

1. This document was created to support maximum accessibility for all learners. If you would like to print a hard copy of this document, please follow the general instructions below to print multiple slides on a single page or in black and white.
2. This handout is for reference only. Non-essential images have been removed for your convenience. Any links included in the handout are current at the time of the live webinar, but are subject to change and may not be current at a later date.
3. Copyright: Images used in this course are used in compliance with copyright laws and where required, permission has been secured to use the images in this course. All use of these images outside of this course may be in violation of copyright laws and is strictly prohibited.
4. Social Workers: For additional information regarding standards and indicators for cultural competence, please review the NASW resource: [Standards and Indicators for Cultural Competence in Social Work Practice](#)
5. Need Help? Select the “Help” option in the member dashboard to access FAQs or contact us.

How to print Handouts

On a Mac

- Open PDF in Preview
- Click File
- Click Print
- Click dropdown menu on the right “preview”
- Click layout
- Choose # of pages per sheet from dropdown menu
- Checkmark Black & White if wanted.

On a PC

- Open PDF
- Click Print
- Choose # of pages per sheet from dropdown menu
- Choose Black and White from “Color” dropdown

No part of the materials available through the continued.com site may be copied, photocopied, reproduced, translated or reduced to any electronic medium or machine-readable form, in whole or in part, without prior written consent of continued.com, LLC. Any other reproduction in any form without such written permission is prohibited. All materials contained on this site are protected by United States copyright law and may not be reproduced, distributed, transmitted, displayed, published or broadcast without the prior written permission of continued.com, LLC. Users must not access or use for any commercial purposes any part of the site or any services or materials available through the site.



AUDIOLOGYonline

Discover Signia SOUNDS OF **FREEDOM**

May 1, 2023 Government
Contract Update

Lisa A. Perhacs, Au.D.



Course Outcomes

Upon completion of this course attendees will be able to:

- 1) Identify the unique benefits of the AX platform.
- 2) Describe the AX platform upgrades now available.
- 3) List the additions to the May 2023 contract.



Signia Delivers

Our Mission

Signia is dedicated to improving the quality of life for all veterans, active military and American Indians through better hearing.

Our Promise

Committed to Audiology, Powered by Rechargeability

Our Partnership

Your success means our success. Signia Delivers is our commitment to a lasting partnership and is at the center of everything we do.



Signia Delivers

Innovative Solutions

Most
Comprehensive
Rechargeable
Portfolio

World Class
Audiology Meets
Technology

Unparalleled Support

Expanded Support

Experienced
Support

Reliable Support

Service Excellence

Dedicated VA
Operations Team

Reduced Repair
Time

Custom Center
For Excellence



Signia is the pioneer for rechargeable solutions

World's first inductive Li-Ion solution

World's first Li-Ion RIC with Bluetooth

World's first Li-Ion SLIM-RIC

World's first Li-Ion CROS compatible with Bluetooth hearing aids



Centra Active

2006



Cellion

2016



Pure Charge&Go

2018



Styletto

2018



**CROS Pure
Charge&Go**

2019



Signia Delivers – Innovative Solutions

Innovative
Solutions

Most
Comprehensive
Rechargeable
Portfolio

World Class
Audiology Meets
Technology

1st Inductive Rechargeable Custom



1st Split Processing Rechargeable RICs



1st Rechargeable SuperPower BTE



Signia Delivers – Unparalleled Support

Phone: (800) 955-4327
Fax: (732) 562-6653
Consumer Hotline: (800) 350-6093
Website: veterans.signiausa.com

WEST



Government Account Manager
Jessica Hillem, Au.D.
(209) 705-9626
jessica.hillem@signiausa.com



Government Audiologist
Hannah Williams, Au.D.
hannah.williams@signiausa.com



Customer Care
Daniela Valencia
daniela.valencia@signiausa.com



MOUNTAIN



Government Account Manager
Daniel Greenblatt, Au.D.
(480) 249-8974
daniel.greenblatt@signiausa.com



Government Audiologist
Crystal Bleu Dvorak, Au.D.
crystal.dvorak@signiausa.com



Customer Care
Daniela Valencia
daniela.valencia@signiausa.com

SOUTH



Government Account Manager
JoAnn Karwin, Au.D.
865-370-8767
joann.karwin@signiausa.com



Government Audiologist
Alana Feltz, Au.D.
alana.feltz@signiausa.com



Customer Care
Kenya Barley
kenya.barley@signiausa.com



Government Account Manager
Peggy Zanmiller, BS Speech &
Hearing Science
(952) 221-8379
margaret.zanmiller@signiausa.com



Government Audiologist
Jennifer Scheytt, Au.D.
jennifer.scheytt@signiausa.com



Customer Care
Kenya Barley
kenya.barley@signiausa.com

NORTHEAST/PUERTO RICO



Government Account Manager
Jim Coyne, Au.D.
(585) 236-0636
james.coyne@signiausa.com



Government Audiologist
Rachel Pokornay, Au.D.
rachel.pokornay@signiausa.com



Customer Care
Sarah Andrasen
sarah.andrasen@signiausa.com

SOUTHEAST



Government Account Manager
Spencer Reeder, Au.D.
(352) 449-9659
spencer.reeder@signiausa.com



Government Audiologist
Courtney Rogers, Au.D.
courtney.rogers@signiausa.com



Customer Care
Sarah Andrasen
sarah.andrasen@signiausa.com



VP Government Services
John Murray
john.murray@signiausa.com



Government Services Director
of Sales
Brian Fasler, Au.D.
brian.fasler@signiausa.com



Government Services Manager
Karin McDavitt
karin.mcdavitt@signiausa.com



Government Services Lead
Engineer
Andrei Bucur
andrei.bucur@signiausa.com



Government Services Director
of Product Management
Julia Dunphy, Au.D.
julia.dunphy@gsa.com



Government Services
Operations Sr Supervisor
Rajal Patel

GOVERNMENT SERVICES SUPPORT



Government Audiologist
Stephanie Porowski, Au.D.
stephanie.porowski@signiausa.com



Government Services
Customer Care
Rajesh Khatri

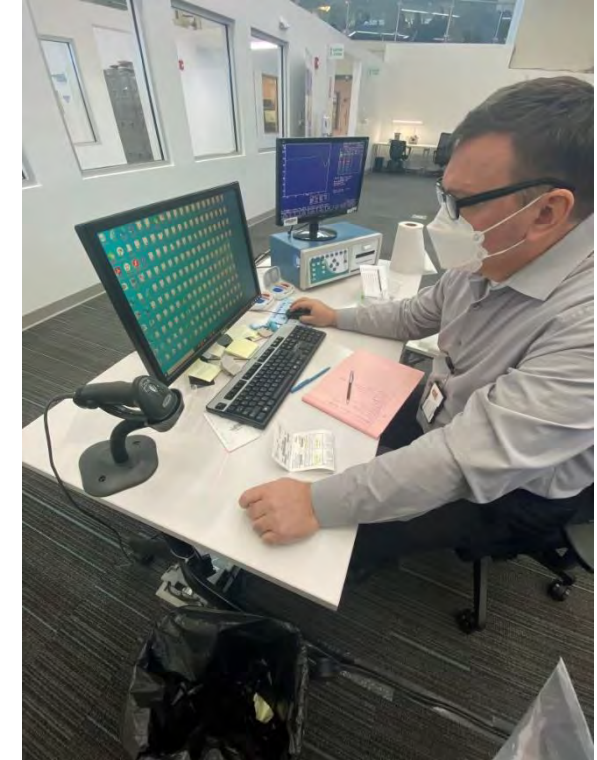


Signia Delivers – Service Excellence

Expanded Production Lines



Quality Control & First Fit

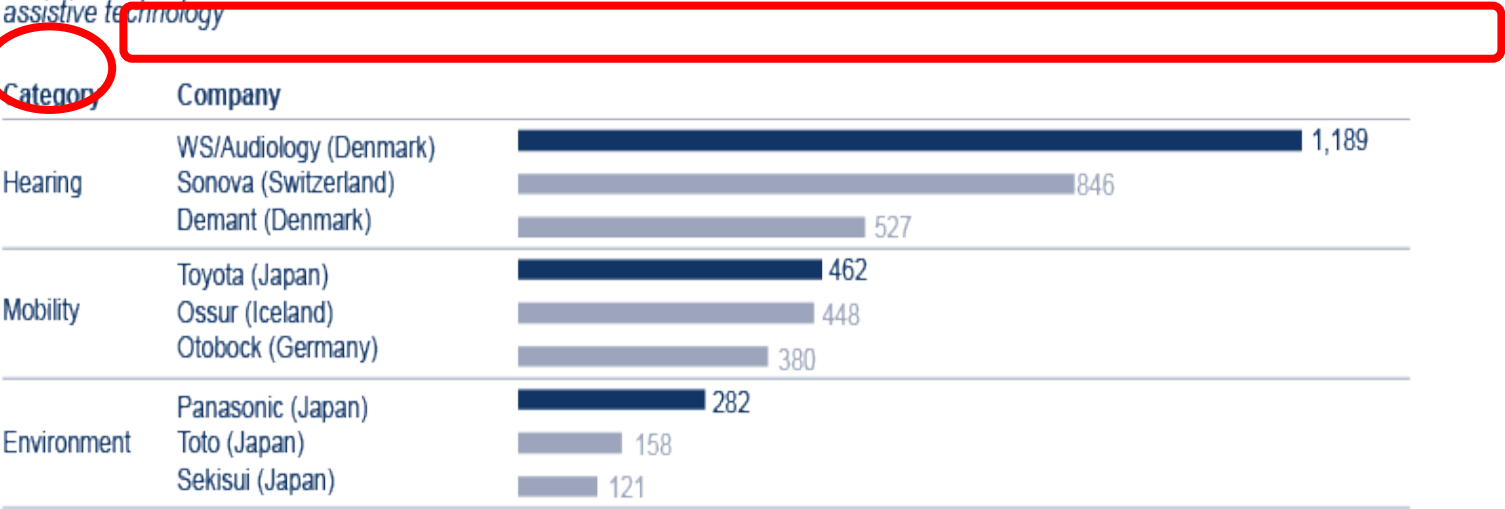


Signia Delivers – Committed to Audiology

2021 World Intellectual Property Organization (WIPO)

Figure 3.10. Top three patent applicants by functional category for (top) conventional and (bottom) emerging assistive technology

Consumer electronic goods and car industry companies are among the top filers and some of the same companies lead in both conventional and emerging assistive technology



40% More patents than any other hearing aid manufacturer

1 in 3 hearing aids produced globally are manufactured by our company



Augmented Xperience **Changes the Game**



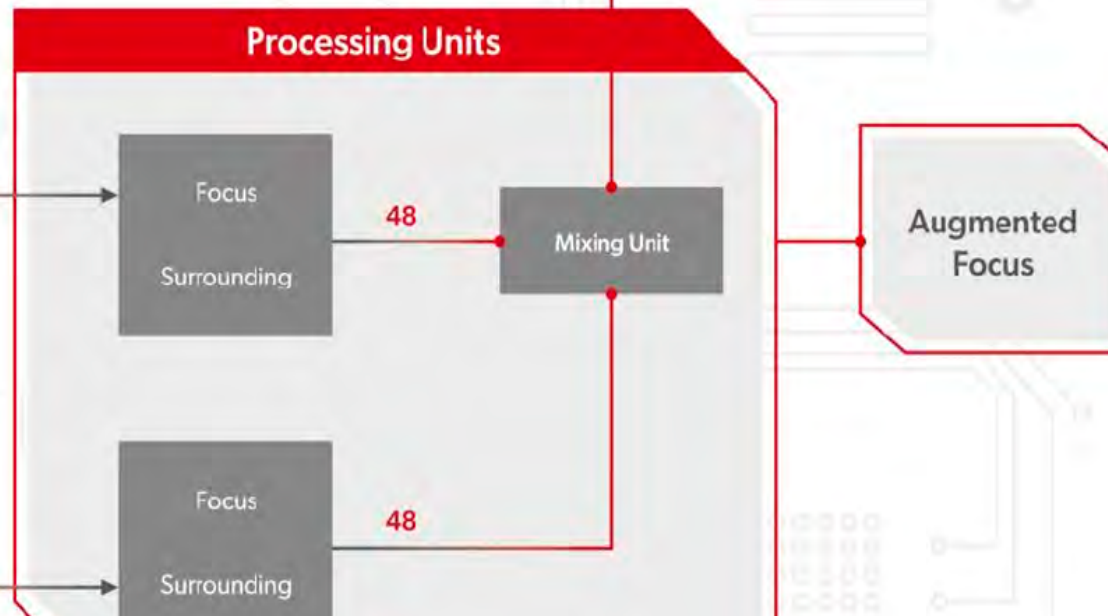
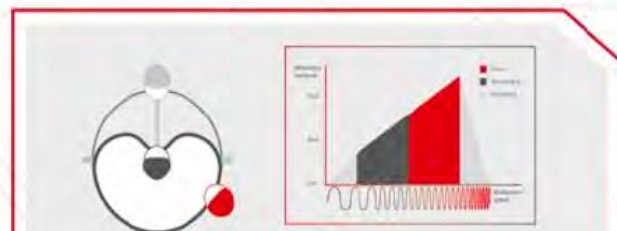
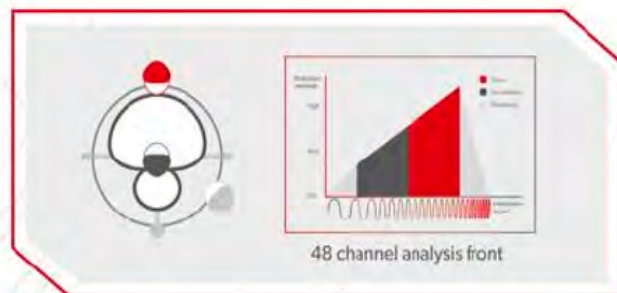
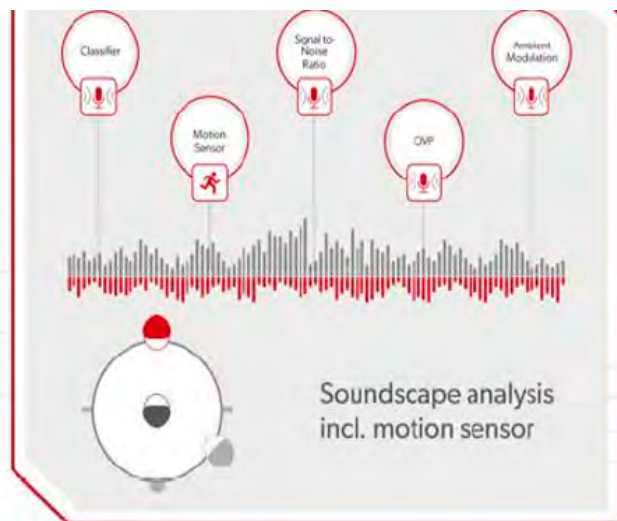
Traditional Hearing Aid Technology Processes Sound as a Single Stream



How Have Hearing Aids Traditionally Approached This Problem?



The art of Augmented Focus™



Augmented Xperience



No compromise in how speech and ambient sound is processed means wearers can **perform at their best**.

Augmented Xperience Platform

Enhancement:

Expanding the promise of hearing
without compromise



Own Voice Processing 2.0

OVP



OVP 2.0

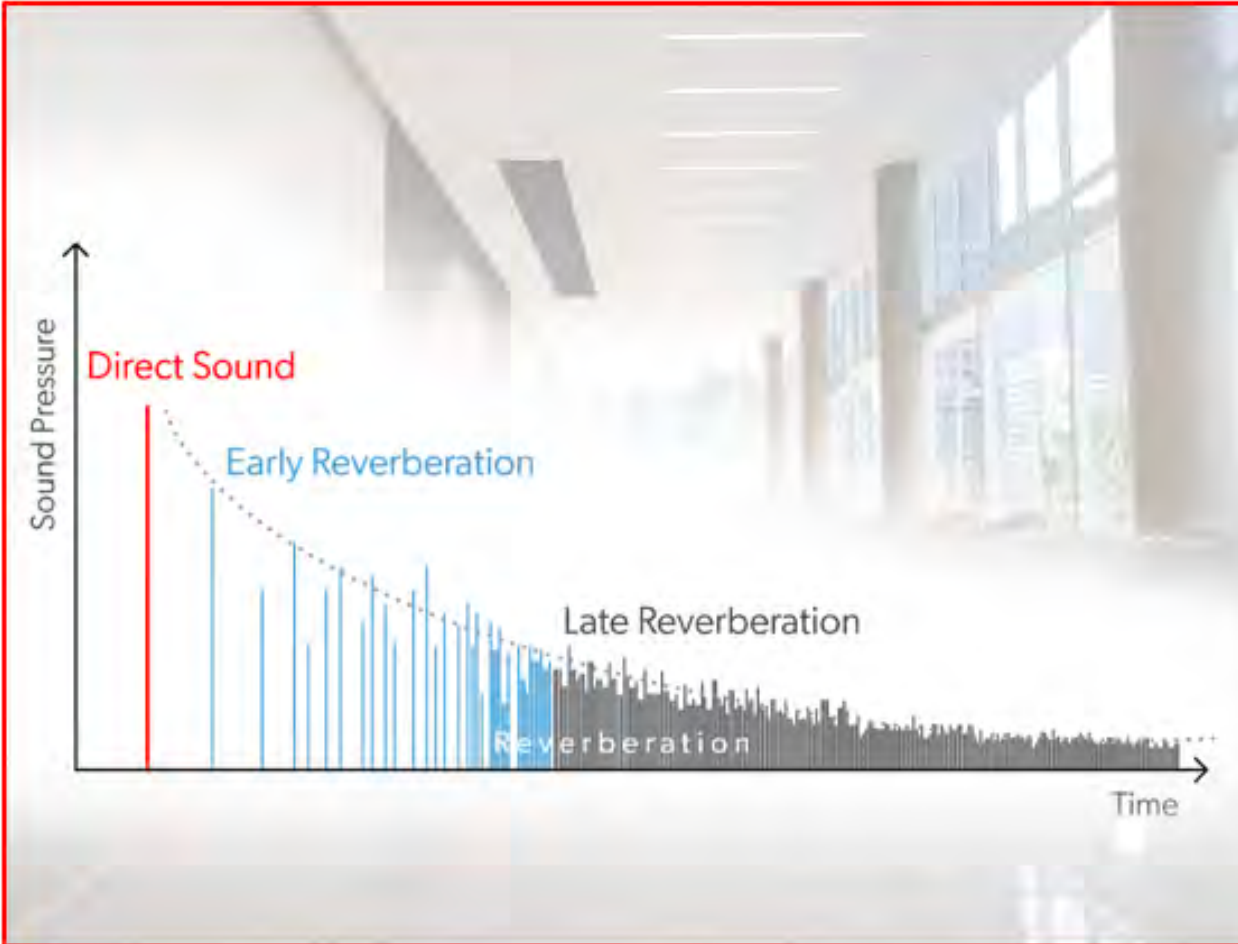


OVP 2.0 harnesses the split processing capability of the AX platform

Own voice processed separately from simultaneous ambient sounds

Ambient sounds maintain more consistent sound quality

Auto Echoshield Accurately Analyzes Reverberation



Auto EchoShield Analysis constantly scans the sound environment and can accurately differentiate between

- Direct sound
- Early reverberations
- Later reverberations

in any room within a few seconds



HandsFree IOS with CallControl

Accept and end calls
using a hearing aid



signia



My WellBeing



To encourage **consistent hearing aid use**
& **increase awareness** that hearing aids
are important to **overall well-being**



signia

Augmented Xperience Keeps Getting Better

Two feature upgrades for **challenging scenarios**

Windy environments



Active conversations



Improved AX Soundscape Processing Delivers More Accurate Support at Every Moment

Made possible by expanded use of own voice detection

Now used as a sensor to analyze the entire acoustic scene

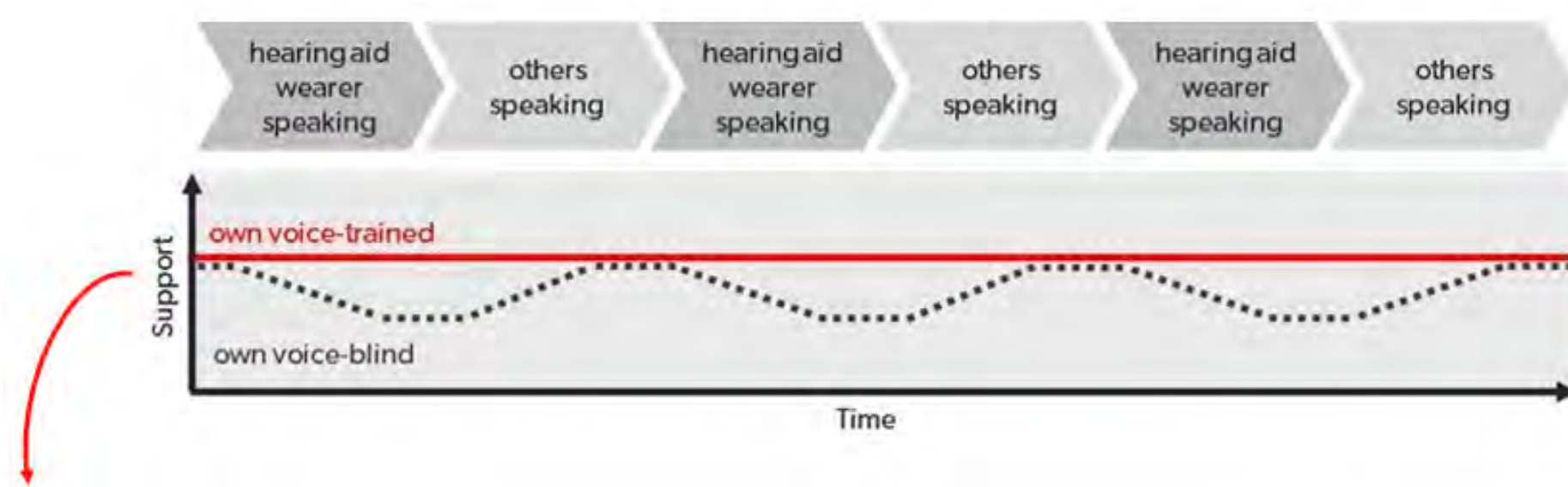
More **accurate, optimal, and stable** support at every moment during active conversations in challenging environments

Requires
OVP 2.0
Training!



Hearing Aid Support Remains Optimized and Stable Throughout Conversation

Own-voice-blind vs. own-voice-trained hearing aid



The *Support* axis shows the activation of different supporting algorithms like noise reduction and directionality

Own voice detection enables **more stable, appropriate support** unaffected by conversation turn-taking

Upgraded eWindScreen Introduces a Precise New Wind-smoothing Algorithm



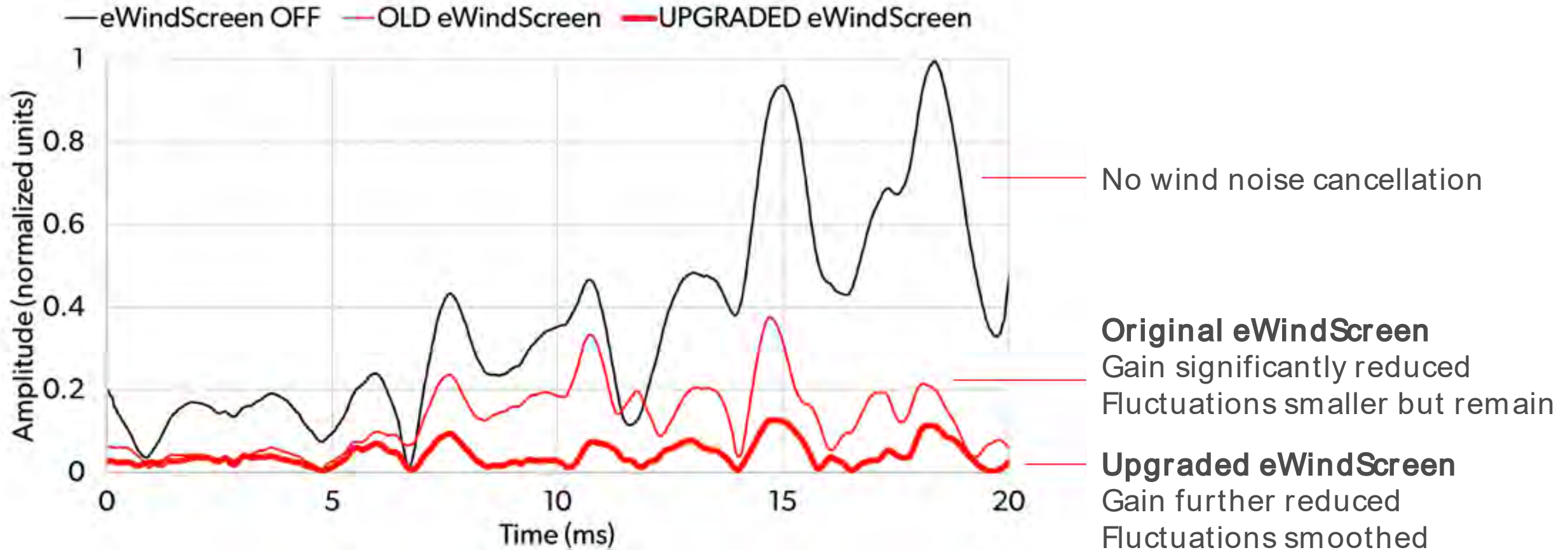
Reacts even faster to accurately reduce wind noise fluctuations at each ear

Wind noise is not only **softer**, but also **more stable**

Stable sounds are easier to ignore



Upgraded eWindScreen Reduces Wind Noise Fluctuations



Rechargeable
RICs



Pure Charge&Go
TAX

Styletto AX

Rechargeable
BTEs



Motion Charge&Go
X

Rechargeable
Custom



Insio Charge&Go
AX

Zinc Air
Battery RIC



Pure 312 AX



Pure AX Family



Pure Charge&Go T AX



Pure 312 AX



Tangible rocker switch



IP 68



Full AX feature set incl.
Augmented Focuso



Comfort – slim top design



Bluetooth connectivity for Apple
and Android devices (ASHA)

Multiple Charger Options in ROES at Time of Order



Portable Charger



Dry&Clean Charger



Standard Charger

Styletto AX



Styletto AX



Styletto Portable
Charger



Styletto
Dry&Clean Charger

Styletto AX



Styletto AX



Styletto Portable
Charger



Styletto
Dry&Clean Charger

Styletto AX



Styletto AX



Styletto Portable
Charger



Styletto
Dry&Clean Charger

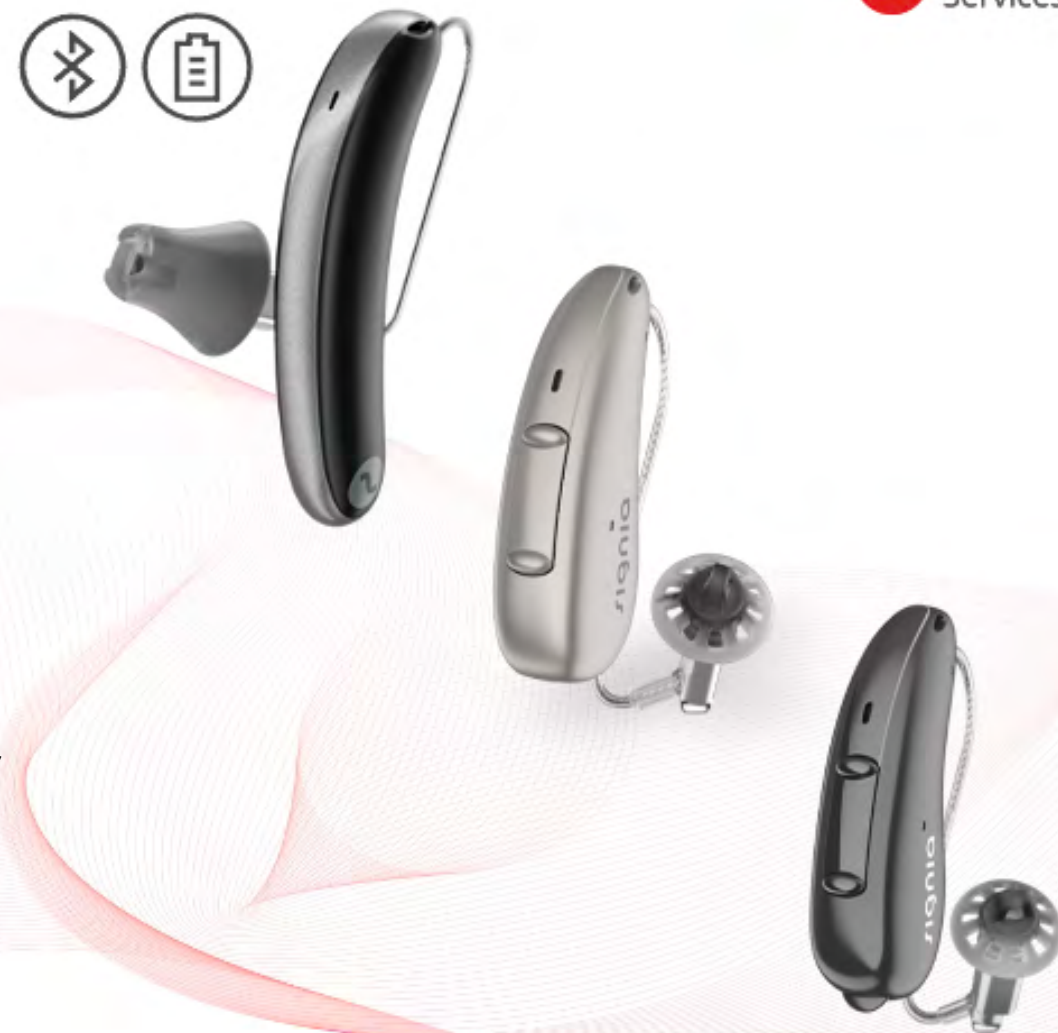
Exclusive Offerings for Government Services

CROS Styletto AX

CROS Pure Charge&Go AX

CROS Pure 312 AX

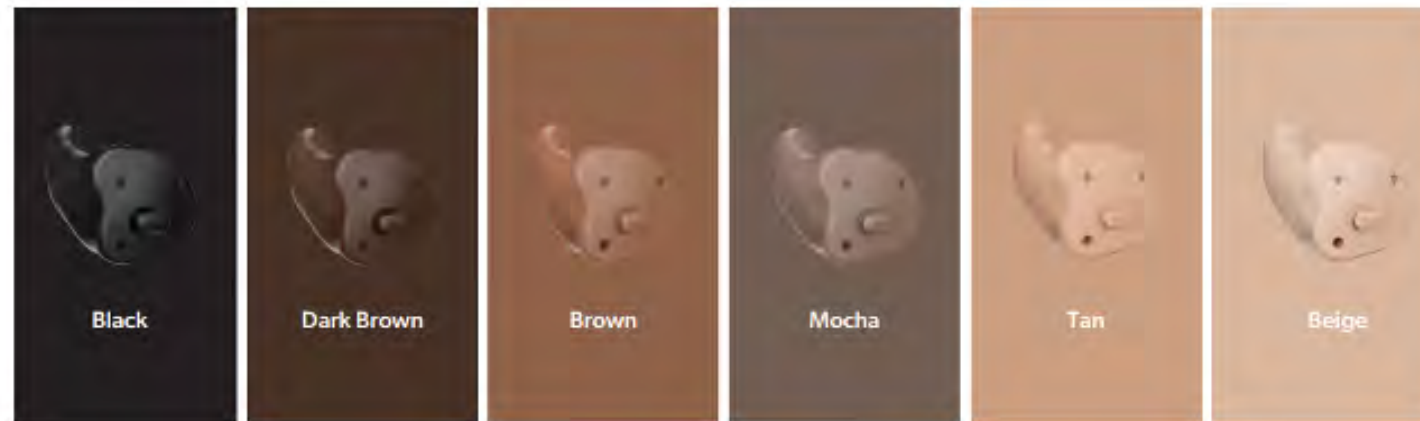
- e2e Wireless 4.0 featuring acoustic-motion sensors for the clearest speech understanding that adapts to the wearer's movements
- Own Voice Processing (OVPO) 2.0 for BiCROS fittings
- Compatible with Insio Charge&Go AX
- Directional pattern skewed toward the unaidable ear for improved speech understanding in noise
- Compatible with the Signia App and miniPocketo
- CROS mixing-level adjustment available in the Signia App to balance spatial benefit vs. noise level



Insio Charge&Go AX



- Sleek design
- No charging contacts
- IP 68
- Bluetooth® connectivity
- Direct streaming from Apple® & Androido devices with the ASHA protocol
- Available in ITC/HS and ITE



Signia Portfolio



Pure
312 AX



CROS Pure
312 AX



Pure
Charge&Go T AX



CROS Pure
Charge&Go AX



Insio Charge&Go
AX



Styletto
AX



CROS Styletto
AX



Motion
Charge&Go
SP X



Motion
Charge&Go
P X



Motion
Charge&Go
X

Signia Augmented Xperience **Changed the Game**





AUDIOLOGYonline

SOUNDS OF **FREEDOM**

Thank You!

veterans.signiausa.com

(800) 955-4327



signia