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Oticon Companion App - An All-In-One Solution

Presenter: Karla Quinones, AuD, CCC-A

- [Karla] Well, thank you everyone for joining us this morning or afternoon, depending on where you're joining us from. My name is Karla Quinones and I'm the education and training specialist for the Mid-Atlantic region with Oticon and I'm so excited to be here with you today to introduce our new all-in-one Oticon Companion app. At Oticon, we're dedicated to developing technology that enables a real life-changing experience for people with hearing loss that also extends to how we support those individuals within our app. In this course, I mean I'm gonna introduce you to our patient Mason and his hearing care professional. We're gonna follow Mason's journey in getting his first pair of hearing aids and how the Oticon Companion app offers him the ability to compliment his instruments.

As a friendly reminder, you do have the Q&A box. So if you have any questions throughout today's session, please feel free to drop in your question there. And then towards the end of today's session, I will be addressing all of your questions. Before we dive in, I want to review our course learner outcomes with you. After this course, you will be able to list two options in the Oticon Companion app that allows users to personalize their hearing instruments, you will be able to identify the clinic set up and equipment needs to offer RemoteCare appointments, and explain the best practices for preparing a patient to participate in a RemoteCare appointment. Then, I'll formally introduced you to our patient Mason.

Mason has recently started noticing increased difficulty hearing and is really curious about hearing aids. But admittedly, he's a little bit skeptical. He has two friends who have really two different experiences. One friend complains about his hearing aids when they get together. He says he still can't hear his wife well when they go out to eat and that he frequently has to make adjustments on the hearing aid app. However, Mason's friend and colleague who saw Dr. Anderson at Anderson Hearing Center says she really likes their hearing aids and that she only really has to use her Oticon app for very few specific reasons. So, given that they have two very different experiences,

Mason was really interested in finding out why do they have two very different experiences.

Why does one friend have such a great experience and another friend feel like he has to rely quite a bit on his app? So, could it potentially be the difference between what their hearing solutions are providing, and then what the app is able to do? And should the hearing aid instrument be able to handle a wide variety of sounds and complex listening environments? Or does the patient need an app to manage some of those environments? We believe it's the former. Our philosophy is to provide users with an effortless listening experience without having to rely solely on an app to improve their listening. At Oticon, we always think brain first. This is really the notion that we want to provide the brain with a very good neural code with our technology.

We really believe that the hearing technology should be able to provide access to all meaningful sounds in a full and balanced way that allows our user to be able to interact with less effort. As the hearing care professional, we also believe you should have the ability to customize and personalize the fitting based on your patient's needs and listening preferences. So if the hearing aids do all that, then where does the app really fit in? What should the app be able to provide for the patient? Mason is wondering about this as well, especially the differences between his friend's experiences. He wants to, of course, have the tech gadgets, but doesn't wanna become so reliable on having to make changes.

And those are the things that him and Dr. Anderson really focus on in their first appointment. Based on Mason's personal hearing healthcare goals, he returns to see Dr. Anderson in which Dr. Anderson counsels Mason about what his hearing solution should provide and ends up recommending a pair of Oticon Real Hearing Aids. Dr. Anderson explains the benefits of getting brain-friendly technology to support effortless communication, but also discusses of course the realistic expectation, as well as

communication techniques. Dr. Anderson and Mason collaborate on their treatment plan. And Mason agrees to go ahead and get his first pair of hearing aids, which will be the Oticon Real 1 miniRITE R Hearing Aids again based on his personal hearing healthcare goals.

At the fitting, Dr. Anderson explains that the hearing aids will provide the benefits that Mason needs, namely hearing across in very noisy environments, but also the ability to have just easier conversations. He will have the app accessible. However, he's not going to have to rely on making significant adjustments within the app as Dr. Anderson will be working with him across several appointments to further personalize his hearing instruments in the hearing aid software. Mason uses apps and is excited to download and use the Oticon Companion app, which they do in office together at his hearing aid fitting. So, we're gonna follow up with Mason at his two-week follow up and check in how he's doing and how he's using the app, and then see if there's any additional needs that Dr. Anderson can recommend.

But before we touch back in with our patient Mason, I first wanna give you an overview of our app history and introduce you to the Oticon Companion app. Later, we're again gonna follow up with Mason and see how he is personally using his app. The Companion app is an all-in-one solution. It gives your patients the ability to easily control and personalize their hearing aids. And they can also utilize the function of find their hearing aids if they find, if they end up being lost. They can also manage devices and also now have remote counseling or programming from you in all in one app. So, this does empower your patients both to have easy control and personalization, as well as the ability of carrying out RemoteCare sessions.

So when two become one, we have really merged the Oticon ON app and the Oticon RemoteCare app into one convenient app that is accessible to patients. Some of you may already be aware that the Oticon RemoteCare app retired on February 13th. And

you may be also wondering, "Well, what's gonna happen with the ON app?" Well, the ON app is still available. However, it's not going to receive any future updates moving forward. So, given that we've now combined the features, the Oticon Companion app will now continue to receive updates moving forward. Users who've already been using the RemoteCare app for remote visits will now need to download the new Oticon Companion app to continue their remote sessions.

If they try to access their previous RemoteCare app, they will get a real-time notification that the app is no longer available and will prompt them to download the new Companion app. The Oticon Companion app is backwards compatible and will work with all prior Oticon Genie 2 software versions. Though if you have not a chance or had a chance yet to download the 2023.1 version, rest assured that you can still carry out these RemoteCare sessions. But most importantly, you do wanna make sure that the user is on the new Companion app. So, once the Companion app has been downloaded on the smartphone and the hearing aids have been connected, the app offers a wide range of adjustments. Namely, you can adjust volume.

So this allows you to adjust the volume of both the hearing aids, as well as compatible connectivity devices, including multiple TV adapters or for example, also maybe a ConnectClip. If the person has more than one program available, you will be able to change programs. We also offer a streaming equalizer. This assists users to further fine tune and personalize their streaming experience. And we have a new SpeechBooster function, which triggers extra on demand support in moderates to complex listening environments by reducing the noise for the Oticon Real Hearing Aids. In addition, there is tinnitus sound adjustment, troubleshooting, so real-time troubleshooting guidance, especially important for those patients having issues with connectivity, an important news section that will send them relevant updates, the Find my hearing aids feature, access to RemoteCare for RemoteCare sessions, and a battery level indicator, which shows the battery as a percentage.

And you can also see the remaining time. So, many of you are probably wondering about the differences between the new Companion app and the Oticon ON app. Are there any reasons I would encourage some of my patients to continue using the ON app? Here you can see the main differences, but one difference in particular I wanna highlight relates to the Tinnitus SoundSupport. In the Oticon Companion app, you will see that it shows basic function. Meaning that users can only turn the volume up and down, which is the volume slider for the masker and the surrounding sound. So when it comes to the Companion app, it is just much more of a basic function, whereas for the Tinnitus SoundSupport and the ON app, apart from being able to adjust the volume, users can also adjust the base and the pitch of the sound that looks something like the streaming equalizer.

So, there's really again, like kind of three categories bass, mid-range, and treble again for that masker. If you have an Oticon Real user who needs more advanced Tinnitus SoundSupport, then we do recommend they download and use the Oticon ON app as that does offer those advanced features. Meaning that the ON app is also forward compatible with the new technology, but otherwise, there's many benefits to using the new Companion app. So, let's look at compatible hearing aids, as well as the system requirements. We're also gonna walk through how to pair the Oticon hearing instruments and more importantly, create an account for RemoteCare. All hearing aids on the Velox, Velox S, Polaris, and Polaris R platforms are compatible via Bluetooth low energy technology through the new Oticon Companion app.

However, I do want to highlight here a few exceptions for Oticon Opn instruments that will require a firmer update or at least having firmware 6.0 or later. And for the Oticon Opn and Siya instruments, the streaming equalizer is not available for those products. So, just something to keep in mind for those patients and those instruments. To use the app, users need a compatible hearing aid, of course, and a compatible phone. For

the iPhone, you want to ensure that the user has iOS 15.0 or later and in the Android instruments, you want to ensure that they have the operating system a 8.0 or later. So, it's important that you do check that before you work with your patient. So you can check that operating software within the phone itself, but that is a really important function to ensure that you are able to support the Companion app.

Downloading the Companion app is easy. You can find it in the Apple App Store or Google Play by searching the Oticon Companion. Then, the next step would be to pair the hearing aids to the phone through the app. So if you have an iOS or iPhone device, what you will do is that you will go to the Settings Accessibility hearing devices. From there, you're going to select from the list and tap Pair in the dialogue box. And then, you'll wait for the blue volume bars to show up, and then return to the app to have that connectivity. Pairing through the Android device is just a little bit different and that you wanna ensure that you're pairing through the Oticon Companion app.

If you wanna turn the hearing aids on and place them close to the smartphone, it is important that you remember that at least a minimum 50% battery power is recommended when pairing for the very first time. You go ahead and open the Oticon Companion app. And if no hearing aids are paired, then you can do that PAIR NOW function to initiate the pairing process. This is one of the troubleshooting calls that we frequently get in regional audiology. So, it's really important that you're working with an Android instrument. You do want to ensure that you pair the hearing aids through the app itself. If a user has an account already established with RemoteCare, then they can log into the RemoteCare with their existing credentials.

But if you have a new user using RemoteCare for the first time in the Companion app, then they will need to create an account. We do recommend that you do this together in office to make sure that they set it up correctly before they leave. You wanna ensure that they understand the requirements of what it requires and also that they're able to

do so successfully. So to create a new account, you will tap on CREATE ACCOUNT, and then you will follow the guidance in the app. First, it will walk you through entering an email address and that will be the email address that you will later put into your Genie software as a means of initializing a session.

So, very important to make sure that you note which email address the patient used. Then, you will verify the email address. So, the patient will get an automated email in which they will have to verify their email. So, make sure that that step is also done ahead of time. And then, they will prompt them to create a password. Hopefully, they create a password that is easily remembered as a means of making sure that they're able to log in for the RemoteCare sessions. Once the account has been created, you can return to the app and sign in. So now, back to Mason. We are now at his two week follow up and he says that he's doing pretty well.

So overall, he feels like he is hearing quite a bit better. He's able to stay more engaged and quite frankly, his wife is not complaining as much. But what are some of the options that he has in terms of controlling and personalize his hearing instruments or other connections in the app? Well, Mason admittedly really hasn't had had a lot of time to spend on the app. So, he really would like to review some of the functionality with Dr. Anderson in office today. And while he was initially excited, he really felt like he really didn't need to rely quite a bit on the app, if at all. He remembered he had the app, but really again, hasn't quite used it.

One of the things that Dr. Anderson and Mason talked about is that he really enjoys listening to music, but unfortunately, it doesn't quite sound the same through his hearing aids. Mason has a background in jazz. He used to play saxophone in college. Though, he's really a music aficionado. So at this follow up appointment, Dr. Anderson counsels Mason that he will go ahead and give him a MyMusic program to really be able to take into account all of those nuances of music and make sure that it's

delivered in a nice crisp way. And they actually try it out in the office and he's pretty impressed. Mason also discusses the TV situation in his home. So, him and his wife don't always watch the same programs and sometimes he ends up staying later than she does, watching the late night news.

So, Dr. Anderson adds TV adapters once they kind of establish what he needs and he goes ahead and purchases two TV adapters to set up in his home. So, they discuss the benefits of some of the options Mason has to control those instruments, but more so how to change the programs, which I will walk you through here now. So, Mason really hasn't had to change the volume. He's pretty happy with where the hearing aids are set. He actually moved through those acclimatization levels quite well in terms of his software, making sure that he's getting the sound that he needs. Dr. Anderson also verified and he's matching targets really well, so Mason's quite happy. But he does counsel him that should he need to change the volume, he does have that option available in the app itself.

He is able to adjust the volume of both hearing aids or each hearing aid individually. So here, you can see that in the slider button. You do have the option to open up these two to be able to change the volume for left or right ear respectively or both of them together. You also have the option here to mute. So if he needs to mute the instruments momentarily, he is able to do so. Later on, I will show you how you'll be able to change the volume for any of your accessories also through the app. So, now that Mason has a MyMusic program, Dr. Anderson makes it a point to show him how to easily change programs within his app.

He also counsels him that he can change programs on his program button behind his hearing aid, but Mason is really much more interested in changing it on his phone himself. So to change a program, you'll go into, tap Sound. And then here, you can access the top down arrow to be able to see the various programs available. Of note, if

you do pair to an accessory such as a ConnectClip, a TV adapter, an EduMic, you will also see a program for that individual accessory. In addition to being able to do the dropdown function, you also have the ability to be able to change your program by using the left and right toggles that you see here.

So, your patient does have various options as a means of accessing their programs. So if they want to have the full list, they will press this top-down arrow. However, they could also switch programs left to right. So, the TV and adapter and the EduMic share a program slot. And patients can use the app to control the sound stream from their TV to their hearing aids, as well as the surrounding sound through their hearing aids. So if users pair their hearing aids with, for example, TV adapter, an EduMic, they will have this functionality available. Those streamed sounds are the sounds that are streamed directly to the hearing aids from the connected device, whereas surrounding sounds are the sounds picked up by the hearing aid microphones.

So, to adjust the volume of the streamed or surrounding sounds, you will wanna select one or the other from the navigation bar as seen here. On the left hand side, you can see that you have the streaming selected. This is going to adjust the streaming of that individual source, so whether that's the TV or perhaps the EduMic. And then in here, you also have the ability to change the surroundings. In addition, you do have the ability to mute the accessory, so should the patient need to temporarily mute their accessory to hear what's going on around them, even though again, they will still have situational awareness. But if they want more enhanced focus, they can go ahead and go in here into Streaming and mute their individual accessory.

If there's more than one TV adapter or EduMic, as again Oticon hearing aids can be paired to up to four TV adapters or EduMics, for a total of four, then you can look in here to switch between the streaming sources. So in the lower right hand corner, above the tap bar, tap the Devices button and the highlighted device is the one that's

currently streaming from the list. So, you'll go ahead and tap the desired streaming source. But if it doesn't have a very clear distinction of what accessory you're using, you can further personalize that for your patient within the app. So, given that Mason has two TV adapters, Dr. Anderson shows him where he will be able to edit the name.

So in here, you'll go ahead and tap the pencil icon. And in there, you will be able to manage the device name by entering your own unique name for the accessory itself. So in Mason's home, he has a TV in his private office, and then as well the TV downstairs in the living room. So, Dr. Anderson goes ahead and walks Mason through how to change the device name for office TV and living room TV. The streaming equalizer is available for phone calls from compatible smartphones. And the streamer equalizer can also be used to change the input from the remote microphone, specifically for Apple devices. The streaming equalizer can also adjust the audio stream from other apps on the phone and audio streamed from Oticon connectivity devices.

The users will be able to experience that streaming equalizer in real time. So if they're having a phone call or conversation with someone that perhaps is too tinny or they're wanting to change a few of the aspects of the frequencies, they can do that in real time. So, this is a nice troubleshooting step for patients to have available. Other ways that this can be used is that if they're listening to a particular audiobook or podcast and perhaps the voice is not ideal in regards to their listening experience, they can also change the streaming equalizer as a means of changing the frequency aspects of the stream signal. Keep in mind that the streaming equalizer will not change any of the gain or fine tuning that is in the software for the hearing aid microphones.

This is just for stream signals. So, how does this work? It works by letting users adjust the loudness of three frequency bands for the stream equalizer. So to adjust, the users will tap the streaming equalizer button. And when the sound is actively streaming through the hearing aids, a green circle is going to appear in the top right corner. So

here, you can see the three frequency bands that are available for adjustment. So, you'll move the corresponding slider bar up or down for the three different frequency bands. Changes in the equalizer settings can be immediately heard. The other benefit to this is that if they were to close out their app, the streaming equalizer settings are maintained.

The default setting is always zero dB and the range is between plus six dB and negative 12 dB. So, you do have quite a bit of options available. Keep in mind, again, only streamed audio can be adjusted by the streaming equalizer, not the audio that is being picked up by the hearing aid microphones. So, Mason shares that he's been doing quite well when he is having conversations with multiple speakers in noisy environments. However, he recently attended a work happy hour that was incredibly noisy, where he did feel like he was asking for repetition and felt like he was struggling. Dr. Anderson counseled Mason about the SpeechBooster in the Companion app. The new SpeechBooster for Oticon reel provides additional support in moderate to complex environments by reducing noise.

It's the evolution of previous versions of the booster. Matt Mason is actually returning to that same restaurant this weekend, so he's pretty excited to try it out and see if it helps. To activate the SpeechBooster, tap the SpeechBooster button toggle, and then switch to on. This feature is deactivated when they use their changes programs or restarts their hearing aids by opening up the battery drawer or placing the hearing aids in the charger. So, keep in mind that this will save until the patient shuts down those instruments, but if they do change programs. They will also turn that off. Oticon Real users will perceive the largest benefit, when their moderate settings have been selected under environment configuration and MoreSound Intelligence 2.0.

So for example, if in your MoreSound Intelligence settings, you have set everything to the maximum effect, then they will not be getting much of any effect in regards to their

SpeechBooster. But what the SpeechBooster is kind of doing under the hood is that it's moving the environment configuration setting to very simple. Meaning that the user's gonna get more noise depression sooner than their default setting would normally provide. And there's going to be an increase in neural noise suppression. So, let's say for example that if your patients already set up do very simple and 10 dB of neural noise suppression, then they really again will not get much of a benefit from the SpeechBooster. However, if they're set at the default settings, then you will get the availability of this feature.

And again, this is a new iteration of previous boosters. So namely, this booster is used in moderate to complex environments. The Companion app offers three booster functions for compatible hearing aids as shown here. And while the icon in the app will always say SpeechBooster, keep in mind that the booster for the other products shown here, such as MoreSound Booster and OpenSound Booster, have somewhat different functionality. So, the OpenSound Booster and MoreSound Booster really designed to provide relief and quieter environments. Whereas the new SpeechBooster is more intended for complex to moderately complex environments. Since, Mason chose rechargeable miniRITE R instruments, he's excited that he can see the status of the hearing aids in the app. If you want to be able to see the battery status or get notifications rather, what you'll be able to do is that you can tap Hearing aid settings.

And in there, you will be able to allow notifications for when there's either 50% battery life left, 30% battery life left, or 20% battery life left. You can also enable to have the low battery on as a means of informing users that they have less than two hours of regular use left when they are working with the miniRITE R instruments. If they have a miniRITE T instrument or any other disposable style battery, then it will display a less than one hour of regular use left. So, you can go in here and enable these as a means of the patient getting information about how much status is left in their instruments

themselves. So, there's another few items in the app that Mason feels may come in handy.

First is the Find my hearing aids feature. And although he's been really diligent about wearing his hearing aids, he kind of has that fear that if anything were to happen, what would he do? So Dr. Anderson walks him through the Find my hearing aid feature. And what this does is that it shows him the last known location when the hearing aid was connected to the app even if the app is not open. Location settings in the device need to be set to always, so make sure that that is pre-selected. Otherwise, it will not show the location. Remember that this is not essentially a like a live GPS tracker that lives in the hearing aids themselves.

It's really using the communication between the Bluetooth to the hearing aids themselves as a means of showing the location. So if a patient were to lose their instruments, it will tell them the last known location where there was a Bluetooth pairing with those individual devices to have a starting place for where to look for their instruments. So, the app also has a handy troubleshooting section as shown here. And this section includes the suggestions for overcoming issues related to connectivity. So, this is an excellent place to go at the beginning of your appointment when you are showing patients their app, because inevitably they may have likely either user error or maybe some type of connectivity issue down the line that you wanna ensure that they feel empowered to be able to overcome.

And so in the Troubleshooting section, you can access that by clicking on More and then you can tap Help & Support. And in here, you can see that you have the troubleshooting step. You also will have the ability to contact support and also access the instructions for use, which is also the same pamphlet that's given to patients at their fitting. More than 50% of hearing aid users have an Apple device and with Global Smartwatches trending, it's likely that they also may have an Apple Watch. So recently,

we did have an update in which the Companion app now has a corresponding widget in the Apple Watch. And this gives users convenient and discreet adjustments of hearing aids. So again, further kind of pursuing that flexibility and ease of use.

So when it comes to the Apple Watch, the iPhone is really the link between the devices. And so essentially, you still wanna ensure that the hearing aids are paired to the phone as a means of having that communication be directed towards the Apple Watch. So, it's really essentially mirroring what's on the Watch itself, or excuse me, on the iPhone itself on the watch. But you will not have to download, for example, a separate Companion app just for the Apple Watch. So, keep using the Companion app on the phone. And should again the patient have an Apple Watch connected, it will automatically appear. So, a few functions you can do in the Apple Watch include volume adjustments, so muting and unmuting the instruments.

You can also do a Tinnitus sound adjustment. You could also change programs if they have more than one program. You could also activate the SpeechBooster, so that add a lot of convenience per patients if they're out and about and have just their watch accessible. Maybe their phone is away in their pocket or maybe away in their bag or purse, et cetera. You can show them how to activate that SpeechBooster function right there in the app. They also will see their battery level status in terms of percentages. If they are using the remote microphone through the live listen feature of the iPhone, they will be also able to deactivate that quickly in their Apple Watch. So again, as a reminder, anytime that you have an Apple Watch, remember that it's really mirroring what's on the iPhone itself, so you don't have to take an extra step in downloading the Companion app on the watch.

It already will really appear there as far as options go. So, this is another way to encourage patients to have that discreetness maybe that they're looking for as a means of being able to change some aspects of their hearing instrument. So, Mason

returns to clinic after his two-week follow-up appointment for his one-month follow-up. But admittedly, it was really hard to commit to this appointment. He has a lot of demands at work and not a lot of time for doctor appointments. Dr. Anderson discusses with Mason that after this appointment, if all is well that he won't have to return to the clinic for another five months up until his next six month follow-up appointment.

Mason actually recalled discussing RemoteCare during his initial fitting and ask Dr. Anderson if they could set that up for his six-month appointment. Given that Mason now has been seen and is an established patient, Dr. Anderson is more than happy to offer that service. So after this one-month visit, the next steps would be to make sure that Mason has the all the information available to be able to set up that RemoteCare session. So at this one-month visit, they discuss how the RemoteCare appointments work and he shows Mason how to connect through the app. They look at the app together and Dr. Anderson helps Mason set up an account for RemoteCare. He discusses how it's going to work and he makes note of the email address that Mason used to set up the account and explains to Mason that he must use that same email address when he logs into RemoteCare from his computer in the clinic to connect with him.

And that's a really important step, I'd like to emphasize today is that when you are doing a RemoteCare session, if your patient has more than one email address, just make sure that they're selecting their primary email address to be able to sign in as a means of being able to access that and also make sure that it is an email address that they can actually access. Because if they don't have access, unfortunately, you will not be able to connect with them. So that again, I would say is most important step when counseling patients on RemoteCare is making sure that you have notated the email that they're going to be using for the RemoteCare app. So now that Dr.

Anderson has really discussed all these things with Mason, I wanna walk you through kind of what some of the user benefits are. And so, when it comes to the Oticon RemoteCare. Now again, it is in the Companion app and it is all in one. So, that's really the place where patients will go. RemoteCare is designed for follow up appointments and we strongly encourage that you do not enable RemoteCare for initial appointments. This is really intended for established patients after you've done that initial fitting in the office. So, we're gonna look at the RemoteCare benefits for both providers and patients. And then, we're gonna follow up with Mason to see how he's using that RemoteCare. I also will have a video demonstrating how to connect to RemoteCare.

So with our RemoteCare solution, it's really a as an effort to support and provide multiple options to your patient. It offers of course benefits to both you and the user, but also can be a way to really enhance that counseling. So if you have, you know, patients who have questions that are beyond the scope of a quick phone call or beyond the scope of you know, troubleshooting on their own. You can also set RemoteCare appointments as a means of having more face-to-face time as opposed to taking up a clinical slot for that time. Though, some professional benefits that considered, namely we are offering patient-centered care in a flexible manner. So again, knowing that, you know, there's this now telehealth option that certainly can be something that's very attractive to patients.

It offers an extra layer of care and service. And then, the hearing aid users can really have their hearing care be done either at home or even at work. And so if they feel like they're really struggling at work, for example, you can even set up a RemoteCare appointment maybe over their lunch break to see if you can optimize their hearing instruments more than you would be able to at an appointment. So, there is quite a bit of benefit to being able to change things in real time in the environments that they find

themselves struggling in. Now, if it's a bar or a restaurant, I do not recommend that for RemoteCare. That's not an ideal environment to carry that out.

So again, you do wanna ensure that it's a nice and relatively quiet environment for RemoteCare sessions. So, the RemoteCare feature within the Oticon Companion app allows you to provide follow-up visits to your patients from the comfort of their home or workplace. This system uses the Bluetooth low energy technology to connect the patient's hearing aids to the Companion app on their compatible mobile device. And then, a secure internet connection is used to connect to Oticon Genie 2 fitting software. Through the secure connection, you can engage in high quality video chat and text messaging with your patient and make adjustments to their hearing aid settings in real time. So, this again is a secure connection if you are at a bigger hospital setting, clinical setting, I know at times there are concerns about privacy.

But rest assured that this is a secure cloud-based connection that is HIPAA compliant. So, RemoteCare is compatible with current and future products. So, it is compatible with Velox, Velox S, Polaris, and Polaris R Instruments. So, a few notable ones go all the way back to Oticon Opn up until now. Oticon reel instruments. Keep in mind that if you are connecting to an own product, which is our line of custom devices, they must have Bluetooth 2.4 gigahertz as an option to connect. If it is the IIC or CIC, which does not come with Bluetooth, then you will not be able to offer RemoteCare sessions for those two individual devices. Also, very important to note that Opn products must have firmware 6.0 or later.

So in terms of getting started in the clinic, first and foremost we want to ensure that we create an admin portal. And in here, we'll designate various user accounts. So if you are interested in setting this up in your practice, please reach out to your Oticon account manager to set this up. The next step is to set it up in the clinic. So physically getting all the components that you need to set this up, namely a webcam. Also a

compatible computer device that of course is running Genie 2 software And then, train the staff as needed. Again, we are more than happy to support staff training. So again, if you are interested in setting this up in the clinic, please reach out to your account manager as a means of getting started.

And then, you also wanna determine the best way to fit this within your practice. So, a big part of getting started with Oticon RemoteCare is determining the best way to fit RemoteCare into a given clinic's business model and such. Since each clinic is a little bit different from the others, you have different demographics, different provider preferences and overall systems, you wanna make sure that you take into account some of these critical considerations. Some of them could be how is RemoteCare gonna fit into your clinic flow? Do you have designated times from RemoteCare appointments? Do you also offer these appointments on the weekend over holidays? But more so also understanding what are the staff members that are going to be able to support RemoteCare.

The other reminder here is that we do recommend that you always do the fitting. The first fitting is a in-person appointment. While those follow-up appointments can be done via RemoteCare. The other questions to kind of consider is how is your clinic going to position RemoteCare as a service and what about billing. And while we can offer, you know, really advice on billing, I do know that there's various resources out there available in regards to audiology billing of telehealth. The other thing to really think about is what times would you offer evenings, weekends, again, holidays? You know, are you going to have designated times for that? So again, making sure it fits within your clinical templates.

And then, you also could consider having dedicated blocks in the schedule. So, these again are just a few considerations from a business perspective about how you may think about integrating RemoteCare. So from a hardware perspective, make sure that

you have a microphone and speakers or a headset. If you are in a rather busy office setting, it is best that you use a headset that is able to really provide them with a good signal from your voice. And then also, it is important that you do have a laptop or a webcam that has like an integrated camera. So, it is helpful again to be able to see the provider face to face. Other system requirements also include having an internet that has a reliable speed.

So, most home internets are greater than the speed, but again, just something to keep in mind, especially for your office setting. And then, also make sure that of course you have a secure email account that you can access the RemoteCare option within the software itself. So when you make your own login credentials, make sure it's an email that obviously you can get into and use. So, here's a checklist criteria that will ensure that your patient is likely to be able successful to participate in RemoteCare. First and foremost, make sure they've already been fit with compatible hearing aids. So again, remember those nuances for custom instruments. If they don't have Bluetooth, unfortunately, we can't do the RemoteCare session.

Make sure that they can access that email. So make sure it's an active email address. And then also, it's important to ensure that they have at least basic mobile device skills. So, making sure that they're able to receive and send an email, that they know how to connect to wifi. So, should they have an unstable data connection, make sure that they understand how to connect to wifi in their phone, able to use apps, and then also able to connect their hearing aids to device via Bluetooth, which more often not is already done in the office. But if there's any kind of connectivity issues, make sure that they can at least walk through those basic steps. And then also important, make sure that they have wifi or data that is reliable so that you can have an uninterrupted session.

So from a expectation management, from your perspective as the hearing care provider offering the service, this is really only intended for follow-up appointments. And then, you are responsible for abiding to local laws and regulations regarding telehealth in your area, as well as any licensing requirements. So as it stands currently, the provider has to be licensed in the state in which the patient is located. So if you have any snowbirds that travel to Florida, then you would wanna ensure that you also have licensure within the state that they're located. So just something to keep in mind. And again, make sure that you're checking with your local, at the state level to ensure that you're within compliance.

Oticon support is available for Oticon RemoteCare and the hearing aids, but not for the supporting elements such as smartphones, PCs, internet service, or webcams. So if you have any issues with any of those other kind of instruments or features, just make sure that you do have a troubleshooting guide available or access to the manufacturer as a means to being able to support that. So again, Oticon will really only support the RemoteCare aspect and the hearing aid aspect. RemoteCare does not offer reminders or calendar services, so it is strongly recommended that you get a protocol in place for this. We recommend that you communicate and confirm appointments the same way you do in office schedule. And the other thing to consider is that if the patient doesn't show up online for the RemoteCare appointment, you should at least give them a call.

Make sure they're not having trouble using the RemoteCare app. So if they happen to no show, just make sure that you have another means of communication just to make sure that they don't need troubleshooting. In general, some features have been disabled to preserve the audiological integrity, which I will review in the next slide. And then again, just something to keep in mind, you know, if you have any performance issues, just remember that there is options available through Oticon's means of support in terms of RemoteCare and the hearing aids. So, some of the features that are

not available include the feedback analyzer, REARER measures, real ear measures, real ear measure done through AutoFit, Tinnitus SoundSupport or the Sound Studio.

In terms of the tools menu, you will not have the ability to update the firmware update or the accessories updater. So, firmware updates do continue to have to be done in the office. They cannot be done via RemoteCare. And then when it comes to the end menu, the Tinnitus Volume Control is not available within the RemoteCare session itself. This is something that you would have to enable in the office itself. So, who is a candidate for RemoteCare? Quite frankly, anybody can be a candidate for RemoteCare. One thing to maybe keep in mind is the age of the patient, but also their mobile skills. And so when working with patients, it's really based on your judgment and their judgment if they're gonna be able to kind of follow the steps of RemoteCare.

One other population to kind of keep in mind is pediatrics. There's really not a protocol in terms of pediatric RemoteCare appointments, but I am aware that there are several clinics that do see pediatric patients that use RemoteCare as a means of connecting with the parents. And so, this gives you the ability to have a FaceTime appointment with the parents should they need any additional support or maybe even counseling about the hearing aids with that child. So while it is not necessarily, you know, really intended for pediatric hearing aid fittings, you can use a RemoteCare app as a means of giving parents and caregivers support before they're able to return to the office. So before a RemoteCare session can begin, the user has to sign in into the app.

And to sign into RemoteCare session with their existing credentials, they can do so by clicking on more, and then tapping into RemoteCare. If they are creating a new account, hopefully, you would've already done that in the office with them. So that they're not creating an account on their own, because remember again, you will need their email address. So once they have that account created, they'll go ahead and tap SIGn IN. So, there's some best practices to help users get the most out of their

RemoteCare session. So, really consider these points when discussing RemoteCare with your patients. It's recommended that you download the Oticon Companion app and configure it together to reduce confusion and ensure a smooth setup process.

So again, note that email address associated with your patient's Companion app, so they can easily access this information. And make sure that they create a password that they are able to easily access. Otherwise, there is a forget password function. But again, that would lead to some more troubleshooting. In terms of the user information, remember that within the app itself, you do have that handy troubleshooting area. So, should they need to troubleshoot anything before their appointment, they will have that accessible, which does also include instructions for use. So, next is important to prepare your patient for what to do before they log in. Namely they wanna find an appropriately quiet and comfortable place to sit for the appointment.

So, make sure that there's not a lot of surrounding background noise. Ask them to ensure that their hearing aids are ready to connect for the phone. So for example, make sure their Bluetooth is on and that their devices are actually paired. Make sure that the hearing aids are ready with new batteries or fully charged if they are rechargeable. So, make sure that they have sufficient charge to carry out in the appointment. If they are using wifi, you wanna make sure that it meets the data requirement and that also know the ability to do that in their phone, to turn the wifi on. And then, make sure that they turn off any battery saving mode and close out any other apps that they might have open so as to not disrupt the RemoteCare session.

So once the user is signed in, they can begin their scheduled RemoteCare session. So to begin the visit, they will tap into More. And in the More benefit screen at the top, they will tap RemoteCare. And in the RemoteCare screen at the bottom, go to visit is the next function. In the connect screen, they're going to be basically seeing their face. So if you've ever done a FaceTime with anybody, it's kind of somewhat looks the

same. And before the audiologist logs in, they will kind of actually just see themselves or hearing care provider rather. So before that hearing care provider logs in, they'll kind of be seeing themselves until that provider has essentially connected as a means of having that face-to-face appointment.

And then, when the hearing care professional joins a remote visit, they will appear in the screen in the video stream. So again, it kind of looks like a FaceTime session and this is really what it looks like on the side of the patient. They will see their provider. And then at the bottom, you see that they have the ability to turn their camera on, which is always really helpful for visual cues. And then, make sure that they don't have that mute function enabled. Otherwise, you won't be able to communicate with them. So in the next video, I wanna demonstrate to you how easy it is to log into a session. And so, I worked with my patient, Diane, to get a RemoteCare session going.

We had talked about, you know, bringing up the volume a little bit in the hearing instrument. She wanted a little bit more emphasis from the sounds. So, we are going to move her adaptation to level three, but we're also gonna give her some support for sudden sounds, as well as background noise. So as we follow through, I will be kind of guiding us through the video. But again, you will be seeing how easy it is to support a RemoteCare session. Keep in mind the video does not have audio as I will be talking over it. So at the time of the appointment in the Oticon Genie software, you'll go to the welcome screen. And on the bottom left, you will tap RemoteCare.

And in here, you put in your email address and then your password and click SIGN IN. Next you're going to see a pop-up window appear and where you're going to select your source. And then, make sure that you have that patient's email. I already had the emails put in there so it was easy to connect. And there's my patient. I'm in Philadelphia. She's in Kansas City. But either way, we are connected with her hearing instruments. So we, you can see here is I clicked on the CONNECT button and I was

able to connect her hearing instruments. And what I'm looking for is the green check mark to ensure that I am connected. So based on our goals, I'm gonna go into my fitting screen and she wants things to be a little bit louder.

So, what we're gonna go ahead and do here is that we're gonna move her from adaptation level one to adaptation level three. And of course, I'm gonna ask, "How does that sound?" And she goes, "It actually could be a little louder." So, what I've done here is you can see that I've selected a frequency band based again on the information I had available to be able to optimize her fitting further. So in real time, you can see that I'm making changes to her fine tuning. And I also can access the SuddenSound Stabilizer to give her additional support for some of those annoying and disturbing sounds that she still feels like she's having difficulty with. Diane also felt like she needed more support and background noise and she actually has been consistently using the SpeechBooster, but would like that kind of set as her every day.

But what I've done in here is I've gone into my MoreSound Intelligence screen and adjusted my neural noise suppression to 10 db. Once I've done my programming, I wanna make sure that I click on Upload and that's really the most important step. And I'm waiting to get the green notification to make sure that it has been successfully uploaded into the instruments. I will then be able to disconnect the instruments from my session after clicking that upload, and then be able to close out my appointment. So here, we wave by to each other. We're happy with the changes and then we click on SAVE AND EXIT, which will save it within the Noah file. So as you saw in this video, it's really quite easy to connect for a RemoteCare session as long as you have all the information available for both your login and the patient's login.

So some general housekeeping, we wanna make sure that the user doesn't turn their hearing aids off or turn their Bluetooth off. You also wanna ensure that they are not on any kind of battery saving mode. So, we just certainly don't want to interrupt that

appointment. So, a few best practices for providers, which we already previously covered. Make sure that you have, you know, a computer with a camera, microphone, and speaker. Position yourself so the patient can see your face and lips clearly and speak clearly and also ensure that you're in ensuring comprehension. So to end the session when the follow-up is completed, you can end that call. And if additional fine tuning is needed, then you can schedule subsequent RemoteCare sessions.

However, if it is something that needs to be addressed in person, you can also schedule an in-clinic appointment. So, Mason did his six-month follow up visit with Dr. Anderson through RemoteCare and he's doing exceptionally well with his Oticon Real devices and he really wishes he would've gotten them sooner. He's also enjoying his Oticon Companion app. And in fact, his friend who wasn't happy with his hearing aids ended up also going to Dr. Anderson too. And now, the three friends enjoy working with Dr. Anderson and having Oticon instruments at their fingertips. So all in all, I hope that today was informative and that you learned all about our new apps. So with that, I would like to open it up to our Q&A box to see what questions that we have.

So, we have a question here in that we're going to go ahead and answer live. So, "Is there a demo option in the app to show clients app features?" So actually in the new app, there is no demo option to show with without hearing instruments connected. So in that scenario, I would recommend that you have a set of demos available in the office as a means of being able to show the patient. Or alternatively, you can just connect the patient's hearing instruments if they've already been fit to walk them through the app. So, it does not offer a demo option. The other question that I see in our Q&A box today here is, "Does the equalizer also reset once aids are put back into the charger?"

So, that actually is something that I would need to try out. So, I'll go ahead and try out that function 'cause I actually haven't tried that myself. But I do know that the

SpeechBooster function would essentially go away. So, I will go ahead and take a note of that. And then I will, you know, follow up as far as that goes 'cause I'm not sure off the top of my head. So, we have another question is why is the equalizer option only available in the streaming function? It really has to do with our individual philosophy. We really feel strongly that the hearing care provider should be the primary person that is personalizing the hearing instruments based on the user's listening needs.

Therefore, we've opted to only have a equalizer for streaming functions, because it doesn't align with our philosophy to have patients be able to change the frequency response or the gain provided by the hearing care provider. We feel that it may do more harm than good. So, we wanna ensure that if they do need any kind of adjustments, that that is successfully completed with their expert hearing care provider. Okay, and I'm not seeing any additional questions. But certainly if you have any questions, you are more than welcome to email me. My email is kauu @oticon.com. That's again kauu@oticon.com and I'd be more than happy to address any questions you have at the conclusion of today's presentation or if you think of a question also down the line.

I also wanna emphasize that you do have your account managers as well. So if you have any questions specifically for them, make sure that you get in contact with your Oticon account manager in your respective territory. So, I'm not seeing any additional questions at this time, but again, please feel free to email me, again, that's kaauu@oticon.com, or reach out to your Oticon representative for any additional information. With that, thank you so much and I hope you have a great weekend. Take care.