Now, all four of these handles that we've gone over here in the phone tab, are the same four handles that you have for TV adapter and EduMic and also for the connect clip.

Now, the last thing that I wanna go over with you today is this battery section. Now, you'll only see the battery section if you are working with a rechargeable hearing device. Under the battery section, and we'll give you a number of pieces of improvement information. First is what is the current battery level of the hearing aids themselves? Second is battery health and this is what you'll really want to pay attention to because it gives you an idea of how healthy that lithium ion battery is. Now, if you see these batteries, these indicators green, that means that the battery health is good for that certain lithium ion battery. If you see these indicators go grayed out like this, that means that the battery health is not good.

It has fallen below 85%, which means that it needs to be changed. Now one of the nice things about the miniRITE R devices is you can actually change those batteries in-office. So if you do see that it is grayed out like this, you can call Oticon and get a battery and actually change it in-office. Now, if you do change it in-office, we do ask that you document that in the software. There is a serial number that will accompany the battery and we ask that you take that serial number and type it here into the

number three section where it says add number. Once you've done that and you've documented that, then on number four here, you'll click reset new battery statistics.

Once you do that, those low battery beeps and also the percentage of the battery charge in their app should be accurate. Now, I know we've gone through a lot of information today. Thanks so much for being here. I was excited to be able to present to you those new features in the software for the Oticon Real device. And again, as a summary, those new features included the suddensound stabilizer, the wind and handling stabilizer, the new data logging features, and also the new low battery voice indicator for your patient. There are a lot of benefits that come with the new Oticon Real and hopefully you're able to now feel confident to fit those patients with these new options in the software. If you have any questions, feel free to reach out to your trainer like myself or your Oticon account manager. And everyone, thanks so much for being here today; really appreciate your time, and I hope you all have an excellent weekend.