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Marvel at the Possibilities

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- Hi, everyone. Welcome to our training on the expansion of the Marvel platform. Marvel CI introduced many great features to you and your patients, like wireless programming, bimodal fitting in one software, and of course Marvel hearing technology. And now AB is expanding Marvel CI, providing you with even more options for every patient. So in this, webinar we'll show you how you can help your patients take advantage of some new features for Marvel CI. Before we get started, a couple of housekeeping notes. This is a 60 minute session, and you can earn one hour of Continuing Ed Units if you're an Audiology Online member. So after the webinar, go to Pending Courses and pass the multiple choice exam. As a part of this course, we have a handout of the training available, and we also have resources for additional learning that we'll go over throughout the presentation today.

Be ready to engage. We're thrilled that you took the time out of your day to join us, and we're looking forward to both learning with you and learning from you. So if you're joining us here in the live course, please ask questions in the Q&A throughout the session. And if you're in need of any technical support during the webinar, please reach out to CustomerService@audiologyonline. So let's dive right in and talk about how we'll spend our time together today. To help me introduce these new enhancements, I have the education and training team from Advanced Bionics here together with me. We're all audiologists by trade and we're also adult learning specialists. So you'll hear from myself.

I'm Stephanie Johnson. You'll hear from Kenzi Dixon, Katie Vaden, and Lori Hambrick. Each of us are gonna be covering different topics in this training. Today's webinar is designed to provide you with an intro to the expansion of our Marvel platform. So if you're new to AB or you're new to Marvel and you do wanna do a deeper dive into the features and benefits of Marvel first, we recommend that you first complete the Introduction to Marvel and Target CI e-learning program, which you can find on the main landing page, or we can go ahead and put the link to that e-learning program here

in the chat. Given the scope of the Marvel expansion, we're planning to focus our time together today on just the highlights and the most exciting enhancements.

We want you to have enough info to get up and running with Remote Programming with CROS and with the new version of Target CI, and to be able to talk to your patients about these new innovations. And beyond that, we wanna make sure that we connect you with where to go when you're ready to learn more about specific aspects of this new technology. We have a lot of resources like e-learnings, PDFs here on AO to bring you additional training and learning. So what we hope you get out of this session, after our hour together, you'll be able to outline the steps that both you and the recipient will take to participate in Remote Programming, you'll be able to explain the benefits of CROS technology for unilaterally-implanted recipients, and you'll be able to list the new features of Target CI v1.

5. With the new technology from AB, we're creating better workflows, we're providing new ways for people to hear more, and we're providing innovative telehealth solutions. So now more than ever, AB recipients can connect to the moments they love through universal Bluetooth connectivity with the AB Remote Support app. They can Marvel from ear to ear with the introduction of CROS for Marvel CI, and they can enjoy powerful hearing experiences with Target CI v1.5. To take a step back, AB has a unique advantage when it comes to connectivity as we offer the only universally connected sound processor. So Marvel CI offers wireless streaming from any Bluetooth device. That means iPhones, Androids, laptops, smart TVs, gaming consoles, tablets, really any device that's Bluetooth enabled.

And we're proud to say that 97% of hearing care professionals agree that Marvel CI connects to more personal devices than any other CI in the industry. That universal Bluetooth connectivity, that's what allows us to now offer Remote Programming. So with the new version of Target CI, hearing care professionals can connect with

recipients remotely to provide complete Remote Programming services for the first time ever. AB is introducing a new way for recipients to virtually meet with their hearing care professional from both the comfort and the convenience of their own homes. So today, throughout the session, we'll demonstrate why Remote Programming is gonna be game changing for you and your patients, and we'll provide suggestions to help you successfully implement this new feature into your clinical practice.

Now, we know that you're a unique audience, and the concept of telehealth is not new to this group. In fact, the Veterans Health Administration is the largest telehealth provider in the US. So we're curious to know how many listening in currently perform telehealth with their patients. So at AO, we'll go ahead and open up a poll here for those of you listening live and give you a moment to weigh in. Great, so far it looks like the majority of you do currently perform telehealth with your patients. Thanks so much for weighing in. Next question, go ahead and type this into the Q&A. What percentage of adults do you think use telehealth services in any given year?

So go ahead, take a guess, and write it into the Q&A if you're joining us here live. If you wrote down a guess of close to 40%, you'd be right in the ballpark. In 2021, 37% of US adults use telehealth, so more than a third of the population. The global pandemic forced healthcare professionals to adapt quickly to continue delivering patient care, including by pivoting to telehealth. When you break down telehealth use by age, you could see that use actually increases with age, with more than 43% of adults age 65 and older using telehealth. So I'm curious to know by typing into the Q&A what are some of the most common reasons why your patients miss their appointments. And Lori, I'll hand it over to you while people take a moment to type into the Q&A.

- Thanks, everybody, for sharing your information with us and your experiences. And I think there are many reasons why cochlear implant recipients may miss their appointments. As I've talked to other hearing care professionals as well as remembering my personal experience in the clinic, it seems like some of the most common reasons are recipients who either themselves or their family members have coexisting health conditions that they're also trying to manage. Transportation issues are a concern, not only for those who live far away, but even for others who maybe don't have a car and are relying on the bus or some kind of public transit. Also difficulty getting to the clinic due to mobility issues that can make it more challenging.

And then, as we've mentioned already, living in rural areas far away from the cochlear implant center. And when you think about all the time that cochlear implant recipients are spending traveling to the appointment, parking, spending time in the waiting room, it may take some patients an hour. Other patients may spend five or more hours for just one visit. And a little later in this training we'll discuss the Remote Programming white paper that we'll also provide to you. And we'll take a look at the data about how much time recipients spend on their programming appointments. As we have launched Remote Programming, we've talked to both professionals and cochlear implant recipients about this new opportunity. One recipient reported that trips to her audiologists take all day, and she's the one who provided this quote on the screen here.

She drives three hours each way for her appointments, and many of us know that that's not necessarily an uncommon experience. She has to take time off work to go to her appointments. And an inclement weather, which is common in Minnesota where she lives, she has to delay her care. After one appointment, she returned home to discover that one setting wasn't adjusted correctly, which meant scheduling a new appointment, taking the long trip back to the cochlear implant clinic for a change, and a change that only took five minutes to complete. So Remote Programming would've

been so beneficial for her in this situation. And as we think about these kinds of challenges that patients experience and how they may affect you clinically, all of these factors that we've talked about may lead to missed appointments or patients showing up late.

And patients who arrive late or don't make it in time for their appointments are going to impact your day-to-day schedule as well. During some of our discussions that we've had with hearing care professionals about Remote Programming and implementing it in the cochlear implant clinic and using it for AB cochlear implant recipients, we've spoken with a number of professionals who feel very strongly about the benefits of telehealth and are really excited to use this technology with their patients. We have a quote on the slide here from Jessica Messersmith. She's a CI audiologist. And she highlights that hearing care professionals should not be the barrier for patients to receive better care and better outcomes. By using telehealth health.

.. Excuse me. By using telehealth, hearing care professionals can support their patients wherever they are. And it's not just about improving access to those in rural areas. Remote Programming can make it easier for everyone to access their healthcare. Now I'll hand things over to Kenzi to talk about what Remote Programming means for AB and how you and your patients can get set up with this technology.

- Okay, we're going to spend a moment here talking a little bit further about how Remote Programming works. So first and foremost, the AB Remote Support app turns your patient's smartphone into a Noahlink Wireless, which allows for full Remote Programming of their Marvel system. This allows you as the hearing care professional to use Target CI v1.5 to remotely make adjustments, counsel on device use, and discuss plans for rehab. After an initial in-person appointment, follow-up programming sessions can be conducted online, in real time, in the recipient's own environment,

rather than taking place in the clinic. This option can replace in-clinic follow-up visits. So here's what a recipient needs in order to participate in Remote Programming.

They need a smartphone with the AB Remote Support app downloaded, a stable internet connection, and a compatible hearing device, such as a Naida CI M, SKY CI M, or Link M hearing aid. Here's what a clinic needs to be able to offer Remote Programming. Most importantly, a computer that is connected to the internet with a webcam, a stable internet connection, and Target CI v1.5 or later. Here in a moment, we're going to watch a quick video that goes over the whole Remote Programming process and shows us how quick and easy it is for both the recipient and the hearing care professional. So if a recipient is a good candidate for Remote Programming and if they express interest in it, the hearing care professional can go through a few additional steps to support the patient after the initial in-person programming session is complete.

So one of these steps is to download the AB Remote Support app on the recipient's smartphone. Then opening the app and pairing the Marvel CI devices by following the prompts that will pop up in the app. And then providing the AB Remote Support app Quick Guide which will help the recipient when they are at home to understand what they can do to move through their Remote Programming appointment. So Lori is going to walk through the next steps with us.

- So I wanted to make sure you all know how you can initiate a Remote Programming appointment in Target CI v1.5 with two simple steps. First, you open Target CI on a computer that is connected to the internet, and then you simply select the client file and Start remote support. So let's take a look at what those steps look like in Target CI v1.5. All right, I have a video on my other screen and I wanna make sure to explain things well to you. So I'll take a look over here. And here we see Cam's client file. We see that Cam is already paired to his phone and we can choose Start Remote Support.

As we start remote support, we can see in the top left corner that it is orange, indicating that Cam is not connected currently.

Now we see that Cam is joining the session because it is turned gray. And now that Cam is connected, we see that it is green. And at this point you and your patient or in this case Cam and his hearing care professional can begin communicating through Remote Programming. The steps that Cam the recipient will go through to join the session are shown on this slide. So let's take a look in the AB Remote Support app to see what Cam will experience. All right, so we see that he will see this and select Join waiting room. We see that the hearing care professional is ready, he can join, and then we also see at this point that Cam can communicate with his hearing care professional through his phone.

Now after Cam has joined the Remote Programming session in the AB Remote Support app, his hearing care professional can program Cam as they normally would during an in-person programming session. And as a reminder, complete programming is available through Remote Programming in Target CI. Now let's take a look at Cam's programming session in Target CI. So we have a video for you again. We're going to open the session. And then, like you would always do, connect to Cam's cochlear implant. You see that it found it. He has a left CI. And now we'll select Continue. So the steps that we've done so far, again, are the same as what you would do in a live program.

We'll select Close now that his device is connected. Then we'll go to the Fitting tab and make some mapping changes. Now in this case, what we're going to do is measure the M levels on some of the high frequency electrodes. So you can see that we've selected Tone Bursts. And here we'll turn on stimulation and work with Cam to make some modifications. So let's just watch this for a moment. We've set electrode 16. Now we will modify electrode 15. Okay, now we'll measure the M levels on electrode 14. And

turn on live speech to confirm comfort and audibility now that we've made those changes. All right, the next thing we're gonna do is provide an off ear compatible program for Cam.

He's really active and enjoys spending time with his grandkids, riding bikes, playing in the sandbox. So we wanna give him an off ear compatible program to keep his sound processor dry and clean. So we add that. And that's all we're planning to do today during this programming session. So at this point we can choose Save & close. Note that under database it shows that this is, and now it's moved up to under hearing instruments, but that we have both remote support enabled as we're saving as well as under database indicating that it's a Remote Support session. Okay, now we'll close the Target CI session just like we always do. All right. Now, here we see that Target CI is closed and the Remote Support window is still open.

We also see that Cam is still connected. You can see in that top left that it says Cam Munication is connected and it's green. So at this point, Cam and his audiologist can continue the Remote Programming appointment, even after the Target CI client file's closed. Cam's audiologist may want to stay in this session to conduct counseling, discuss plans for rehab, and/or maybe discuss the date and time for the next programming appointment. So they can con continue to communicate at this point. When the hearing care professional is ready to completely end the remote program appointment, they would simply click on the red phone icon. So let's look at those final steps. So we see that we have that red phone icon.

Simply click on that to stop the video call. And then after that, the prompt will appear, select Yes, and now we see that everything is closed out under the Remote Support tab and the Remote Programming session is over. Now on Cam's end, he is also able to end the Remote Programming session in the AB Remote Support app, and he does this by tapping the red phone icon and then selecting Done. So let's take a look at

what that looks like and how that works for Cam. All right, so again, we see that red phone icon. Simply tap that, select Done, and you see that the call is ended. Selecting Done would close out the app a little further and then they can just swipe up to close it out completely.

I also wanted to make sure to show you how to manage backup sound processors for Remote Programming and Target CI v1.5. And to simplify this process, it is recommended that you, the hearing care professional, add primary and backup to the Bluetooth name in Target CI, as you can see on the screen here. The Bluetooth name setting can be found under Fitting, Device options, Bluetooth, and again, as you see on the screen. If a recipient has a backup sound processor, it is helpful for you to assist the recipient with pairing both the primary and the backup devices during the in-person programming session. So let's look at a video that shows the steps to pairing the backup Marvel device.

All right, so we are connecting. We have our primary device connected right now. This is what we would've previously programmed during Remote Programming. The recipient goes to Settings, Pair hearing devices, Continue. We see that we're currently finding the primary device. And now it has identified the backup, which we will select. Select Pair to pair it. And now we are paired to the backup device and Cam can select Done. You and the recipient are able to confirm that both Marvel CIs are paired by going to Manage devices in the AB Remote Support app. So let's take a look at how that's done. So if we choose Manage devices, we see that both are paired. And the one at the top is the primary device that is currently connected.

And in order for you to be able to program the backup sound processor during a Remote Programming session, the recipient is going to need to change to that backup sound processor in the app. And so we saw that they were both connected. You did that with them in the clinic. But in order to change to the backup sound processor

during a Remote Programming session, the recipient's going to need to leave the Remote Programming session, change to the backup sound processor, and rejoin the Remote Programming session. In order to do this, the recipient will select Change, go to backup, select Save. And now we see that the serial number has changed and they are connected to their backup device.

After switching to the backup sound processor, the recipient can rejoin the Remote Programming appointment, and then you can program the backup device. To complete programming, you will need to select and open the primary session in Target CI, go through the steps to connect to that backup cochlear implant. The next step is to edit the Bluetooth name. Again, that is found under Fitting, Device options, Bluetooth, and replace the word primary with backup. So now you have identified that that is the backup device. Then simply select Save and close. And the settings that you selected for the primary device are now saved to the backup hearing instrument. Now as you get started with Remote Programming, AB has many resources to support not only you, the hearing care professional, but also your patients.

And these resources include quick guides, which you can see on the screen as professional clinical tools, which you will be able to download for yourself, or maybe they have already been provided by your regional representatives. We also have e-learning available for you, as well as a recipient video and tear-off pad that helped the recipient prepare for the Remote Programming session. We encourage you to share the tear-off pad with your patients ahead of their Remote Programming appointment, and this allows them to read through the tips to have a successful experience. The tool also includes a loudness scale, which is obviously commonly used for loudness measurements in the clinic, but by providing them with a tear-off pad, your recipient will have a loudness scale that they can use at home or in whatever their environment they're using or they're in when they participate in Remote Programming.

The tear-off pad also provides important information about Remote Programming and includes a QR code that links out to the video that Kenzi showed to you earlier. And all of these resources are available in Audiology Online. As employees at the VA, we have some additional resources for you as well. We have access to e-learning and then some PDFs that we've mentioned today, including the brochure you see on the screen that's designed specifically for VA professionals. And this brochure can be found on the Audiology Online landing page as well.

- Great, so we mentioned that AB earlier has a unique advantage in this space as we offer the only universally connected sound processor. And AB is really proud to be the only CI company offering complete app-based Remote Programming. So to take a look at what all manufacturers can do or some manufacturers can do versus what only AB can do, AB and other manufacturers offer some level of remote support, including things like giving you the ability to subjectively assess how the recipient's progressing, to discuss any concerns. Lori showed you how to do that in the app. You can make global adjustments, like master volume, bass, treble, adjustments of sound processor settings, checking the impedances and data logs.

So note with that, AB's Remote Programming, impedance measurements are saved in Target CI for added convenience for you. And these measures are conducted synchronously during the session, as well as enabling live speech. Only AB offers a complete Remote Programming experience, and there are a number of adjustments that you can only do with AB's Remote Programming technology. Some of those include measuring NRI, creating a new map, measuring upper and lower stimulation levels on individual electrodes or groups of electrodes, conducting bilateral programming by measuring each side individually, adjusting some advanced parameters, for example, pulse width, creating, downloading programs. And only with AB can you conduct bimodal Remote Programming of both the CI and the hearing aid in one software and in one session.

So now we'll go ahead and hand it over to Katie to talk about the impacts of Remote Programming to both your patients and to yourselves as professionals. Katie, over to you.

- Thanks, Steph. All right, before we get started on the benefits of Remote Programming, I'm curious to know what the benefits you think your patients may receive for Remote Programming. So in the Q&A, if you would, please go ahead and type in what impact do you think Remote Programming would have on your recipients. Think about if you could remove the barriers associated with hearing healthcare and traveling to the clinic, and think about what Remote Programming would benefit to you and go ahead and type that in the Q&A section. And while you're doing that, I will talk a little bit about what I think the patients could receive, the benefits they could receive from Remote Programming.

If I think back into my time before AB, when I worked in a CI clinic, I know that my AB patients would've loved to have the opportunity to take advantage of Remote Programming. They would've had easier access to hearing care, especially for those patients who live far away. They wouldn't have had that time and stress and cost of traveling to the clinic in person. Maybe their family could have been more involved in their hearing healthcare as well. If I think they didn't have to travel to the clinic, then they could have their appointment in their own home. And any family or caregivers in that environment could have supported them more than when they had to drive to the clinic.

And we all know that while many adjustments go really great in a quiet office, there's a lot of patients who, I remember, would call and say, "It sounded perfect in the clinic, but I got home in my noisy environment and now I can't hear as well." And so the remote program also offers patients the benefit of giving them access to real time

programming in their home environment. And if I look in the Q&A, I see some of you have typed similar things, so it's good to know we're all thinking on the same page. In addition to benefit for the patients, I think there are a number of benefits for all of us as hearing healthcare professionals as well.

Remote Programming could give us the flexibility to schedule appointments and potentially reduce no-shows since patients don't have to travel to appointments or even late arrivals. Patients could maybe join more timely when they take the travel out of the equation. It could provide patients the opportunity or provide us as hearing care professionals the opportunity to provide more patient management solutions. So giving us the opportunity to differentiate our hearing healthcare service. And the Remote Programming appointments could be as effective or even more effective as in-person appointments as you truly are programming them in their home environment. And then finally, you can give the opportunity to support patients in their real life environments, and potentially giving them the opportunity to hear better and increase their patient satisfaction.

And next, I think that the industry of hearing healthcare can benefit from Remote Programming. If you think about how Remote Programming works, it could certainly improve sustainability, help to differentiate patient care, and ultimately increase clinical efficiency as well. For sustainability, think about that patients won't have to drive or take time out of their schedule to make the long drive to the clinic, so it's resource efficient. It could also reduce the carbon footprint because they're not having to individually drive their cars to the clinic as well. And it can certainly be cost savings to patients. It offers us as the hearing healthcare industry the opportunity to differentiate our care that we're delivering to patients. We know that hospitals are constantly demanding that clinics provide an increased value to patients.

And I think Remote Programming certainly gives us the opportunity to do that. And certainly we can improve clinical efficiencies as well. Today's patients expect more from their hearing providers than ever before. And Remote Programming gives the flexibility to improve efficiency in our daily schedules that are busier than ever. So I think those are the reasons why patients can benefit from Remote Programming, why we as professionals and our industry can benefit from Remote Programming. And I'll hand it back to Stephanie to cover some research studies.

- Yeah, thanks, Katie. Katie had talked a little bit about efficiency and effectiveness of the session, so I wanna touch on that in more detail here through the white paper. So to back up just a bit, AB conducted a multicenter pivotal clinical trial to evaluate the safety and the efficacy of Remote Programming with Marvel CI. And the goal was to determine whether hearing performance is similar in programs created via a Remote Programming session versus programs created during an in-person programming visit. Ultimately, the data shows two key takeaways. So if you take a look at the left, clinical outcomes with Remote Programming are no different than outcomes with in-person programming, and on the right, Remote Programming offers patients increased convenience and increased ease of access to care.

So we'll zoom in a little bit on the left. This figure shows the mean AzBio sentence scores in quiet after chronic use of the remotely programmed program and the in-person fitted program. The mean of the in-person AzBio score was about 89%, in gray. While the mean for the remotely programmed speech recognition score was about 91%, in blue. So clinical outcomes are really the same regardless of whether the individual was programmed remotely or whether they came for an in-person visit. If you take a look at what's on the right of the screen, this shows that Remote Programming is an efficient use of time. So really fitting durations were similar for each listening modality, whether that's in-person or remote.

Remote Programming offers considerable cost and time savings for the recipient compared to an in-person visit. That part seems pretty straightforward, but when asked in a questionnaire about the approximate time spent in total during a typical CI office visit, and that includes time spent in travel, time waiting in the waiting room, plus the appointment time, responses range anywhere from one hour to upwards of four hours for more than 88% of study participants. I think that kind of alludes to the story that Lori was telling earlier about the recipient that had to travel, I think it was more than three hours each way. When asked if in-person visits related to CI care were covered by their insurance, 41% of participants were not reimbursed for all costs associated with their CI visit.

Really attitudes towards Remote Programming were positive. Specifically participant ratings were higher on average, which suggests that Remote Programming was really similar to their in-person experience. And audiologists also reported that Remote Programming experience was positive, and they said that they would recommend it as an alternative to some in-person visits. Kind of to sum up everything here, ultimately clinical outcomes are the same, and Remote Programming can save time, money, and provide convenience to our recipients.

- So from talking with programming audiologists in the field, the general sentiment is that providing patients with accessible care is a part of providing high quality care to them. So to bring this all together, we'll share some thoughts now about how to make adoption of this technology as seamless as possible. So to ensure the Remote Programming session is easy, additional support can be provided during in-person appointments. So as we've previously discussed, helping the recipient download the AB Remote Support app and pairing their instruments during that in-person appointment can be incredibly helpful. You can make this a part of your practice. You can do that in that in-person appointment so that the recipient is ready to go when they get home.

We had one professional share with us that they like to color code their calendar for Remote Programming visits versus in-person sessions. That way they were quickly able to look at their calendar and know what to expect for their day. This same professional also shared that their front office staff would call to remind patients about their upcoming appointment the day before, and they would remind them that this appointment was not in person. Something that you can do during the Remote Programming session in the Remote support window is review the Wi-Fi connection and battery life. So this may help with some troubleshooting if needed. And of course ensuring good room lighting so that the recipient can see you, and using a headset with a microphone so that the recipient can hear you.

There are also a number of steps that the recipient can keep in mind to ensure a smooth Remote Programming appointment for themselves. So this would be reviewing the AB Remote Support app Quick Guide and support video, which they can access via the QR code on our tear-off pads. Of course, the recipient wants to ensure that they have a good quality Wi-Fi signal throughout the appointment. Charging their cell phone and their Marvel batteries beforehand will be very helpful, as well as enabling Do Not Disturb on their phone. Of course, to help with the appointment, choosing a quiet location to reduce distractions and background noise, again, will be very, very helpful. I'll hand it back to Katie now to talk through additional innovations from Advanced Bionics.

- Thanks, Kenzi. If you've worked with AB in the past, you know that AB has a long history of stressing the importance of two-ear hearing solutions for cochlear implant recipients. And I'm really thrilled to introduce CROS for Marvel CI as an additional solution to the Marvel CI portfolio with our linked two-ear hearing solution. So whether

we're linking two cochlear implants, a cochlear implant with a hearing aid or a cochlear implant with a microphone on the other ear, we all know that these solutions offer patients the best opportunity to hear well and even the most difficult environment. So let's talk more about the solution, starting with a research about why linked two-ear hearing is important to recipients.

So there's plenty of data that shows that recipients can expect better speech understanding with AB's two-ear hearing technology. 82% of professionals agree that bimodal fittings are easier with Target CI. And finally, data also shows that combining information from multiple microphones, such as the four microphones available on Marvel CI, this gives recipients a more natural hearing experience. So Marvel's linked two-ear hearing solutions provide a rich and clear sound quality and a more natural hearing experience than any of the other solutions. And if we look at these solutions in particular, we know that the world sounds more complete when recipients are able to hear from both ears. So let's take a look at the linked two-ear hearing solutions that AB offers.

So again, I'm happy to introduce CROS for Marvel CI as a solution for unilateral recipients. This is a much awaited solution for recipients who are only able to take advantage of a cochlear implant on one side. I know there are many patients who were using CROS with their Naida CI Q sound processor and were hesitant to upgrade to Marvel CI because they didn't wanna lose the CROS solution because it brings so much value when you are able to access sound from the other side of your head and overcome head shadow effect. And I'm pleased to tell you that CROS is now available for Marvel CI, providing a linked two-ear hearing solution for even unilateral recipients.

If you worked with AB in the past, now you are fully aware that Marvel CI also has a bimodal solution for bimodal recipients if they have a little bit of hearing, and their non-implant ear, they can use the Link M hearing aid combined with Marvel CI for the

best opportunity to hear. And then certainly we have a solution for bilateral recipients, which provides the ultimate stereo solution for those using two Marvel CI processors. So AB is pleased to continue to be the only cochlear implant manufacturer to offer a CROS solution, and I'll tell you more about the solution and a little bit of the benefits next. So CROS is, again, the next chapter in our Marvel CI family.

And CROS with Marvel CI offers unilateral recipients the best opportunity to experience sound around them. Some of the benefits that you can see is it's removing the head shadow effect to improve sound awareness. It provides optimal performance no matter where around the patient sound is coming from. It improves speech intelligibility and noise. And this includes using AB and Phonak's proprietary Binaural VoiceStream Technology features which provide recipients the optimal opportunity to hear their best in noise. And overall it improves the subjective quality of hearing for recipients. So CROS is available for recipients who are using Marvel CI, allowing them to hear their best if they're only using an implant on one side. And I should point out that it is necessary to do a firmware update on the Marvel CI sound processor using Target CI v1.

5, which is our newest programming software. Speaking of programming, I wanna give you a little bit of information about programming CROS in Target CI. It really is simple and straightforward. You simply connect Marvel CI and CROS together using the new Target CI v1.5 fitting software. And then you can program just as you would any other Marvel CI. So once you've connected them both in the software, you're gonna do that firmware update that I mentioned to Marvel CI, and then you can program as normal. So you're gonna measure M levels or any psychophysical levels. You're gonna set your fitting parameters. You can add programs as needed. And ultimately you can just save and close from there. So complete your normal fitting save and close and then CROS is ready to go.

But I do wanna point out some additional features that can be added in, and these are optional, to customize the CROS performance for each recipient. So these are a few features that you can find now in Target CI v1.5 for programming CROS. So first I'll mention CROS balance, which you can see here on the left side of our screen. There is a feature and a new tab in the fitting software called CROS balance. This allows the recipient to use their multi-function button, the buttons that are on their devices, to adjust the balance of the volume of CROS compared to their cochlear implant. So on the Marvel CI, we know that the multi-function button controls the cochlear implant volume and this stays the same.

But if they use the multi-function button on the CROS side, it allows the recipient to adjust CROS balance, which is the balance of sound between Marvel CI and CROS. So if they increase or push up on the multifunction button on their CROS side, it makes the CROS input sound a little bit stronger to the recipient. Subsequently, if they decrease that, then the Marvel CI input will sound a little bit stronger. So that's how CROS balance works. And if we look then on our right side, I also wanted to mention that for unilateral recipients, if they're using CROS, they will now have access to our Binaural VoiceStream Technology features of Marvel CI, which allow them to take advantage of multiple microphones to hear their best even in challenging or noisy environments.

So these additional features can all be programmed in Target CI v1.5 to optimize that CROS listening experience. Not necessary, but these are there available for recipients. And I just wanna call out some resources related to programming CROS. We have the CROS clinical tools documents that review what is CROS, how it works, and programming CROS is on the backside of that. So you can get these CROS professional clinical tools from the AB Pro Portal or from your clinical specialist. These are all available to you and are very helpful when you're programming. We also, if you want to learn more or go into a deeper dive in programming CROS or understanding

how CROS works, we have professional e-learning modules that are available also on Audiology Online.

So some self-paced e-learning that you can do to learn more. And now I'll turn it over to Kenzi who will walk us through updates to Target CI v1.5.

- Thanks, Katie. So Target CI was the industry's first software to combine fitting a hearing aid and a cochlear implant with the ease of a Noah database system and wireless connectivity. With this Marvel CI expansion, AB incorporates insights from professionals like you to add workflow enhancements to Target CI. Target CI v1.5 integrates new features and enhancements, making CI fittings faster, easier, and smarter. So in addition to Remote Programming and CROS compatibility, Target CI offers efficiency enhancements, such as the addition of NRI templates, tNRI markers, and access to previous maps. Program management is made smarter through the addition of linked programs. And with new e-service options, users are able to seamlessly manage recipient needs. We're gonna spend our time together today covering the three most anticipated updates, tNRI markers, NRI templates, and how to add maps from previous sessions.

We do have additional trainings available that will allow you to do a deeper dive and learn more about the other enhancements that we won't have time to cover today. I'd like to start by noting that a firmware update for existing Marvel recipients is available through Target CI v1.5. This firmware update allows for CROS receiver compatibility and impedance measurements via the AB Remote Support app. The firmware update is not needed for Remote Programming to occur. So just one quick note to keep in mind. Firmware updates are available for in-person appointments. They cannot be completed remotely. And bilateral fittings require both devices to have the same firmware version. With this update, the data logs and Roger receiver installation will be maintained.

I'd like to walk through just very quickly what this firmware update looks like. So once you open the recipient's file and connect the hearing instrument, an update prompt will appear. The update will take about two minutes per device. So if time is a concern, you can skip this update and come back to it at a later time. Following the firmware update, all of the benefits of Target CI v1.5 are ready to access. So Target CI v1.5 allows users to add previous maps to the current session directly from the Mapping tab, which makes patient management much easier. So in order to access a map from a previous session and add it to your current session, the user must have an open program slot and an open map slot.

Previous sessions will appear in this popup window here after you select previous sessions from the map dropdown menu. You can then expand each session to review the map parameters. M and T levels as well as map option settings can be reviewed by hovering over the icons on the right hand side of each session. Once you've decided upon the appropriate map, you'll just simply select right or left to indicate that you'd like to select that session. If the recipient has bilateral CIs, maps can be selected from different sessions. So here you can see we have these red and blue check marks that indicate the selected map for each side. So once you see those check marks on the session that you would like to add to your current session, you will go ahead and select Import.

Now you can see the previous map has been added to your map sequence. So this feature is very helpful for recipients who like to compare settings from a previous session to what they currently use, and it makes it very easy for you as the hearing care professional to quickly access and add those maps to the current session whenever you need to. Next we'll talk about NRI templates. So NRI templates allow you to quickly select and run NRI during a programming visit or in the OR. To access this feature, you simply go to the NRI tab and select New measurement. To select a preset

template, you will select that dropdown menu, and you can see we have four templates to choose from.

The default is the odd electrode setting, but you can choose any appropriate template. The ranges will automatically apply based on the recipient's age. You can modify the template by selecting or deselecting electrodes, just by clicking anywhere in the electrode band, and then selecting your high and low levels. Here we can see those new NRI templates, so we have Set to 0, Odd Electrodes, Even Electrodes, or the OR template. Once again, the age in the patient record is going to determine whether the adult or pediatric values are used. The last enhancement I want to review today is in the Mapping tab. Here you can easily view tNRI markers on the map. When measured, tNRI markers will automatically appear and can be hidden using a right mouse click.

So this makes it much easier for you to access those tNRI markers and utilize them for creating maps if you prefer. I also want to point out here that when progressive levels are enabled, there will be a couple additional markers that will appear. These indicate the maximum current levels that recipients can achieve based on M level settings. Today we reviewed the three most anticipated updates in Target CI v1.5. To learn more about the other enhancements in Target CI, feel free to access the professional e-learning course. And we also have the Marvel CI tools packet, which is a great resource for all of your programming needs. Finally, please reach out to your regional AB representative to learn more about the updates to Target CI and CROS in more detail and to discuss how Remote Programming can create new opportunities for you, your clinic, and your patients.