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Introducing the Cochlear™ Nucleus® 8 Sound Processor Recorded December 27, 2022

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- Hi everybody, my name is Ginger Grant, and I'm an audiologist and professional education manager at Cochlear, and I'm really excited to be able to talk to you today about the Cochlear Nucleus 8 sound processor, which is smaller, smarter, and better connected. But before we jump into today's content, I also want to introduce my co-presenters. So Rebecca Cale is an audiologist and a clinical technical project manager at Cochlear. And Rebecca will be taking you through a lot of the clinical information this afternoon. Jay Patterson is our senior product manager for Nucleus processors, and Jay has probably the lion's share of this, and will be talking to you about a lot of the details that are associated with a brand new product.

So we'll look forward to talking with you both in just a minute. But let me first go over the objectives for this session today. So I wanna clarify, first of all, that there's no way we could possibly tell you everything that we'd like for you to know about the Nucleus 8 in a one hour session. So this is really meant to be an introduction. The information that we want to present to you today is that which you'll need to get started in your clinic with your patients who are asking you questions. We will have more training that follows, and I'll tell you more about that at the very end of the session. For today, what we want to do is to introduce you to the Nucleus 8, and we'll describe the differences between the Nucleus 8 and previous devices.

We'll show you a little bit about programming the Nucleus 8 sound processor in our newest version of software, which is Custom Sound Pro 7.0. And finally, we'll take you through some available service solutions, and the benefits that they provide to you and your patients. Before I go into the details, I'm gonna tease you with a little bit of a video. So here we go, here's the Nucleus 8. All right, hopefully that was a good tease to let you know some of the things that you're gonna be hearing more about in the next hour. So I'm gonna start today by talking to you about the smaller aspects of the Cochlear Nucleus 8 sound processor. And this is important, because when we speak

to recipients about what's important to them with a processor that they wear, they consistently say that they want it smaller.

And so, the Nucleus 8 is now the world's smallest processor, and the world's smallest just got even smaller. It's both the smallest and lightest behind the ear processor. And for more details, it's 15% smaller than the Nucleus 7, and 13% lighter. You can see the images on the screen here, and what you see on the right is the Nucleus 8, with the Nucleus 7 right next to it, and then the Nucleus 6. So it's a pretty noticeable comparison. Even that 15% is something that patients are definitely noticing. If we look to compare the size of the Nucleus 8 to the Nucleus 6, it's actually 32% smaller and 34% lighter. And again, those statistics are using a compact rechargeable battery. So small and light is important, but the other thing that's important is how it feels on someone's ear.

And so to improve the overall comfort, we've changed the ergonomic design of the Nucleus 8. Basically, by reducing the distance between the ear hook and the back of the sound processor. We went from a total of 45.1 millimeters to 41.3 millimeters now with Nucleus 8. And patients have told us that that's a noticeable difference, and it feels comfortable on their ear. So that's a great start. Many of you are audiologists, and we know that in addition to how it feels and how it looks, what's important is how it works. And so now, I'll pass to Rebecca to take you through some of the smarter aspects of the Nucleus 8.

- Okay, thank you Ginger. Like Ginger said, I get to talk about the smarter aspects of the Nucleus 8, which was really exciting, because it means that I get to talk about the technology that allows your patient to hear the best that they possibly can in challenging listening environments. With the Nucleus 8 sound processor, we've enhanced our SmartSound iQ 2 technology with what is called SCAN 2 Technology. SCAN 2 technology actually leverages our SCAN automatic technology, that was first

introduced back in 2013 with the Nucleus 6 sound processor. So we have almost 10 years of experience we've been able to look at and gain knowledge from, and really apply what we've learned from that device to this new technology. What SCAN 2 does is it will automatically apply the appropriate microphone and directionality settings based on the noise type that is identified in the environment.

And so what this is gonna do, is it's gonna help ensure that patient sound processors are automatically in the best settings that they need to be in to hear their best in those challenging listening environments. So what it's doing is it's more accurately, and in addition, more precisely sensing those changes in the patient's listening environment, compared to the previous generation of SCAN. In addition to SCAN 2, we've improved our ForwardFocus algorithm. We've done that by leveraging the benefits of our Beam adaptive directionality. So, with SCAN 2 technology, by improving the way that the SmartSound iQ technology introduces the SCAN 2, it is more accurately and precisely classifying that sound environment in noisy situations by 8%. It also has an improvement of its accuracy of 11% across all environments.

So really, a significant benefit, meaning that we can be more confident that our patients are getting the automatic support that they need, depending on the environment that they're in, and meaning that the patients are also spending more time in the settings that are best suited for those listening, and challenging environments. Now how does this work? Well, let's talk about ForwardFocus and the differences that have been implemented with that component. And in order for us to do that, we need to look at the previous generation of sound processors. So with ForwardFocus, what we're talking about is that the noise reduction filter that is providing a signal to clear, or allow our patients to hear the sound coming from in front, and eliminate the noise or distracting background sound coming from behind the individual.

In our previous generation sound processors, ForwardFocus was coupled with our zoom fixed directionality. And if we look at the polar plot on the screen here, the gray shaded area is where the sound is being attenuated. The sound is coming from the people. The most attenuation is at the null points. So in zoom at 120 and 240 degrees. That's great. It works very effective, and has been very beneficial for a number of patients. But we also know that patients are in challenging listening environments, and that noise is not always stationary. So with Nucleus 8, we've implemented ForwardFocus with our Beam adaptive directionality. And how we did that is now, if this noise source, so where the people are coming from, moves throughout the person's environment, the null will change.

So it's a adaptive directionality to help the patients filter out that distracting background noise, and allow them to focus on the conversation that is right in front of them. So how do we know that ForwardFocus works for patients in noisy situations? Well, we conducted a feasibility study, and the feasibility study was designed to evaluate the effects of that modified ForwardFocus algorithm. In that study, we looked at the speech recognition threshold. So a lower speech recognition threshold means a greater improvement. We had speech coming from the front, with babble noise at 90 degrees to the CI ear, and what we found is there was an average of a five dB improvement with the Nucleus 8 sound processor and ForwardFocus implemented.

So really, that shows that the benefits of this is that our patients are gonna be able to understand speech more easily in those challenging listening situations. So the next question, then, is who can benefit from ForwardFocus? Well, we know that people that are missing out on challenging listening situations and need more support in those particular environments could benefit. We know that people that are attending things like work meetings, conferences, lecture halls, they're in difficult situations that they potentially need more filtering of that background noise. They can benefit from ForwardFocus. So those that are in noisy environments on a regular basis. Really,

anybody that has the adequate ability to position themselves facing the speaker with a distracting noise coming from behind them.

What's also exciting about the Nucleus 8 sound processor is clinicians and patients now have more flexibility to choose how they want to manage their hearing, and how they want to control ForwardFocus. So with Nucleus 8 and Custom Sound Pro 7.0, we have the new automated ForwardFocus via SCAN 2, which means the patient will have ForwardFocus automatically implemented into their processor. They don't need to go up and remember to press a button, or look at their Nucleus Smart App if they're trying to make any changes. What will happen is as they go into those noisy environments, the processor will sense the change in the environment, and it will implement the automatic ForwardFocus to the appropriate level needed for that particular environment.

Our previous generation of sound processors did not allow for the automated ForwardFocus. However, Nucleus 8 does allow you to also have user controlled ForwardFocus, which also means as the audiologist, you give them the option in Custom Sound Pro 7.0 to go ahead and select ForwardFocus in the Nucleus Smart App. Now that does mean that when the patient moves out of the complex listening environment, they will need to remember to deactivate ForwardFocus, or they will continue with the ForwardFocus settings without it automatically being able to be set to the appropriate amount of attenuation needed for that particular environment. Our guidance on how ForwardFocus is implemented has changed in Custom Sound Pro 7.0. So in Custom Sound Pro 6.3, our defaults were SCAN 2 on in program one, with ForwardFocus off.

And in program two, it was SCAN 2 was off, and it was our standard directionality. That has stayed the same in terms of defaults for Custom Sound Pro 7.0. However, we do recommend that you go ahead and you change program one to SCAN 2 with

ForwardFocus on, and then program two, you would have SCAN 2 turned on with the user-controlled ForwardFocus enabled. And I'll show you how to do that in the software in a few slides. Okay, so we've gone over the information about how we can help your patients hear better with the Nucleus 8 processor. I'm now going to let Jay take over and talk about the better connected component of the Nucleus 8 sound processor.

- Thank you, Rebecca. So yes, it's my pleasure to talk about the connectivity technology inside of the Nucleus 8 sound processor. And I think the best place to start is with everything we've had in the past, which is our made for iPhone and ASHA connectivity. All of that connectivity you would expect, or you've come to expect from our devices in Nucleus 7 and Kanso 2 will remain in Nucleus 8. So we still maintain all of that great connectivity options to iPhone and Android devices, along with true wireless devices and FM compatibility. So all of that is sticking around for Nucleus 8, so all of your recipients can continue to benefit from those technologies. Now what's exciting about Nucleus 8, is we're introducing a next level of connectivity, and that is really built around the next generation of Bluetooth technology called Bluetooth LE Audio.

Okay, this is the next generation of Bluetooth, the standard that's designed to be here for the next 20 years of Bluetooth, and it's a brand new standard that was just ratified in July of this year. And Cochlear is the first company moving into the Bluetooth LE Audio space in the cochlear implant industry. So we're very excited to offer this. So the Nucleus 8 is ready for next generation Bluetooth LE Audio technology. What does that really mean? Well, it means once this is enabled through a firmware update, your recipients are going to be able to experience the proven benefits of direct streaming from the audio source in more places, and from more devices than ever before. Okay, it's gonna ensure your patients are ready to access wireless technology today, and the next big thing in audio connectivity in the future.

So LE audio's going to bring a host of benefits that include the standardization of audio connectivity, improved audio quality, multistream audio, where you can share from your phone to multiple devices, and then perhaps most excitingly, something called Bluetooth Auracast. And Auracast is going to profoundly change the way our recipients are able to interact with audio in public spaces. So once this technology is available, patients are gonna be able to connect their sound processor to directly what's being broadcast in public venues. So for a second, I want you to imagine, like a college student visits a new lecture hall, you know, 200 people in this lecture hall. They're able to simply, and with a few clicks of a button, connect to the Auracast broadcast for that particular lecture hall, and then the professor's microphone will be beamed directly to their Nucleus 8 sound processor.

This is gonna be the same experience in all sorts of venues, including places like airports with PA systems, movie theaters, auditoriums, fitness centers and gyms, and many, many more places. So this all should be accessible through standard, affordably priced consumer electronics, and we're really waiting for that consumer electronics world now to catch up to us. In addition to the fantastic Auracast technology, patients using this Bluetooth LE Audio will experience better sound quality than Bluetooth Classic. And importantly, it maintains the low power profile. So we maintain that all day battery life, despite streaming, along with that improved sound quality. And one thing I mentioned at the top, improves audio connectivity and the standardization of that audio connectivity, is gonna enable more compatible devices, which will hopefully give more patients access to our mini remote care solutions, Remote Check and Remote Assist, to take better advantage of those technologies as well.

So super exciting future audio connectivity built into the Nucleus 8. We frequently get asked questions about how this is going to work for recipients, and this is a mock up from the Bluetooth Group of how they expect the Auracast interface to work. And then I

think the easiest way to think about it, is it's gonna be very similar to logging into a public WiFi network when you visit a coffee shop, or an airport, or something like that. So there'll be a menu in the settings on the phone that'll be, instead of WiFi networks, it will be Auracast Broadcasts. They'll simply be able to click connect on that, click on that in the settings, and get a list of available and in range Auracast broadcasts in their area.

And the simple click of the button will connect that sound processor to that Auracast broadcast. And I think the easiest way to think about it is to think about like this is going to be sort of like WiFi, but for audio broadcasts. Of course, that's not the only connectivity we have in the device. I mentioned our true wireless devices, so the Mini Microphone 2+, the Wireless TV Streamer, and the Phone Clip are all sticking around, and will be compatible with the Nucleus 8. Importantly, of course, we also have our FM connectivity. So your recipients can gain access to FM through the Europin port on the Mini Microphone 2+, or through the Phonak Roger 20 receiver. Now, that's the same receiver that was utilized for Nucleus 7.

It's also compatible with Nucleus 8. So school systems that maybe invested in new receivers at the beginning of the school year, as Nucleus 8 sound processors start showing up, no additional investment required there to get those students access to FM. So really exciting on that front. I think this is a good transition point to look at Nucleus 8 through a pediatric lens, right? Several aspects of this device really lend themselves well to our pediatric recipients, and wanted to take a few minutes to talk through that. So first of all, do more of what they love. So keeping the processor on the ear, getting them access to sound as much as possible, right? The smallest and lightest sound processor, really designed to maximize comfort and wearing time.

So for those smaller ears, super important there. We're keeping all of our tamper resistant retention and loss prevention options. So there are Nucleus 8 versions of

temper resistant ear hooks, and snug fits, and hug fits, and headbands. So all of that is part of the portfolio for Nucleus 8. And then we have now six color choices. So we've added a sixth color for Nucleus 8, and that is the silver color, which we'll show you more of in a minute, as well as personalization covers and personalization stickers for those folks that really want to customize what that processor looks like, and introduce some more fun colors. So we have a solution for them as well. And then something I'm really excited about, I think it's really important for our pediatric patients, increased confidence around water, and that is an IP68 water resistance rating on the sound processor itself.

That's the highest available water resistance rating in a sound processor, and we have it on board without a case or cover. So increased confidence in wet, humid, sweaty environments, playing sports, all of that, with that IP68 water resistance rating. Importantly, we do still have an Aqua Plus case for water-based activities like swimming. We still recommend that for those heavier water usage uses, but that IP68 rating is super exciting. We just talked about connectivity, and that's also critically important for our pediatric recipients. So they have access to the Wireless Mini Microphone, as well as FM compatibility through that Mini Microphone or the Roger 20 receiver. And then we've also kept all the direct streaming connectivity with our Apple and Android compatibility, as well as that next generation Bluetooth LE Audio.

So lots of options for connectivity for these recipients. And of course, keeping track of their progress is critically important. So we still have all of our great data logging in Custom Sound Pro, and we have our Nucleus Smart App with device monitoring, control and operation, right? So Nucleus Smart App, and then all day battery life. So, of course, keeping those kids on the air, so no sound is missed, and getting them the most exposure to all those critically important sounds all day long. Shifting gears a bit, we'll look at some of the lifestyle components of the Nucleus 8 system. We just talked about battery life, and here are the battery specs for the Nucleus 8 sound processor.

So I will first point out that battery life is more or less equivalent to what you saw with the Nucleus 7 sound processor.

So a recipient can expect pretty similar battery performance between the two devices. Importantly, we've renamed the standard rechargeable battery to the Power Extend Battery Module. The battery capacity remains the same, just the name has changed. We, of course, still have a compact rechargeable battery option, which you see there, and then our disposable battery holder and cover there for that disposable option. We also have new battery chargers for Nucleus 8. So the Nucleus 8 has a similar looking Y-charger and USB charger, but importantly for Nucleus 8, they're white, the Nucleus 7 versions were black. So two charger options, and then three different battery options in the system. And then looking at those different retention options, you can see there, the snug fit, and hug fit, and headband, as well as the Aqua Plus case, as well as safety lines and safety cords.

All sorts of options around retention and keeping those sound processors on our recipients' ears as much as possible. You also can see on the screen that sixth color choice, the silver, slotting in between the white and gray colors. So super excited to have that sixth choice there. And then I mentioned personalization covers and stickers. So these are clear plastic cover, or clear covers that can be decorated by the recipient to suit whatever sort of style or mood they happen to be in. So the limits are really endless of this, and really up to the recipient's imagination with how they want to style their sound processor. You can see there's both a cover for the processor itself, and the coil.

Importantly, a pack of three is available as part of new system kits at no charge. There's just a box on the order form to select. So they can select those, and they'll get a set of three at no charge as part of their system order. Additional sets of three covers are available in the online store for \$10. So wrapping up everything we've just seen,

right, the Nucleus 8 sound processor, smaller, smarter, and better connected. As Ginger mentioned, it's the smallest and lightest behind the ear sound processor. 15% smaller than our Nucleus 7. Smarter hearing performance through our SCAN 2 algorithm, as well as that improved and automated ForwardFocus. More connectivity options, right? Everything you've come to expect with made for iPhone and ASHA compatibility, as well as that next generation Bluetooth LE Audio technology.

And then, of course, the lifestyle aspects, the new and improved ergonomic shape for more comfort and improved retention, that new silver color, along with the personalization color covers for active and different lifestyles. And then, of course, the improved IP68 water resistance rating. And shifting gears a bit, we will talk about the Nucleus 8 system kit. So as you start ordering Nucleus 8 sound processors for your patients, what's gonna show up with these orders? What options do they have? So the good news is there are a lot of similarities with the logic behind these orders to the Nucleus 7 system. And we'll talk through what remains the same, right? So recipients will still get two coils, two magnets, two rechargeable battery options, a Y-charger, that disposable battery holder and cover.

So that all is the same as Nucleus 7. Also importantly the same is recipients get four accessory selections. So they get that automatic plus one certificate, and then three selections at the time of the order. So a total of four accessory options. We still have that standard battery, which has been renamed to the Power Extend Battery Module, and of course the Hybrid Hearing Kit. That's still available. The components are the same, with the exception of the ear hook. So those receivers and domes for hybrid recipients remain the same from Nucleus 7 to Nucleus 8, the only difference is the ear hook. So then, what's new about Nucleus 8 and the system kit? Well, we've added additional battery chargers as some of those accessory options.

So we got feedback from several clinics that their recipients wanted or needed more access to chargers, or better access to chargers for a variety of reasons. And so we've tried to accommodate that by putting them as accessory options on the order form. So recipients can use one of those four accessory selections to get an additional battery charger. So nice change there. The CR310 remote control is sticking around from Nucleus 7 and for Nucleus 8. So that CR310, the change though is that is now an optional item. With Nucleus 7, it's shipped automatically. With Nucleus 8, as we want to encourage folks to utilize the Smart App whenever possible, that CR310 is now an optional item. Importantly, it does not count as an accessory option.

It does not count as an accessory option. It's complimentary if it's selected, it just has to be checked off on the order form. Also important changes, we just saw those personalization covers and stickers. Those are available on the order form, they're listed under the pediatric items, but folks don't have to be pediatric to order them, so peds or adults can request them, and they're no charge if selected on the order form. And of course, our new silver color has also been added to the system orders. I've talked a lot about compatibility, or cross-compatibility, and Nucleus 7 versus Nucleus 8. So I thought it'd be worth taking a minute to review what components are cross-compatible between the two generations.

And I think, importantly, the best way to think about this is Nucleus 8 in general has its own set of components compared to Nucleus 7 and its own set of components. And the reason behind that is the reduced size, and the changed shape of the sound processor means anything that touches the shape of the sound processor, or the curves of the sound processor has to be new for Nucleus 8. So Nucleus 7 and Nucleus 8 versions of things like microphone protectors, rechargeable batteries, of course, the coils are different between the generations. Ear hooks are all different. The retention options like the snug fit and hug fit that go along the curvature of the processor, those are all new for Nucleus 8. There are several key exceptions to this.

I think the biggest one of those is the magnets that go inside the coil. So those are the same between Nucleus 7 and Nucleus 8. So no new magnet troubleshooting kit required. You don't have to start stocking a bunch of new magnets to support Nucleus 8. It's the same magnets between the two generations. One important call out there. Some of the retention items that don't touch the curvature of the processor, like the safety cord, safety line, and headband, those are shared between Nucleus 7 and Nucleus 8. And then some of the clinician components are shared as well. So the programming cable is the same, the wireless programming pod is the same, and the monitor earphone adapter works for both generations. One interesting one, the disposable battery holder is the same between the two generations, but the battery cover is different.

So there's a Nucleus 8 battery cover, and a Nucleus 7 battery cover, but the battery holder is the same. And then, of course, we already talked about it, but the Phonak Roger 20 receiver works for both Nucleus 8 and Nucleus 7. And of course, our hybrid components, also the same. So those hybrid receivers and domes are the same between Nucleus 7 and Nucleus 8. But Nucleus 8 has a new Nucleus 8 specific hybrid ear hook. Okay, and with that, I'm gonna turn it back over to Rebecca.

- Okay, thank you Jay, for going over those items. I'm now going to walk you through some features of Custom Sound Pro 7.0. But before I do that, I do wanna let everybody know that when you go to download this software, it does require a database upgrade. That means it does take some time in order to upgrade your software, and we do recommend getting your IT department involved for downloading the software. We also have a Cochlear IT department that will assist or help with your IT department, correctly download the software, and ensure that the database is installed properly. So it is recommended that if you can reach out to Cochlear's software support team, and

schedule an appointment with our group, we will assist your IT department in making sure everything is appropriately downloaded and functioning properly.

So let's talk about the key features of Custom Sound Pro 7.0. First, and probably most importantly, is that Custom Sound Pro 7.0 supports the Nucleus 8 sound processor. Second, you'll see that we have a separate training mode. So that means on your desktop, you will see a separate icon that is designed specifically for training purposes. When you open up that desktop icon and go into the training mode, you will see a list of pre-populated test patients. These test patients have different histories, and different components implemented into their programming. You can go into the programming, and manipulate those patients without having to worry about being in an actual patient file, and making any changes that could potentially save in a real patient.

So really, a nice new feature, allowing you to enhance how you're going to use Custom Sound Pro. Third, you'll see that we have updated objective markers. So that means you'll now more easily be able to differentiate between your NRT, your EABR, or your ESRT markers. The way that they're shown, or show up, look different on the screen. As I talked about before, we've improved SCAN 2 so it is now more accurate and precise in terms of how it is identifying the environment the patient's in, and the algorithm that is being applied to the patient's processor. In addition, we have the automated ForwardFocus that leverages that adaptive Beam direction, or adaptive Beam formula. From there, you'll see that we have Patient Goals PDF.

So what that really is, is it's a self-fill patient PDF, and that can be accessed via the help menu. And then finally, but certainly not least, we've added linking support. So in Custom Sound Pro 7.0, you will be able to link the ReSound OMNIA hearing aid. Now, this does require a hearing aid firmware update that will be released from the ReSound Smart Fit software. Okay, so what do you need to know next in the software? Well, one of the first things you're probably going to need to do is upgrade recipients. And in

order to do that, you're going to need to know how to convert an existing MAP to a Nucleus 8 MAP. So the first step is to open up the patient dashboard, and on the patient dashboard, you'll see the N8 processor.

So you'll be able to select the N8 processor from the dropdown menu. Once you've done that, you will want to go ahead and open up the MAP selection screen and convert the MAP. So in order to do that, you click on the MAP that you wanna convert, you then click on the dropdown where it says MAP, you click convert, and you go from the processor that you're on to the N8 processor that you want to convert to. If you're using a processor that is from a Freedom generation or on, so meaning Freedom, Nucleus 5, Nucleus 6, Nucleus 7, Kanso, or Kanso 2, converting one MAP to the next MAP, to an N8 MAP is a one step process. It's one click.

However, if you're using any of our legacy processors, it's a two step process. That means you first need to convert to a Freedom MAP, and then once you've saved your Freedom MAP, you need to convert that Freedom MAP to an N8 MAP. Once you're done converting the MAP, it will ask you how you want to proceed with that conversion. Do you want to copy a previous MAP, use the defaults, or cancel the conversion? We do recommend that you use the default, because that's going to give the patient the most benefit from the new technology that they're upgrading to in the Nucleus 8 sound processor. You then go ahead and program the patient's processor as you see best fit for that individual.

Once that is done and saved, you will want to go into the finalized screen and configure your Nucleus 8 sound processor. The defaults, like I said earlier, will be the same that you see in Custom Sound Pro 6.3. That means that in program one, you will see that it will default to SCAN 2 on. It does not have ForwardFocus enabled. In program two, you will see that it defaults to SCAN 2 off. And so that's your standard directionality program. Based on the research and our feasibility study, showing that we have a five

dB SRT improvement with implementing the automated ForwardFocus algorithm, what we recommend is you go ahead and click on program one, and change the SCAN 2 on, to SCAN 2 with ForwardFocus.

You then click on program two, and you change your SCAN that would be off to SCAN 2. The next step is then to go into your processor configurations, and select the ability to turn on user-controlled ForwardFocus. So just to review and reinforce that, we are recommending that you change the defaults in the software to SCAN 2 ForwardFocus in program one, and then in program two, you have SCAN 2 with user-controlled ForwardFocus enabled for all newly activated adult recipients. Okay, now that we've gone over a brief overview of the software, we're gonna move on to talk about the Nucleus Smart App. So what does the Nucleus Smart App do? Well, the Nucleus Smart App is designed to be really a self-managed care solution, and it's been available with our previous generation sound processors.

And really, the idea behind it is to help you as the audiologist, but also the patients to actively manage their hearing experience through either their compatible smartphone or their Apple Watch. So there are a number of key features with the Nucleus Smart App. If you start at the bottom here, you'll see that it allows you to look at device status. That, for example, would be how long are your batteries lasting? Is the coil on the head? So really, what's going on with the device at that particular time. You'll then see that you have the ability to find your processor. The idea behind this is it allows the recipient to locate a misplaced sound processor. So a great feature for the pediatric, but also the adult population if a device ends up being lost.

Third, you'll see the streaming feature. So the Nucleus Smart App really allows the patients the ease and the capability to simply go into the app and enable streaming with one click. We also have the ability to manage and adjust different controls. So for example, they have the ability to adjust their volume, to adjust their sensitivity, to adjust

things like master volume, bass, and treble based on the environment that they're in at that particular time. From there, you'll see that we have the hearing tracker feature. So the hearing tracker feature is really designed to help the patients set daily hearing goals, and see how much they're wearing the processor, and if we can prove the amount of time that they're wearing their device and in those speech environments by giving them the feedback, simply by opening that Nucleus Smart App.

The next two are our Remote Care solutions. So we have the Remote Check and the Remote Assist available, and then you'll see the Remote Firmware Update. And so this is one that I'm really excited about. The idea behind this is firmware updates are available simply by going into the Nucleus Smart App when you're connected to the internet, and the patient receives a notification. And so, once you receive that notification, you would go ahead and accept the update. The new firmware will end up being downloaded in the background. It doesn't interrupt the patient's sound. Once that download is actually complete, the patient will then be asked or prompted to restart their sound processor. And when they restart the sound processor, what happens is the firmware will be updated.

The great part about this is it can be done at any time that is convenient for them. And then, once it's complete, the patient will get a notification that their sound processor is up to date. Now it's important to note when we're talking about this that you also wanna make sure that in clinic, your software is up to date, so that when the patient comes in, that they're ensured that they're always on the latest firmware, and that remains on their processor even after a programming appointment. The way I like to think about this, and how useful and helpful this could be to our patients, is think about potentially if every time you needed an Apple update on your phone, you had to go in and line up at the Apple Store, and every other person had to go in and line up at the Apple Store.

That would be a very long line, and it would take a significant amount of time out of your day. But it would also take a significant amount of time out of those working at the Apple Store's day. That's sort of what we did previously. We made every single patient come in to all the audiologists to get their firmware updated. The idea behind this is really to be more respectful of our patient's time, but also the audiologists' or clinicians' time, knowing that this will allow them to really live the fullest, and not have to worry about setting up an appointment every time that there's an update on the processor. And then last on this screen, you'll see that we have future capabilities.

So there's lots more to come that the Nucleus Smart App can achieve, and it'll be exciting to see where we go from here. Okay, so Jay's gonna take over now and talk to you a little bit about the upgrade process.

- Thank you, Rebecca. So yes, so while we're all super duper excited about Nucleus 8, and getting our patients access to Nucleus 8, we're also well aware of the impact folks wanting to upgrade can have on already very busy clinic schedules. So we've taken the last several months to do some research into the upgrade process, and try to identify what that process looks like, what it could look like, and where Cochlear can potentially step in and support. We did some qualitative and quantitative research here, and we found three main items that were causing challenges. One of those is the administrative time tied to upgrades. Another one was the process. There's a lack of clarity on what the upgrade process should ideally look like, and then also how it can fit into individual clinic operations.

And then, of course, recipient support is a huge part of getting folks access to that new technology. So out of this can come three core things we're doing to help out. So one of those are new professional resources around the upgrade process. So this is a new upgrade protocol, which we'll look at in a second, along with videos to support that. Our Ready to Wear program, which we've had for a while, but we've made it free of

charge through June, 2023. So that's where we can program a sound processor, an upgraded sound processor, and ship it directly to a recipient, so they can start using it sooner, and with less clinic time spent getting that patient on the air with their new device.

And then accessory bundles. The idea there is to provide additional value to patients, while also streamlining the product selection and counseling process. We'll look into the upgrade protocol. We really ended up with five main pillars here. Counseling, order placement, the letter of medical necessity, programming, and then, of course, onboarding with that new equipment. As I mentioned, there's a detailed protocol document available, you can see the website there, and app professionals so that upgrade protocol is available in detail. And all those five pillars are listed in there, along with some options to help it fit into your clinic operations. Additionally, there are video modules supporting each of those appointment types as well. So whichever one is more your speed, you have access to both of them.

And then we've stepped in in some of these places to provide some support as well. So one of these is the counseling, leading right into the order placement process, and that's through our recipient solutions manager. So hopefully, you're familiar with the recipient solutions manager program, or your RSM for your particular region. It's a program we rolled out over the last couple years, and their main goal is really supporting, as the name suggests, supporting our recipients, your recipient base as well. So handling some of those non-billable counseling conversations around accessories, or device orientation. The RSM is really there to support that. We've also added upgrade consultation bookings. So if you use that RSM link for your regional RSM, one of the options there is an upgrade consultation booking.

And they can take folks through learning about Nucleus 8, or Kanso 2 if that's what they're looking into in either English or Spanish, helping them learn about that new

equipment, helping them start to understand the cost of that potential upgrade. And then through that RSM link, you'll receive a report about that encounter following the appointment. So if you need more information on who your recipient solutions manager is, or how to work with that program, please contact your local field representative, but a really powerful tool for upgrades, and also just for recipient support in general. So please, if you're not utilizing the RSM already, I encourage you to take a look at that, and see if you can fit it into your clinic operations.

Next item here ties in nicely with the programming portion of the protocol, and that's our Ready to Wear program. So this works very similarly to our Hear Always service request program, where we can ship out programmed sound processors when the sound processor breaks, and ship them directly to recipients. So the Ready to Wear program is very similar to that. It just involves converting the MAP from their existing processor to that upgraded processor. And there are two keys here. Being a Cochlear Link clinic makes this easier. And then the acceptable MAP page. So if Ready to Wear is selected on the order form, and a clinic is a Cochlear Link clinic, and the MAP is within the acceptable MAP age, once everything's authorized, and product's available to ship, the upgrade order ships directly to the recipient pre-programmed, and no additional interaction from the clinic is required.

Now there are a few things there, I'll go into detail. One of which... Historically, this program has had a \$95 fee associated with that. We are waiving the cost of this, that \$95 fee through June, 2023. So anyone upgrading or exchanging an upgrade can get access to a programmed processor at no additional charge. Again, a step to keep unnecessary appointments out of the clinic wherever possible. So I also mentioned the Cochlear Link portion of that. Cochlear Link, when that was set up has what's known as an acceptable MAP age, so how old a MAP can be, and for us to use it without getting authorization. So the default age that was in the system was two years. A few

clinics changed that, either shorter or longer, but it's been a while since most clinics set up Cochlear Link, so you might not even know what that acceptable MAP age is.

I certainly didn't until a few weeks ago. So you can change that acceptable MAP age by emailing cochlearlink@cochlear.com. I think up to four years. But if you're a Cochlear Link clinic, and the MAP is within that acceptable MAP age timeframe, the sound processor, once it's approved, that upgrade's approved, it will ship directly to the recipient programmed. Now, there are a couple of caveats here, where Ready to Wear is only available for recipients age five and older. So younger than that, they're not eligible for Ready to Wear. Other exclusions are things like the ABI implant, the double array implant. Those folks who have hybrid MAPs that use the acoustic component, they all require clinic visits, and then we aren't able to do bimodal linking through the Ready to Wear program.

So folks who want to access bimodal streaming to a compatible ReSound aid will need a trip to the clinic to do that linking process. Take a quick look at the upgrade configuration, right? So it comes with all the items you would expect to see in an upgrade. A sound processor, magnet, two coils, one ear hook, a retention option, being a snug fit or a hug fit, that Power Extend Battery Module, renamed standard battery module, a disposable battery holder and cover, a charger, pack of microphone protectors. Upgrades also come with an accessory bundle. So there's several different accessory bundles to choose from. I encourage you to go to either the upgrade order form, or cochlear.us/accessorybundles, and you can see all the different components and options within those accessory bundles.

But again, the idea there was to streamline the counseling conversation, and get folks access to more accessory options in that process. So shifting gears just a bit, I thought it was worth talking through the upgrade process through a remote care lens. So our remote care solutions can maybe really help that... Those upgrade patients coming

through and locking up your clinic schedule. So we're gonna take a hypothetical patient, JN here, who has a Nucleus 6 sound processor, and she's upgrading to a Nucleus 8. She's received her sound processor Ready to Wear. So she utilizes that no charge pre-programming option, but when she gets it, everything seems a bit too loud. So she calls her audiologist to find out what to do.

Traditionally, she would've been scheduled for like a 60 minute visit. That visit between the clinic schedule and her schedule is four weeks out. So during that month, new Nucleus 8 goes back in the box. She's wearing her Nucleus 6 again, gets to visit the clinic. Some modest programming changes by reducing fees globally, does some counseling, confirms device performance. The outcome there is quite positive. Patient's performing well, they're happy with their upgrade, so everything's good there. But the patient didn't get to use that new Nucleus 8 device for a month, and also took up a lot of clinic resources for some pretty modest programming changes. So if we shift that through a remote care lens, with that initial call in, the clinic instead assigns a Remote Check to confirm audibility and speech perception with that Nucleus 8, and it comes back looking good, maybe even a bit better than before.

And JN then gets followed up for a... Gets scheduled for a follow up Remote Assist session. During that 20 minute Remote Assist session, the clinician does the same programming changes by reducing C's globally, and then does some brief counseling with JN. Now if you look at the outcome there, right, it's very similar. Patient's performing well, they're happy with their new upgrade, but they're able to use it much more quickly. And also they've taken up less clinic resources, reserved more clinic time for those patients. They really need those vital in-person appointments. Well, just a different way of looking at upgrades, and maybe where some remote care can really help streamline that for the upgrade recipients. Okay, exchange programs.

This is something we get a lot of questions about. Understandably, it's complicated, and there are a lot of dates floating out there. So I'm gonna do my best to take you through those different exchange programs. So we'll start, since we were just talking about upgrades, we'll start on the upgrade front. So upgrades come standard, and always have, or for quite a long time, have come with a 90 day trial period. So within 90 days of shipment, a recipient can return that upgrade for credit, or exchange it for a different device, including a next generation device. So if you have a recipient who recently received a Nucleus 7, or a Kanso 2 upgrade, and is interested in getting access to Nucleus 8, they can do so as long as it's within 90 days of shipment.

So does not matter if that's opened or unopened, doesn't matter which device they started off with, they just have to initiate that exchange within 90 days, and we are taking those exchange orders now. We've also, to help facilitate this, set up a specific 90 day exchange form to help that process. So that's available as well, to help facilitate those exchanges before that 90 day window closes. Now, we're gonna jump all the way to the right side of the slide, Technology Exchange Program. So this is a special program we rolled out for Nucleus 8, and it's for all new recipients. So newly implanted recipients activated on or after August 18th of this year, 2022. So those folks who are eligible for a Technology Exchange Program exchange can exchange one of their sound processors for Nucleus 8.

It doesn't matter if that sound processor is opened or unopened, if it's off the ear or behind the ear, all of that is fine, and we are accepting those Technology Exchange Program exchanges now. So they have 120 days to do that redemption, that's 120 days from our FDA approval date of October 31st. So the redemption period will end February 28th, 2023. So all of those exchanges need to be initiated by February 28th, 2023. The center column, our Future Technology Commitment. So this is a standard policy we have, because there's always going to be a gap between when we get FDA approval of a new device, and when we can start shipping that new device, right?

There's always gonna be a few weeks gap or longer between those two milestones, and this FTC, or Future Technology Commitment policy is there to help those recipients.

So no one has to delay a surgery, or an activation, or anything like that because a new sound processor got approved. So those folks whose devices shipped, or their activations occurred on or after the FDA approval date of October 31st, 2022, up through commercial launch, are eligible for the FTC exchange. And that means they're eligible to swap two processors out, opened or unopened, off the ear or behind the ear. So the redemption window for those is also 120 days from that FDA approval date. So those exchanges must be initiated by February 28th, 2023 as well. So two exciting things to add here to this slide. One, we can do any of these exchanges with that Ready to Wear option, so we can pre-program any of these exchange processors, and ship them directly to recipients the same way we could with an upgrade.

So again, we can help hopefully manage some of that clinic load with these exchanges by getting folks access to programmed devices shipped directly to them. And also importantly, in the United States, we started shipping Nucleus 8 on November 30th, 2022. So we have hit that commercial launch milestone, and if you have, say, an FTC eligible recipient who has not been activated yet, we can attempt to get you Nucleus 8 equipment to do that activation. So contact ProCare, and we'll do everything we can to get Nucleus 8 equipment there in time for activation, obviously subject to inventory availability, shipment timelines, all of those sorts of things. But we'll do our best to get folks activated with Nucleus 8, rather than having to swap a Nucleus 7 out for Nucleus 8 a few weeks after activation.

All right, so lots of information there. Key thing is start initiating those exchanges, 'cause they do have limited redemption windows. And then talk to your field team if

you have more questions about dates and eligibility. With that, I believe we're back to Ginger.

- All right, thank you so much Jay, that was great. A lot of information. You guys have been great with listening to us for an hour, and I wanna thank Jay and Rebecca for your time presenting today, and just wanna share with you all some resources and next steps. So as I discussed at the beginning, this was really meant to be an introduction. So hopefully this gave you guys a good taste of some of the pieces, and parts, and resources around the Nucleus 8 that you're going to need going forward. We talked about the smaller. We know that it's smaller, and lighter, and with an improved or ergonomic shape compared to both the N7 and the N6 processor.

We talked about smarter. Rebecca did a great job of taking you guys through the advances in SCAN 2 with the option of an automated ForwardFocus, along with the recommendations for programming with that device in Custom Sound Pro 7.0. And finally, Jay did a really good job of taking us through the Bluetooth LE Audio. So the better connected idea, as he said, this is going to profoundly change the way people connect with the world, and we're really excited to see what comes with Auracast. So in addition to those details, you heard a lot of the details about what's happening with upgrades, with new systems, with order forms, with different protocols and resources that we recommend. One of the ones that I really wanna reinforce is the upgrade consultations with the recipient solutions manager.

Remember that that person will provide a report to you of any interactions that they have with your patients if you use the regional booking links, and you can get all that information from your local Cochlear representative. So what happens from here? So many of you have probably already received your demo kits. If you haven't, they should be on their way soon. And clinic troubleshooting equipment will also be delivered soon. So we're working on getting all of that out the door. So keep an eye out, and if you

have any questions about it, feel free to contact your local Cochlear representative. We also have quite a bit of resources available already on our website. So take a look there if you're looking for some information, there's a lot available digitally at this time, and more and more information will be coming, both digitally and in print thereafter.

Again, upgrade consultation, booking with the RSM, I cannot reinforce it enough. And then finally, I mentioned at the very beginning of the session that we were going to be offering additional training opportunities. So while this, we hope, is a good start, we are excited to offer some in-person clinical workshops that will happen after the first of the year. So keep an eye out. We'll be sending a save the date out soon, and hopefully we'll be able to see all of you in person for that. So I wanna thank you for your time listening to this presentation. Again, thank you to Jay and Rebecca for the information that you provided. And please reach out to us if you have any questions, or there's anything that we can do to help. Thank you, everybody.