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Phonak's RIC Portfolio: A Solution for Every Need

Presenter: Aly Hoffman, ScD

- Hello, everybody. Good afternoon, happy Monday. My name is Aly Hoffman. I am a clinical trainer with Phonak. And today, we're going to review our RIC portfolio, which truly does have a solution for every need. Our learning objectives today are to be able to list the RIC solutions in our portfolio, to be able to list the acoustic coupling options for RICs, and describe when to offer one RIC over another. Now, Phonak has been at the forefront of innovating hearing technology for 75 years. We have dedicated decades to developing products that enable connections between millions of people. But we don't stand still, we continue to innovate. And we continue to light up connections and look forward to the next 75 years.

Our new platform is continuing to innovate with the number one consumer desire. And I'm sure you could all guess what this is, better speech understanding. With Marvel, we really generated a love at first sound experience and moved that needle on first fit success. Then with Paradise, we added love at first sound and we truly let people experience the sound of paradise. And with Lumity, we are providing the sound quality that you'd expect from an industry leader and focusing on illuminating speech understanding. Now, with the recent addition of Slim, we have rounded out our RIC portfolio. But we're going to take a look at all of these products just a little bit deeper so that we understand this robust product offering.

We are going to start with the Audeo portion of the portfolio. And that's where we have our Audeo Lumity rechargeable, the Audeo Lumity rechargeable with T-coil, the Life, rechargeable Life model. With all of these models, we've got hearing performance features that are going to truly enhance the hearing performance. They're going to do so much more than we've been able to do in the past with hearing aids. And a lot of that does rely on the rechargeability. Because we need more and more voltage to run these hearing aids and support these features. So for this reason, Lumity is starting out as a rechargeable-only offering. Our goal is to provide a product that does not sacrifice hearing performance for any reason.

And we're going to see where Lumity takes us down the road. That doesn't mean that we won't see other models or options available, but this is where we stand currently. Now, the new redesigned easy-to-use charger for Audeo Lumity R and RT is pretty appropriately named, the Charger Ease, because it is so much easier than our previous charger. For those of you that had used the Combi case, you knew that there was the clicking in and the rocking out. With the Charger Ease, we've got a magnetic retention, so it is very, very simple and easy to use for those who also may have dexterity issues. The Lumity Life is going to use the same inductive Charger Case Go, which you had used with the Paradise Life.

This is an inductive charging case. It is got a built-in battery for three on-the-go charges. Now, you may have received an alternative charger in the past couple of months while the Charger Case Go was backordered, but it is back, it is better than ever with firmware updates to improve the reliability of charging in this charger. Now, looking at the portfolio as a whole, we know that the Audeo LR and RT are providing great sound quality and user experience in that traditional look. With Audeo L Life, we offer peace of mind with a waterproof and sweatproof solution. And now Phonak Slim is going to bring a sleek new style to the Lumity family for patients who want something a little bit different without sacrificing performance.

Lumity, Life, Slim, they are all compatible with your SDS 4.0 receiver and coupling. So there are no new receivers to worry about. It's all using the same products. We have this handy coupling guide that is going to highlight the compatible receivers and the coupling options for use with Lumity in more detail. Another consistent piece of information to share is that we still are working with our universal connectivity. This means that your smartphones, your flip phones, your computers, tablets, smart TVs, and more will be compatible with all Phonak devices. Lumity will remember up to eight Bluetooth pairings and can have two active Bluetooth connections at the same time.

This allows for easy connectivity to over 6,800 smartphones, not to mention flip phones, tablets, and all that.

Now, we introduced made for all connectivity with Marvel. We expanded upon that with Paradise. And Lumity is still providing more connectivity than our competitors with hands-free calling as well. Now, with Lumity, we introduced AutoSense OS 5.0. AutoSense is the automatic program or the brain that is scanning the environment 700 times per second to select from over 200 unique combinations to balance features focused on speech understanding and comfort. With Lumity, AutoSense OS 5.0 has new parameters for program activation, new features, and the extension of existing features. SmartSpeech Technology is a collection of features that AutoSense OS 5.0 seamlessly adapts, with each feature proven to provide either improved speech understanding or reduced listening effort in many listening environments. This technology not only highlights Phonak's dedication to providing the best possible solution for speech understanding, but benefits wellbeing as it has been shown from our scientific literature that reduced listening effort can free up cognitive resources.

Those who choose Lumity can count on SmartSpeech Technology and fully immerse in the conversation. And we'll take a look at some of that research as we continue. SmartSpeech Technology is a collection of both legacy and new features, and accessories, all with that same goal, improving speech understanding and reducing listening effort. As I said, we're always looking at the data. And since the launch of Lumity last fall, there's been new research regarding the benefits of SpeechEnhancer. This is an external study that was completed in Oldenburg, Germany. Now, if you've been following Phonak products for a while, you may have heard us talking about Oldenburg before. The research that is completed there is done by a nonprofit company engaged in application-oriented and audiological research and hearing system evaluation.

So this is third-party unbiased research. This particular study evaluated whether SpeechEnhancer could increase speech intelligibility in quiet and reduce listening effort for soft speech at a distance or from an adjacent room. The results showed that SpeechEnhancer provided up to 23% better speech understanding in a quiet environment. From another room, speech intelligibility was improved significantly by 18%. Now, I know we've all experienced the patient coming in and saying, "Well, my spouse, my family member tries to speak to me from the other room, and I can't hear them or understand them." So this new data is exciting. Of course, we're going to counsel our patients and their loved ones to be in the same room when they speak, but knowing that there's a feature that is going to improve that speech intelligibility and even awareness from another room, I think that's exciting.

We also saw that SpeechEnhancer reduced listening effort by up to 20% for soft speech from a distance. We all know that reducing listening effort may reduce those feelings of auditory fatigue. It frees up cognitive load. It can provide our patients more energy to make it through the day. So with SpeechEnhancer, they are more easily going to be able to hear a communication partner from another room or expend less energy when having a conversation with that soft-spoken friend, maybe at their doctor's appointments or with a loved one who has poor vocal quality. So SpeechEnhancer is keeping people connected in quiet moments. Now, SmartSpeech Technology is present in all Lumity devices at all technology levels. So we're going to take a look at some of the unique offerings that are a part of the Lumity family that all employ this SmartSpeech Technology.

Now, Audeo Life, this is something we've been talking about for a little bit now. But I think it's still really exciting, especially as we're going into the spring and summer months where people are dealing with environments where there is more humidity, more exposure to moisture, or even more water-based activities. We know that Audeo Life is going to provide a solution by improving and updating the housing of this model

of hearing aids. There are a few key features with this updated housing. First of all, there are four mic ports that you'll see in this housing. So, essentially, there is a cover over the rear microphone that is going to protect from damage due to direct water exposure and pressure.

We have a pinless receiver port, so you won't need to pop the pin to change the receiver. This is just reducing the number of openings or exposure points for moisture to get in. We have silicone sealings at the seams and any housing opening to ensure that if there has to be an opening, it is very well protected. And on the internal components, we also have parylene coating that is going to be on all of that internal electronic circuitry to ensure that if moisture somehow does get in, they will be safe. We have taken away the charging contacts. So this is our inductive charging device. Last but not least, this is a, what is this, this is our third, fourth generation of lithium ion rechargeability.

With each generation, the battery itself is double encased to ensure that there will be no exposure to any of the elements. Now, virtually every behind-the-ear hearing aid on the market has been assigned an ingress protection code, or an IP rating. For Phonak RIC and BTE hearing aids, that number is IP68. If you are unaware of what that means, the number on the left indicates how protected the hearing aids from dust. And a six is the highest rating in that category, meaning that the hearing aids survived eight hours in a dust chamber with no ill effects on the hearing aid. The eight on the right means the hearing aids are water resistant and survived immersion in one meter of water for 60 minutes and still functioned.

But the important thing to note here is that these tests are all done in freshwater only. But I don't know about you, we interact with different types of water and moisture every day. It's not always freshwater. So Audeo Life takes IP68 even further with repeated tests, proving it can withstand not only freshwater, but also salt water,

fluorinated water, and sweat. And this is important because salt and other chemicals will change the physical properties of water, making it even more damaging to electronics. So let's take a look at the testing that went into Audeo Life. The first test was a test of depth. Repeatedly, we simulated a dive into water approximately 50 centimeters deep. And this was done 520 times.

Now, the chamber is filled with water for five minutes, and they pressurized. They were jostled. Then they drained and they sat empty and humid for 10 minutes. And it was done over and over and over to simulate swimming with the hearing aids approximately twice weekly for five years. The next test was a simulation of regular use in a warm, humid environment. Now, for some people, we're thinking about exercise or being in the gym. If you're like me and you live in Florida, it could mean you are leaving your house in the summer. But, ultimately, the hearing aids were placed in a warm, humid chamber and sprayed with synthetic sweat and then allowed to dry and rest in that highly humid environment to simulate two workouts a week for five years.

The goal was to show that with this excessive exposure, the hearing aids would continue to work. So what does this all mean? How do we compare to other IP68-rated hearing aids on the market? What you can see is that Audeo Life has been comprehensively tested for peace of mind. So does that mean that Life is only for your patients that are going to maybe swim or do water aerobics? No. It means that your patients can be around water activities. They can live their life without having to worry that it's going to impact their hearing aids. We actually have some new data looking at how Life behaves on a 90-day journey with active patients. On the first visit, the patients got tested and fit with the Life devices.

And then they visited two, they visited 45 days later and then 90 days later. And acoustic test box measurements were ran, and we could see where the hearing aids passed the testing. And one note was that one hearing aid did not come back for that

last test, but, ultimately, the vast majority of patients and their hearing aids found that the hearing aids were working perfectly. Again, this is just taking a look at what types of activities they were performing. They exercise, they garden, they swam, they bathed, they did all of the things that they'd want to do in their everyday life, and they have that confidence to know that their hearing aids are going to withstand the elements.

I think the biggest takeaway from all of this feedback that we've gotten from patients wearing Life is peace of mind, being able to not only do the activities that they want to do, but also hearing well while they do them. And that is the beauty of Life. So Lumity Life is available at all four levels of technology, meaning peace of mind comes at any price point. While we enable hearing aid users to experience uncompromised speech understanding with our portfolio, we also believe that hearing instruments should allow wearers to express their unique style and their individual personalities to the fullest extent. So Phonak Slim is a combination of that uncompromised hearing performance in a sleek and appealing design.

Phonak Slim features the world's first uniquely shaped left and right hearing aids with an ergonomic shape that's going to follow the natural contour of the head. Slim is going to provide you with a unique opportunity to address a wider range of your patients' needs early on, maybe motivating patients with older hearing aids to repurchase sooner. When we take a closer look at how we designed the Phonak Slim, the seven-degree receiver port of Slim positions the hearing aid at the perfect angle to follow that contour of the head right behind the ear. This also means that Slim has a distinctly labeled left and right device, which can be sold as a pair or individually. The side is indicated by R and L lettering on the housing itself, but, additionally, the receiver port, if you look inside, there's a red and a blue marking.

A good trick to remember is that the Phonak print always faces the head. And Phonak Slim comes in four new two-toned housing colors. Black underneath to create a little

bit of a shadow is then paired with silver, sandalwood, copper, or graphite. Having asked hearing aid wearers what they think about the appearance of Phonak Slim, it also is important to understand what features purchasers of hearing aids recognize and are familiar with. And MarkeTrak 2022 asked people who had purchased hearing aids in the last five years to identify different features of their hearing aids. 72% selected that their hearing aids have a volume control on the device itself. 53% said a program button to change the hearing aid response for different listening environments, like restaurants, outdoors, phone, et cetera, is present.

And then 52% said that their hearing aids are rechargeable with an integrated rechargeable battery that is never removed. We looked at the features patients are familiar with and find important so that we are innovating in a way that is purposeful. We know that volume control is desired by almost 3/4 of your patients, and Slim has a single raised push button in the center of each instrument instead of our traditional rocker switch. And the reason for this is it is in a place that is easy to find and feel, and it can then be configured to meet your patients' individual needs. You can see here that the push button allows for volume change with a short press and program change with a long press.

When fit as a single device, the volume can be set to either volume up or volume down. Then it will cycle through. But don't forget, you can use the myPhonak app or the remote control for any of these functions and even more. And the new Slim charger is easy to use. It's easy to open, it's very easy to insert the devices, and easy to remove the devices. Slim is comfortable and stays in place even when removing glasses. Now a little bit of the details here. Slim is available at a premium and advanced technology level. There are also going to be trial devices that are available. There's a broad fitting range to include mild to severe hearing losses.

And that is to be compatible with the S, M, and P, and ActiveVent receivers. Slim is also going to use a pinless receiver attachment method, like the Life product. To accommodate this range of hearing profiles, Slim can be fit with standard domes or slim tip molds. Slim tips come in either acrylic or silicone so that they can be attached to receivers in office and provide better retention and a more secure fit. For patients who want the intelligent receiver functions of ActiveVent, they would use the corresponding Titanium ActiveVent or Universal ActiveVent slim tip. Do note that Slim is not compatible with UP receivers or cShells. Phonak Slim and our Lumity family, they're not just smart on the inside, they're not just smart-looking on the outside, we wanna make sure we are truly designing a product with lifestyle and comfort of the modern hearing aid user in mind.

Slim is on the Lumity platform and features SmartSpeech Technology, allowing your patients to experience improved speech understanding and reduced listening effort. Phonak Slim features universal connectivity to all of the devices that they may want to connect with. Thanks to the collection of features that make up SmartSpeech Technology, your patient who chooses Slim can fully immerse in conversations with the great sound of Adaptive Phonak Digital 2.0 algorithm. With the advanced level, the 70s, users will benefit from performance and comfort features like SoundRelax, WindBlock, dynamic noise cancellation, and motion sensor hearing. And with the premium technology, your patients can access the additional benefit of the complete and automatic hearing experience, including StereoZoom 2.0, SpeechSensor, EchoBlock, and SpeechEnhancer. It's the complete portfolio of our SmartSpeech Technology.

Now, before bringing any solution to the market, we do a significant number of internal studies to determine proof of concept and also complete various tests and studies along the way so that when that device is released, we know it's ready. So at PARC, our research center, we recruited experienced RIC users so that they could easily compare their own hearing aids and give opinions and ratings without needing to teach

them about hearing aids or have an acclimatization period. This was a quality control study with a three-week home trial and some first fit sound acceptance ratings and user experiences in the lab. We know it's important that you hear from users of these new products, so I'm going to show you a pretty interesting testimonial that we received.

- [Interviewer] Behind your ears with the new style of the hearing aid that's better-

- I like it, especially with the glasses and that it seems to work out.

- [Interviewer] Okay. Start first with just the hearing aids. So in general, kinda sound quality or comfort of the hearing aids. How's that?

- Yeah, it's been good. I've worn these more than I wore my old ones ever.

- [Interviewer] Okay, okay.

- I literally have 'em on from morning till night.

- [Interviewer] Okay. And do you think that's due to sound quality or how they fit?

- Yeah, the quality, I feel I can hear better and they're probably more comfortable.

- [Interviewer] Okay.

- [Aly] I wear these more than I have ever worn my hearing aids. I think this is so exciting because our goal is to have our patients wearing their hearing aids all day. It means that they're perceiving the benefit. So I am so excited by the prospect of Slim. And you can potentially get your hands on these as soon as this week. So keep an eye

out for that. Ooh, sorry about that. Now, before I transition to one of our next unique offerings, I just want to remind you that if you have any questions, please don't hesitate to put them into the Q&A box. The first question I wanted to address before we moved on, I saw here that someone asked about Slim being available in the 50s and 30 levels.

To that end, I can tell you maybe at some point. Currently, we are starting in the 90s and the 70s. We're also starting with that limited combination of colors, again, I think to really see what is accepted by users, what people are excited about, and really see what patients are wanting to wear. I think that as a style overall, this is something that's different than most hearing aids we see. So I think that it really is just a nice way to create some interest and offer just something a little bit different so that patients can determine what type of technology they are interested in or maybe need based on their needs assessment. And then from there, move on to talk about which features and style they think will fit their life the best.

And we've got some other tools that we'll take a look at in a little bit to help make that decision. We're going to talk about health features. Now, some of this relates to the Audeo Fit and some of it is all of our Paradise and Lumity rechargeable products. So I will differentiate what is available depending upon what product the patient is wearing. But, currently, we'll take a look at Audeo Fit. Now, we put health sensors in the ear to create Audeo Fit. And with Audeo Fit and the myPhonak app, we are empowering patients to manage not only their hearing, but their health. This is going to enable heart rate measurements, which empowers the wearer to continuously track and engage in their health journey.

When you add to that step count, goal setting, activity levels without the additional need for other devices, no Fitbits, garments, and other watches, with Audeo Fit and the myPhonak app, we're offering a solution with real health insights and engagement, offering unique benefits for patients that they might be looking for. Now, with Audeo Fit

and myPhonak, we go beyond helping people deal with their hearing loss. We believe that changing lives and impacting a patient's wellbeing is so, so important. And we know that wellbeing is going to go so far beyond just improving their hearing in different environments. This is a product that is on the Paradise line. I want to differentiate that here. So we have our Audeo Fit as part of Paradise.

We are unleashing the ears' amazing potential, helping to keep patients healthy and active now and into the future. We've got the heart rate sensor that is going to track health data. And by tracking all of these different health factors, these unique hearing aids can promote healthy habits and create a greater sense of wellbeing for patients, all while also delivering the great sound quality and universal connectivity of Paradise. How are we doing this? We brought the technology from other consumer wearable devices into our hearing aids. So think about a pulse oximeter that is put on the finger. It is a device that's usually placed on one of the fingertips, and it's using a light beam to estimate heart rate.

This is a method that is used to track heart rate, and I'm gonna call it PPG because I'm really bad at pronouncing that word. When we oversimplify how this works, PPG is based on a very simple fact, blood absorbs light. So the new sensor receiver is sending out light with an LED. During a pulse train, more light is absorbed and less light is reflected, and then there's a peak. Then during the trough, it is the vice versa. So less light is absorbed and the reflection is higher. The photo sensor is able to detect the change of the intensity of the light reflection, which is going to allow us to extract a pulse from it. Ooh, sorry about .

Now, what I think is really exciting about this is that the ear canal is actually a really accurate place to collect this type of data. If we think about someone who's maybe wearing some sort of monitor on their wrist, there's a lot of movement that happens with the hands, with the arms on the wrist. But a device that's sitting in the ear canal is

pretty set and we can collect a very, very accurate reading. Now, like the Slim before, the Audeo Fit is available in 70 and 90 levels of, again, Paradise technology. Due to the all-new sensor receiver, we also have an updated connection to the device with an eight-pin connector. All of that is so that we can transmit the health data.

We have the internal lithium ion battery that's going to deliver the same battery life of any of our rechargeable models. Looking at the coupling, when we're thinking about a universal fit, the sensor M receiver will be compatible with the domes that you see here. The standard open and cap domes are compatible, but we did make a new clear vented dome as the vented domes are our most popular option. And the reason we changed it to clear is to ensure that there was no interference with the LEDs on the sensor receiver. For someone who wants a custom shell, a Sensor cShell is available, which then also allows the extension of the fitting range because with the Sensor cShell, we can also accommodate a power receiver.

So, as I said, it's available in the 90, the 70s, and, again, as a trial device. And Audeo Fit, while it has all of these additional benefits when it comes to health features, it's still a Phonak hearing aid. We still have compatibility with Roger microphones, and PartnerMic, and the RemoteControl, the TV Connector, the myPhonak app, all of these things still compatible. Another thing to note is that this will charge using the Charger Case Combi. At the moment, we do want to also note that it is not compatible with the Charge and Care. Let's think about that for a second. So our accessory charger that has the active airflow and UV cleaning, not compatible with the Fit, but it is compatible with the Combi case.

We also have the compatibility of the Power Pack, which gives on-the-go charging for up to seven complete charges. Again, we have a limited range of colors that are available. So you can get your Fit in silver gray, chestnut, or sand beige. Now, thinking about these health features, of course, they will all be available with the Audeo Fit, but I

do want to point out that with your Lumity rechargeables, you have access to all of these features minus heart rate because, of course, there's no sensor receiver compatible with Lumity at this point. When we go to our Paradise rechargeables, we see that we've got access to all of these features, except for heart rate and the distance traveled.

And then our non-rechargeable Paradise and Marvel options only have access to the average combined wear time of the hearing aids. So a little bit of something for everybody, but the biggest bang for your buck when it comes to health features is going to be Paradise or Lumity rechargeables. Now, looking at this comprehensive RIC portfolio, we know that there are some patients that are wanting or needing a zinc-air battery. And we still have two options that are available. So the Audeo P-312 and the Audeo P-13T are still options that are available when it comes to a RIC model. Now, thinking about CROS kind of working in with this portfolio, remember that at this time, we do have a CROS P.

It's either going to be a PR rechargeable or P-13T. And in terms of thinking about CROS on the Lumity platform, we will have to stay tuned for the future. Now, I personally love a good chart. I think that it can really make it very easy to summarize and differentiate different types of products. This one here, we're looking at Lumity versus Paradise. So how can we differentiate? How can we talk about why someone might go for one product versus another, whether that be the AutoSense operating system, the fit or the style, the chargers. If you have a patient that is trying to determine which product they think is going to be appropriate for them, this can help to summarize why make that decision.

Not only that, I'm going to jump back just a second here because I think that looking at the feature summary can also be really impactful when it comes to helping to differentiate. Now, I know this slide here says Lumity Life, but, ultimately, this is the

Lumity feature summary. So you can help your patients determine what features are most important to them. Maybe it's a feature that is as simple as Life, the waterproofing. Maybe it is based on the performance. So they've told you that they prioritize hearing their soft-spoken grandchildren. We start thinking about our SpeechEnhancer. Maybe they prioritize hearing well in very challenging environments. We start thinking about dynamic noise cancellation, SpeechSensor.

Maybe we think about our StereoZoom 2.0, all the different ways that we can help make a supported decision for our patients as to which technology is going to be most appropriate for their listening needs regardless of where they are. Now, this feature summary, some other of the charts I showed you today, and, of course, going right back to the Lumity versus Paradise chart, these are different resources that are available. They may be available on PhonakPro on the professional site, as well as paper copies, if that's something that you're interested in. So please don't hesitate to reach out to your Phonak account manager, or clinical trainer, or inside sales rep to get these resources to make your life easier today. Now, because we're talking so much about different models that utilize rechargeability, I thought it would be really helpful to just review the benefits of our rechargeability.

This, again, is our fourth generation of lithium ion rechargeability. And rechargeable batteries are going to allow for so many different benefits. With speech intelligibility, we think about motion sensor hearing, ActiveVent, and ease of use features like Tap Control. They all require additional voltage for the feature to work. And with an overnight charging, it allows us to accomplish this. If you can think about all of these different features, if a simple zinc-air battery had to make this run, it would really, really be a quick battery life. So we want to ensure that patients are getting the most out of their hearing aids day-to-day. Now, why is having access to motion sensor hearing so beneficial?

Our listening needs when in noise are always going to differ if we're sitting or we're stationary as compared to walking around. I always think about if I'm sitting in the middle of a very crowded restaurant, I want to really focus in on the speech and the conversation that's happening around me than if I'm walking around in noise. I have different listening needs. I need to have environmental awareness, spatial awareness. So with motion sensor hearing, within six steps, any of our rechargeable hearing instruments that are 50 level technology or higher are going to automatically adapt to improve speech intelligibility, localization, and environmental awareness when walking in those challenging noisy environments. Motion sensor hearing is going to offer patients the hearing awareness in any environment no matter what they're doing.

And it does it automatically. Motion sensor hearing is a benefit that is based on our motion sensor chip. On the flip side, the motion sensor chip is also going to allow access to our Tap Control. And Tap Control is going to allow one to interact with Bluetooth devices in a different way. Tap Control can be used for accepting and ending phone calls, or pausing and resuming streaming, and for activating a voice assistant. Not gonna say their words or their names so that I'm not activating everybody's phones right now, but you know who I'm talking about. Now, why, why is this important? Why is this a benefit for patients? And why do we wanna give them this access to their devices?

I think that patients can truly benefit, not only if they have poor dexterity, maybe they can't find the push button or push it easily, but it's also really important for patients that may not be very familiar with their smartphones. I'm sure we have all had a patient like that. It may have started as simply as them not knowing their passcode to go in and download an app. So let's think about these patients that maybe are not very tech-savvy, without having to learn technology, meaning their phone, we can provide them the benefit of access to so many different features within their phone itself. They

can tap, tap, remember to take medication at a certain time, or tap, tap, put a doctor's appointment on the calendar, tap, tap, call a loved one in an emergency.

The list goes on and on. And it allows the patient to utilize this without touching their phone. Now, remember, Tap Control is available for all 70 and 90 rechargeable devices. So that includes Slim, that includes Fit, it includes any of our rechargeable products at the 70 and 90 level. Now, as we reviewed earlier, rechargeable portion of our RIC portfolio is compatible with our innovative ActiveVent receivers. While the Life model is listed here, I do want to caution you, because when you fit ActiveVent, that receiver may be more susceptible to issues due to moisture. And, conversely, we tell our Life wearers they don't have to worry about moisture. So can you fit ActiveVent on a Life hearing aid? Yes. Do we recommend it?

Maybe not. But what is the benefit of ActiveVent? Maybe a little while since we introduced this, so I want to review. ActiveVent is going to provide a 10% better speech understanding score in noise. And it's going to help those patients who require the comfort of a more open fit in most environments, but the better performance of a closed fit in loud environments. So these are patients that you may try putting a vented dome on their hearing aids, and they complain. Their voice sounds funny, things don't sound natural. So you concede, you give them that open dome. And then they come back and they complain to you that they're having difficulty in noisy environments, or, you know, "Oh, when I'm streaming, if I put my fingers in my ears it sounds better."

And you kinda wanna look at them and say, "Well, duh." We know that occlusion is going to provide a much better stream sound quality. And, ultimately, having a bit more occlusion is going to allow for the directionality and the noise reduction to work in the way that they're meant to. So by having this new solution, it gives them the best of both worlds. It allows them to have that open comfort, but that closed off performance. Again, this is available to be compatible with all levels of technology. So we definitely

encourage you to consider demonstrating this on patients who you think might benefit from this type of technology. There is certain criteria for who might be a candidate.

And, again, there's all sorts of resources on this that you can find on our professional site. So we just talked about a lot of different products. We have a RIC portfolio that truly can meet the need of any patient that comes your way. And to help make the right recommendation for your patients, we created a handy guide that will help to differentiate the products. You may have seen something that looks kind of like this last year. But that was prior to introducing Slim on the Lumity platform. So some of you may have remembered that we started talking about Slim as a Paradise product. But reliability is so important to us. And when we found that there were some reliability concerns regarding the Paradise Slim, we pulled it, we redesigned, we ran so many tests to ensure that we were providing a sound product for you and your patients.

And that's exactly what Phonak Slim L-R is. So rest assured that we have really done the most reliability testing on this Slim product. Now, looking at this sheet here, it's going to help you to really determine which features are available with which products so that you can truly determine what your patient should be wearing. So maybe you've already decided that your patient, based on their lifestyle, they should be wearing 70s or 90s. So we know that we can keep Slim and Fit in the conversation. If their price point or their lifestyle needs lands them at a 50, we would potentially be taking the Slim and the Fit out of that conversation. From there, we can think about what is most important to them.

If it is health and wellness and they are really interested in the health features, talk about that Fit product. If doing water aerobics and splashing around with their grandkids at the pool is most important, go with that Life product. If something that is sleek and different is what they're looking for, we've got Slim. So you've got a product, a model to meet any of your patients' needs. So, again, this is a graphic that is

available to you, whether it be on our professional site or from someone at Phonak. Now, we have recently redesigned our page here. So this is something I think that is important to be aware of. When you go to PhonakPro, you have access to both your professional and non-professional site.

So within the Well-Hearing is Well-Being tab, when you hover, you've got information for why hearing health is important and additional types of health and wellbeing that is impacted by improving one's hearing. We also have our user-facing hearing aid solutions. So some information itself. The support page is something separate. I will tell you that I absolutely love it for both patients and providers that are looking for easy to find help. But for professionals, this is where you can find information about our products, our resources, all of our studies, our evidence is housed here. You've got all of your downloads and resources. So if you, like me, had a hard time finding the downloadable forms more recently, they are back and right here in this For Professionals dropdown.

Then on the right-hand side here, this is where you can sign in to access the PhonakPro hub as well as the Phonak store. Within that audiology hub, this is where the evidence is housed. So we have so much external evidence. And this is important because we want to ensure that we're providing information that doesn't all come from us. We recognize that every manufacturer does research, maybe benchmarking against themselves, benchmarking against competitors, but we have the highest number of peer-reviewed external research on our site, which I think is important. And I think that having such transparency to show this research and provide it, I think, is a great thing. So if you don't have access to the PhonakPro site, you can always sign up for an account just using your email or reach out to your account manager to do one that links to your account number.

As I said, there is a never-ending collection of resource that you can find. We have this amazing learning portal. So it's learning.phonakpro.com, or you can scan this QR code. There are CEU opportunities that are self-paced. There are some quick learnings. So some really great options that you can find, in addition, of course, to the courses you're taking on AudiologyOnline. And not only that, we have our audiology blog. This is something that is contributed to by not only professionals within the Phonak world, but also end users. And then last but not least, I always like to highlight the YouTube page because there are instructional videos, the testimonial I showed you today as well as many more, little quick bites of information.

So don't hesitate to look there as well for some of these resources. So with that, I'm going to thank you for joining me today. Open up to any other questions that may come in in the Q&A box. If not, I appreciate your time and hope that you learned a little something about our comprehensive RIC portfolio as it stands today. And look forward to talking with you again in the future about even more new products. All right, not seeing any additional questions. So, again, thank you all for joining, and have a wonderful rest of your Monday.