



Inspire[®]X

Advanced Fitting
Solutions



Issue

A patient with poor manual dexterity requires extra time to insert his hearing aids. More often than not, he is still trying to put them in after they have powered on, resulting in some short-term feedback. You also determine he would feel reassured to hear the Power On sound that he keeps missing.

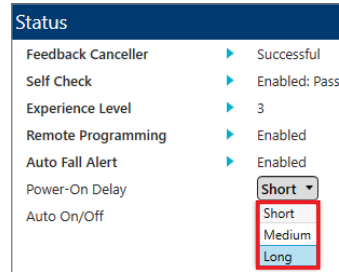
What can you do in the Inspire® X software to help?



Solution

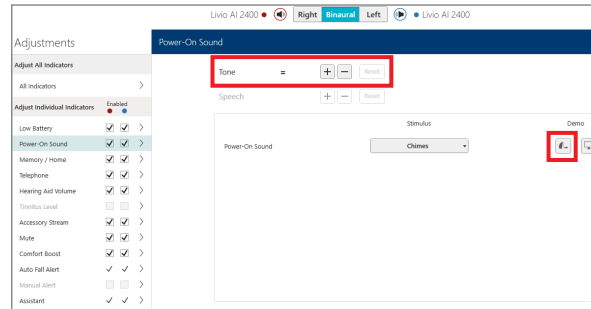
Change the Power-On Delay

- Go to the Fitting Summary screen.
- Under Status, increase the Power-On Delay from Short to Long.



Ensure the Power-On Sound Indicator is Audible

- Go to the Indicators screen.
- Select Power-On Sound and demo it through the hearing aids by clicking on the hearing aid icon.
- Use the + and – buttons to adjust the level of the indicator as needed.





Issue

Your patient is wearing AI 2400 hearing aids. He would like a convenient way to start/stop streaming from his TV accessory and adjust the streaming volume when he doesn't have his smartphone handy.

What can you do in the Inspire® X software to help?



Solution

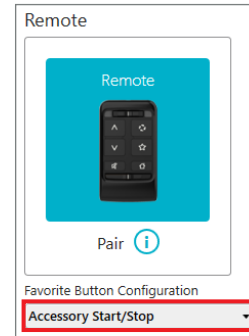
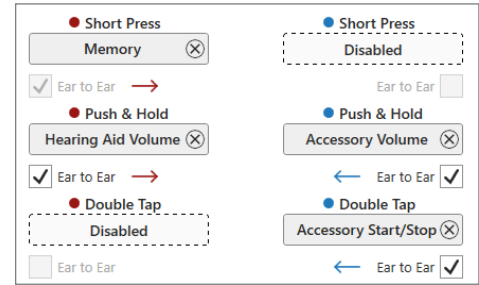
Enable User Controls

- Go to the User Controls screen.
- Click on the Accessory Start/Stop button and drag it to one or both Double Tap positions.
- Click on the Accessory Volume button and drag it to one or both Push & Hold positions.

TIP: Consider configuring the right user controls for hearing aid adjustments and the left user controls for streaming adjustments or vice versa.

Add a Remote Accessory

- Go to the Accessories screen.
- Choose Accessory Start/Stop for the Remote Favorite Button Configuration.
- After pairing the Remote with the AI hearing aids, pushing and holding the volume buttons on the Remote will adjust streaming volume. A short press and release will adjust hearing aid volume.





Issue

You have a patient who is an avid golfer, so you gave him an Outdoors memory. You would like to personalize his indicator so he hears something more meaningful as he cycles through his memories.

What can you do in the Inspire® X software to help?



Solution

Change the Speech Indicator to Golf

- Go to the Indicators screen.
- Select Memory/Home.
- Use the drop-down box adjacent to the Outdoors memory and select 'Golf'.

The patient will now hear "Golf" when he cycles through his memories.

Stimulus	
M1: "Normal"	"Everyday" ▼
M2: Normal	"Work" ▼
M3: Outdoors	"Golf" ▼



Issue

You want to modify the hearing aid response for a new hearing aid user to match target using real ear measures and then set the overall response to a softer level before she leaves the office to ensure she is comfortable wearing her new hearing aids.

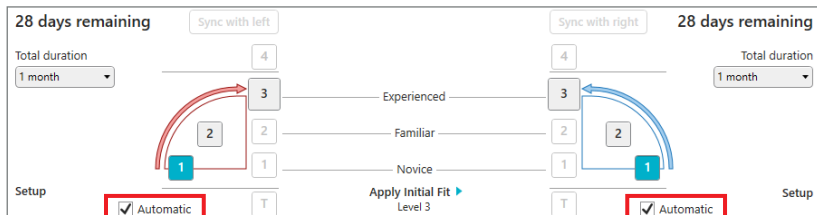
- 1 What tool will allow you to set the hearing aids to a softer level initially and gradually increase the gain to target over time?
- 2 How do you use this feature with real ear measures?



Solution

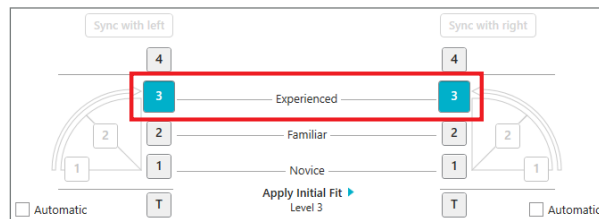
1 Automatic Experience Manager

- Go to the Experience Manager screen
- Automatic Experience Manager will move the response from a softer level to target over the period of time you select once the feature is enabled.



2 Using the Feature with Real Ear Measures

- Set the Experience Level to 3 'Experienced'.
- Make fine tuning adjustments as needed.
- After you are finished, enable the Automatic Experience Manager using the checkboxes on the Experience Manager screen.
- Select the total time duration for achieving the target response from the drop-down menu. The real ear adjustments you made will be accounted for.





Issue

A patient with a severe hearing loss has been fit with AI hearing aids and AP earmolds. He is hearing well but reports that sometimes things are “eerily quiet” especially when he’s home alone.

What adjustment in the Inspire® X software will help this issue?



Solution

Adjust the Quiet Setting

- Go to the Sound Manager screen.
- Decrease the level of the Quiet (Expansion) setting in one or more environments to reduce the amount of noise adaptation occurring for soft sounds that fall below the WDRC knepoint.

Sound Manager

Right **Binaural** Left

• Livio AI 2400

	1	2	3	4	Ear to Ear
	*Normal	Normal	Outdoors	Receive Signal Telephone (Send Signal)	Stream Boost
Speech in Loud Noise	On	On	On	N/A	N/A
Speech in Noise	3	3	3	3	N/A
Quiet	3	3	3	3	3

Sound Enhancement details



Issue

A patient reports that streamed phone calls from her smartphone are too soft and that she hears too much background noise during calls.

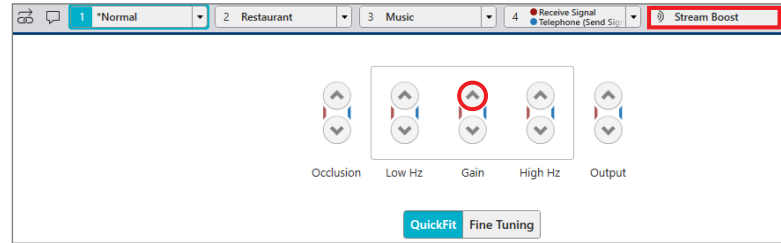
What can you do in the Inspire® X software to remedy these issues?



Solution

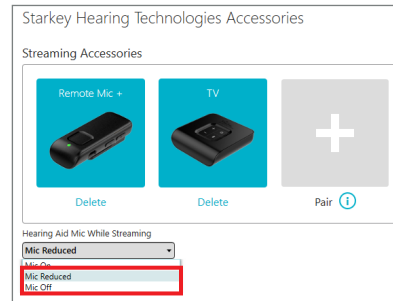
Increase the Volume of Streamed Calls

- Ensure the patient knows how to use the buttons on the side of the phone to increase the volume of the streamed signal.
- Go to the QuickFit screen.
- Select the Stream Boost memory.
- Increase overall gain.



• Reduce Background Noise During Calls

- Go to the Accessories screen.
- Change the Hearing Aid Mic While Streaming setting under Streaming Accessories to 'Mic Reduced' or 'Mic Off'.



The hearing aid mic while streaming settings may also be adjusted in the Thrive® Hearing Control app by going to Settings > Device Settings > Auto Streaming.



Issue

A patient who uses his Normal memory most of the time reports hearing additional beeps when the microwave oven turns off and sometimes hears the open-door chime in the car for a few seconds after the door is closed.

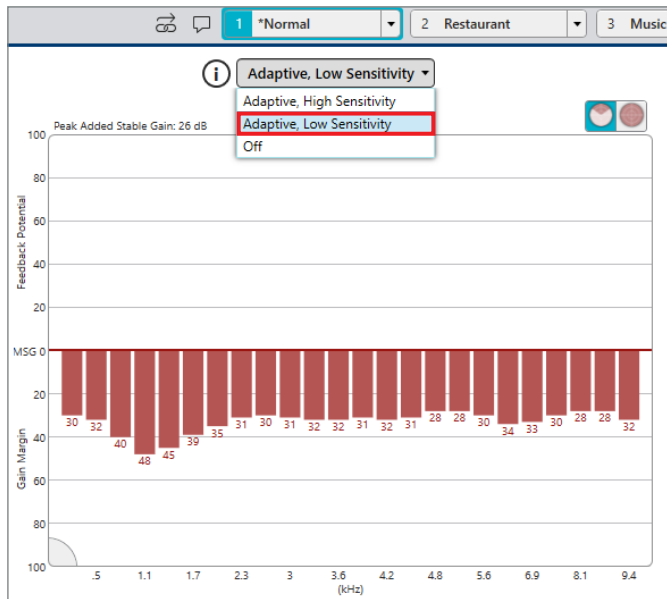
What can you do in the Inspire® X software to address this?



Solution

Adjust the Feedback Canceller to Address Entrainment

- Go to the Feedback Canceller screen.
- Select the Normal memory.
- Use the dropdown menu to change feedback sensitivity to Adaptive, Low Sensitivity.





Issue

Your patient is a mechanic and reports that he is having difficulty hearing the differences in engine sounds when he is working.

How can you use the Inspire® X software to help him?



Solution

Create a Unique Memory for Work

Go to the QuickFit screen

- Create a second Normal memory.

Go to the Sound Manager screen

- Turn Machine noise adaptation Off in the new memory.
- Also consider turning the Directionality mode to Omni to capture all sound angles equivalently.

Go to the Indicators screen

- Select Memory/Home.
- Change the name of this new memory to “Work” using the drop-down menu.

		1	2
Sound Manager		*Normal	Normal
Sound Enhancement <small>details</small>	Speech in Loud Noise	On	On
	Speech in Noise	3	3
	Quiet	3	3
Situational Sound Management <small>details</small>	Transients	3	3
	Wind	3	3
	Machine	3	Off
	Auto Music	3	3
Directionality <small>details</small>	Mode	Adaptive	Omni

M2: Normal "Work"

A custom memory may also be created using the Thrive® Hearing Control app by going to Navigation > Customize.



Issue

Your patient has four memories and several user controls enabled in her hearing aids. She mentions that she cannot remember all of the different settings.

How can you use the Inspire® X software to help her?



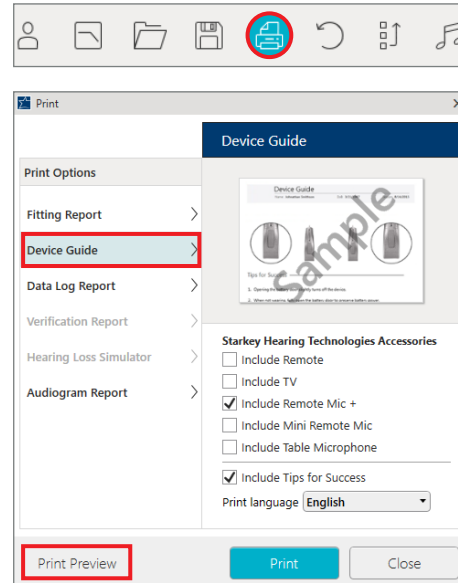
Solution

Print the Device Guide

The Device Guide includes the hearing aid settings. To view the guide:

- Click on the printer icon on the top menu bar.
- Select Device Guide.
- Select Print Preview.

NOTE: The Device Guide can also be accessed by clicking on the word 'Print' on the User Control screen or the Print button on the Fitting Summary screen.





Issue

You configured your patient's AI 2400 user controls so she could use the right rocker switch to change hearing aid settings (Memory and Hearing Aid Volume) and the left to manage streamed signals (Accessory Volume and Accessory Start/Stop).

She mentions that it is easy to remember to go to the right user control to adjust hearing aid volume, but the Maximum, Home and Minimum hearing aid volume indicators are confusing because they're all the same.

What can you do in the Inspire® X software to help her?



Solution

Change the Hearing Aid Volume Indicators to Make them Distinguishable

- Go to the Indicators screen.
- Select Hearing Aid Volume.
- Change the Max Stimulus to a higher frequency than what is being used for the Home Stimulus.
- Change the Min Stimulus to a lower frequency than what is being used for the Home Stimulus.

	Enabled		Stimulus
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Max	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	2000 Hz
Home	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	1000 Hz
Steps	<input type="checkbox"/>	<input type="checkbox"/>	1000 Hz
Min	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	500 Hz



Issue

You have a patient whose native language is German.

What are some helpful tools in the Inspire® X software?



Solution

Change the Speech Indicators to German

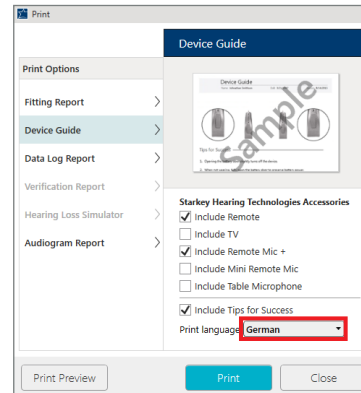
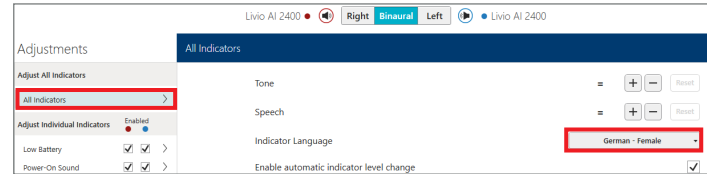
- Go to the Indicators screen.
- Select All Indicators.
- Use the Indicator Language drop-down menu to select German Female or Male.

TIP: It can take up to 45 seconds to change the language in each hearing aid. Demo the language using the Media Player in Inspire X prior to loading it.

Print the Device Guide in German

- Select the printer icon at the top of Inspire X and choose Device Guide.
- Use the Print Language drop-down menu to choose German.

NOTE: The Device Guide can also be accessed by clicking on the word 'Print' on the User Control screen or the Print button on the Fitting Summary screen.



The Translate feature in the Thrive® Hearing Control app can be used with AI 2400 hearing aids to counsel the patient in German after Inspire X has been closed.



Issue

Your patient enjoys his TV streamer and AI 2400 hearing aids immensely. However, when he is sitting and watching TV with his wife, he has a hard time hearing her voice.

What can you do in the Inspire® X software to help him hear her better?



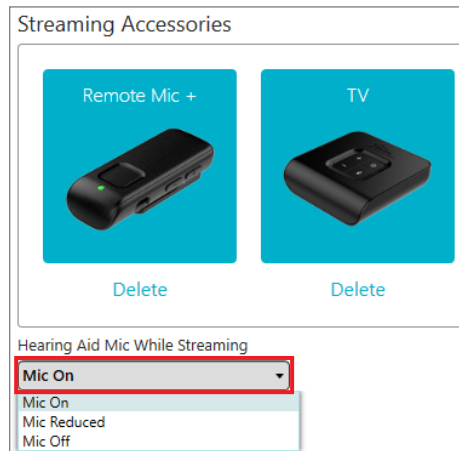
Solution

Change the Hearing Aid Mic Offset While Streaming

- Go to the Accessories screen
- Under Streaming Accessories, use the Hearing Aid Mic While Streaming drop-down menu and select Mic On.
- This will ensure that the hearing aid microphone gain is not reduced while he is using his TV streamer.

NOTE: Any changes to the Hearing Aid Mic While Streaming settings in Inspire X will impact all streamed signals including phone calls.

The hearing aid mic while streaming settings can be adjusted independently for Phone Calls and Media Audio in the Thrive® Hearing Control App by going to Settings > Device Settings > Auto Streaming.





Issue

Your patient is back for follow-up and reports that her right AI hearing aid seems weak in comparison to the left hearing aid.

What tool in the Inspire® X software can you use to determine if there is an issue and help you decide if the hearing aid needs to be sent in for repair?



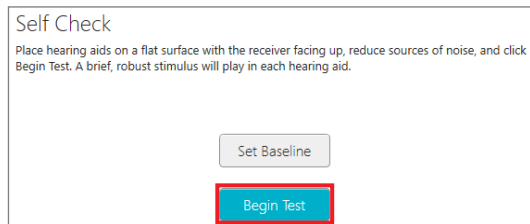
Solution

Use the Self Check feature

- Go to the Patient Tools screen.
- Place the hearing aids on a flat surface with the receivers facing up, reduce sources of noise and select Begin Test to run a device integrity check.
- When complete, you will see a functional report of the receiver, microphone and circuit.
- If the receiver fails, try changing the wax guard before changing the receiver.

- If the microphone fails, try vacuuming out or brushing away debris from the microphone ports before changing the microphone cover.
- If the circuit fails, send the hearing aids in for repair.

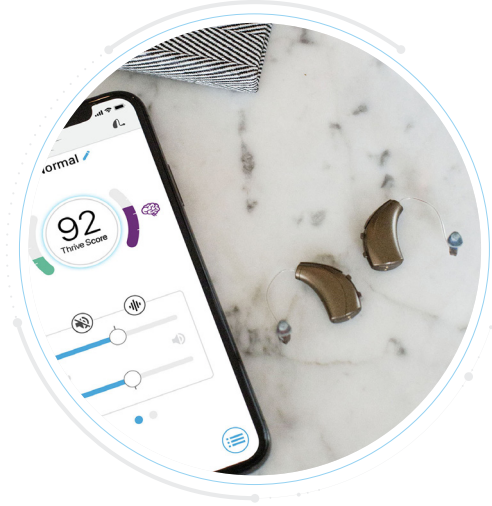
NOTE: *The ability to run the Self Check test is dependent upon the baseline being established within the Inspire X software at an earlier fitting session.*



Receiver		
Microphone		
Circuit		

The patient can also run Self Check using the Advanced version of the Thrive® Hearing Control app and access help files to triage an identified issue by going to Settings > Self Check.

Inspire X



Issue

A patient wearing AI hearing aids keeps forgetting to turn them off when she's not wearing them.

Is there something that can be done in the Inspire® X software to help preserve battery life?



Solution

Enable the Auto On/Off feature

- Go to the Fitting Summary screen.
- Turn on the Auto On/Off feature under the Status section.

The Auto On/Off feature can also be turned on within the Thrive® Hearing Control app by going to Settings > Device Settings > Auto On/Off.

Status	
Feedback Canceller	▶ Successful
Self Check	▶ Enabled: Pass
Experience Level	▶ 3
Remote Programming	▶ Enabled
Auto Fall Alert	▶ Enabled
Power-On Delay	Long ▾
Auto On/Off	On ▾
	Off
	On



Issue

A patient has one custom memory for his favorite coffee shop. He would like it included in rotation when he changes his hearing aid memories using the Rocker Switch on his hearing aids.

What do you need to do in the Inspire® X software to make this possible?

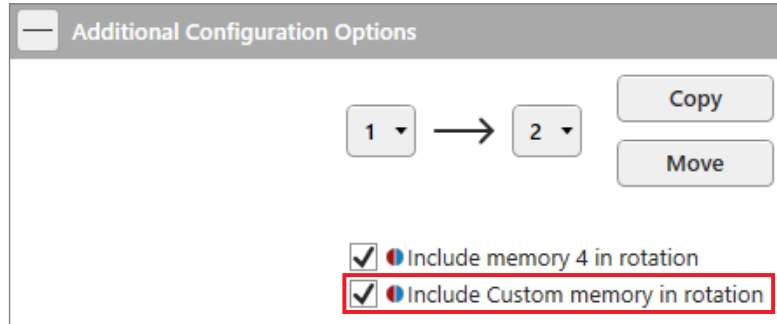


Solution

Add a Custom Memory into the User Control Rotation

- Go to the Memories screen.
- Select Additional Configuration Options.
- Check the box adjacent to Include Custom memory in rotation.

When enabled, the last-used custom memory will be available when cycling through the hearing aid memories via the user control.





Issue

You've just completed the First Fit with a previous hearing aid wearer, you've connected his hearing aids to his smartphone and instructed him how to make and answer phone calls. He would like more bass in the streamed signal.

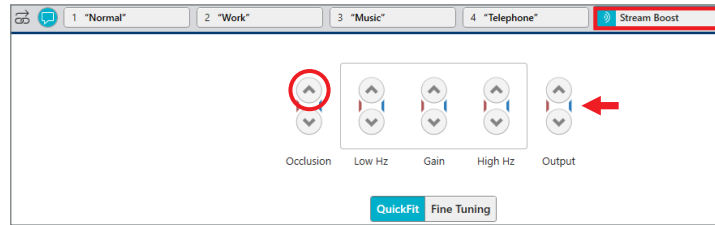
What can you do to accommodate this preference in the Inspire® X software?



Solution

Optimize Streaming Sound Quality

- Go to the QuickFit screen.
- Select the Stream Boost memory.
- Increase gain using the Low Hz control.
- You can also consider increasing MPO using the Output control.



OR

- Go to the Fine Tuning screen
- Select the Stream Boost memory.
- Highlight the low frequency channels by clicking and dragging the mouse. Use the up arrow to increase gain for all low frequency inputs.
- Consider increasing MPO for the low frequency channels as well.

+ Low		+ Mid		+ High		+ Ultra		+ Expand All	+ Low		+ Mid	
150 - 500	50 - 1.1k	1.4k - 2k	2.3k - 3k	3.3k - 3.9k	4.2k - 5.2k	5.6k - 6.9k	7.5k - 9.4k	ALL	150 - 500	50 - 1.1k	1.4k - 2k	2.3k - 3k
20	14	5	9	7	3	-7	-10	Loud	20	14	5	9
24	20	11	15	13	9	-3	-10	Moderate	24	20	11	15
26	23	16	20	18	12	-1	-8	Soft	26	23	16	20
70	96	114	121	121	114	105	98	MPO	70	96	114	121

NOTE: Each mouse click equates to a 2 dB change.



Issue

You've had several visits with a patient and adjusted the hearing aid response a number of times. You've also personalized many features using the Inspire® X software to fit his needs and lifestyle.

Gain is set softer than the target response, and the patient is reporting some difficulty with conversational speech. You decide you want to adjust gain to target, but you don't want to reset the other features back to default settings.

How do you do that in the Inspire X software?

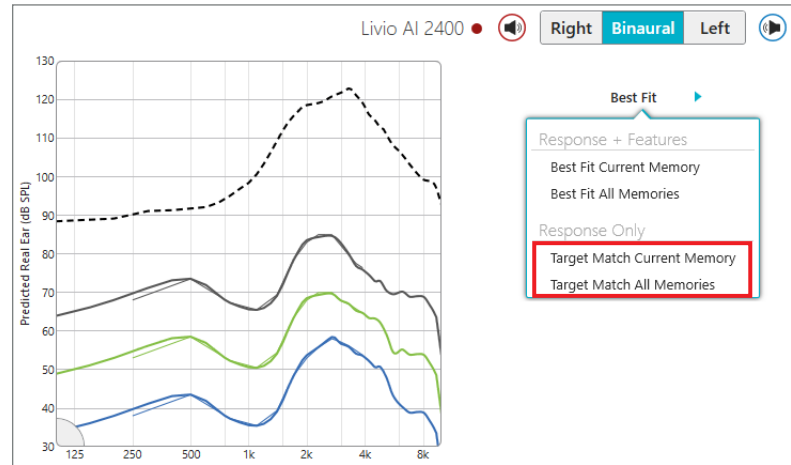


Solution

Use Target Match

- Go to the QuickFit or Fine Tuning screen.
- Click on Best Fit in the center of the screen.
- Choose Target Match Current Memory or Target Match All Memories.

This will reset the response curves back to target without changing any feature settings.





Issue

A patient who only uses a landline phone has her 4th memory environment configured as Autophone Left Sends Signal to Right. When on a call, she wants to be able to hear people and sounds around her as well as the person on the phone.

What can you do in the Inspire® X software to help?

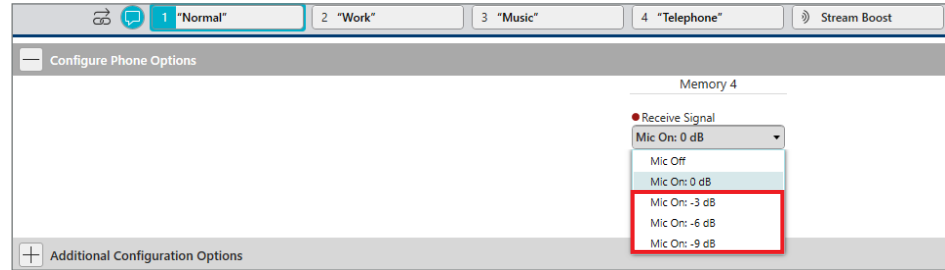


Solution

Adjust the Hearing Aid Microphone Offset

- Go to the Memories screen.
- Select Configure Phone Options.
- Use the drop-down box under Memory 4 and select one of the Mic On options that meets the patient's needs/preference.

NOTE: The dB values indicate how much the hearing aid microphone signal will be attenuated.





Issue

A patient comes in for a follow-up visit and reports an issue with her Restaurant memory. She tells you she can hear people at other tables better than the people she is sitting with.

What can you do in the Inspire® X software to help her?

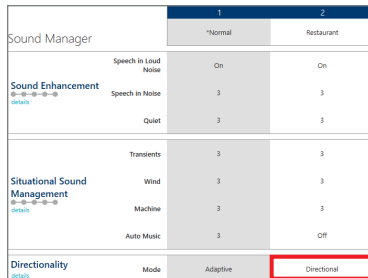


Solution

Use a Directional Microphone mode

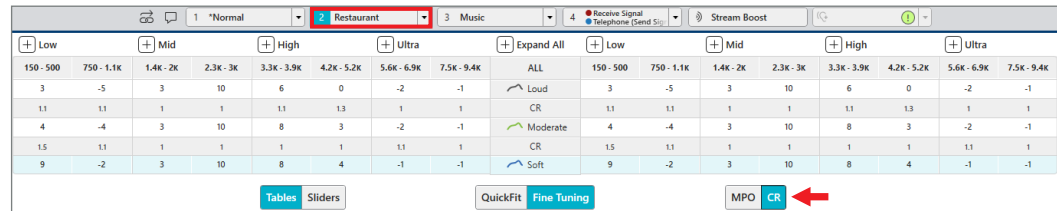
- Go to the Sound Manager screen.
- Change the Directionality setting from Adaptive to Directional in the Restaurant memory to prioritize signals originating from the front (the people at her table).

Hearing aid microphone mode/direction may also be adjusted in the Advanced version of the Thrive® Hearing Control app by going to Navigation > Customize.



If more help is needed, adjust gain and/or compression:

- Go to the Fine Tuning screen and select the Restaurant memory.
- Select CR in the bottom, right corner of the screen.
- Select Soft (input) and decrease gain slightly so speech from farther away (the other tables) is less amplified. This will also help reduce the amount of compression applied to soft/moderate input levels.
- Select Loud (input) and increase gain slightly to reduce the amount of compression being applied to moderate/loud inputs as a result of the Lombard Effect.





Issue

You gave a patient one hearing aid memory, Normal, at the fitting appointment to keep things simple in order to help him focus on acclimating to amplification vs. worrying about making hearing aid adjustments (memory/volume).

He is back for follow-up and reports that he is pleased with the sound quality of his hearing aids and the way the Normal memory adapts to different environments with one exception: music doesn't sound as good as he would like it to when he listens to the radio or plays a CD.

What can you do in the Inspire® X software to improve the sound quality of music?

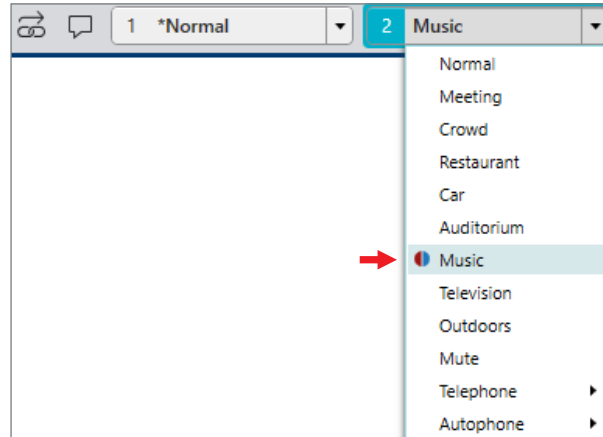


Solution

Add a Dedicated Music Memory

- Go to the QuickFit screen.
- Add a dedicated Music memory using the memory drop-down menu.

This memory uses a fitting rationale specific to music and a different compression architecture to address the unique needs of music signals.





Issue

Your patient is back for a follow-up appointment, and the Data Log indicates she is only wearing her hearing aids 3 hours per day. You counsel her on the importance of wearing the hearing aids more often, and she agrees to do so. You'd like to reset the Data Log to have a fresh start.

How do you do that in the Inspire® X software?

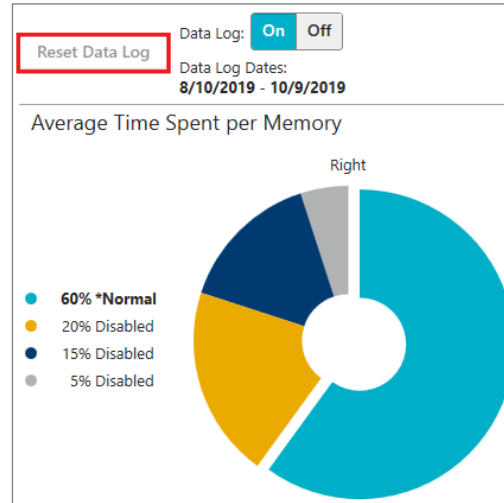


Solution

Reset the Data Log

- Select the Data Log screen.
- Use the Reset Data Log button on the top, left corner of the screen.

TIP: Reset the Data Log after each follow-up visit to acquire new data based on the hearing aid adjustments that are made.





Issue

A patient and his wife are back for follow-up and report that he is hearing well in virtually all situations with the exception of hearing his wife who is very “soft spoken”. She is frustrated that he misses a lot of what she says.

What can you do in the Inspire® X software to confirm that the hearing aids are working properly and help him hear her better?

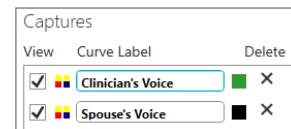
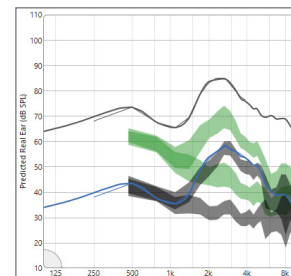
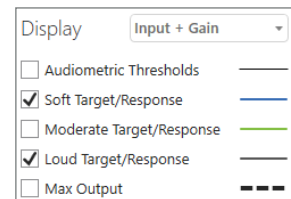


Solution

Use Speech Mapping

- Go to Advanced Tools.
- Choose the Input + Gain display and select the Soft and Loud Target Responses in the bottom, right corner of the screen.
- Give the patient's wife a topic to talk about using her normal conversational voice.
- Click the red dot in the center of the screen to capture a 10-second recording of her voice (you speaking softly).
- When the measurement appears on the screen, make another 10-second recording while you talk about the same topic using a normal/louder conversational level.

- When the second measurement appears, click the pause button and compare the recordings. The bottom trace in each measurement shows the unaided response (input), and the top trace shows the aided response (gain). **NOTE:** Ambient noise can impact the measurements.
- If at least one aided response falls between the soft and loud targets and/or the amount of gain applied in the two measurements is similar, the hearing aids are working properly.
- The aided response should fall in the middle of the soft and loud targets for good audibility in most listening situations.
- If the spouse's voice is too soft, provide counseling on realistic expectations, ensure that he understands how to use his volume control, and/or create a new memory he can use when they are together.





Issue

It would be a time-saver if there was a way to make fine tuning adjustments to all memories using one memory.

How can you do that in the Inspire® X software?

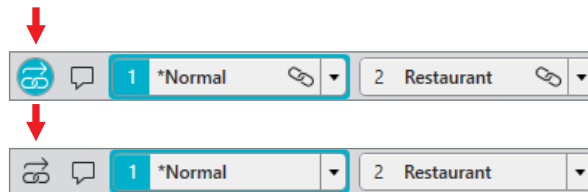


Solution

Use One-way Memory Linking

- Go to the QuickFit or Fine Tuning screen.
- The icon containing the arrow and link that appears adjacent to the first hearing aid memory signifies One-Way Memory Linking.
- If you do not see the icon, enable the feature under Preferences > General. Click the icon to enable/disable the feature.
- When the icon is blue, changes to Memory 1 will apply to all memories displaying the link icon.
- When the icon is gray, adjustments to Memory 1 will not apply to the other memories.

NOTE: Adjustments to Memories 2-4 are always independent and will not be applied to any other memory when using One-Way Memory Linking.





Issue

Your patient is a power user fit with 70 gain AP receivers. She complains that her hearing aids are still not loud enough. You are considering sending the receivers back and ordering more powerful receivers (woofers), but they may not fit her ears very well because they are bigger.

What can you do in the Inspire® X software to address this issue?



Solution

Try a Linear Fitting Formula

- Start with NAL R.
- Progress to another linear fitting formula if needed.

