

Audiological fitting bulletin no. 58

Using the Solution guide in mind440 fittings with Compass V4.6

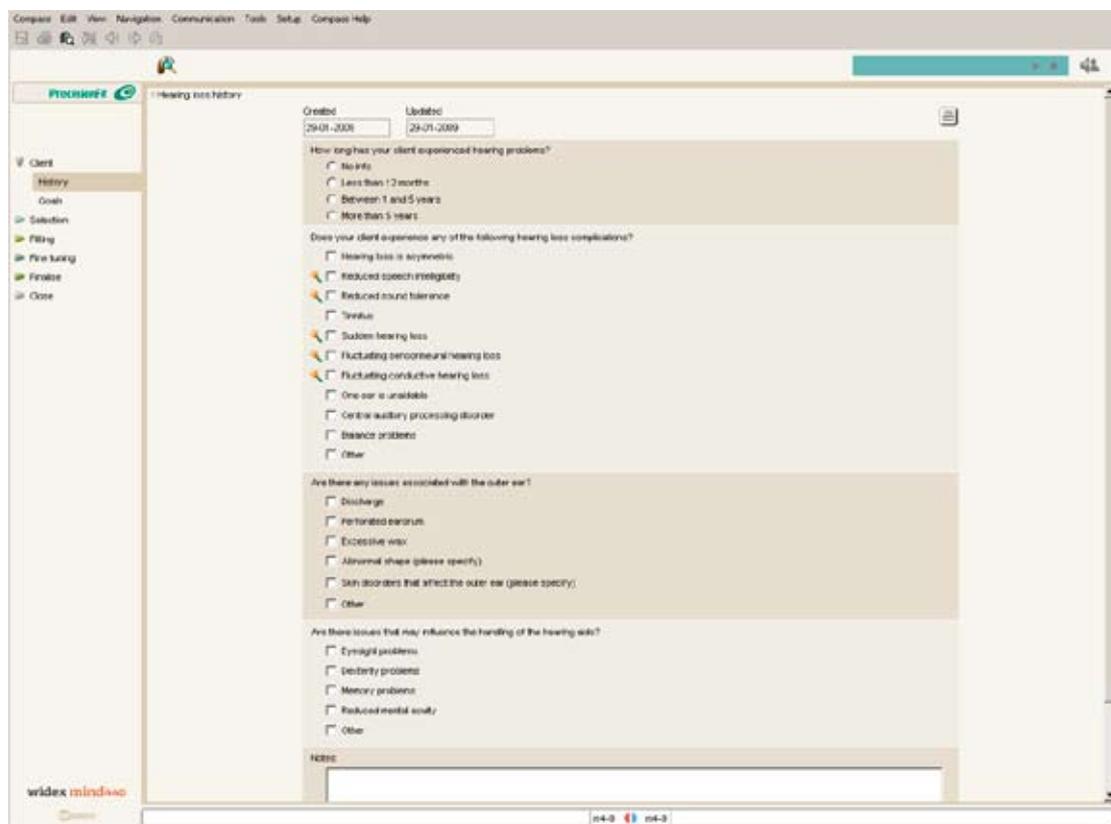
News from Audiological Research and Communication

This bulletin describes how to use the Solution guide in Compass V4.6. The Solution guide provides you with fine tuning suggestions based on the client's individual data, fitting and fine tuning. The descriptions refer to the options available in the Solution guide in the Fine tuning section. Please refer to Compass in order to see the details of the screen. Remember that Compass offers several help functions to explain the different options in the program: Tooltips, Using this window panels and the help manual.

The Solution guide is available from the Toptool bar in the Fine tuning window in Compass V4.6. The Solution guide provides you with fine tuning suggestions for the most common complaints. The suggestions are based on:

- Questionnaires
- Model of hearing aid
- Fitting, Sensogram and Feedback test
- Fine tuning

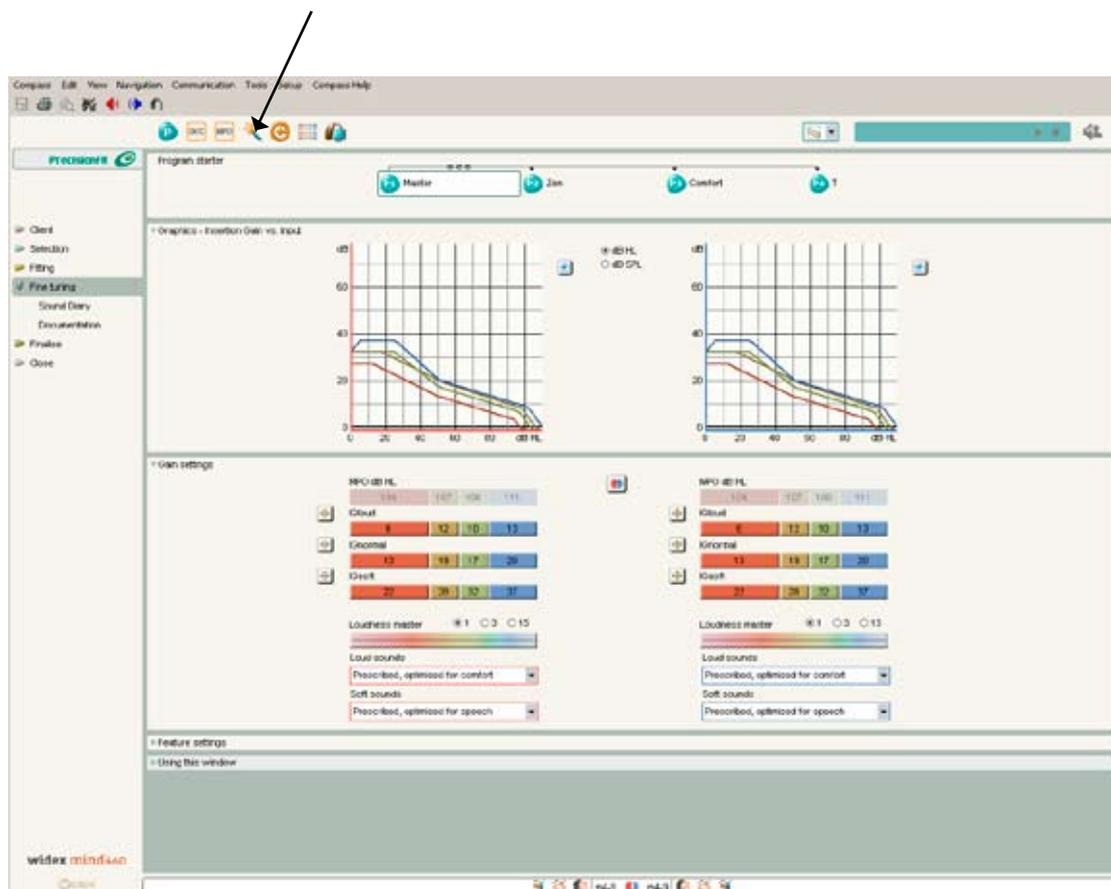
To obtain suggestions from the Solution guide that are as individualised as possible, you should use the “Hearing loss history” and “Hearing aid history” questionnaires. The things that are taken into account in the Solution guide are marked with .



The Solution guide icon indicates which questions from the client history will be included in the fine tuning suggestions made by the Solution guide

Global solution guide

If you wish to address complaints relating to the general performance of the hearing aid, you open the Global solution guide by selecting the Master program in the Program starter panel. The Solution guide is then opened from the Toptool bar in the Fine tuning window. The solution guide works as a wizard, meaning that you are guided through the adjustments.

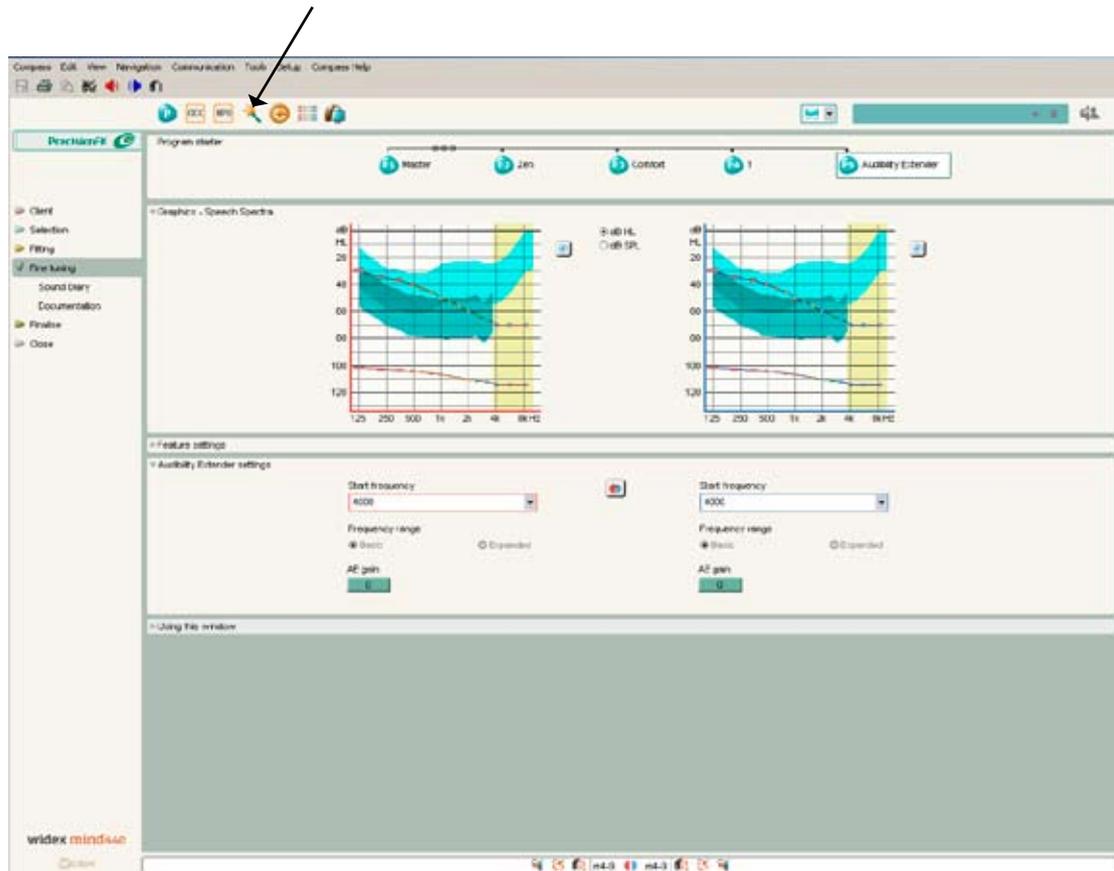


Accessing the Global solution guide from the Fine tuning window

Any changes you make in the fitting with the Global solution guide will influence the Master program and all linked programs defined in the hearing aid.

Program specific solution guide

A new option in Compass is the Program specific solution guide, which helps you identify and solve user complaints related to a specific listening program. You can open the Program specific solution guide by selecting the desired program in the Program starter panel. The Solution guide is then opened from the Toptool bar in the Fine tuning window.



Accessing the Program specific solution guide from the Fine tuning window

Identify problem

Suggestions for solving complaints are divided into four categories:

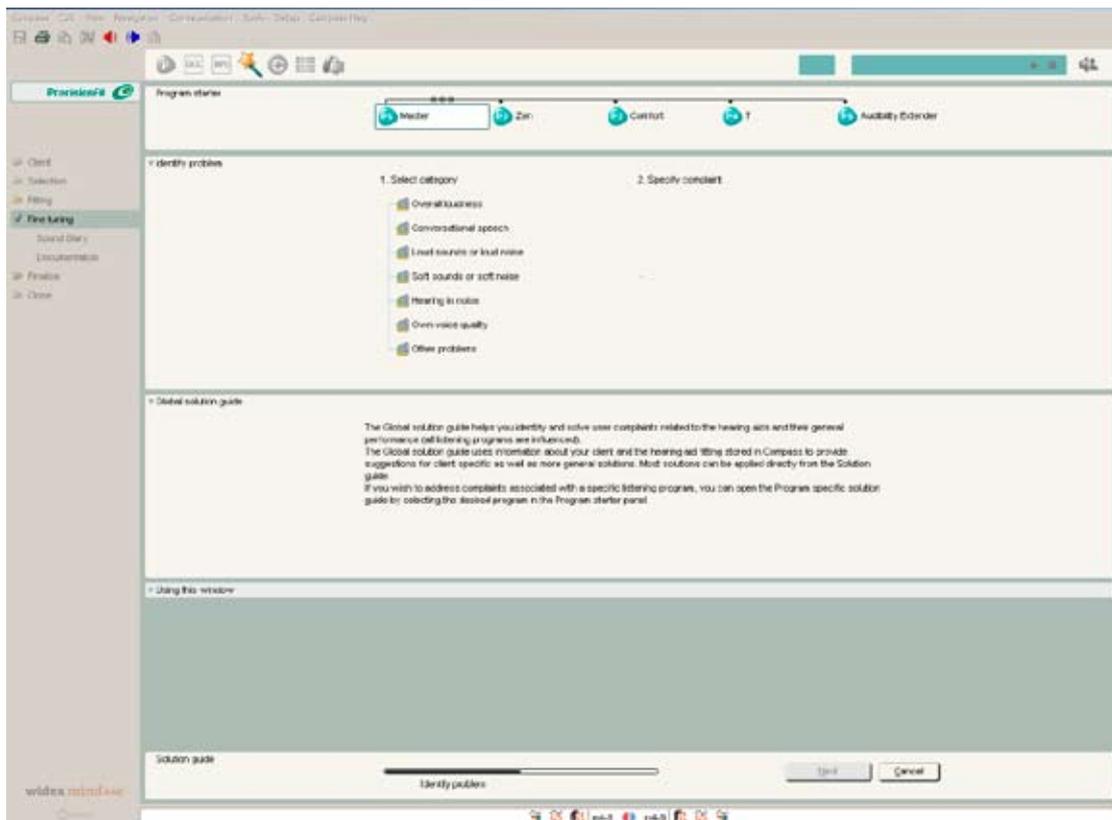
Fitting solutions: redo or edit fitting conditions or measurements

Fine tuning solutions: adjust gain or feature settings

Add-ons: add hearing aid functions such as programs

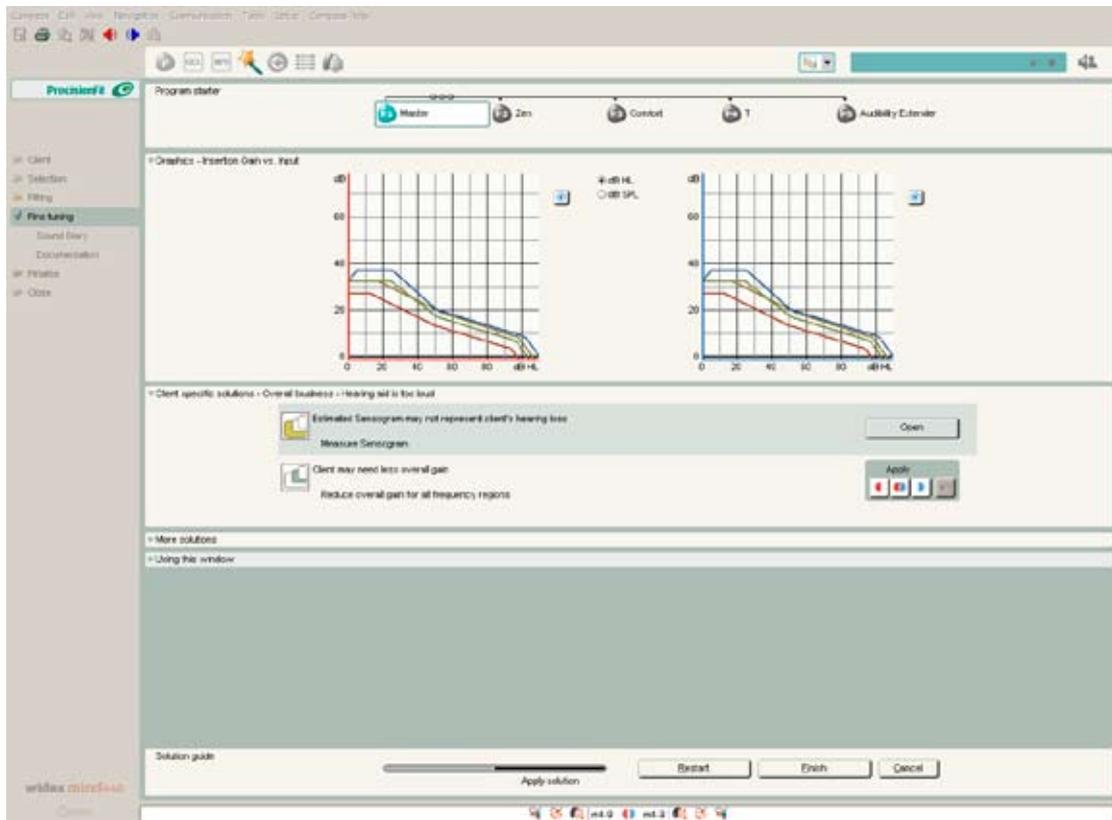
Counselling: good advice for the client

The first step in the Solution guide wizard is to identify the category of your client's complaint. You can choose from several categories listed in the left side of the window. After selecting the category, you get access to a list where you can specify the complaint.



Identifying the category of complaint

Select the specific complaint to go to a description of adjustments and select *Next*. You will now have suggestions for how to solve the client's specific complaint. Click *Apply* to have the suggestion programmed into the hearing aid. The adjustment can be programmed in either both hearing aids or separately for the left and right hearing aid. If the adjustment did not solve the problem, you can undo the adjustment by using the undo arrow.



Solution guide suggestions for how to solve client specific complaints

If the suggestion does not seem to solve the complaint, more solutions can be found under “More Solutions”. When you have solved your client’s problem, select *Finish* and the Fine tuning window is opened again.