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Life is On with Roger On

Presenter: Brandy Heckroodt, AuD; Haley Butler, AuD

- Thank you so much. Hello, everyone. Thank you for joining me. Today we'll be talking about how Life is On with our Roger On. My name is Haley Butler, and I do have a disclosure and that I am employed by Phonak. I have no relevant non-financial relationships to disclose. Today I hope that by the end of this presentation, you should be able to list the features of the Roger On microphone, our RogerDirect, Roger NeckLoop, and our Roger Focus II. I want you to be able to identify individuals who can benefit from Roger technology, as well as describe how to choose, set up, pair, and troubleshoot Roger technology. So let's talk about when to talk about Roger.

You know, I can talk all day about how amazing hearing aids are, however, the truth of the matter is there are some limitations, and people with expertly fit hearing aids often struggle in background noise. The discussion of Roger should happen upfront with patients who you believe are asking more out of their hearing aid than what's possible. For example, if you have a retiree who is attending some college classes but struggles to hear their professors at a distance, or perhaps you have a patient with poor word discrimination who can't understand the speech on her TV well and has dinner with her large family once a week and reports it, that's where it's most important for her to hear.

Or maybe your patient is a judge and they wanna be able to hear from every corner of the courtroom, or perhaps you have a patient just entering the workforce, struggling to hear at work and then at happy hour with friends. Roger is indicated in each of these situations and when you bring it up and how you bring it up will determine whether it's going to be seen as an assistive device, adding increased benefit beyond the hearing aid and another expensive gadget you hope is going to work. So let's talk about why a Roger system may be needed. Now, as we all know, hearing aids are gonna provide the most benefit when the speaker is within about one and a half meters or five feet of the listener.

We refer to this as the near field. You've all probably done this type of motion before when you're talking about that bubble, that communication bubble is what I always called it. And so anything picked up within that five foot bubble is going to be picked up by the hearing aid microphones. But as soon as the noise increases and the distance between the listener and the speaker becomes larger, that's where we start to need additional microphones like Roger. We need that in order to maintain the speech intelligibility as well as understand speech over distance and noise. And we refer to this larger distance as our far field. So when hearing gets tough in challenging listening situations such as noise, over distance or in reverberant acoustic environments, that's where Roger can shine and be a great solution.

So let's talk about those that are currently Roger users. Are they satisfied with their Roger? 86% so that they can communicate, participate, and contribute in meetings more effectively, 90% of them said that they would recommend the device to their family and friends, and 82% find their Roger microphone easy to use. Those are pretty high numbers and safe to say that a majority of your patients will be happy with their Roger and will recommend it to others. So let's take a look at what makes Roger different from our other microphone systems, including our own partner mic. Now note that these are not all of the differences, but they are the ones that we're able to back up with research. So first, our Phonak Roger system is a universal solution.

It works with all different hearing aid types, all different manufacturers, and we'll talk about that later. Roger has adaptive gain, meaning that the stream signal is gonna increase respective to the ambient noise level. It also has personalization of that adaptive gain. And so in the software, you as a clinician is able to change it from standard to dual, perhaps for someone who has any sound sensitivity or decreased sound tolerance. And then the microphone beam former in the remote microphone program, it's adaptive, so it can go from aureliar sound to fixed directional. So you can

see here, again, not a complete list, but the Phonak Roger microphone system is gonna be far more sophisticated than other remote microphones on the market.

So how does it work? Well, the Roger system is comprised of a microphone or a transmitter as well as a receiver to pick up the incoming signal. More specifically, Roger is an adaptive, digital wireless transmission system, and it's running on a 2.4 gigahertz band. Audio signals are digitized and packaged in very, very short digital bursts of codes, and it's broadcasted several times, each at different channels. Or explained simply, it's a way of transmitting speech sophisticatedly directly to a hearing aid instrument. So let's talk in a little bit more detail about what sets Roger from other remote microphone systems. As I mentioned briefly earlier, it's adaptive to sound. So Roger's unique adaptive behavior technology is gonna continuously measure and analyze the surrounding noise levels, and it's gonna adapt the Roger's volume automatically.

So as the noise levels increase, the Roger's gonna adapt accordingly and increase the gain as well, keeping that speaker's voice above the background noise and maintaining that positive signal to noise ratio. Very uniquely as well, the Roger has adaptive frequency hopping. So let me put this into context. I was meeting with an account who had patients who were working at the Department of Energy, and they needed to be able to go into these high security rooms without bringing their cell phone in, without bringing any Bluetooth gadgets in, and they needed to be able to hear. Well, fortunately, with our hearing aids and with our Roger technology and that adaptive frequency hopping, it's safe to use in those high security situations.

Basically what's happening is as traffic can sometimes be dense in this band, the Phonak Roger wireless system is gonna broadcast each packet of sound three times in these short bursts of codes at different channels. So it's doing a lot of things all at once, and the Roger microphones and the receivers are constantly communicating

with each other to ensure that the system is gonna hop frequencies adaptively in order to circumvent any blocked channels and mitigate any risk of interference, poor reception, or anyone trying to tap into that signal. The other thing that I really love about the Roger system is that it's so automatic. It has automatic activation making it so simple for patients to use. They don't have to manually push a button, press anything on a remote or in their app in order to tune into the Roger signal.

Also, the Roger has automatic microphone modes. The Roger On and the Roger Select are automatically gonna recognize the sound environment and their positions, whether it's placed on a table, held in a hand, or hanging around the neck, and that's all thanks to the built-in accelerometer. Also, if a patient were to drop the microphone, the landing is gonna be completely silent, the listener's not gonna hear a loud bang. Within a few milliseconds after landing on the floor table, the device will continue to operate normally, so you can rest assure that patients aren't going to have any loud sudden impulse sounds with their Roger device. Additionally, you can have multiple talkers or what we call a multi talker network, which is where you configure multiple Roger microphones together, and that can allow clients access to hear multiple talkers in any situation, whether it be perhaps a large work meeting and you've got three Roger microphones on the table, maybe it's in classrooms, or just other multi talker environments.

And then lastly, Roger is compatible with almost any hearing aid or cochlear implant on the market, and we'll talk about that in just a moment. So where might you use Roger? The truth is you can use it pretty much anywhere. So commonly, it's used in schools in order to hear teachers and classmates in those dynamic classrooms, it can be used at work, whether that be conference meetings like you see here in the picture, perhaps someone walking through a factory with a group of people, one-on-one interviews, you name it pretty much any situation at work, and then of course, socially as well. So

being able to hear friends and family, whether that be at a restaurant, whether that be in someone's home, whether that be at a wedding reception.

So who is a Roger On candidate? Well, it's really for any teenager or adult who's wearing hearing aids or cochlear and implants and still struggling to hear and communicate in those challenging listening situations. So perhaps here on the left you have Peter who's wearing well fit hearing aids, but he expresses some hearing challenges at work and he's concerned about how it's impacting his job performance. Or maybe you meet with patient Andrea who leads a really active lifestyle and she reports experiencing challenging listening situations involving noise and distance. Or maybe you meet with Maria who withdraws from social situations where she finds it difficult to hear and communicate, and she expresses to you that she's been spending more time at home because she's just not able to hear well in those challenging environments.

So really truly, a Roger candidate is any client or patient who is having trouble hearing and perhaps the hearing aids just aren't fully meeting their expectations. Now, in late 2020, we published some guidelines for working with patients who have severe to profound hearing loss, and it's recommended that Roger be presented at the same time as the hearing aids as a full communication package. So when you're listening to, you know, of course you're looking at the audiogram, you're looking at word recognition, and you're looking at what their listening needs are and where they wanna hear better, it's important to think not just what hearing aids are best for them, but what can be included in that total communication package.

In other words, what Roger system is going to help elevate their performance in all of their listening situations. Now, this is a really interesting statistic here, which I don't know about you, but I was surprised about. Previously, I always thought of Roger just for those that had severe to profound hearing loss, but we're actually finding that a

majority of our Roger users, 60%, only have a mild to moderate hearing loss. So I encourage you all to kind of think outside the box when working with patients and thinking again, what are their listening situations? What are their listening needs, and is a Roger microphone needed to accomplish those needs in addition to the hearing aids? Here you'll see a portfolio of our current Roger Solutions, you will need again for a Roger system, a Roger microphone or transmitter, as well as a Roger Receiver.

Today we're gonna discuss our Roger On microphone and then we'll talk about three different receiver options. First, we'll discuss our RogerDirect, our Roger NeckLoop, and then our Roger Focus. So let's first talk about the RogerDirect. So for those of you who may remember back in the day, it used to be that we had to have a boot on the hearing aids. And with RogerDirect, we no longer need to have that anymore. So there's no need for any external receiver, and that Roger signals able to be streamed directly to our Marvel, Paradise, and Lumity hearing aids. This means that you don't have to decide which receiver to use, you don't have to worry about dealing with a tamper-proof Roger receiver for pediatrics, there's no more hinge pinch loss on the carpet, no more annoying stickers to remove, and no potential of losing the receiver.

With RogerDirect all of these limitations are gone. And what we're finding is with RogerDirect, we can have the hearing device 42% smaller in size, and on average 27% less battery consumption. All of our Audeo devices, as well as our BTE devices are gonna be Roger compatible, whether they're rechargeable, three twelve, and even after the launch, Audeo devices are Roger compatible after a simple firmware update. So this is really great for patients who don't wanna compromise on looks or comfort. When you're looking in the target software, there's a couple ways to determine if the receiver is installed into the hearing aid. On the left hand side, you'll see it'll list if the Roger receiver is installed, and then at the top of the screen next to the orange Connect button, if you hover over the hearing aid icon, it will also tell you if there's a Roger receiver installed.

Now here's a really important note, if you are sending a Phonak hearing aid in for repair and it has a Roger receiver installed, you must indicate on the repair form that it is installed. And then if you send that hearing aid in with the receiver, you will be sure to get it back with the receiver, so do make sure to take a note of that. So, not only will Roger On help with hearing different people in varying listening environments thanks to its different modes, but it's also a great solution for TV and music as well, it truly covers all situations. Next we're gonna take a closer look at our Roger On and On iN microphone. Here's where you can see that we have a push button in the middle, and then we have four different microphones in our Roger On.

So any three microphones are gonna be working at one time. You have a display mode which will show you what microphone mode you're in, it'll show you the device status as well as the battery status, and then you have of course your three microphone modes, which is gonna be, oh, we'll talk about that in just a second. You've got your on off switch and it does come in two different colors. The charging is gonna be through a USB-C cable and you can anticipate it'll take three hours to charge the battery and then eight hours for use. So here's a closer look at those three microphone modes, and again, it's gonna automatically switch between those. The patient does have the ability to manually lock it in the microphone mode, but it's easiest for the automatic switching.

First is gonna be that table mode, and that has the MultiBeam 2.0 technology. With the MultiBeam, the microphones, the three microphones are going to create six different microphone arrays giving you the ability to hear at many different angles. The Pointing Mode 2.0 is gonna use three microphones all in a row in order to be able to pick up speech that's in front of you and at a distance. And then the Presenter Mode, of course, is gonna work best for seminars or lectures, and that's where the speaker is gonna clip it onto their shirt or wear it around their neck. Let's take a closer look. Within Table mode, we have this MultiBeam 2.0 technology.

So imagine here you have your patient sitting at a table with the MultiBeam 2.0 technology that's available only in our Roger On microphone, what it's gonna do is it's gonna select the microphone beam that has the best signal to noise ratio. This in turn is gonna give the patient the ability to localize where the sound is coming from and tell the direction of the talker or the speaker. Now it's important to note that this MultiBeam 2.0 technology is only available in patients who are using hearing instruments with RogerDirect. In other words, are Phonak hearing instruments. So this is not gonna be available if you're configuring the Roger On microphone with the hearing aid manufacturer other than Phonak. We did a study in 2020 which found that the MultiBeam technology resulted in a 61% improvement in speech understanding for group conversations compared to only using hearing aids.

So really again, it can just take patient's performance with hearing aids from here, all the way up here and really enhance their listening experience. Taking a look at that Pointing mode, again, it's gonna use the three microphones and it's gonna form kind of a beam array, and you're gonna zoom into the speaker in the conversation. So whether that be at a cocktail party or perhaps you have a patient who's doing interviews, or maybe you have someone who is doing a, oh, what am I trying to think of? Speed dating, that's what what I'm trying to think of. Maybe someone who's doing speed dating, it's really noisy, they just pointed at the person that they wanna hear.

Remember that this Pointing mode is only gonna be available in our Roger On microphone, so you won't have this available in our RogerSelect microphone. Our Pointing mode 2.0 shows significantly better, excuse me, significantly better results compared to hearing aids alone when looking at hearing and background noise at a two meter distance. So here in the green, you can see the performance with a P90 hearing aid in the Roger On, whereas in the blue, you're seeing the performance with just the hearing aids alone. In some cases, when attending a lecture or a presentation

or listening to someone at a greater distance, the Roger On can be given to a speaker and be used as a presenter mode. It's easy to clip onto the clothing, wear it as a clip, wear it is a lanyard.

And thanks to that internal accelerometer, the Roger On knows what position is in, and it'll automatically ensure that one of those six microphone beams is gonna be activated upwards towards the voice of the speaker. So in other words, you don't have to worry that it's completely upright, it can be at a little bit of an angle and it's still going to pick up the presenter's voice. And then we also know that Roger On can be used when it's connected to the TV or other multimedia devices such as a laptop or an iPad so that the clients can have the sound transmitted directly into their hearing aids. And if the Roger On is used with hearing aids using our RogerDirect Technology, the sound from the TV will be transmitted in stereo.

Next, let's take a closer look about our new Roger On Version 2 that's gonna be coming out this summer. It's really going to be a complete solution for online phone calls. So with our Roger On V2, we are introducing new functionality with our Headset mode. And so it can be used like a headset during online calls. That way with two-way voice streaming, both your patients and their online counterparts can benefit from Roger technology. So let's set the scene here. Let's say you have a patient who is in a really loud coffee shop and they have their Roger plugged into their USB port on their laptop, with our Roger On original version, it was able to stream the audio into the hearing aids, but the microphone on the laptop was having to pick up their voice, meaning if they're in a loud coffee shop, the microphone on the laptop was also picking up all of that external ambient noise as well.

Well, now with our new Roger On V2, when the patient has it plugged in, it will still stream to the hearing aids, but the microphone will serve as a headset microphone, meaning that their online counterparts aren't going to hear all of that coffee noise or

coffee house noise, it's just gonna be picking up their voice and using all the same sound cleaning features as it's using in their hearing aids. During the call, the hearing aid wearer can use the Roger On V2 in all three microphone modes. So they can either have the microphone placed on the table, have it pointing in their direction, or wearing it on his or her chest. Now continuing with what we started with our Paradise trial hearing aids, our Phonak Slim trial hearing aids are also going to have Roger Receivers pre-installed.

So demoing is really, really easy in your clinic. Also new, we have our docking station, which is gonna now have a volume indicator that's visible on the microphone while it's in the station. And there's some really great apps available, particularly the myRoger app is compatible with a Roger On and a Roger Select. And that allows the patient to steer the microphone beam. So you'll see in the picture there's the six different microphone arrays and the patient can tap on which ones they want to be activated. On here, they can also change the microphone mode manually if they need to, they have the option to mute and unmute, and they can save two different custom programs as well.

And remember, while Roger is gonna work easiest with our Phonak products, it can benefit a much broader range of patients. Roger On is gonna be compatible with all hearings and cochlear implants that have RogerDirect, it's gonna be compatible with our design integrated receivers, devices that are compatible with our Roger X Receiver, as well as hearing aids that have a telecoil. It truly is an all in one solution. Now, I highly recommend for you to jot this website down here at the top, or it'll be in your handouts, but this is a really great website that you can utilize. So if you're working with hearing aids perhaps from a different manufacturer or cochlear implants, you have the ability to enter in the manufacturer, the product family, and the model, and it will let you know exactly what options you have in order to configure a Roger system.

So it'll take you through the different microphone options, the different receiver options, and again, exactly how to configure it. So a really great tool if you are working with hearing aids that don't have the RogerDirect capability in the Phonak devices. Next we're gonna talk about another Roger receiver, the Roger NeckLoop. So this is a universal receiver that you can use for a lot of different patients, particularly you can use them with children who are over eight years old, students in higher education, so perhaps undergrad or graduate school, adults in their different work life scenarios, as well as seniors. And so the Roger NeckLoop O2 is gonna be compatible with all of our Roger microphones. So that's gonna be compatible with both our pediatric solutions, as well as our adult solutions.

Now, a Roger NeckLoop O3 is gonna be compatible just with our adult Roger Solutions. So that would be our Roger On, Roger Select, our table microphone and our clip on microphone. And this Roger NeckLoop, the way it's used is with any hearing instruments that have a telecoil, whether that be through a hearing aid, a cochlear implant, or a bone anchored implant. So they would simply switch into their manual telecoil program where they surround their neck, and then use their Roger microphone as they fit. So let's take a look at the Roger NeckLoop features. The NeckLoop is gonna have a detachable cord, and that's available in two different lengths, it has a two-sided housing, one with clear indication of the status of the product, which you'll see in the picture, and the other side is a plain surface for a more discreet look.

On the left side, you'll see the on off slider, and at the top you'll see the battery indicator, which shows the battery status. The battery's gonna be fully charged in three hours and provide up to 10 hours of use. On the right side, you'll see the volume control, which is gonna offer 16 steps each being a 2 DB adjustment. And then of course you have the display, which is gonna show you the volume setting, as well as the connection status to the Roger microphone. And you're going to use a USBC cord to charge this device. To investigate the benefit of using the Roger NeckLoop, a study

was conducted using the hearing and noise test or the HINTS test with a selection of four different hearing aid brands with telecoil programs and there were 14 test participants.

These 14 participants all had mild to moderate hearing losses. The study used the HINT under listening situation comparisons. And the test compared hearing aids alone, as well as hearing aids in combination with the Roger system. And that was either the Roger, excuse me, and that was with our Roger NeckLoop, and then our Roger Table Mic II. We had a simulated listening situation with 60 db of background noise. When asked which situation they preferred, a hundred percent of the test subjects preferred the listening situations using both the hearing aids and the Roger system for all of the different comparisons. And a comment from one of the subjects said, "Well, why would I choose to hear any less?" So I think this just goes to show the power of demoing these devices, and a hundred percent of the participants in this particular study preferred to use the Roger in addition to their hearing aids.

Next, we're gonna take a look at our Roger Focus II, which is another receiver. It's an ear level receiver for individuals who do not wear traditional hearing aids. So these individuals may have an auditory processing disorder, perhaps they have functional hearing loss, autism, dyslexia, ADHD, or unilateral hearing loss. The Focus II is going to, oh, excuse me, the Roger Focus receivers can be compatible with all of our Roger microphones, so both pediatric and adult microphones. The Focus II is gonna come standard with slim tubes as well as open domes in order to ensure the ear canal is as open as possible so they can still use their natural hearing. This new design of the Focus two receiver provides visible indicator lights as well as an easy to use volume control.

As an important note, the Roger receiver is only a Roger receiver, or excuse me, Roger Focus II is only a Roger receiver, so it's not gonna provide any amplification, it's not

meant to replace a hearing aid. So if a student has measurable hearing loss, it's recommended that they speak to their audiologist about an appropriate fitting option or an appropriate hearing aid. Next, let's take a look at how we can incorporate the Roger accessories and get them to more patients. We're gonna talk about something called a Reasonable Accommodation. A Reasonable Accommodation is gonna be any change to the application or hiring process, to the job, to the way the job is done, or the work environment that allows a person with a disability who is qualified for the job to perform the essential functions of that job and enjoy equal employment opportunities.

Accommodations are considered reasonable if they do not create an undue hardship or a direct threat. So at the bottom here, you'll see that the ADA requires Reasonable Accommodations as they relate to three aspects of employment. The first being ensuring equal opportunity in the application process, the second being enabling a qualified individual with a disability to perform the essential functions of a job, and the third, making it possible for an employee with a disability to enjoy equal benefits and privileges of employment. Let's take a look at the foundation of this, which is the American with Disabilities Act, otherwise known as the ADA. This was introduced into law in 1990 and it's a civil rights law that prohibits discrimination based on a disability, and it allows for a Reasonable Accommodation to be made upon request in the workplace.

So in this case, the employer would pay for the accommodation and then the ADA law would apply for businesses of 15 or more employees. Now note that there are some states with less stringent criteria. So for example, the state that I'm in, in Nashville, Tennessee only requires that there's one other employee in order for this ADA guideline to kick in. I encourage you, if you run into that situation where, you know, maybe your patient only has three other employees, check with your clinical trainer or account manager to see if you're in one of those states that had that less stringent guideline.

But as a general rule of thumb, the ADA law is going to apply for businesses of 15 employees or more.

So when or who should I discuss Reasonable Accommodations with? Again, has to have in most states, 15 employees or more, their case history indicates that they're struggling to hear and communicate at work. New hearing aid patients should be introduced to the concept during their first hearing aid consultation and preferably given a demo of the Roger at either the first fit or the consult. At a minimum, all employed patients should know that the ADA law exists. So while they might be hesitant to go through that whole process in the beginning, perhaps, maybe it's something that they do couple months in of getting their hearing aids or perhaps a couple years into getting their hearing aids if they have a change in employment.

And so while they might not act on it now or they might not feel the need for it now, I think it's important to educate them on their options and knowing what the law would require for them to do their job. So we have a really great website with some good resources here. It's called us.morethanahearingaid.com. Again, I highly recommend that you check out that website and favorite it or bookmark it just so you can access it again or whenever you need it. So here we've outlined really five simple steps of how to achieve this Reasonable Accommodation for your patients. The first step is gonna be to determine what Roger solution is best for your patient, and that's gonna be based on what's gonna be compatible with their particular hearing aid or hearing aids, as well as what their listening needs are.

You know, are they gonna need a Roger Select so that they can manually adjust the microphone modes on the device itself? Or perhaps are they gonna need multiple table microphones and configure a multi talker network? So once you've made a recommendation of what microphone will be that best option, it's best to then let them trial it in their particular work environment. So it says here, "Nothing trumps real world

experience." So giving the patient the ability to test that microphone set up, test the feasibility of it, test their comfort level with it, and make sure that it's truly going to help them and enhance their work environment and work performance. Once the patient has tried it in that environment and said, "Yep, this is great, I really like it, I really think this would be beneficial," then you can download a templated accommodation request letter.

So we already have this written for the patient. There's a chance to edit it so they can put in their name, their employer's name, and then they would hand that over to their employer. It's also beneficial if they include your hearing aid notes that indicate what device is recommended. You'll then order the device and have it available for the fitting and then you'll make arrangements for payment, whether that be providing a copy of the invoice to the employer directly, or perhaps the employee pays for the device and then seeks for reimbursement from their employer. So a lot of different options and a lot of great resources. I encourage you, if you have any questions about this or you need assistance in this process, please don't hesitate to reach out to your account manager or your clinical trainer and we can help guide you throughout that process.

Now, we talked about being able to demo the devices and there's a lot of power in demoing devices, whether again that be at your initial hearing aid consultation or perhaps two years into fitting them with hearing aids. Now the nice thing is, our trial devices, so these are gonna be our Sky M products after August of 2022, all of our Paradise trials and all of our Lumity trials are going to have Roger receivers pre-installed. So what that means then is if you have, we'll say a Roger On microphone in this case, all you have to do is press that chain link or that Connect button on the backside of the device, hold it within about four inches of one of the hearing aids, and then you should see a check mark indicating that the connection is successful to the trial aids.

If you do see an X, it means that the receiver is not gonna be compatible, and if you receive a question mark, it means there's no receiver found, you probably just need to move closer in proximity to the hearing devices. But again, super easy to connect our trial devices to our Roger On microphones, you'd essentially follow the same step for our Roger Select microphone as well, and just very easy to let your patients experience the Roger firsthand. So you go to demo and what do you wanna highlight during your Roger demo? Well, first thing I would probably do is talk about how the Roger can help over a distance. So that might mean you clip it onto your shirt, walk out into the hallway and continue talking, maybe have a story or talk about what you ate for lunch and let the patient experience that far range distance.

Or maybe if they bring a spouse with them, have the spouse do that so that way they can get a feel of what it would be like communicating in their home environment. You can also test the Roger microphone in a group conversation with background noise. So in our Target software we have media files that you can use with simulated background noise, maybe you pull out your phone with Spotify and search for restaurant noise, or maybe you play some music on a speaker in your office, but have that playing in the background and demonstrate how well the patient is able to hear the speech over that background noise. You can also demonstrate the Pointing mode as well if you're using a Roger On microphone.

So just being able to point it at any speaker, whether that be the patient or perhaps their spouse. And then you can also test out the media streaming too, so you can plug it into your computer at work or if you have a laptop or a tablet and just allow them to hear what it sounds like streaming directly into their hearing aids. I can't stress it enough, the power of demoing on your patients. I think it's really helpful to do at the consultation in conjunction with your discussion of the hearing aids. Again, just letting them know that this technology is available, and while they might not need it

immediately or in their current job, it's very possible that things could change over the course of the lifetime of their hearing aids.

And so it's at least good for them to be aware of it and know that it's an option and present it as part of the total communication package. We have so many amazing resources available at [phonak.com](https://www.phonak.com). So you've probably noticed that we've redesigned our website and we have some really great information under our Well-Hearing is Well-Being. So understanding how important good hearing is to our social-emotional, physical, and cognitive health overall. You'll also find all of our hearing solution options, from prevention to hearing aids to different accessories Under Hearing Solutions, that's where you'll find more information about our Roger Wireless microphones, and then under For Professionals, this is where you can find some really, really good resources.

So you've got downloads and resources where you can find order forms, and then you can easily access our Phonak Pro and Phonak store online as well. Of course, you also have your Phonak team readily available to help you, whether that be your account manager or your clinical trainer. And rest assured, if we don't know the answer, we will find someone who does and make sure to get you where you need to be. Next, I'd like to play a video for you. This is gonna be about a four minute video of, her name is Maddy Brinkman and she is a Roger Ambassador and she will talk to you about how easily the Roger system can be integrated into a day walking around the city. Enjoy.

- Hi, my name is Maddy. I'm a Roger ambassador and today I'll be visiting Zurich with a friend and using my trusted Roger On to make sure I can hear everything.

- Sorry about that.

- And make sure I can get everything that this amazing city has to offer. We started the day visiting a rooftop that gives great views of the city. There was a strong wind and all

that city noise, but with the Roger On, I was able to hear everything my friend said. A city can be very noisy, trams, buses, construction sites. The good thing is that my friend wore Roger On around her neck, so I didn't miss any of the conversation, and believe me, she talks a lot. We stopped for coffee at a market. It wasn't too crowded, but there was still a lot of reverberation. I could use myRogerMic App to focus in on the conversation. Did you know that in Zurich you can drink water from the 1200 fountains in the city?

My friend accidentally got the Roger On wet in one of the fountains, but I was not worried, it's splashproof. I usually struggle to hear well on public transportation, especially with all the noise around me. But this is no longer a problem. Our last talk was at a cafe by the Limmat river. Hello.

- Hello.

- [Maddy] Pointing mode is perfect to hear the other person on the other side of the counter. But when I'm seated, I just put it on the table and it changes the mode automatically, it's so practical. That's the end of my tour. I hope you have enjoyed seeing Zurich with me and my Roger On. See you soon.

- All right, I just love that video, I think the overarching theme that I hear with our Roger accessories is that it's just easy, easy to use, easy to incorporate, and it's a pretty seamless experience. And who doesn't love easy, especially on your end too.

- Hi.

- So with that, that concludes my presentation. I am going to go ahead and address the questions that were entered into our Q and A. If you haven't already asked a question but you have one burning in your brain, please go ahead and type that in and

we'll get to as many as we can here. The first question that we have is, "Is it better to recommend a Roger Select or a Roger On?" And there's a couple factors to consider with this. So with the Roger On, you're going to have the Pointing Mode. So if that's something that you feel the patient would benefit from, definitely go with the Roger On.

The Roger On is also going to have that MultiBeam 2.0 technology, which is really gonna help patients decipher or localize where the sound is coming from, which I think in turn will help just kind of free up some of those cognitive resources and some of that attention if they're not always trying to first figure out where the sound is coming from and then figure out what was being said. Now if you have a patient though who would really benefit from manually selecting the microphone modes on the device and perhaps you know, is very against using an app, then that's when the Rogers Select might be more beneficial for the patient. So as long as they're comfortable with manually making that selection or maybe they just like having that really concrete discreet control, they can adjust it easily without having to pull out their phone, then that Select would probably be an ideal solution for them.

One thing that I did not mention in this presentation, but in hindsight, wish I had a slide on, but there is also another app that can be used and that's called myRogerCoach. So it's a free app, it's available for both iPhone and Android users and it has some really great just instructional videos. So the patients aren't controlling anything with this app, but it's really just a good resource, talks to them about how to turn the device on and off, how to change between microphone modes. And so it kind of takes some of the time away that you would have to spend teaching the patient. You can simply just download the app for them and encourage them to go in and look at it at their leisure.

So definitely something else to consider there. Let's see here. And I did see a question, "Can they adjust the mic setting in the app or only see it?" So you can adjust, in the My Roger app, you can adjust the microphone mode and you can lock it into a particular

mode if you want to, essentially override the automatic feature. I see a comment here, "I noticed the friend is wearing the Roger On very low on her chest. Is that the appropriate way to wear it? I've always used a rule of thumb that it should be approximately five inches from the mouth." So that's a really great question and that's something that I would encourage you to recommend for your traditional remote microphone system like a partner mic.

However, with the Roger, because of that microphone array, it really doesn't have to be within five inches. So they can wear it with the lanyard and it can be lower and it's going to pick up the voice. Again, doesn't matter the angle of it. So if it should tilt, if, you know, the the person should move over, it's still going to find that loudest signal from that microphone array and it's gonna pick up that voice. Another really great question here, "What's the difference between the Roger On and the Roger On iN?" So let's first break it down. So the iN stands for integrated. So with the Roger On microphone, that means there are no receivers in that microphone.

So for example, if you have trial devices that already have receivers installed, you just need the Roger On microphone and you would hit that Connect button and they would work together. If you have a set of hearing aids and there are no Roger receivers in them, then you would need to get a Roger On iN. That means that there are two receivers integrated installed in that microphone. And when you get those, you'll need to take those receivers and essentially kind of airdrop or install them into the hearing aids. Now, I didn't include that video in this presentation, but I'd be happy to send that to you. We also have it on our website as well, and then you'll find it in the instruction brochure manual when you receive a Roger On accessory.

But that's gonna be the biggest way to differentiate is that iN is gonna indicate that there are receivers inside and that you are purchasing with that microphone. So as a result, it is going to be a more expensive option. If you're ever unsure about which

microphone is best, you can either use that Roger configurator and it'll tell you which one to get, or you can ask again your account manager or your clinical trainer. Let's see here. "Does the myRoger app adjust hearing aid noise reduction or the microphone status?" That is a fantastic question. So the myRoger app is gonna give the patient the ability to adjust the microphone status only. But the great thing about our target software is of course you have your automatic setting, on the side, you're also gonna see RogerDirect, so it's gonna be listed with like your phone call setting.

So under that RogerDirects program essentially, you as a clinician have the ability to go into the software and make adjustments to the noise, the gain, you can switch it from standard to dual for adaptive gain. And so yes, you as a clinician have the ability to configure all of that for the patient. Really the patient should just worry about either using it in the automatic microphone mode or selecting which mode is gonna be best for them. "Is it possible to manually change the microphone configuration on the Roger On, or do you have to use the app for this?" You can do it either way. So I wish I had it here with me, but if you press the button, you can toggle through those different microphone modes, and then if you press and hold the button, you'll actually be able to lock it into that microphone mode.

So regardless of the position of the microphone, it will stay locked in that mode. So the patient has the ability to change it either on the microphone or through the app, either way, whichever they prefer. ♪ Ta ta ta ♪ I do see a comment in here, let's see, "How would I know for Roger already has, I know you said the ones..." Okay, so I see a comment, "I'm an educational audiologist. How would I know if a student has Roger On already installed in their aids?" So the question is, is there a receiver already installed? Probably the easiest way to answer that would be to connect the hearing aids to the software and look in target to see, you can hover over that hearing aid icon and it will tell you if the Roger receivers are installed.

Another quick way you could do it is if you have a Roger microphone, whether that be a Select or an On, and you can try to connect it to the hearing aids. And if you're not able to connect it, there's a good indication that there's no Roger Receiver installed in the device. More so a comment here. I see here, "As an educational audiologist, I'm the one who installs the Roger receivers, however, the clinical audiologist is the one that sends the hearing aids in for repair and the clinician might not be aware of the Roger technology. It would be great if Phonak would modify their intake process to always check for install receivers." That's a really great point, and I'm not a hundred percent sure on this, but it's my impression that they do check when it comes in.

So when a hearing comes in for repair, they will connect it to the software to save the settings, and it's my understanding they will check to see if there's a receiver. However, if you can, talk to the clinicians who are working with these hearing aids and just gently remind them that, "Hey, if you remember, do please indicate that there is a Roger Receiver installed on that repair form." Now if there's a situation where a hearing gets sent in with a receiver and it comes back without a receiver, do call customer service, call your account manager and we'll make sure to get arrangements that that receiver can be reinstalled into that hearing aid. So with that, I am looking at the top of the hour, so that is all the time that we have for questions.

I really appreciate your time today. This was really meant to be a high level overview of our Roger On or Roger accessories, so I hope you gained a lot of valuable insight. If you have any further follow up questions, feel free to contact me. My name is Haley Butler, and my email address is Haley.butler@phonak.com. Thank you so much.