

People First

People First is our promise to empower people to communicate freely, interact naturally and participate actively

Oticon Personalization Process Guide



PERSONALIZATION

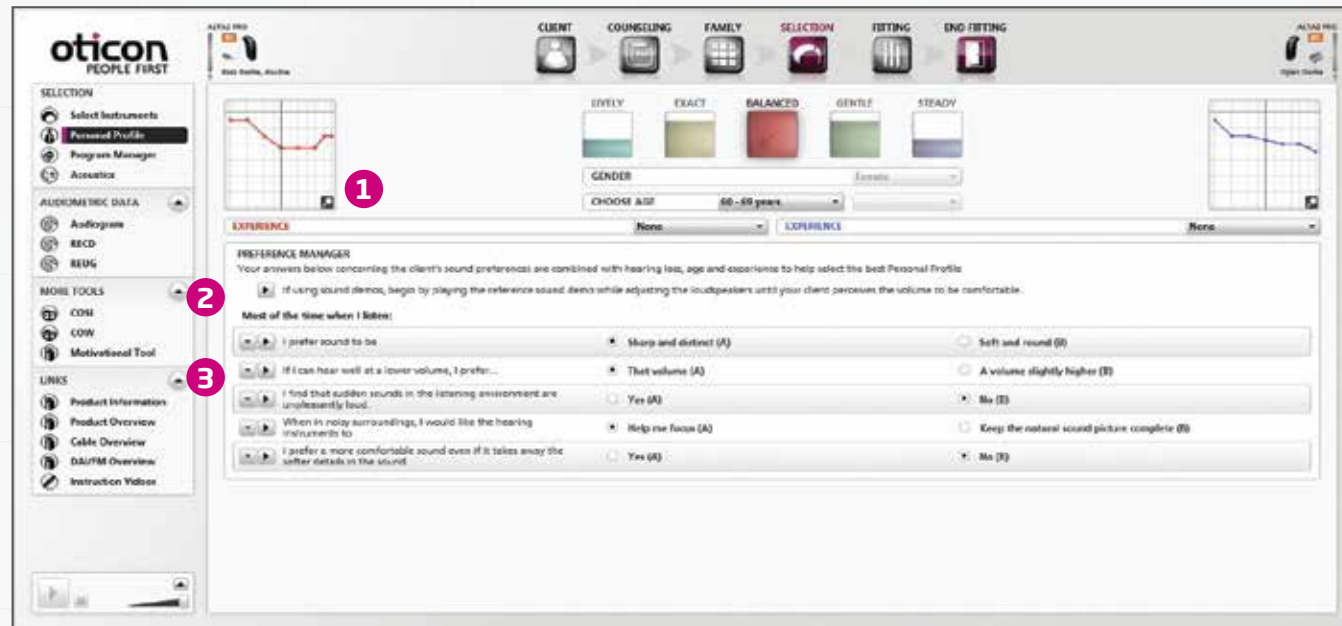
Personalize your Fittings to Meet Each Patient's Unique Needs

- Initial Fitting ●
- Active Listening ●
- Optimizing ●

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Initial Fitting – New User

Better First Fit: Create a Personal Profile in Genie by including patient characteristics and individual listening preferences. This Profile will determine how technology features work together in the instruments. New users will have a more personalized first experience with amplification.



How to Complete the Personal Profile in Genie

- 1 Enter Age, Hearing Thresholds and Experience Level:** The Personal Profile in Genie is set through a weighted interaction of age, hearing and experience level, as shown below. You further refine this choice through the patient's responses to the questions in the Preference Manager.



- 2 Prepare the Sound Demo:** Prepare the loudspeakers and play the reference sound sample. Adjust the volume for each patient to an audible comfortable level. This will help to ensure all of the sounds samples are presented at reasonable relative levels: the loud ones loud enough and the soft ones at a soft level. The patient should be unaided for the sound demo unless the hearing loss is severe.
- 3 Complete the Preference Manager Questions using the Sound Demo:** Orient your patient to the task. For the first question, select the sample ▼ and play ▶. The first sample has embedded variations, first A (sharp and distinct), then B (soft and round). Ask your patient which they prefer A (the first version) or B (the second version). Mark their preference. Complete the other questions, selecting the both corresponding samples in the drop down.

Experienced User

Experienced Users can reference their experience with amplification to customize the improvement they need. With VAC+ Fitting Rationale, experienced patients will typically have greater access to important speech sounds due to more gain and lower high frequency kneepoints.



Personal Profile Variations

- 1 Experience level:** If you select *Short term/Part time*, or *Long-term*, the Preference Manager questions change, to allow the experienced patient to engage more proactively to optimize the fitting. In most cases, the experienced patient will begin the fitting at Adaptation Level 3.
- 2 Fitting Rationale and Instrument Family** influence the available number of Personal Profiles, sub-profiles, and Preference Manager questions. If NAL2 is used, either selected in the Program Manager (Alta2 or Nera2), or by default (Ria2), three Personal Profiles are available. There are more sub-profiles and Preference Manager questions for Alta2 and Nera2 compared to Ria2, even with the NAL rationale.

	VAC+			NAL2			
	Personal Profiles	Sub Profiles	Questions	Personal Profiles	Sub Profiles	Questions	Tonal Language Question
Alta2	5	15	5	3	9	5	Y
Nera2	3	7	5	3	7	5	Y
Rea2	NA	NA	NA	3	NA	4	Y
	VAC			NAL2			
Alta2	5	15	4	3	9	4	Y
Nera2	NA	NA	NA	3	7	4	Y
Rea2	NA	NA	NA	1	NA	NA	Y

Active Listening

Day-to-Day support: Convenient take-home tools provide a structure for patients to evaluate progress in everyday use. This feedback will help focus your counseling in follow-up visits.



The Oticon Hearing Diary is a tool to improve the Active Listening experience. Help your patient structure their Active Listening experience. At the end of the Initial Fitting session, show the patient/family how to use the Oticon Hearing Diary to evaluate three important or frequent listening situations. You may wish to help identify these situations and write them in the Diary. Encourage your patient to bring the completed Diary to the follow-up visit.



The Oticon Hearing Diary App is an electronic version of the Diary and a convenient tool to evaluate a listening situation "on the spot." It is available in an iPhone and iPad format and can be downloaded from the App Store. The patient records the data in the app and can email the results to the professional directly from the app in advance of the follow-up visit.

► Oticon Hearing Diary – Instructions to the Patient

"It is important that you wear your hearing instruments in a wide variety of situations. For example, focus on situations that you would especially like to improve, such as visiting family and friends, using the phone, watching TV, listening to music, or shopping at the grocery store. Please choose three situations to evaluate and report your experiences and impressions on the following pages. Bring the completed form with you to your next appointment."

Active Listening

Diary questions are easy and relevant: There are four questions for each situation, and an opportunity to provide an overall impression. The diary activity helps the patient stay focused on the goal, and is a valuable tool for follow-up.



Diary Questions for Each Situation

► **What did you notice about the overall sound quality of your hearing instruments?**

► **How did voices sound? Were the voices clear and pleasant?**

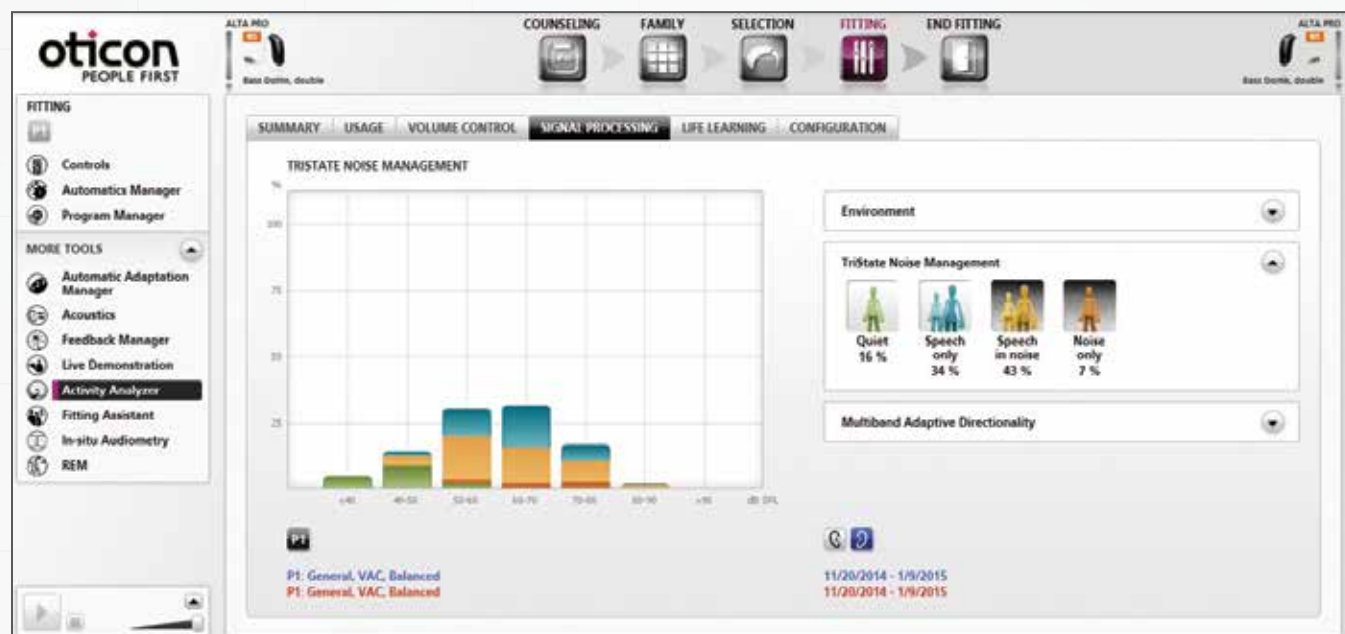
► **How was it to follow conversation?**

► **Did background noises bother you? Which noises?**

► **Additional Comments**

Optimizing – Debrief

Effective Follow-up: Before making any changes to the fitting, it is important to gather all the information you can about the patient's active listening experience. You can use the Activity Analyzer in Genie, the responses to the Hearing Diary, and targeted discussion with the patient to get more information. A strong optimization strategy helps you take a good fitting and make it even better.



Debrief Elements

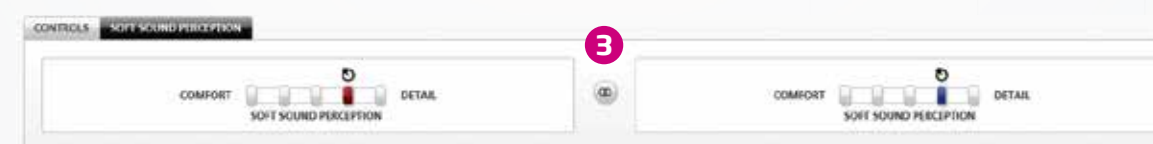
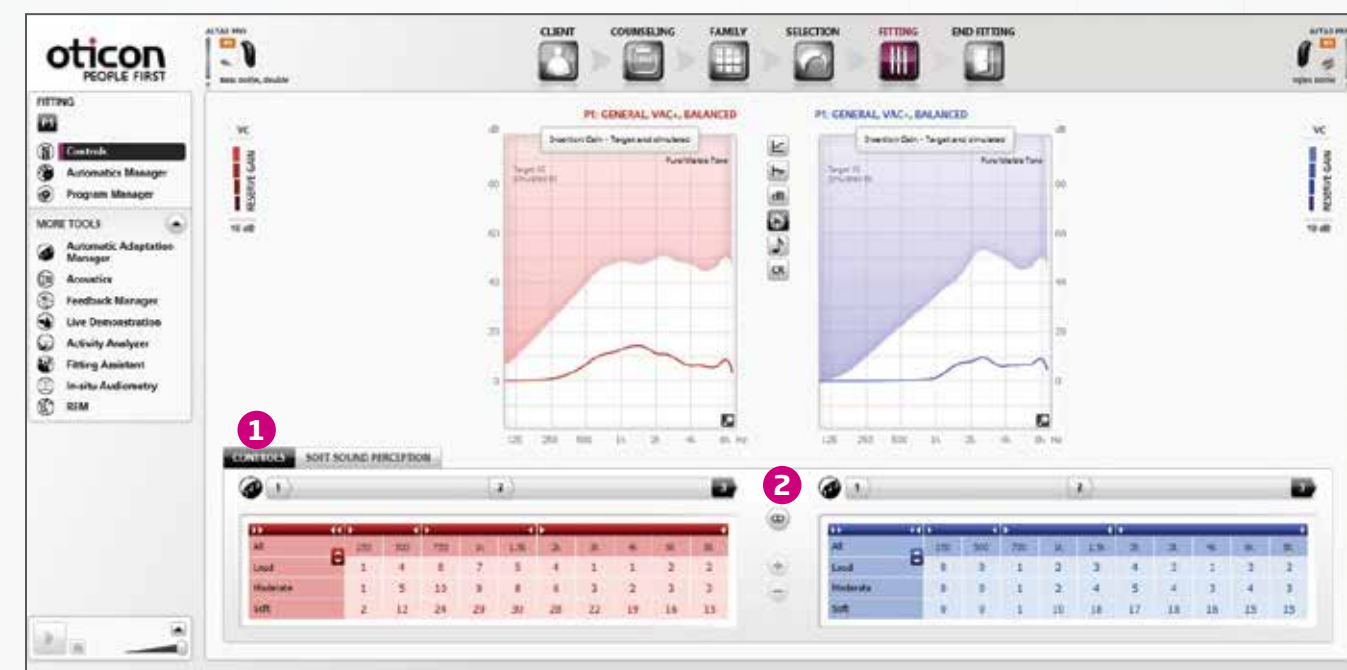
- ▶ **Activity Analyzer:** Open the Activity Analyzer to confirm how long and in which situations the hearing instruments were worn.
- ▶ **Hearing Diary:** Review the patient's Hearing Diary to learn which situations they found most successful or challenging.
- ▶ **Targeted and open-ended questions:** Ask the patient to describe how well they believe they hear with their new instruments and to tell you anything they noticed. Expand on the Hearing Diary questions. Focus on situations where they noticed improvement, as well as those in which they had concerns.
- ▶ **Develop a Strategy:** Do you need to make any changes now? If the patient is not yet at Adaptation Level 3, avoid making any significant changes. Based on the patient's comments, consider the following changes for the Soft Sound Controls or YouMatics Manager.

Patient Comment	Possible Strategy
Too much overall sound in noisy situations	Move Soft Sound Controls to the left
Sounds are too sharp	Move the YouMatic Manager to the right
Difficulty understanding soft speech	Move Soft Sound Controls to the right
Devices are too active, change too much	Move the YouMatic Manager to the right
Sounds are too muffled	Move the YouMatic Manager to the left

Optimizing – Controls and Soft Sound Perception

Precise fine-tuning: The Controls tab enables you to fine tune the instrument channels at different input levels. The Soft Sound Perception control is a relative control that increases or decreases the audibility for sounds near threshold.

Soft sound perception issues and tonal balance issues should be addressed before performance in noise and the associated adjustment to the helping systems.



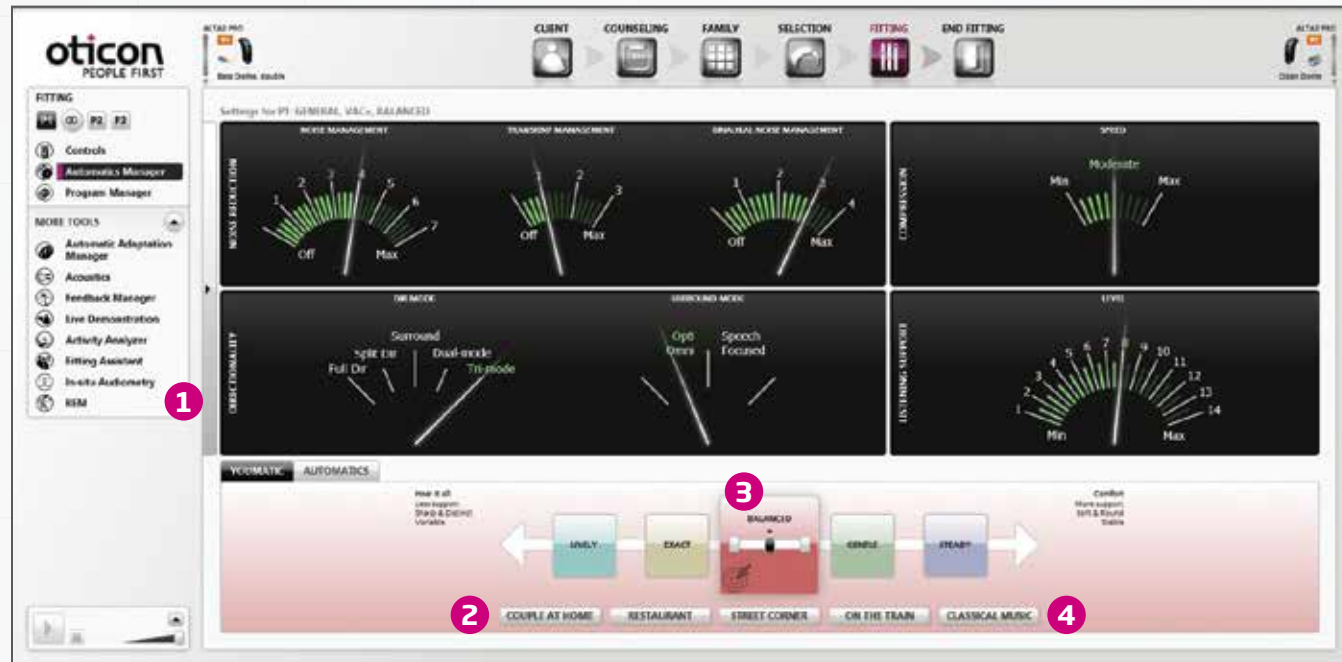
← Are you distracted or overwhelmed by "too many sounds" in your environment?

→ Do you have difficulty understanding soft speech?

- 1 Toggle to the Controls Tab and make any needed adjustment in Gain.
- 2 Ensure the Adaptation Manager is set to Level 3.
- 3 Toggle to the Soft Sound Perception tab. This lets you balance the details with the comfort of soft sounds. Adjust as needed. The Soft Sound Perception control is the control for Soft Speech Booster and is enabled by VAC+ and Inium Sense.

Optimizing – YouMatic

YouMatic is a global adjustment to select the Personal Profile and determine the way the processing elements work together in the instruments. The YouMatic control is a tab on the Automatics Manager in the Fitting Screen. Verify that the Personal Profile selected in the Initial Fitting is best for the patient.



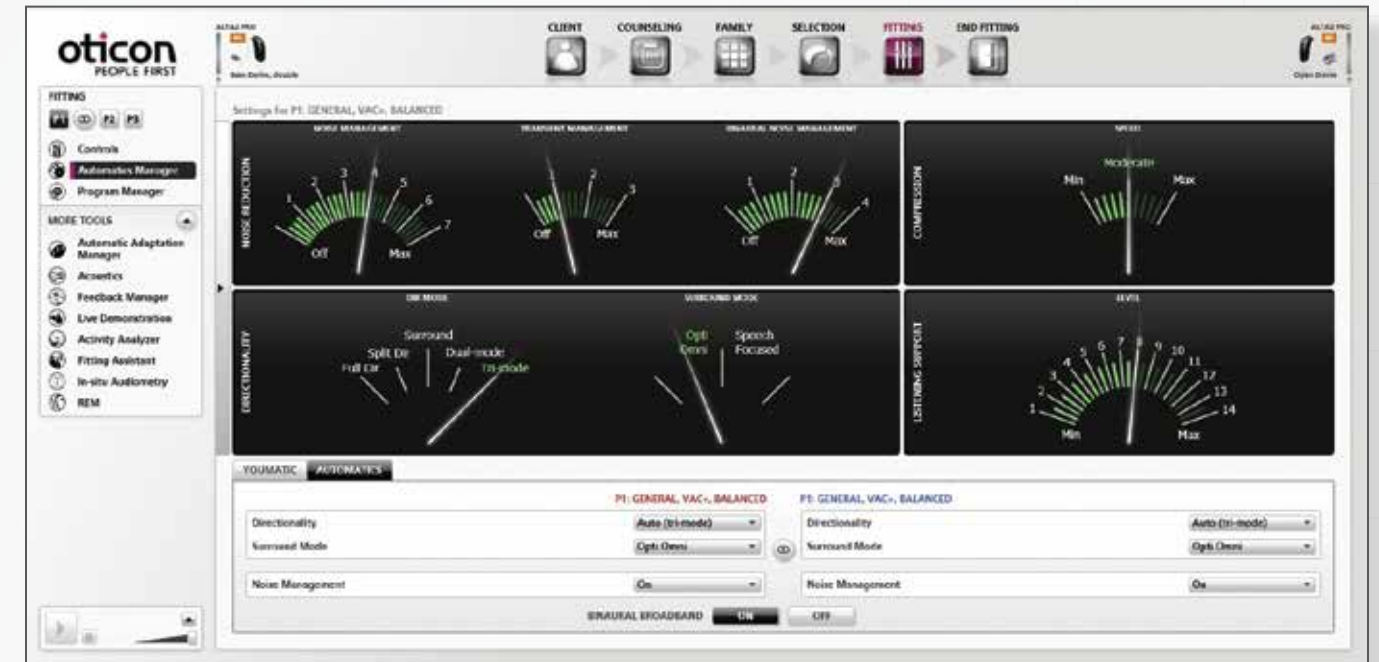
How to Verify the Personal Profile in the YouMatic Manager

- 1 **Select the YouMatic tab** in the Automatics Manager screen.
Instruct the patient: Explain that you will make some changes in their hearing instrument settings as they listen to different sounds and tell you which setting they prefer.
- 2 **Select and Play a Sound Sample** at the bottom of the screen and let it play.
- 3 **Change the Personal Profile** to the left or right, based on your patient's comments in the Debrief.
 - Signal to your patient when you make the change and ask which setting they prefer.
 - Repeat as needed. Select another profile in the opposite direction to obtain a good clear contrast.
- 4 **Verify any changes** made to the Personal Profile with a pleasant sound sample, such as Classical Music.

Note: With NoahLink and FittingLink, the changes are not audible until the lights stop flashing.

Optimizing – Automatic

Automatics can be adjusted on the second tab in the Automatics Manager screen. There are options for modifying the settings of Directionality, Surround Mode, Noise Management, and Binaural Broadband. The Dashboard dials in the upper part of the screen will show the amount of help you get from different features based on the default settings or the settings chosen in the lower part of the screen. The default settings of the Automatics are based on the Personal Profile, and usually do not need to be adjusted.



- ▶ **Directionality:** The main (P1) and Special Purpose Programs (P2-4) have different default settings, depending on the listening purpose. A different Directionality can be selected, if desired. When you change the Directionality, Genie updates the gain controls to reflect the new response.
- ▶ **Surround Mode:** choose between two surround modes: Speech Focused and Opti Omni.
- ▶ **Noise Management:** Activate or deactivate Noise Management; by default it is active. Noise Management uses Voice Finder to detect whether or not speech is present. (Nera Pro and above)
- ▶ **Binaural Broadband:** Activate or deactivate the communication between right and left instruments. Binaural Broadband controls the binaural processing, synchronization and coordination between the two instruments. Binaural Broadband is sent to 'on' by default for binaural fittings, except for reverse slope losses where the default setting is 'off' and set to 'on' by default for binaural fittings.

Special Purpose Programs

Special Purpose Programs can be added at the initial fitting or in follow-up, depending on the patient's need, experience and ability to manage this feature. These pre-configured programs are available for Alta2, Nera2 and Ria2 families. They offer a faster and easier way of customizing additional programs without having to spend a lot of time fine tuning. The Special Purpose Programs are based on the rationale chosen for the general program in P1 and then modified by a gain offset and by changing the automatics and, in some cases, the compression speed.



- 1 Add a Special Purpose Program:** Open the Program Manager, Select Add then highlight the desired program Repeat to add more programs.
- 2 Fine tune Gain or Automatics:** Select the Controls or Automatics Manager to modify the Special Purpose Program, only if needed

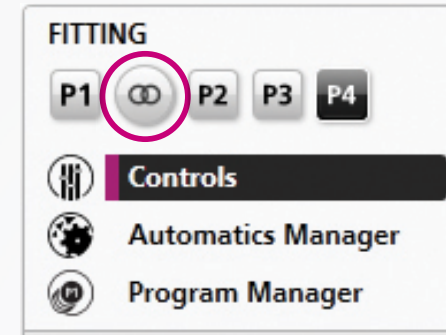
The Special Purpose Programs cannot be in P1.
The Special Purpose Programs are for use when only using the hearing instruments not when streaming.

Note: The back directionality program is not a Special Purpose Program. It can only be controlled through the Oticon Connect Line App.

Modifying Special Purpose Programs

Fine tuning Special Purpose Programs: Fine tuning at different input levels in Program 1 will flow to the Special Purpose Programs. This includes changes in the Soft Sound Perception Control. However, if the programs are de-coupled, independent changes can be made

Coupled



Uncoupled



Automatic and Gain Defaults in Special Purpose Programs (vs. P1)

	MPO	Gain loud	Gain Moderate	Directionality	Surround	Noise Management
Conversation In Noise	▲	▲	▲ 1k-3k Hz	*Full Surround or Split	Based on P1	*On +1 step Off
Music	▲ 750-8kHz	▲	▲	*Surround Split or full	Based on P1	*Off On
Lecture	▼ 250-500 Hz		▲ 750 - 4000 Hz	*Full Surround or Split	Based on P1	*Off On
	▲ 750 - 4000 Hz					
Comfort in Noise	▼	▼ 4-6 dB in primarily low and high frequencies		*Surround Split or full	Based on P1	*On +1 step Off

* Indicates default setting