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TrueFit v5.4 Software Training

Presenter: Kristina Petraitis, AuD, FAAA

- So welcome everyone. I'm excited to be here with everyone. My name is Kristina Petraitis. I am actually the Audiology and Education Manager here at Unitron. And along with me I have my colleague, Steve Hallenbeck. Though you might not see him, he is there helping me out with any feedback, comments, questions, thoughts that you may have in regards to this session today via the Q&A. So keep him busy, tell him a hello, and we will get started. So with our focus, it is on what's new in TrueFit, this being our latest version, 5.4. So we've had several trainings, we're all excited about this and we want to get started. So what are we covering here? So with regards to our objectives, we wanna make sure that you're able to adjust certain features within the Unitron TrueFit version 5.4 fitting software to end with optimal patient results.

We wanna be able to implement various Experience Innovations that's truly the core of what Unitron is all about, into your routine with the clinical care when it's appropriate. And then lastly, we want you to be able to describe certain methods to successfully address common sound quality issues using the new and latest Unitron technology. Perhaps you've heard of it, perhaps you haven't, but I'm hoping you have heard of it. Be it from social media, from friends, from other people, hopefully maybe some patients. But more importantly, maybe you've heard it from our Unitron account representatives. But if you haven't, it is a pleasure to introduce to you to Unitron's newest platform Vivante.

And as you can see, it brings a lot of color. And it truly represents us. So it's very fitting as our new platform is all about enabling your patients to step into all life moments, to be at the heart of every conversation without missing a beat. Before we get into the software works though, let's have a quick overview and review of the Vivante headlines. So in keeping with the Vivante theme of liveliness and excitement, guess what? I have a video. So I am hoping you're jumping out of your seats or bopping around as I was. As you can see from the video, I'm sure you picked out that there are three key areas where Vivante really impresses.

So we have sound performance. Today's focus will be using TrueFit to set the new sound performance features, troubleshooting, and getting you comfortable so you can explain all of this to your patients. The headlines under sound performance is Conversation in Loud Noise, HyperFocus, and 360 Conversation in Car Manual Program. Next, new products designed for live. You saw we're kicking off with two new RIC devices. We really won't talk much more about the hardware today, but please feel free to ask any questions, and Steve will be there to help you. And Unitron's unique Experience Innovations. Since Log It All is such a key part of those experiences, we'll spend a good amount of time as well in that area too.

So what's new in TrueFit version 5.4? So what we're going to kind of cover here is new tool tips. Of course there are all the controls that we have added support for the new Vivante hearing aids, new configuration options for the Conversation in Loud Noise environment and Manual Program, as well as the 360 Conversation in Car Manual Program. Updates as I spoke about with Experience Innovations reflecting Log It All because of the new addition to that environment. And then we've got some updated training sessions and new training personas. And there's probably time for a little bit more as well. So there've been some real technical updates to the software and I'm just wanting to take a few minutes to hit on these in the events that you might be updating and installing a new software.

So there are some changes to Windows support. This is for everyone who might be software on an older computer. So Microsoft had announced that it'll no longer support Windows 7 or Windows 8.1. This means that those operating system versions will no longer receive updates including security updates. Due to this announcement, Unitron TrueFit will no longer install on Windows 7 or 8.1, beginning with this current version 5.4. And the other point that I'd like to highlight is the new FDA labeling that Unitron is required to include and you'll need to acknowledge. So the new FDA OTC guidelines

include new labeling requirements in the fitting software. Why is this showing up? Well back last year, the FDA released its final rule for over-the-counter hearing aids.

An important part of this rule defined our existing product portfolio as prescription hearing aids, as well as establishing the OTC category. Does this mean that, you know, TrueFit is going to be impacted in any way? Not at all. You just then would acknowledge and then you can continue to launch the TrueFit software. So since this is a software training session, let's kick it off with hopefully for majority of you. But if there are in our audience some new people, welcome. Where this is where we just walk through the ease of the first fit. With Vivante, you can get right in, start up, and set up. And this is the good overview and sets the tone for this sort of session here.

So in short, the user interface and workflow are generally the same with just a few new controls that allow you to work with this new feature. So once you've successfully connected the new Vivante hearing instruments with a new user, it will prompt the initial configuration. And there's a few steps that you just follow through, and then voila, you're completed. So the first step here is confirming your patient's information. So acknowledging that are they a first-time user or a long-term user down here. And then they'll take the information of the date of birth and the audiogram, and do a calculation to set the Adaptation Manager. Once you've confirmed that information, you would click Next. Then this one's a simple step two, you're confirming the acoustical properties of what you have actually fitted on your patient to match what is in the software.

And this drives optimal sound performance. The two that are very specific in making sure that they match for a RIC device here is we wanna make sure the receiver is matching and so is the earpiece matching here. The wire length and dome size is just for record keeping purposes. Once verified you would hit Next. On this step you're confirming your initial configuration. So here there shouldn't be many adjustments, but

if a need based on sound quality, here at Unitron we do use industry standard fitting formulas with the default at NL2. You can select a few others from there, be it NL1 or DSL. In regards to loudness, you may actually have to adjust the Adaptation Manager simply by adjusting the slider, and that will adjust the percentage of time it will still take to get to 100% gain.

And the last one, which is a key takeaway that I wanna highlight here is that there is a button here that sort of indicates to start the feedback test. But if there's one learning from this session, I would highly encourage you not to have to run that feedback test. And primarily it's because Unitron does have a feature behind the scenes to ensure that the feedback is managed, and that's through the use of the phase canceller. So majority of the fits, you should not have to run the feedback test and that really drives a wonderful user experience, because they don't have to hear those annoying tones when it's running that calibration. Once reviewed, you had hit Next, and then you're essentially done.

This actually just summarizes, and you've got a few shortcuts there if there are anything else that would require for some adjustments based on you know, patient case. So what we're moving along here is after you've done the initial setup, what's new is that we've added a new cool tool tip. So we've heard from feedback, and we appreciate our customer feedback here where it's these little things that actually improve the user experience of using our software. So what you can do is now you may not sometimes know what our terms, our features mean. Well with here, if you hover over the actual feature name, a little pop-up box comes up and provides you a little bit more of a definition and some clarity.

So anyone who might be a little bit newer maybe to our product portfolio, our feature set, this is a cool tool tip that can be super valuable since it's a lot of different features that you might have to collectively learn at the first time. So building on the idea of

features, how they work and learning more about them, let's get into our core discussion on Vivante's newest features. So here's an easy question, and I would like for you to actually, you know, pop your answer in the Q&A. What's the number one common complaint that your patients come in seeking for help? So I'll give a couple of seconds, and if there's any responses, Steve, feel free to unmute and just--

- [Steve] Yeah, they're starting to pop in. You can hear me okay. So I think we got some consensus going on here. I'm seeing speech and noise, understanding speech and noise, hearing in background noise, can't understand, I can hear but can't understand, so on and so forth. So was that where your mind was at Kristina?

- It is. My mind is heading that direction. It hasn't changed, it's still there when I was, you know, in practice and it still is today. So yeah, hearing in noise, you know, like speech understanding. Well guess what? We have a solution for that. So what's new is we're pleased to introduce two significant new features which will help address this challenging situation. So Integra OS, our system that automates our processing and blends environments has involved to include this new eighth, yes, eighth listening environment. Conversation in Loud Noise. And in this new environment there's also this HyperFocus, and that's our first Unitron's naravine, which improves signal to noise ratio for conversations in those very loud noise environments for when your patient might be in those really, really complex environments.

So I'll show you the main controls for using this Conversation in Loud Noise first as part of automation. With our premium level nine device, this feature makes it easy for your patients to navigate between easy and challenging situations without needing to push a button, or even access it via the app controls. Of course, the magic of Unitron is making these automated changes happen smoothly and comfortably. We want this to be seamless. And I'll also show you how to set it up manually for any patient who

wants that level of control that's super important to certain patients. So let's see how we set this up in the software. First let's look at the automation of Integra OS.

So remember, this is the new eighth environment. Isn't blended into the other Integra OS settings, but we want the automatic transition into that environment to be smooth, seamless and super easy. If we didn't do that, of course patients would complain about that switching artifact. So we have remained the sensitivity control as Integra OS sensitivity to add a little bit more clarity to the purpose of this control. The options and functionalities of this hasn't changed. The default you see on the screen is moderate. You could say that middle of the road sensitivity, and you can make it more or less sensitive. So you might make it less sensitive if someone notices that it is switching, or you might make it more sensitive if they struggle in that background noise.

In general, moderate works really well. So in a few moments I'll show you then some graphs as well that give more details behind the scenes. Let's look at this next part of the screen. There are three new controls associated with the Conversation in Loud Noise Program here at the bottom as part of the Integra OS automation. The controls are grouped together and placed at the bottom of the Configure Feature screen. So the first one, Active in Integra OS, defines if the program will activate within the Automatic Program. When enabled, as in default, the Conversation in Loud Noise Program will engage when the defined noise conditions are met. If disabled, the Conversation in Loud Noise Program will never engage within that Automatic Program.

But default, we would keep it enabled. The next one is the HyperFocus Activation Level, defines the noise level at which the Conversation in Loud Noise Program will engage within Integra OS. There are 10 selectable points on this slider. The values are grouped together as one of three text values. You may have moderate noise, loud noise, and very loud noise. And lastly, Motion Detector here defines if the Conversation in Loud Noise Program will engage while the patient is moving or in motion. When

enabled, which is the default value, Conversation in Loud Noise will not engage while the patient is moving in motion. When disabled, Conversation in Loud Noise will engage while the patient is moving in motion if the other criterias are met.

So simply that's a deep dive there, but in general we don't expect too many situations where the Motion Detector would be disabled. It is more of a safety control, making sure that patients are aware of their surroundings and not artificially cutting them off from sound sources around them. Perhaps if someone is in a situation where they wanted to prioritize comfort or focus. So these are main controls, they're pretty straightforward. Let's now switch topics and look at the setup of the Manual Control option. So for the Manual and Optional App instances of the Conversation in Loud Noise Program, only the HyperFocus strength can be adjusted. The three controls for the automatic program activation are not relevant here as the user has already made the decision to manually enter the program.

So the HyperFocus strength control determines the maximum strength of the beamformer that will be applied when the preset noise level at which the Conversation in Loud Noise Program will engage is reached. I will have some visualizations on this and how it applies. So just hang tight. As with other manual programs, the Manual Conversation in Loud Noise Program with HyperFocus can be provided by the hearing care professional using the Program Manager within TrueFit. This is a premium feature for tech levels seven and nine. It is also available as an optional app program for direct selection by the patient in the Remote Plus app. So think of Conversation in Loud Noise, something that's loud, you know, like really challenging, and a lot of the times for a simple one word, party.

So everyone's shouting, having fun, popping, you know, balloons or firecrackers. So that's how we've named it. You actually have to scroll to see all seven available programs here for the optional app programs. So just be mindful or engage, you know,

like your patient to give that instruction. So in both cases the manual program from TrueFit or for your patient adding it through the optional app program, the Advanced Feature screen is the same for the patient in the app. This is where your patient can actually adjust the equalizer, they can apply some more noise reduction, speech enhancement, or even the microphone focus here. With that microphone focus slider adjuster, that actually sets the strength setting of the HyperFocus as I had described in that previous slide.

So with all optional app programs, patient changes made to these programs, they'll also be visible and transparent for you as the hearing care professional when you would connect to the hearing instruments in TrueFit. And then I have two last software points I wanna bring up. First is this might be self-evident, but since Conversation in Loud Noise is a binaural feature, it's not available for monaural features or fittings. We've added some indicators in the software to just give you a friendly reminder. So hopefully enough there in sort of three different areas there. And next there is some extra indicators as a double check. There is also an indicator when this program has been maybe deactivated for a binaural fitting.

Okay, so now that you have a feel for the controls and the two main uses, automatic or manual for HyperFocus, let's take a minute and dig into the details of HyperFocus. First, let's look at our noise floor estimate. This is a technique used by us at Unitron to flatten out the peaks of speech in the noise for a more robust estimate of the noise floor in those complex environments. For the noise floor estimate, the numbers are lower than the typical dB SPL measures that we usually think of for noise levels. Next, like many of our other adaptive features, the strength of the HyperFocus is level dependent and the level where it turns on is the activation level.

For both automatic and manual, the strength of HyperFocus at a given time depends on the noise floor estimate of the environment. We're going to look at the activation

level in a different configurations and the relative strength based on the noise floor estimates in the next few slides. Finally, let's look at the strength. As we conceptualize strength, you can think of strengths as synonymous with the beam width where a higher number is more narrow or stronger, and a lower number is wider or less strong. In the coming graphs again, strengths is represented and displayed as a number on the vertical axis. So combine all of these together creates that HyperFocus experience. Since you might end up adjusting these based on a patient's follow up, let's look at how it works behind the scenes.

So first I'd like to emphasize that we're looking at the activation level here in the Automatic Program. I wanted to start here because this is the main use. In general, automation goes along with higher tech levels and just a better overall experience. Let me also start by orientating you here to this graph. On the horizontal axis here, you have that noise floor estimate. Again, this is an analysis performed by the device that helps determine what kind environments the user is in. On the vertical axis, you have a number representing the HyperFocus strength. Again, I would say the higher the strength, the better the directional beam width handles the background noise. So Integra OS, the Automatic Program, the activation level can be configured, but the strength of the HyperFocus cannot.

The activation level is both the minimum noise floor estimate level required to enter the Conversation in Loud Noise environment, and the starting point of the level dependency of that HyperFocus. So the default activation level is a noise floor estimate level of 59 dB, which equates to around loud noise in this software, and you can see down here. According to the graph at 59 dB, the strength of HyperFocus is pretty minimal. This helps make a smooth transition. As the noise level increases, moving from left to right across the horizontal axis, the strength begins to increase. Again, this gradual transition helps make this seamless and enjoyable for the listener, minimizing any jolting shifts that might come if it's activating at higher levels.

Once the noise floor estimate gets to around 65 or 66, then the max strength is reached. If the activation level is reduced to the minimum, so we've got here moderate noise, this equates to a noise floor estimate level of about 56 dB. You'll notice as well the level where HyperFocus reaches the highest strength is lower. You would want to make the activation lower to allow someone using automation be in that strong setting more often. For example, in short, if they're still struggling in background noise. If the activation level is increased to the maximum, very loud noise, this equates to a noise floor estimate of about 66 dB. This might be useful if someone needs more access to the environment, perhaps to do a job where they work in a noisy situation, like in groups, maybe like a chef.

Again, these controls are here to help you fine tune the experience after the first fitting. By no means do we actually expect you to proactively make these changes at the first fit. So I covered Automatic. Let's shift to talking about Manual Programs. So in Manual Conversation in Loud Noise Programs, the HyperFocus strength can be configured in TrueFit and also the Remote Plus app. This graph shows how the strength of HyperFocus changes depending on the noise floor estimate level. Again the HyperFocus strength is on the vertical axis, and the noise floor estimate here is on the horizontal axis. As the noise floor estimate level increases, the strength of HyperFocus also increases to a maximum level defined by the HyperFocus strength setting in TrueFit.

The important takeaway is that there is still some automation in the Manual Program to help make that transition smooth. One would assume that the user will change programs in a very noisy environment. If that's the case, they would likely get the strength desired. But if the noise floor estimator is a little lower than the level that triggers the maximum setting, it will only go that high. This ensures the feature will still adapt to the changing environment. Here you can see the level dependence of

HyperFocus at the default level. Depending on the noise floor estimate level, the strength of HyperFocus will vary between zero and five. Again, calling some attention to the smoothness, even during a manual program change.

If the HyperFocus strength setting is reduced down to two, the range of level dependent strengths and the maximum possible strength of HyperFocus is reduced. And if the HyperFocus strength setting is increased to the maximum value of 10, the range of level dependence increases, and the maximum possible strength of HyperFocus is increased. So when the HyperFocus strength setting is set to the maximum level, there is a 13, 13 dB range in level dependence. So that rounds out the technical, closer look behind the scenes portion on HyperFocus. So we're going to shift gears. To our other newest feature. So Vivante gets patients back on the road again. So our new 360 Conversation in Car Manual Program automatically focuses on speech regardless of where passengers are sitting.

So I'm gonna put my little geek hat on. So when 360 Conversation in Car is manually activated, it leverages the binaural system using each hearing instrument with the two microphones on both, so a total of four. This special design allows for the direction of the speaker to be quickly and accurately detected in this enclosed acoustical space. Once it happens, the directional focus is applied and is automatic, and there is noise reduction which would make sense. In the minimal instances where the default settings don't measure up, this manual program is configurable in TrueFit and is an added optional app program in the Remote Plus app. So we all know, since hearing in car is important and it's not new, we've tackled this environment in the past, and some of these legacy features are still available.

But this new 360 Conversation in Car is a premium level feature. It is available at the nine level. But we have now made available at the seven level, the longstanding Car with Speech Manual Program, which used to be in our legacy products only a premium

option. It does not have the automation direction finding and focus capability like the 360 Conversation in Car. But it does allow you to configure a static beamformer setup in TrueFit for an asymmetric setting that improves hearing to one side or the other depending on if the wearer is the driver or the passenger. So you could actually provide two Car with Speech Programs if needed to address both driver and passenger scenario. This program doesn't focus on the back.

And this is also not available as an optional app program via the Remote Plus app. So with the HyperFocus in a Manual Conversation in Loud Noise Program and the static Speech in Car Program both available now at the advanced level, level seven really leads the pack also in that segment. So since some microphone modes are adaptive for the 360 Conversation in Car, there are no associated controls displayed in the configure features TrueFit software. For Car with Speech, okay, if we added this as a manual program, the microphone mode focuses to the right or the left based on the speech direction that's been selected. The selection is made in the software for either a driver's side or a passenger side.

In the optional app program for the nine level 360 Car, follows the same rules as the TrueFit 360 Conversation in Car program. Remember, those tool tips I mentioned a bit ago, we have added new tool tips to which provides a brief summary of the microphone behavior for each program in case we may forget. So the order of the manual programs have also changed to reflect the newly available programs. Car with Speech is now available at the level seven and nine for Vivante. For Blu is only available for level nine. And then here you can see the manual program options for the new 360 Conversation in Car program, available only at the nine tech level. It can be added by the hearing care professional as a manual program from the Program Manager in TrueFit.

It is also available to the patient as an optional app program in the Remote Plus app. In the app, it is just called 360 Car. Patients can adjust the equalizer, noise reduction, and speech enhancement. In this case, the focus mic slider adjusts the dynamic noise reduction if speech is from front in this program. If speech is from other directions, adjustments to the slider have no effect. As with all other optional app programs, patient changes made again to this program will also be visible and giving that transparency for the hearing care professional when they connect the hearing instruments in TrueFit. So with the addition of that new optional app programs, the order of the optional app programs in TrueFit has changed.

So I wanna backtrack a little here to our previous feature discussion regarding Conversation in Loud Noise in HyperFocus. So here you can now see all seven, but as I had mentioned earlier, only six would be visible on the screen. Your patients would actually have to scroll down a little bit to see the the party. The optional app program for 360 Conversation in Car is called 360 Car. And this might be good to capture because this table provides a visual aid and a nice summary for the various car solutions that are available based on also the price point of our technology levels. So we've spent a fair amount of time reviewing 360 Conversation in Car, and as a summary, it's a manual program that has automatic functionality built in to adapt to the environment.

Car with Speech and Car/Plane are legacy features that also addresses the challenges in the car. As I said, Car with Speech in brief provides the asymmetric directionality, and other sound cleaning features to balance that sound, be it if you're a driver or a passenger. And then Car/Plane uses gain offsets and different sound cleaning features, again, to optimize the listening experience. Car/Plane is also labeled transportation under the optional app program. So now we're going to shift into Log It All. And so I have basically a question to pose, and for anyone who would like to provide if they are

a user of Log It All. And if you're new to it you're going to be wowed. Yeah, sorry, go ahead Steve.

- [Steve] No, wonderful. I said, it came up there, we've got a couple people chiming in now saying that they're using it, and on my side it cut out a little bit. I think the question was, please chime in if you're a user of it, right?

- Correct, yeah. So we've got some users and we may have some new ones. So let's be wowed by how Log It All really is impactful for the patient experience. So of course there are a little bit of changes so we'll talk about that too. So to reflect the new Conversation in Loud Noise environment and the realignment of environments across certain tech levels, we have made some updates to Log It All. We've added the eighth environment to the Conversation section here. As you know, the environments for each technology level have been realigned for Vivante. This is also reflected on the Log It All coverage screen via the red. So if they're actually at a lesser technology level and they're comparing it to the level that they're currently wearing, that's how you'll note what you're sacrificing based on the environment.

Or green, what are you gaining when you're actually going up in technology levels. So that's always been useful there. For tech level nine, any percentage that's actually greater than zero and less than 1% will always show our noticeable cyan bar to help visually emphasize the existence of time spent in Conversation in Loud Noise. We anticipate that that actual time spent in this environment will be low, okay, 'cause not everyone is always in those most challenging loud noise, but when they are, they've got a great feature, HyperFocus. However, the importance of the conversation that happens in that environment can be critical for your wearers. We encourage you not to dismiss the importance of the situation even if the time spent in that environment may be recorded as minimal.

So the Performance Screen has also been updated to show HyperFocus as noted by the asterisks if you can see there. The time spent in HyperFocus is included in the time spent with speech from the front. The situations have been updated to include Conversation in Loud Noise. So you can see there, and HyperFocus has been added to the microphone mode for the nine level. For other performance levels, the HyperFocus area and microphone mode are not shown, but the situation is shown across all performance levels with that little X below it. And on the feature list, we have renamed spatial awareness down here to Pin Effect 2 to align with the new naming, and added additional bullets to reflect the new Vivante features.

We've also added the HyperFocus illustration and description to help hearing care professionals describe the features to their patients. These changes are also reflected on the Technology Change Screen here. So now moving on to Experience Innovations. As I'm hoping all of you're aware, Experience Innovations are a core offering from Unitron. So we know that actually it doesn't just stop at the audiogram at the hearing test. Our Experience Innovations create and leverage data-driven insights that help you provide a unique and personalized hearing care experience both while your patient is in the clinic and while your patient is out of the clinic. So I want you to look for your Q&A and pop in, why does personalization matter so much? So the question is why does personalization matter so much?

- [Steve] Well in the absence of some folks, there we go, here we go. Because everyone is in different listening environments. There you go. That's a good thought for why personalization is super important. And I think not only is everyone in different listening environments, but even kind of their baseline sound quality is gonna be just a little bit different. You know, what they want their own personal preferences, it's going to be one of the main things out there. And then another comment that came through is it's a little bit of, you know, the zeitgeist here with how things are working is that

personalization is absolutely kind of the latest fad. It's one of those things that's on the hearts and minds of everyone in so many different contexts. So yep, absolutely.

- Perfect. Yeah, so no, it really does matter. And here's something that's interesting, a statistic here. So I'm gonna ask again, what do you think is the number of consumers, so our patients are consumers, they're you know, purchasing these hearing aids, that are more likely to make a purchase when offered experiences. So experiences wrapped around the whole hearing care process and journey that are truly personalized to them. So what do you think might be the percentage? Again, go ahead and find the Q&A and start dropping it in and get Steve off mute.

- [Steve] Sure, yeah, yeah. Are you, I don't know if you're seeing the percentages too, but I've got two here to kind of triangulate some things. We've got 90% and 50%.

- Perfect. So yeah, so we'll use those. So 90 and 50, so we've almost got it. There's actually 80%, okay? So here is a nice graph where you can see like 100 of your potential patients, and majority of them would make a purchase based on the experience that you provide for them. So that's why personalization in addition to your commentaries as well matters, because 80% of consumers truly desire this. So what we're going to do is take a look at some Log It All examples that can really help put some context around the topic and give you some tangible ideas for how to use Log It All in your practice. But before I dive in, this is something that is truly deep for me 'cause it's a game changer, is that there is so much value behind the use of Log It All.

And you'll be able to see what your patients have been doing and it's set up to show how well the hearing aid covers, you know, different solutions and how well it performs, so that way you as a hearing care professional don't need to make up reasons why the patients should upgrade, but the reasons to believe are right there in front of them. So it's really convincing. So let's have a look. So there are three characters. Based on time

we may actually not be able to go through all three, and that's okay. If you're interested to learn more, feel free to reach out to your account representative or your, you know, field trainer as well. So what we can do here, we're going to look at Calvin, okay?

He's using Insights here with FLEX:TRIAL. Calvin trialed level nine technology, and his data that supports the technology level seven. So we'll click on that one and see what his story is about. Okay, so let's consider an example of this and help illustrate how real world Log It All data helps to determine the appropriate technology level for a patient who has been doing a at-home trial with FLEX:TRIAL instruments. Actually I'd like to take a poll. Who here who's joining us actually does at-home trials, like let's the patient leave the clinic, and be able to trial the hearing aids before maybe making a, you know, a purchase?

- [Steve] Yeah I think maybe a good way to just respond, and yeah, we're getting yeses. I do skip FLEX:TRIAL all the time. Awesome.

- Good, perfect. Excellent. So here you'll see it in practice and how good Log It All is as well. So meet Calvin, we gotta set the stage here. So he describes himself as a semi-retired accountant who leads almost a quiet life. Like many patients, he struggles a bit to really share what his listening situations are like. You ask various questions to try to find out what his needs are likely to be. So, what he tells you, mostly he works from home where it's quiet. Though you eventually uncover that he does spend some time in noisy offices, particularly being an accountant during tax season. And he is actively involved in community theater and plays piano for theater productions, although you actually don't find that out until the second appointment after seeing his Log It All data.

But I wanted to give you that little insight here now. He tends to be rather thrifty but values quality and professional services. He is very happy to find out he can try

instruments before purchasing them. As with most trial fittings, you fit him with the premium nine level FLEX:TRIAL instruments to give him the best experience during the trial and encourage him to wear them consistently, for let's say two weeks to obtain that real world assessment data of his listening lifestyle. So Calvin returns. At his follow up appointment, he reports having had a good experience overall. Hearing his spouse and his actual clients noticeably better. But he is concerned about costs, and suspects he will do just fine with the lower technology level.

So you connect the instruments to TrueFit and open up insights to view his usage and Log It All data. You see he has indeed been wearing them consistently, and you praise him for this because now you have good real life data on his listening lifestyle. So based on his original description of having a mostly quiet life, you are interested to see and show him, that he actually spends quite a bit of time in more challenging situations and noticeably in music. Remember, technically you didn't know or he didn't disclose about his theater production. So you select the top two or three environments of note and ask further questions, and for example, of what these situations might be and how important they are to him.

So it appears that Calvin, like many patients, underestimated his lifestyle complexity. So it turns out that, and this is where you find, he is actively involved in community theater and plays the piano for the theater productions, hence the level of music here. He loves music and has seasoned tickets to the symphony, hence music here. And he and his spouse enjoy trying new restaurants which can sometimes be noisy, hence could be conversation in small group, in a crowd, even conversation and noise, and this little majority of Conversation in Loud Noise based on the loudness. So as the conversation progresses, you show him the coverage and performance scores of the lower technology level, five and three. So we've got the comparisons here.

So the three before, and then the five. And he can see what he would be sacrificing there in those red. It appears that neither of those would be the best match for his listening lifestyle. With further discussion, it is clear that the situations where a higher level would be better are important to him and he's been satisfied with the performance of the trial devices that were currently at the nine level in those settings. The level seven, so this is what we're looking at now too, does look to be a good match, 'cause you can see he's gained his music, you know he's actually being supported in some of those conversation based on the noise level. And so he's agreed that the seven level's an appropriate choice for him given the music environment and AutoFocus, which are important to address his needs.

So he decides to purchase the seven level and is reassured to know that if he later finds out that he does want the highest level, upgrade. Don't forget about Unitron's industry-only, industry-first, FLEX:UPGRADE is still an option down the road for him, so it offers peace of mind. So that is Calvin's story there. So we'll go back and we'll look at one more case scenario, and considering the fact that we talked about actually upgrade, let's use Janice here, using Log It All with actually FLEX:UPGRADE. So let's have a look here. So what we're looking here is illustrating the potential benefits of a higher technology level over a standard five technology level for this patient, Janice.

So Janice is a food truck entrepreneur with four high-end specialty food trucks that are very popular in and around the city where she lives. She hopes to expand further. So what she has is a moderate to moderately severe sloping hearing loss. She reported a busy life, but without any particular challenging listening situation. And it turns out actually that she has some over-the-counter instruments purchased in the last year, but she uses them inconsistently and wonders if she needs something maybe more a little sophisticated. So she decided to try again and chose mid-level technology, level five, ear receiver and canal instruments to gain features and options and with hopes of

higher satisfaction. She saw the value in your expertise, and had high hopes they would help in those challenging situations at work, at home, and for recreation.

So Janice has returned for a follow up appointment, one of several since her purchase, and continues to express some disappointment, particularly at work and during some other activities. You look together at her usage and Log It All data and find it has been quite consistent across several appointments. So I'm not sure if some of you know this feature, is that you can actually, from the left hand side of the Log It All view page, look at prior sessions. And so from the dropdown menu, you could actually pick, you know, a few sessions before to see how they were maybe at around the first fit, to where they are six months, 12 months down the road to see what variation differences it might be to the actual listening environments and where they're spending more time.

Moving to the Log It All screen, you see that in addition to her environmental coverage being lower, it's 56% in her current five technology level, than you might have expected given her original reports of her needs. And in particular you see that she spends a lot of time in those higher complexity situations, including 22% there in Conversations in a Crowd. And that 4% in our new eighth environment, Conversation in Loud Noise. So then her performance score, which is a suitability score, it's a collective of a lot of variables. So it's not of actual percentage, is also lower than expected. It appears that the standard five level instrument she purchased may not be quite the best match for her lifestyle based on her own real world data.

So this actually prompts further questions to generate discussions about her more specific lifestyle and needs and the importance of this data relative to concrete her experiences in her real life. So you may be asking examples of situations with high noise, both with and without speech present. She tells you a bit more about the nature of her work as owner of her very busy and expanding food truck business. Sometimes she is in business meetings with patients and vendors, or planning and coordinating by

herself, but still surrounded by a lot of noisy industrial kitchen equipment, like refrigerators, ovens, fans. She also regularly works in the food trucks, particularly at especially those busy and noisy location events, like street festivals.

In the food truck, there is a lot of noise in the small kitchen, with speech from her team coming from all directions. And she also needs to communicate with customers through the food truck window. So as you can probably imagine, it's a hectic, noisy environment where fast and accurate communication is pretty critical. Given the importance to Janice of the situations where she still is having difficulties, and the evidence showing that her lifestyle is more acoustically demanding, then she realized a higher technology level seemed justified. And we can see here by just selecting from a five up to the next technology level, even looking at where speech is coming from and where she would get better support, she's now getting more accessibility and ease from the front.

She's getting a little bit more ease from the side, not as optimal as coming from the front. But if we select the premium technology level nine here, in this case, given the amount of time speech is coming from directions other than the front. So you can see, even though it's half the time from the front, but collectively from the side, it's over 30%, and she's even got quite a bit, you know, that's coming from behind. AutoFocus 360 at the nine level is particularly relevant, because customers are speaking to her from the front in the very noise environments where she works in the food truck, and then maybe her employees are, you know, talking to the side and behind her.

So she would truly get a lot of benefit from the AutoFocus 360, and then from the front, she gets the benefit of that narrow beam, especially if that noise floor in the truck gets louder, where HyperFocus and would engage. So after you explain all of this, she is eager to try it and pleased to find out temporary upgrade is possible to see if there is benefit before finalizing the upgrade. So straight from here, you can launch the

Technology Change Wizard by clicking on that change, and it takes you right into actually the wizard. You would follow the wizard to complete a temporary upgrade. And that temporary upgrade then allows her to be in that temporary upgrade for anywhere up to six weeks.

After that, the hearing instruments actually then start to beep, give an alert, and they neither revert back to the purchased technology level, or remain in that temporary upgrade level. Janice would have to come back into the office to see you and have a discussion and then determine if she's moving forward with that purchase. So I would like to share actually a testimonial. So this is actually from a hearing care provider that's up in Canada. "Using the specific Experience Innovation feature, Log It All, is impacting my patient's decision in moving forward with choosing hearing devices. Working together and visually seeing the details is truly the most honest decision in the recommendation and acceptance for the end user.

Hence a very satisfied patient," hence a patient that would probably also refer. So we're almost rounding out our session here, and there's just a couple of other things just to spotlight. So just a couple of other updates with our software. We are now allowing gain to exceed feedback threshold. So this is where in the past, we did have this option and then it was actually for temporary time removed. So we now have made it become available. So with Vivante as well as now Blu products, because this is actually backwards compatible with the latest software of TrueFit version 5.4, you'll now actually be able to, if you had to run feedback, be able to give yourself a little bit more of cushioning up to five dB there.

And then the other little change is the volume beep configuration option changes here. So we've made some changes to the volume beep configuration options. So for our legacy product, Blu and earlier, you could choose to separately enable or disable the volume minimum, maximum, and volume ideal beeps. And the volume step beeps. For

Vivante, we have combined the volume beep options into a single control. All three options here, the volume min, max, volume ideal and the volume step beeps are available via a single dropdown. All three can then be enabled, disabled via a single volume beep enabling configuration there option. So what did we all cover here in today's session? So in summary, with TrueFit version 5.4, we covered the new tool tips, all of the controls that we have added support for the new Vivante hearing instruments, new configuration options for the Conversation in Loud Noise environment and Manual Program, as well as the 360 Conversation in Car Manual Program.

We also then talked about the HyperFocus, and the level of strength that it offers up. Updates to Log It All to reflect the new environment, and we provided you a few scenarios of how Log It All is so impactful and drives that patient experience with those new training personas that we have. So I'd like to thank everyone for joining myself and Steve today. We've covered a lot of ground, so of course if there's anything after you've marinated on this topic, please feel free to reach out to one of your account representatives or your field trainers. And as always, I want you to go out, and not only love the experience, but love the Vivante experience.