

This unedited transcript of a continued webinar is provided in order to facilitate communication accessibility for the viewer and may not be a totally verbatim record of the proceedings. This transcript may contain errors. Copying or distributing this transcript without the express written consent of continued is strictly prohibited. For any questions, please contact customerservice@continued.com

Illuminate Speech with Unique New Products from Phonak

Presenter: Alyssa Ricevuto, AuD

- [Alyssa] Thank you so much. Hey, everybody. Thanks for logging in today. I'm Alyssa Ricevuto, Senior Clinical Trainer with Phonak, and so we're gonna go over "Illuminate Speech with Unique New Products from Phonak." Like Anna said, if you do have any questions, I pulled up the Q&A window, so I'm gonna be watching that so we don't have to wait till the end. So please type in any questions that you have in there, and we'll go ahead and get started. By the end of the course today, I hope that you'll be able to describe SmartSpeech Technology, be able to list our new products, as well as describe one of the major new benefits with our new and our newest addition to the Roger family with our new Roger On.

We launched our Lumity platform last fall, and we've had just tremendous responses from you as our providers, from our patients. And so with the Lumity platform, we introduced the SmartSpeech Technology. I wanna go over this because I feel like a lot of people don't know about it and aren't using it to its maximum benefit. So this is our collection on screen of all of these features that AutoSense OS 5.0 seamlessly adapts. Each of these proven features are designed to improved speech understanding or reduce listening effort. So you'll see that we have a lot of research to share about this, but this whole bubble of SmartSpeech Technology, this is going to be able to support our Lumity platform.

So that's what you'll see as we go through today. And really in all and everything that we do and have done with Lumity is going to give your patients that extra reduced listening effort so we can free up those cognitive resources. With this edition we have the SpeechSensor, and this is our spatial speech detection algorithm. And it benefits our patients because what it's doing is constantly monitoring the environment. It's creating this 360-degree picture of what's going on in the sound environment, and the results that we see are these improvements in speech detection, knowing the direction of where sound is coming from, and it's looking for that primary speech signal in a very

challenging listening environment. In addition to this, we extended other features that were very successful with Paradise now and a Lumity.

And this is one of my favorites, this is Speech Enhancer. I feel like this feature does not get used as much as it should, but Speech Enhancer, with our Lumity wearers now, is an adaptive feature that's been designed to enhance those relevant cues of the speech signal in quiet. So this is located in the com setting in our software in that 90-level product, and it's going to look and search for where speech is coming from and it's gonna activate and increase those soft input signals, so 40 to about 50 dB. This is a nice handle for patients who maybe have a soft-spoken loved one that they're having trouble hearing. Maybe grandparents are saying that they can't hear their grandkids very well.

Maybe the loved one has just a softer vocal quality that it's hard to hear. And then my other favorite way to use this feature is through patients who are wearing masks or going to the doctor and masks are still being used, and it's just hard to hear the physician or anyone they're trying to speak to or hear in that type of environment. In addition, we have new research regarding this feature. So if you haven't been using it, please start because we have proven results with this. So in an external study that we completed in Oldenburg, Germany, what we found out is that Speech Enhancer can provide up to 23% better speech understanding in a quiet environment from 13 feet away.

So think about this, this is something when I was in clinic, I would hear all the time that patients would say, "I don't hear my loved one." And they're in another room, and you're thinking, "Huh, yes, they're in another room. You're not going to hear them." But with a Speech Enhancer and the activation of this feature in Lumity, we are seeing that patients can hear in a quiet room. Additionally from another room, we're seeing this speech intelligibility that's been improved significantly by 18%. And Speech

Enhancer's also reducing that listening effort by up to 20% for those soft speech inputs from a distance. So just again, putting this into real life terms for us, we are able to expend less energy to hear because we're able to hear those soft-spoken people, that soft-spoken friend or that soft-spoken loved one or that soft-spoken physician even in a doctor's office.

So we're able to connect with Speech Enhancer in those quiet moments. But I don't want you to just take my word for it. We have reopened our PARC research facility, so it's Phonak Audiology Research Center, and we shorten it to PARC in Aurora, Illinois. And we're bringing in patients again and we're able to do research and we're able to get these really great, real-time responses from patients who are using our products, wearing our products, and now testing out the newest and latest and greatest. So I'm gonna share with you one of our research participants. She's a longtime hearing aid wearer, and she's just going to share some of her input about Lumity, about the sound quality and some of the things that she's experienced.

- Yeah, they're very clear.

- Okay.

- I haven't had to ask people to repeat things as much.

- [Physician] Okay, good.

- You know, especially when I don't know they're gonna talk and they suddenly start to talk, you miss the first couple words and it's like, uh. No, that has not happened.

- Oh good.

- They're comfortable. They don't feel like, you know.

- [Physician] Okay, good. Well that's neat. Yeah, you said-

- [Alyssa] Well, I'll stop it there. I don't need to have you listen to the whole thing. But my biggest takeaway from this, as I hope that you see as well, is she's reporting that the devices are very clear. She's also went on to say that she doesn't have to ask for repetition very much. She feels like the clarity and the volume are outstanding. And then she shared a story a little later on about one of her grandkids noticing that she doesn't have to ask for them to say things over and over again. So again, just really great feedback that we're seeing about the Lumity devices really meeting the expectations of what patients are hoping for in a device.

I wanna highlight a few other performance features that again, I feel like go unnoticed often. So one of them is SoundRelax, and this is another important feature. It's available in our 90-level technologies, our 70-level technologies. And we've had this for over a decade in our products. And this is going to reduce those impulse sounds while preserving sound quality, and reduces that stress or tension when a patient's listening. So in the software, you'll see where it's located. If you did wanna make any adjustments or any changes to this, that will be under the Calm situation. And then you'll be able to click into Program options, and you'll be able to change or increase the effort of that SoundRelax and have it work a little bit harder for your patients, if they need that.

Another feature set that is available is WindBlock. So this is available in our 90 or 70 or 50 and our 30-level technology. And this is new to all levels of technology, but again, a feature that we've had in our products for a long time. So the benefit here is just being able to hear in those noisy environments, sorry, those windy environments where wind is an annoyance for somebody. So just looking at what it's doing, again, this was a

requested feature. And something that's come up for us in the past where patients have said, you know, "In the convertible, the wind's really loud, or on the golf course or when I'm playing tennis, the wind is bothering me." So our WindBlock feature, this is going to, is our adaptive algorithm that's going to automatically just suppress the wind noise that's happening here.

So helping those patients hear better in the outdoors and reducing and removing any of that annoyance of the wind noise. So we looked at some performance features, there are many, many more, but just some of those are to be highlighted because that's something that we're focused on. In addition to speech understanding, we are looking at other ways that we can develop and create better hearing instruments. So we have and are on this continuous improvement journey for our products to better support you and in turn to better support our patients. So just a few key things to know about us at Phonak and things that we're working on as far as reliability goes. So on this long-term strategic focus for us, we are looking for ways to make these products even better for our patients.

So you'll see quality improvements that we've made as well as just satisfaction for our patients. So a couple numbers that I wanna share, a couple claims that we have been able to validate is looking from iteration to iteration. Moving from our Marvel to Paradise, we saw a 40% improvement with service rate. So devices are coming in less and less as we go from platform to platform. Just case in point, our Paradise to Lumity platform, again, we've reduced that service rate by now down to 30%. So continuing to create products that are reliable, that we can count on, and giving you these exciting claims that you are proud to fit and you feel confident in fitting, and giving your patients just a really good product.

So today I'm so excited to share the latest addition to this line, to this line of great products, to this line of products that we're gonna give with that great reliability. So we

have our Audeo Lumity R, our RT, we have our Life product and now we have Slim. So Slim is going to give our patients another option to choose from. With Slim, in the introduction of Slim, that means that we have a new charger. So we have the Phonak Slim charger, that's the dedicated charger that we're gonna use with these products. Just extending our Lumity portfolio for you to give to your patients an even greater range of products to choose from that are going to fit their needs and the way they want them to look and feel.

All of our devices are compatible with the myPhonak app. All of our products are compatible with the myRogerMic app. And all compatible with our Roger microphones. So we have so many performance features. So this is Phonak Slim. It's unique, it's elegant, and it keeps your patients connected. It's a hearing aid with a stylish design, intuitive controls, and it's going to allow your patients to confidently immerse themselves in conversations. When we designed this product, we wanted to give patients a product that really met a modern hearing aid user, giving them this different color option, two tone, sleek look, appealing design, but also inside giving them that improved speech understanding experience, giving them that reduced listening effort. So you'll see that with Slim, we're giving patients not only a cool look, a wider range of options for patients to choose from, but you're not compromising sound quality, and they're getting that universal connectivity.

So Slim connects, just like Lumity does, to myPhonak app and to smartphones, to flip phones, to Android, to Apple, tablets, computers, the list goes on. This style of instrument also is going to help patients express their unique style and individual personality to a fuller extent. So looking at a patient and who this kind of appeals to, it's sleek and this design really appeals to a lot of patients that maybe want something that's a little bit more unique, a little bit more technologically based, has a cool look and feel. This is a world's first as far as the way it's shaped. So it has a very unique

right and left contour. And this ergonomic shape is going to allow the device to naturally contour behind the ear, behind the head.

So Jessica, I just saw you asked a question, I'm going to answer it right now. So you put in the Q&A, that which ease of use feature allows patients to accept or end phone calls without using their push button? That is our Tap Control feature, and Slim has that. So you're able to just do a quick double tap, either on the right ear or on the left ear, and it'll pick up your phone call, hang up your phone call. And then you can configure our Tap Control feature if you wanna connect to the Google, to Google or to Siri. I don't wanna say her name too loudly. All the things will wake up in my house.

So this will allow that feature set, Tap Control is the easy-to-use feature that you're looking for. So I wanna take a closer look just at the design of this new Phonak Slim. So it has this seven-degree, perfectly angled contour of the head shape to it. So this is going to help you, just help your patients put the devices on, but stay on, not flip off. And I like to describe it as a little head hug. And when you get your trial devices or when you order a pair, put them on, and you're gonna see exactly what I'm talking about. It contours so nicely to the ear. So when you have patients that just have a lot of stuff on their ears, glasses, oxygen, just all the things, this is a nice way to give them another product when they have to capture all those things upon their pinna.

It's just a smaller Slimmer design. Additionally, what you're also going to get is you'll have this right and left lettering. And it's going to be distinctly labeled with this L and this R. And another way to tell and differentiate is, inside the rim where your pinless receivers get pushed in, you're gonna have a blue outline and then a red outline. So we really tried to imprint these, make the markers easier to see, easier to read. My other trick with this is when you get them, you'll see over on this little guy over here on the left side, the Phonak name, that print is always gonna face the head. So that's just another way to decide how the right and the left ear should go.

They can be charged, I'll show you the charger in a second, in the right and left ports or the left and right port. So that really doesn't matter, but this is just an easy way to differentiate and to tell what's your right and what's your left. Mason, you asked a question, "What's the difference between Lumity and the Slim? Is it only the shape?" Yes, absolutely. So it's only the shape. This is called Phonak Slim. But it is built on the Lumity platform. So everything you know and love about Lumity, all the great performance features we just talked about and more, the connectivity, everything that you have programming wise that you're used to with Lumity, you'll do the same thing Now with Phonak Slim with this very unique shape and this very different housing.

So I don't want you to just take my word for it, I want you to just see another participant from our at-home trial. She trialed Slim, and she has just really great feedback of her impressions of how it fits and how it feels. I loved getting the patient testimonials with this, so I definitely wanted to share that with you. So I'm gonna play that for you right now.

- I love the shape. Holly, my daughter, even thought that it was a better shape. So, so positive about that.

- Yeah. But then it says, how likely would you prefer these hearing aids over your own hearing aids for your next hearing aid you purchase? And you could say not at all, likely, or very likely.

- I probably would very likely, and one of the main reasons is the shape.

- Okay, okay.

- Because I just think it's, it stays in place better and I'm not worried, you know, about taking out my glasses or-

- Yeah.

- that, so-

- [Alyssa] And she's just one of many that just keeps reiterating that she loves the shape, she loves how they feel. We're hearing this feedback all the time. So definitely when you get your devices, pop these little babies on, feel how it feels around your ear. I think you're gonna be quite impressed with just the nice contouring behind the ear. I love the way that the Slims fit on me.

- I love...

- [Alyssa] So Phonak Slim is going to come in two, in, sorry, four, two-tone housing colors. So each of the devices will have this black undertone, and then all of the inch to kind of mimic a shadow effect on the ear. And then you have four options on the outside housing. So you'll have your silver/black combination, you'll have your sandalwood/black combination, your copper/black. I love this color. It's just so vibrant. It's just such a fun color. And then graphite/black, which we fit on someone the other day, and he's a tech guy, and it just looked so cool. It matched his glasses really nicely, but he was like really proud to wear them, so he just was, like, really wanted to showcase them.

It was a really cool color combination for him. Jessica, your question was, "What is the fitting range for the Slim? And to what extent is it similar or different from the Signia Styletto?" So we'll go over fitting range in just a moment. And just a few differences between the Styletto is that we have a button on our device, and we'll go over that a

little bit more in detail. And the devices do not need the charger to kind of wake them up to connect to the computer because you can power them down, power them back up. But just the ease of use with connecting them because they're already assigned right and left ear, it's a little easier to just immediately connect them to the computer and go.

So a few separate differences between the Signia model, as well as that seven-degree angle. That I think is the biggest difference even compared to normal Lumitys. Putting this Slim on, you really feel the difference from even just a rechargeable Lumity to the rechargeable Slim. So definitely kind of feel it for yourself and do a side by side. Curious to know from you guys if you wanna type in the Q&A, what do you think about these colors? Do you think that these are appealing? Do you see any that you would wanna add a color? Because we always take suggestions. So I had a couple people me some other suggestions, they wanted some more like you know, pastel colors.

I don't know if it's 'cause it's Eastery time, but do you have any other recommendations for colors that you feel like patients would want? Definitely type in that Q&A and we'll take those suggestions and see if we can make other color options happen in the future. So Slim is going to come in two performance levels to start, and then we're gonna be launching our 50 level a little bit later in the year. So our 90-level technology is going to give your patients that full access to all of those benefits that we talked about in the beginning of our session today. They'll get StereoZoom 2.0, they'll get SpeechSensor, they'll get EchoBlock, they'll get my favorite feature, Speech Enhancer, automatic access to all of these feature sets in this beautiful little bubble here around that 90 level.

And then your 70-level users, they're going to get that great sound quality, they'll get the adaptive algorithm, they'll get our APD, Adaptive Phonak Digital 2.0 algorithm. They'll be able to have access to StereoZoom 2.0 if you add that in as a manual

program, then they'll be able to have access to that, extra ability to hear in background noise. And then of course, full access to those heritage features for comfort and performance like SoundRelax, like WindBlock, like Motion Sensor Hearing. That is another great feature set that's just in a 90 and a 70-level just automatically, as well as Dynamic Noise Cancellation. So Jessica, this will go to answer your question from before. We have the two performance levels. We have trial devices that will be shipping at the end of the month if that's something that you need to order.

Those will be available when we start shipping these at the end of this month. All trial devices, just like our typical products with Phonak, will have Roger receivers installed, making demonstrating Roger simple and easy so your patients can listen and hear those wow benefits of what Roger can do to help them hear in noise and over distance. You're going to use your same receivers, our standard SDS 4.0 kit. And you're gonna be able to have the compatibility with our S receiver, our M receiver, our P receiver, as well as adding on an ActiveVent receiver. You'll notice here something that's missing and you'll see why with our Slim case in just a moment. This is not compatible with our UltraPower receiver.

So just keep that in mind for your patients. We'll be able to fit mild down to severe but not that profound kind of, or hit fitting range for our patients who are in Slim. This will accommodate all of our domes, so from Cap to Open to Vented to Power, as well as the acrylic. And then of course my favorite, the silicone Slim tips are just the softest and most comfortable molds that we make for your patients that want that comfort and that extra retention. So definitely think about that for anybody, like Jessica just put in the chat, that a good fit for Slim would be younger professional patients. We can definitely put some edgier colors in there.

I love that recommendation of blue steel. But for your more active patients, that's when I always recommend adding the silicone Slim tip. It's just such a great way to stay

comfortable all day long but get that extra retention. And it's so easy to clean 'cause you can just take the sleeve right off, you can clean it however you wanna clean it, dry it out and then put it back on. So I am a huge fan of the silicone Slim tip. So what do patients desire? This is hugely important for us as a manufacturer. And for us, it's really important to understand what's motivating our patients to get devices, what's motivating them or kind of preventing them from getting them, what features are they looking for?

So apart from speech understanding, which we just get better and better at with every generation of product, we looked at a market track survey. And this one that I'm gonna share with you now was conducted in 2022, and it asked people who had purchased hearing aids in the last five years what was most important to them, what feature was important to them. So these are our outcomes, these are our findings. So 75, sorry 72%, said that volume control on the hearing aid itself was important. So that was important to us. 53% said a program button to change the hearing aid response for different listening environments, like a restaurant or outdoors or being on the telephone, that was an important feature.

And then 52% said that they wanted to have a device that had rechargeability, that had an integrated battery that was never removed. So that is something that we were focused on as well. So you're gonna see that in Slim. We delivered that. So this push button is going to support almost those 75% of patients who said they wanted that push button feature. And you'll notice that we've replaced our typical rocker switch on Lumity. So you'll have your push button. On the right ear, it'll be your volume up. On the left ear, it'll be your volume down. You can configure this with a short press, like so for volume. You can also have a long press to be programs.

You can fit this as a pair, you can fit this as a single fit. And so for your unilateral wearers, you can set them for either volume up or volume down. So however you

wanna set it, it'll just cycle around. And remember you're able to connect these to the myPhonak app. You can also use our traditional remote control for any patients that maybe don't have a smartphone or don't want that as a function or don't wanna use their telephone. They can connect with our Phonak remote control. Jessica, thanks for that other suggestion. Metallic pink, which I'm a huge fan of. I love anything pink. And then opal-like white. Yes, I'll put all of those in as recommendations.

I love those three, steel blue, metallic pink and opal white. Thank you. So I wanna give you an overview of our newly-designed and magnetic Phonak Slim charger. So love the shape, love the portability of this, so it's not just conveniently shaped. It doesn't just like hug our devices in here for Phonak Slim. It's so simple to clean, it's easy to carry. So those patients, just like you were saying before, Jessica, like the younger, more professional patients, maybe patients should just travel a ton, this is just like the charger ease. It has that magnetic insertion so you just pop, pop, pop, those little guys in, pop, pop, pop them out. And we gave it the same portability as far as charging.

So this does have a built-in voltage regulator. It will come with the wall plug, it will come with the cord, but you can use anything, you can charge it anywhere. So we're just seeing a lot of updates to not only the charging cord, so we're using what seems to be the digital charging standard lately, the USB-C to USB. But you can charge this anywhere. So I was on a plane the other day, you can plug it into the back of the seat, you can plug it in in your car, you can plug it in anywhere, let your computer charge it. But we're making things easy to charge. We're going to give patients an easy quick charge too.

So if their devices are totally dead to full, they'll just pop them on here for less than three hours, and they'll be back to a full day of charge and use with a quick and simple charge. So we designed this to last for 16 hours, just like all of our Lumity products. And the way we test it, just to give you a little bit of insight, is eight hours of just

acoustic microphone using the automatic features of AutoSense OS, using that artificial intelligence of the chip set itself. And then we break it down to a more aggressive and heavier battery drain with Bluetooth Classic, and that'll be about four hours. And then we go into just a light energy drain.

So Bluetooth Low Energy, connected to the app, connected to Roger, just something a little bit more simple that doesn't require as much of a heavy battery drain on there. So 16 hours for most of our users. So this is going to be available to order right now. And then again, like I said, we're gonna ship at the end of the month. This is a nice comfortable fit, goes right behind the ear. And it's not just smart on the outside, it doesn't look just cool on the outside. We're giving you all those same Lumity feature sets that you're used to with your fits for Lumity and from Phonak. So a little bit of an update again on the made-for-all connectivity.

I brag about this all the time because I don't know how long we'll get to, but we still are the only company that allows for these two active Bluetooth connections. So for those of you who are not familiar, this just means that your patients have that ease of use, connected to their telephone, talking on their phone, hang up on their phone and then they can go right back to their tablet or maybe their iPad and stream something, and just go back and forth really simply and easily to use those two active Bluetooth connections. It means no disconnecting, no reconnecting. It just goes back and forth, back and forth, however you wanna use your products and devices all day.

Phonak Slim has the push button. You can access Tap Control, so you can access your Google Assistant, you can access Siri, you can pick up your call, you can hang up your call, you can pause, you can resume streaming, all from that double tap on either ear. And then the myPhonak app gives that additional level of customization for your patients, gives that additional health tracking if they wanna have access to that, gives that additional way to connect to you with remote support and be able to connect to

you remotely. So we've updated the myPhonak app. Your patients will be able to easily connect to this. There's no need for you to change or do anything with firmware or anything, but just make sure that they have the most current and up-to-date myPhonak app.

This means they'll be able to access those steps and those activity levels, their wear time, look at their devices. Maybe they wanna change some of the Tap Control features or they wanna change the Auto On feature. They can do that all from the app. They don't need to rush in to see you. And, of course, if they did or they wanted to, you can connect with them to make those quick adjustments while they're on vacation or while they're traveling through remote support with Phonak Slim. AutoSense OS 5.0 is really orchestrating all of what Slim is gonna deliver to your patients with SmartSpeech Technology, giving your patients those features like Speech Enhancer, which you know from listening to me for the last little bit that I'm obsessed with.

Being able to have that decreased listening effort, giving your patients that made-for-all connectivity, giving your patients that hands-free experience, being able to personalize this and engage with you with remote or just be able to make programs and customize their listening environment. And of course, they'll be able to have full access to our entire portfolio of accessories as well as Roger. So with Phonak Slim hearing has never looked better. So let's talk a little bit about Roger, and I wanna introduce you to our latest improvement in the Roger family. But before we do, I just wanna go over a little bit about Roger and show you why it stands above other remote microphone options.

We have the beautiful ability to give your patients that adaptive sound quality. So the way that Roger works is with this adaptive technology. It's continually measuring and analyzing the surrounding noise level. and then the Roger microphone is gonna adapt that volume that your patient's receiving. If the noise level increases, then Roger's going to adapt accordingly, increase that speech signal above, keeping that speaker's

voice above all that background noise. It also provides that adaptive frequency hopping. So we use this, the 2.4 gigahertz bandwidth, and it's just hopping around to be able to broadcast these little small packets of sound and information. It's going to be secure. We're not gonna have any bleed over, we're not gonna have any issues when we travel because it will stay secure and connected.

It's gonna work the same way it works where I'm living, as where you're living, out of the country, wherever a patient might go to, because we're able to have that safe and secure frequency hopping to ensure that we're blocking other channels and we're not gonna have any interference and we'll always have a good connection. Additionally, we have the ability to create a MultiTalker network. And so we're creating these modes where you have access to multiple talkers and connecting those talkers and a multiple network system of microphones. Unlimited people can connect to one of our Roger microphones. So if you somebody who's maybe utilizing one of our microphones and they want to tap into somebody else, we're able to kind of link everybody together to use that one microphone.

You don't have to have multiple microphones. The microphones are gonna automatically recognize where the sounds coming from and just automatically orient themselves where they are in space due to that accelerometer that lives inside all of our devices. So if you're pointing it at somebody, it knows it's in pointing mode. If you're wearing it, it knows it's in presenter mode. If you set it down on the table, it knows it goes into table mode. And then it's looking for those six, within those six 60-degree beams where speech is coming from, automatically adapting that noise level so it's lower than that speech signal. So it's just all happening in real time with no delay. And then my favorite thing I always like to talk about with Roger is the compatibility.

There is just a clear advantage, if you don't even take in account to those three above, compatibility with Roger, because you can configure Roger to work with almost any hearing aid. You can connect to other manufacturers, you can connect to older Phonak products. You can connect to older hearing aids from other manufacturers, you can connect to implants, you can connect to BAHAs. So if your patient has either another accessory, or they have a device that has a T-coil in it, there's a way that we can make our Roger compatible to them. So I can tell you all about this, I can tell you all these features, I can tell you all the highlights, but we have Roger benefits that are also well documented.

We know Roger's excellent for one-on-one. We know that Roger boosts speech intelligibility in a group. We know it boosts speech intelligibility in noise. And this information is from a study that we did, and it was completed by Linda Thibodeau. She does a lot of our studies, and it just evidence that patients who are using Roger reported a 61% improvement in speech understanding when they were in a group. This is such a huge boost to not only using a Phonak plus Roger, but just a Roger system in general. And it's just an improvement over a typical remote microphone because we can get further with Roger and we can improve that signal much more than we can with a remote mic.

Roger's everything in one, so it is that great boost for that one-on-one group, or one-on-one situation. It's that great boost for a group situation. It's great for hearing better in the car. It's great for hearing better at a meeting. It just does everything. It's a streamer. It's every accessory packed into one. We also have other updates that we found, that 60% of patients who use Roger actually don't have the hearing loss that you'd imagine would use Roger, in my opinion. I think you know a patient's going to have severe loss, they're gonna definitely need a Roger, or they have a profound hearing loss, they have to use Roger. But we actually pulled some research from Target

software itself and with this Cooper data, we found out that most patients who are using and benefiting from Roger actually have a mild to moderate loss.

So I'm curious if that surprises you because it totally surprised me. Again, I was thinking this is going to be for your, you know, severe-to-profound patients, and everybody who has severe-to-profound loss definitely should use it. But what we found and kind of reasoning why our more milder losses are using it is that they see the even bigger benefit of using Roger, of hearing even a little bit better in that noisy environment, hearing a little bit better at dinner, hearing their spouse a little bit better in the car. Their noted improvements seem to be a little bit more than our patients in that severe-to-profound population. So think about that next time you are seeing a patient or recommending something, that a Roger system really is for everybody.

And give your patient the opportunity to try it out and try it out early so that they can see and hear the benefits of Roger. I've heard some people describe Roger as a third ear and using that as a compliment to help your patient's lifestyle. I've even seen different providers recommend maybe a technology lower than they normally would if they're gonna add on this third ear or a Roger microphone. And I've seen patients be incredibly successful. Maybe they don't get the top top of the line, but maybe one below plus Roger, you're really getting an even better system than just a hearing aid alone. So kind of think about that as well when you're making recommendations or even considering this to be and have a recommendation to your patient.

So Roger On is going to give that performance to your patient, that ease of use to your patient, the compatibility. And when you're able to use a Roger plus Phonak, you get the ability to install those receivers in Roger from Roger into the hearing aids, so you have no neck loop, you have no intermediary, you're just free to roam around. And Roger just seamlessly works when you turn it on, it connects when you shut it off, it goes back to the hearing aid mode. So just even thinking about combining Slim and

Roger On is giving your patient just this extra, modern, unique solution that's going to allow them to hear even better wherever they are. Jessica, you put it a little note in the chat, does not surprise you as an educational audiologist, the most hearing loss degree in children is mild, and all of your kids use Roger.

That is such a good anecdote. Thank you for sharing that. Again, just thinking about a Roger is for everyone. Roger can be used by everybody. Even hearing, and you probably know this as an audiologist for education, is that our DigiMaster speakers are such great tools to use in any environment, for adults, for children to hear when you're doing a presentation or just hear better in a classroom setting because it gives you that 20 dB signal improvement, and it helps you just have that ease of listening when you're in that environment. So thanks for sharing that. That's really great to hear. So this is our latest version of Roger On. This is going to give this very special new functionality, Headset mode.

So you're gonna see this. We love our icons on Roger On because you're able to see what it's actually doing, which is just delightful. So when your patient is connected to the computer with a USB cord, so you'll see in this picture right here, what the Roger On Version 2 is going to do is make the microphone itself act like a headset. So I'm talking to you all in a headset right now, but if I had my Roger On Version 2, I could just talk with it clip to me or talk with it on the table or talk with it kind of tilted to the side. Whatever orientation it's in, it'll be in this Headset mode. So I'll be able to hear you all, and you'll be able to hear me.

So we're using this two-way voice streaming so that everybody can benefit from using this Roger technology. So this is a great way to connect your patients to the computer. I always recommend this for our streamers. In the past we weren't able to have the person's own voice be picked up by Roger itself. It was just picked up in the computer, so that was fine for laptops, but didn't work quite as well for Zoom calls on a tablet.

And so we've had a lot of patients just not be able to have the other people on the Zoom call hear them with our initial Roger On version. So Version 2 is going to allow your patients to get that ability to hear better and for them to be able to connect and speak on a Zoom call on a tablet as well.

Continuing with the Headset mode, we are going to, again, have those Roger receivers installed in all your trial devices to make it easy. And then another update that we did is, when you have the docking station or when the Roger On is plugged into the docking station, so this can plug into the TV or plug into the computer, you'll be able to see how loud the Roger On is. We did not have that capability in Version 1. So Version 2 is going to introduce this nice, again, visual feedback that we are music note streaming and then what we're doing and what volume we're on. So just, again, having a lot more visual feedback with the ability and to know what we're doing with our devices.

And it works, again, just wanna remind you that it works with virtually all hearing aids and with implants and the BAHA. So think about that as a recommendation, kind of what you know Jessica shared that her kiddos with mild loss, they all use Roger. So if your patient's reporting trouble and background noise, trouble hearing at a distance, definitely introduce Roger, and talk about it with them, let them listen to it. This one microphone can be used for that one-on-one conversation, to hear better in groups, to hear at conferences or presentations that they go to. It can be used in that interview mode or that pointing mode. You can use it for television streaming, music streaming, tablet streaming.

It's just all-in-one solution for your patients and for their needs. Jessica, you said, "So does the Roger On Version 2 use its microphone to stream the user's voice?" Yes, it does. "So rather than the microphone on the tablet or the computer?" Yes, exactly, so the computer, it works fine for our current Roger On users because it does have the

capability to switch what your mode is gonna be when you're on, like right now I'm on my laptop. But the tablet not so much, and it's a little bit more rigid. So the new Version 2 will allow the patient to be on a tablet and be able to have their voice picked up and send that over.

You had written, "That was a difficult thing to navigate through virtual learning." Yes. "So it's really glad to see that." I agree, and again we saw that there was a need for this and a need to innovate and so we changed our flexibility with what Roger can do. So this is going to be a hugely great new microphone option that will offer this solution. Yes, we're so excited about it. Something that I hear from a lot of providers is that they don't talk about Roger because sometimes it's a little bit cost prohibitive. So I just wanna introduce you to reasonable accommodations. If you haven't used this or you don't know about it, this is a great tool just to keep in your toolkit to help your patients get a Roger system.

And we made it easy, so we made this a five-step process where you're gonna go from demoing it and demoing it early, to setting up the ability for your patients to test this out on their own, to going to our website right here, [morethanahearingaid.com](https://www.morethanahearingaid.com) and downloading a letter or a request for accommodation. So we made this process easy for you to be as involved or not involved as you want. You can sit your patient and kind of type up the letter together. They can do it on their own and give it to you. However you wanna handle it. And then recommending that to the patient's employer. And then when it's approved by an office that has at least 15 or more employees, then they will come to you and pay for the devices and be fit with them, so something to think about.

Again, keep it in your toolkit. Jessica, curious if you've used this with your kiddos 'cause it works for students as well. But again, we want to give you tools to help you get Roger, and this is our website, these are our templates. So feel free to not recreate the wheel and be able to have some tools at your fingertips to help push forward

getting a great tool for your patients. So kind of rounding this out, I wanna go over some target updates first, but I just want you to see our Lumity portfolio here and this new addition was Slim. So we have our R, our RT, we have our rechargeable Life, it's waterproof solution. And now we have this amazing addition with the Slim.

So a lot of choices to choose from, giving your patients the flexibility to have a look that they're comfortable and confident with wearing but not having to sacrifice that amazing sound performance that we are giving them from a Phonak product. So to fit Slim, you definitely need to make sure you're up to date, so check it out. We have 8.1, I think that we're on .1 right now actually. So make sure you are up to date. If you're not, open up Target. And you'll always see at the bottom, we have a little orange exclamation point, just making sure you're most current, and that when you get your Slim devices, you're able to program them. A couple things to think about when you're planning for the future, whatever clinic that you're in right now, we are getting with the times, of course.

And as our different versions of Target will launch, Target 9 is on par to come out pretty shortly. So make sure that you all have a more current Windows platform operating system to be able to have enough RAM to download the new Target 9. We know that some of you are still maybe running on Windows 8, but make sure that you have Windows 10, or I just updated my computer to 11, and you're most up to date. Jessica, I saw you just wrote another note in there. You use the Roger Configurator to select a Roger device. We love that. Yeah, so you can even go to Google and just type in Roger Configurator, and it'll pop up this amazing configurator that lets you put in what you want and what you hope to do, maybe a hearing aid that you have already and that you wanna be able to connect to, and it'll give you all the tools you need to be able to easily configure your hearing aid to work with whatever Roger microphone you want.

You said that they request the Roger from the Department of Rehab after they graduate. I love that. That's another avenue to share with everybody. So not only the ADA and using reasonable accommodations, but the Department of Rehab. And then you save the link for the letter to an employer. Yes, so please use that. It's a super helpful tool. Again, anything that I used to use in clinic, I just wanted to have those templates so I didn't have to, like, rewrite something else if it was already out there in the world. So let us know if those are useful. I've used them a couple of times myself, so really good tools. Another thing in the software you might see, and I just wanna explain it a little bit, is when you're in the software, you're gonna see this FDA regulation.

So this is just a result of the FDA and the OTC regulations. We had to make some changes to ensure that we're compliant. We are super strict when it comes to following compliance. So you'll see a couple updates, a couple checks for consent. And we're just trying to make sure that we're in line and following the proper regulations and rules. So for you, you just need to acknowledge the statement here. You don't have to. However, if you don't acknowledge it, just as a caveat, Target will actually close down. So you do have to acknowledge that we are in compliance of this regulation. Another thing that you're gonna probably see if you've downloaded the newest update is this data consent.

So this is just not anything new to us, we just kind of relocated it. And it's just letting you double check with your patient that it's okay to data log them. You know, some patients don't like to know, or for you to know their wear time, or maybe the environments that they go into, or the automatic programs that are activated, or maybe the manual programs they're activated. They, for whatever reason, like to keep that to themselves. We don't track them. There's no GPS tracking in our devices, so we don't know where they are in space, but they just might not approve of nor want you to know kind of how long they're wearing their devices, et cetera.

So you do have to accept or say yes or no to this consent in the software. If not, you'll get kind of this orange notification on the side panel that usually lives kind of sideways. So you can still fit, you can still move throughout the software, but it'll kind of yell at you in orange if you don't say yes or no to this. And then you might see for some of your devices the L-R, the L-RT and then the Life devices that there is an update for firmware available. So we made some improvements and we continue, like I said, to do these continuous improvements for reliability and stability. So just make sure for your patients that they are up to date in the software.

The version 1.0.6.0 is the most current version. I'm gonna show you just on the next slide where you can also look to make sure they are current. However, this should be a six right here. But you can hover over the silhouette of the device in the software, and it'll give you what version of firmware you're on, if you're not sure. And then just a update for the connection workflow. So we made it really easy to know right and left ear with Slim. You're already going to be pre-paired for the side specific here. So it just is going to help you reduce errors in the programming. You're never gonna be able to do, or program the wrong side.

It's gonna be a huge time saver when you're connecting. So just know we've already done that, if you're fitting as a pair. It'll just come up like this and you don't have to, you know, select right and left. And then just in the software, this is something we always get asked about, and I said to you, we always take, you know, recommendations, we try to make better products. But we are allowing more customizations. So you'll see under Device options that you have the short press for volume. You can, if you did give them programs, the long press for Slim. And then this is something, like I said, we get asked for a ton, can we add a mute in there?

So yes you can. A mute function is available. Just know that if you do check this box, it does replace other button functions. So you might be losing out on the short press or the long press. Just keep that in mind if you do add that in there for a patient. And then one thing before you leave me for today is, last but not least, something that we've been waiting for. If you have not heard, it is here, CROS P with the myPhonak app. So we've been waiting for this. We were determined to get this functionality to your patients. So now your patients can have the CROS P with the myPhonak app. They'll be able to take control of adjusting volume, adding, changing or deleting programs, and then connecting with you with remote support.

There are more things that we're working on for future iterations, but that's what they're able to connect to and do at this time. That was a lot of information that we covered, and I just wanna thank you for jumping on today, learning with me. If you have questions, I'm gonna just keep watching this Q&A and I'm happy to answer those. If you want more information or you need help or need anything else, please reach out to one of your Phonak representatives. We would love to help you. We'd love to get your feedback on Phonak Slim. And I just appreciate you guys jumping on today, and I wish you a great rest of your day.