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Engaging In Life Like Never Before

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- [Mandy] Hello and welcome. My name is Mandy Weydeck, and I'm the education and training specialist for the central region of the US at Oticon. Today, I am so excited to talk to you about Oticon's newest product family, the Oticon Intent. It is my hope after this course, you'll be able to describe the additions to the Oticon BrainHearing technology within our product family, recall the styles and performance levels of Oticon's product family, and discuss the benefits of next generation Bluetooth LE Audio for improving hearing aid users connectivity experience. Let's start by discussing Oticon's path for technology innovation. Remember, not all hearing aids are equal, but we fundamentally believe that the brain is the true hero. When other hearing aid manufacturers have taken a less is more approach to sound processing, we have created a different approach.

There's an assumption out there that giving the brain less information to work with supports better speech understanding. However, we believe that the brain needs access to all sound, not just speech coming from the front. Providing the full sound scene is really the best way to ensure the brain can perform naturally, especially in listening situations that are more challenging. So we call our unique approach BrainHearing. And in 2016, innovation brought technology to a level where we could provide better access to meaningful sound and take a different path from that traditional approach. If you remember that product was Oticon Open. And you can see here, this is the trajectory that we're on and we're not done yet. You might be thinking what could possibly come next.

To set that up, let's imagine you have just entered a crowded room. You're looking for people you know, you're navigating the room, it might be noisy, but you're able to find who you're looking for and start engaging in a conversation. Now, what if you have a hearing loss? You might even have hearing aids, then navigating the room and beginning to engage in conversation is much more difficult. You might actually feel alone in this crowded room because when we can't hear and we can't engage, we tend

to withdraw or worse be excluded. And that is why hearing-in-noise remains the number one complaint even for people with hearing aids because being left out hurts, it's personal.

Traditional hearing aids that take a less is more approach limit information coming to the brain and that's information that you need to make sense of the world around you. While they can understand sound, they don't necessarily understand the user's needs. So now within that crowded room you imagined, think about these individuals you see here. They are in the room, all wearing hearing instruments. They are different users in the same environment with individual listening needs and intentions, and those needs and intentions change over time with variability. Traditional hearing aids would give each person the same amount of help in this complex environment. So let's zoom in on these three people who are attending the same party in the same room.

They're James, Valentina, and Dave. James is trying to find a friend in the crowd and is searching around. He is navigating the room and taking in the atmosphere. Dave is trying to have a one-on-one conversation with the woman in front of him, and Valentina is engaged in a dynamic conversation with a group of guests. They're all in the same environment, but they have different hearing goals. Again, that traditional approach is not going to give personalized support to each of them, they need hearing devices that can adapt to these changing needs and help them engage effectively and easily. So how is this possible? The answer is the new Oticon Intent. It's never been seen in hearing healthcare before.

It is truly a hearing aid that can understand intentions and help users achieve them. Oticon Intent seamlessly adjusts this hearing support to each person's ever-changing needs moment to moment. It is the most personalized hearing device we have ever introduced. With our new user-intent sensors, Oticon Intent will be able to react to your patient's listening intentions and adjust accordingly. So let's build on the foundation for

how we got here and how we are continuing on our BrainHearing journey with our newest innovation. It's truly designed to support more social engagement opportunities for your patients. All of our technological advancements are built upon the BrainHearing philosophy, which really is constantly evolving with insights and lessons that we learn from previous generations of technology.

We continue to strive to increase user value by supporting the cognitive hearing processes and the brain's ability to make sense of sound. All the innovations you see here on our BrainHearing journey are supported by really strong evidence. We can deliver benefits such as improved speech understanding, memory recall, and enhanced access to all sounds. For every step on this journey, we are one step closer to natural hearing, and now the journey continues in 2024 with intention based personalization. This publication from the US Surgeon General is a great resource for the current state of affairs in the US in terms of social connection. We are innately wired for social connection, but we've become more isolated over time. Social connection is essential to our long-term survival and ability to thrive.

We know social connections significantly improves the health and wellbeing of all individuals, but loneliness and isolation threaten our health and wellbeing. We all know untreated hearing loss contributes to people withdrawing from social situations and becoming more isolated, potentially leading to other health issues. And this issue certainly impacts older adults, which is so important to keep in mind, not only for the development of hearing technology, but also for you as a provider. When you make a hearing instrument recommendation, we want you to have confidence that Oticon technology will improve your patient's ability to engage socially. If you want more information on this topic, you can go to the website you see here, which is surgeongeneral.gov/connect2heal.

As we look at ways we can help support your efforts to provide the standard of care you want for your patients, we look at this concept in medicine called precision medicine. It's this idea that most medical treatments are designed for the average patient as a one size fits all approach, which might be successful for some but not for others. According to the FDA, precision medicine is defined as an innovative approach that takes into account individual differences in patients' genes, environments and lifestyles. So how can we apply this concept to hearing healthcare? If we look at how to address this in terms of hearing loss, we have to provide a more personalized tailored approach to the support the hearing instrument prescribes to individuals.

The goal is to provide the right support in the right dose at the right time in that complex listening environment even as the user's needs or the environment is changing. Before we dive into how we developed Oticon Intent and applied this concept of precision medicine, we need to look at how communication happens. What you see here is a simplified version of a well-known communication model. The ultimate goal is successful communication, but there's a few steps to get there. As we go through this arc, the complexity grows. Let's start with number one, hearing, that's pretty obvious, that's your peripheral hearing, that's your access to sound, the basics. Step two is listening. This involves really doing something with what you hear, listening with attention and intention to something someone is saying.

Step three is comprehension, that's where we start to go up in complexity, now you have to interpret what you are listening to. It might invoke a feeling or a reaction, definitely more complex. And finally the last step is communication. Simply put, communication is the exchange of information back and forth between two or more people. Communication really is pivotal to us thriving as human beings. But what is communication fundamentally about? To answer that question, we're gonna connect the same communication model you just saw back to our BrainHearing philosophy. Sound enters the brain and we orient 360 degrees. We choose what to focus on based

on what our brain has perceived. Those are the first three steps in our communication arc, what we haven't had before is the fourth step, that is communication.

As it turns out, there are two main things that need to happen for one to communicate successfully. One is the ability to engage and the other is the ability to do it with ease. If it's not easy, what happens? You give up and go. You check out or you leave the communication situation. The easy communication part is really the key. So then our goal becomes to support people with hearing loss to engage most effectively and with ease in communication. We went on a little bit of an investigative journey to understand what research tells us about successful communication. And then we asked ourselves, how can we support this from a technological standpoint in our hearing devices? How do we understand and capture listening intentions?

There's three things that we know. Head and body movements are key features for understanding communicative intent. When we're engaged in a conversation, we tend to orient our head and body towards the person talking to us. As the environment complexity increases, we might lean forward, move closer, turn our head slightly to the side, all to improve our hearing or our access to the speaker. If we are speaking to a group of people, we tend to move our heads more as we switch between the people we're engaging with. Also, when we are physically active, perhaps walking or running, being aware of our surroundings is important in order to move around safely all while capturing the world around us.

So armed with this information, we set out to determine if we can make hearing aids that better understand a listener's needs by incorporating how they naturally behave in different listening situations. Could we help the hearing aids respond to the user's intention and provide just the right amount of support? From that research journey, we have four key BrainHearing insights that drive our thinking behind the development of Oticon Intent. The first one is here, head movements are key to understanding

communication intent. When I move my head that says something about what I want to listen to. Number two, ear worn sensors that monitor head and body motion provide essential information about communication intent. Great, we have a hearing aid that is ear worn and we have sensors.

Now we just had to figure out how to use them to support that communication intent. And number three, current hearing aids that monitor movements such as step counts, falls, or sudden impacts, really can't predict communication intent. They don't support our core purpose of successful communication with ease. And number four, it brings it all together. Hearing aids with sensors must use the information provided by head movements and fundamental knowledge of communication behavior to better predict and support the user's listening intentions. Now we have our perfect recipe to build the Oticon Intent. Independent research has shown that a combination of head and body movement together with conversational dynamics can leverage traditional acoustic sensing to capture listening intentions. This deep knowledge of communication behavior allowed us to create a new four dimensional sensing paradigm.

It tracks users' head and body movements as well as conversation activity, and all three of those things are added to our existing acoustic sensors. So here's what information these sensors can provide and how it contributes input to understand and act on the user's listening needs. Conversation activity. Those sensors monitor if there's an active conversation happening or not and informs the system to prioritize speech. Head movement sensors do just that, monitor if and how the user moves their head in order to better understand the type of communication situation they are in. The body movement sensor is measured from the physical movement sensors. This helps anticipate the need for increased spatial awareness support. Acoustic environment sensors gather details of the 360 degree sound scene around the listener as it varies not only within listening environments but also between listening environments.

Let's look at how these user intent 4D sensors are implemented within MoreSound Intelligence. The 4D sensors, you'll notice, are at the beginning because they're the director, they tell our processing strategy how to proceed based on the information collected, MoreSound Intelligence then applies the appropriate support. So from a precision medicine standpoint, think of MoreSound Intelligence as the dosage. So what's the medicine? That would be our Deep Neural Network, which is what powers our noise removal strategy. We want to provide the right support for right noise management at the right time based on the individual's needs determined by the 4D sensors. You can see here with Oticon Intent, MoreSound Intelligence has been updated to version 3.0 and we also have a second generation of the Deep Neural Network.

So what improvements were made in the DNN 2.0? First we're using an even greater diversity of sound samples to train the Deep Neural Network. The new samples are more challenging and complex, so the DNN has learned even better strategies for real world complex environments. And the second thing we've done is that DNN 2.0 has become better at preserving the original sound, meaning less loss of cues for both speech and noise. And because of this, the system can suppress unwanted noises by up to 12 DB in complex environments. This is two DB more than our previous platforms and all of this is done while the remaining sounds are clearer and less distorted. This results in a better signal to noise ratio, providing improved clarity, and a much better listening experience with less disturbances.

So when you do a hearing aid fitting, you use all available information you have about your patient and your professional judgment to do that initial fitting of the devices. As your patient moves between different listening situations throughout the day, the hearing aids adapt the level of support to changes in the acoustic environment. Traditional hearing aids adapt their support based only on an acoustic analysis of the environment and not necessarily on what the user needs. So as a result, users with

similar hearing loss fitted with the same hearing aids and the same settings will receive the same level of support in a sound scene within a given level of acoustic complexity. Let's look at a real world example at a social event.

The level of support that a hearing aid user will receive in a given noisy environment is going to be the same regardless of what they are doing and what their goals are in the situations. Again, this is an example of traditional technology. The pictures along this graph refer to different activities that a person might encounter at a social event. They might walk in the room, look around, find a familiar face, start a conversation with a group of friends, and then maybe separate out into a one-on-one conversation. Perhaps from there, turn their head to wave at someone, come back to their one-on-one conversation and then walk across the room again seeking out a new conversation partner.

The level of support offered by traditional technology is based on acoustic analysis of the sound scene and will remain fixed for a given sound environment no matter whether the user is walking around or having an intimate conversation. Oticon Intent, on the other hand, seamlessly adapts as the user's needs change, adding up to five DB of additional support even within a single environment. This means the contrast between speech and noise can vary up to five DB. The user Intent 40 Sensor technology enables Oticon Intent to increasingly prioritize speech clarity or surrounding sounds as the user intention requires a change in emphasis. This highly flexible technology is the foundation for engaging in conversation in all sound environments. Now, let's go back to our party goer, James, as an example.

If you remember he was navigating the party, he started scanning the room looking for a friend. Here James will experience heightened spatial awareness. After saying hello to a few people, he finally finds his good friend, Sally, and starts a one-on-one conversation. He will then receive a higher level of contrast between speech and noise

to ensure focus on his conversation partner. Later in the evening, James is engaged in conversation with multiple friends where he'll need both awareness and focus at the same time. As the sensors detect the ongoing conversation as well as his head movements, Oticon Intent applies that dynamic support that he needs. Now if we add in our other two friends at the party, remember Valentina and Dave, Oticon Intent will seamlessly support each one's listening needs while always giving access to the full 360 degree sound environment.

It will provide personalized support even within the same complex environment. Go back to that precision medicine analogy, the right medicine and the right dose at the right time, and I would add for the right person. The sensors are gonna prompt support based on the user's behavior so that they get the right amount of help in any given situation. Dave trying to have a one-on-one conversation in a very difficult listening environment, the sensors detect his behavior, which is actually little to no head movement and reacts by giving him the maximum support available. Valentina is turning her head from side to side, engaging in a conversation where multiple people speak and she needs to not only listen but also speak at just the right moments.

The sensors detect her monitoring behavior and provide dynamic support. And finally, James, he is still actively searching for a conversation partner as he walks in and needs heightened awareness of his surroundings. The sensors detect James moving around and moving his head and Oticon Intent adapts accordingly. In addition to the improvements in MoreSound Intelligence 3.0, MoreSound Amplifier 3.0 has also been improved. The expansion of the bandwidth in lower frequencies, now down to 80 Hertz, provides a fuller sound scene with a richer representation of the environment. With clearer and cleaner sound input from MoreSound Intelligence 3.0, More Sound Amplifier 3.0 now has a unique starting point for amplifying the whole range of sounds according to the needs of each person. MoreSound Amplifier also continues to benefit from SuddenSound Stabilizer, which we introduced back with Oticon Real.

The goal of SuddenSound Stabilizer is to better manage sudden soft and sudden loud sounds. It can instantly adapt the amplification of all sudden sounds from the very soft to the very loud, ensuring both audibility and a comfortable experience for the user. All of the technology discussed today really needs a fast and a strong platform. Oticon Intent is made possible with our new Sirius platform. It is purpose built for hearing instruments. It fuels our 4D sensor technology, our Deep Neural Network 2.0 processing. It allows us to expand our frequency bandwidth and we're able to introduce our new miniFit Detect speakers, which we'll talk about shortly. Finally, it enables the newest Bluetooth LE Audio Protocol to future-proof Oticon Intent for connectivity.

Speaking of connectivity, we know how important that is for our users. So in addition to supporting social engagement, Oticon Intent was designed to support digital engagement. How can we help users stay digitally engaged day to day? We wanna make instruments that seamlessly integrate with everyday technology. Let's start by looking at Android connectivity. With next generation Bluetooth LE Audio, Oticon Intent is ready for future communication technologies such as Orcast. Oticon Intent users with Android devices with operating system 14 with Bluetooth LE Audio can directly stream audio content and make hands-free calls. Your patients will experience improved sound quality, stereo streaming and greater power efficiency. And finally, it will be able to enable native controls for changing volume using the menu in Android phones.

For our iPhone users, Oticon Intent will enable hands-free calls on iPhone or iPad without the need for an intermediary device such as our Oticon ConnectClip. This means the user can make and receive hands-free calls with ease. With the introduction of Mac OS 14 in September 23, Oticon hearing aids can be paired directly to Mac devices, which enables both one way and two way audio. This allows users to stream

sound directly to their hearing aids without the need for an intermediary device as well as be able to turn their hearing aids into a wireless headset to make and receive online calls. Thanks to the new sensor technology available in Oticon Intent, it is now possible for users to answer or end phone calls by double tapping on the hearing aids.

The feature is turned on by default, but can be disabled by you and Genie 2. Users will also have access to this feature from the Oticon Companion App version 1.3 where it is called Answer Calls faster. Please keep in mind this feature is only available for Oticon Intent. In addition, Oticon Intent connects to a variety of our accessories including ConnectClip, TV Adapter 3.0, Remote Control, and EduMic. ConnectClip can be used as a remote microphone, as a remote control, or to turn the hearing aids into a wireless headset. It enables streaming from any Bluetooth device and enables comfortable hands-free calling. TV Adapter 3.0 can be used to stream sound from the TV directly to Oticon hearing aids without interfering with the sound being delivered to other individuals in the room not wearing Oticon hearing aids.

Remote control can be used to adjust volume, switch program, or mute the hearing aids with a touch of a button. This is a great option for individuals who do not have a smartphone or who are unable to reach up and utilize the push button on their devices. Oticon EduMic is our 2.4 gigahertz remote microphone. It's designed for the classroom but also great for personal use as it delivers a clear signal from the wearer and also allows for wired streaming from any device with an audio jack. Power Bass for streaming has been optimized for Oticon Intent. This improvement means Oticon Intent users will receive a higher level of gain for the frequencies between 125 and 625 hertz while streaming. Users who have open domes, they don't have amplification in the low frequencies because they receive their low frequency information directly through the vent when listening through the microphones in the hearing aids.

When they're listening to stream sounds then, those naturally occurring low frequency sounds will be missing, and this is where Power Bass can be very helpful to compensate for loss gain. The more open the fitting, the more gain that will be applied in the low frequencies. The optimization of Power Bass also means that we are now adding more gain than we have previously. The Power Bass feature can be in Genie 2 in the end fitting step under accessories including phones, TV adapter, EduMic, and ConnectClip. Keep in mind, power-based optimization is only available in Oticon Intent hearing aids, however, it is available for all Oticon Intent performance levels. If settings are transferred from older hearing aids to Oticon Intent, the user will get the new Power Bass settings upon transfer.

Oticon Companion app version 1.3.0 offers a range of new features and functions for the Oticon hearing aid user to enjoy. Let's take a look at what those are. Here is an overview of the new features. One, charging status. Oticon Intent users can see the charging status, meaning are the hearing aids charging or are they fully charged, when they are in the charger. HearingFitness notifications provides automatic and contextual notifications for the Oticon Real and Oticon Intent users based on their hearing aid usage to encourage them towards successful hearing aid adaptation. Our notification section has a new menu item in the more benefit section of the app that gives users access to the battery notification settings and the HearingFitness notification settings.

Remember, tap control, and the app is called Answer Calls faster. It's a new feature that allows users to answer calls or hang up by double tapping on the hearing aid, which again can be enabled or disabled via the app as you see here or in Genie 2. Lastly, we're introducing Dark Mode. This is a new convenience feature offering users the choice between light mode and dark mode as determined by their devices' native settings. All right, with the introduction of Oticon Intent, we also wanted to focus on maximizing your clinical efficiency. We've worked hard to make sure everything we're

doing with this product and the software contributes to maximizing your clinic time and limiting the time you need to spend programming, adjusting, or troubleshooting issues.

In this part of the seminar, we'll cover the practical details and fitting information for Oticon Intent that are there to support you, the provider. Oticon Intent is smaller than our previous miniRITEs, but still has a telecoil and now a size 13 lithium-ion rechargeable battery. The design is optimized for discreetness and comfort. The new miniFit Detect speakers have memory capabilities and a self-calibrating feature. We'll dive more into that later. Oticon Intent has an easy to use single push button, pulsing LED light, and again can accept or end calls with a touch. Oticon Intent is available in four performance levels and a broad color palette. We continue to offer our standard seven colors, hair and skin colors, and we've also introduced two new friends, Honey Beige and Sky Blue.

Let's take a look inside the device, you can see the context for charging as well as the internal components including the encased lithium-ion battery. You may notice the Oticon Intent has a slightly different shape from our previous miniRITEs style. The new curvature of the body allows for a more comfortable fit on the ear and the device length is actually 1.7 millimeters shorter than our previous miniRITE. Oticon Intent is available in four performance levels. Oticon Intent 1 offers users the most advanced standard of care performance available, and offers you, the provider, the most flexibility to optimize and personalize the fitting to individual needs and preferences. All Oticon Intent performance levels offer our BrainHearing technologies with varying levels of support and fitting flexibility.

All four performance levels will have LE Audio and available connectivity accessory options. Please note the 4D sensor technology is only available in Oticon Intent 1 and 2. Alright, here's the new miniFit Detect speaker. This is new with our Sirius platform. It has an eight pin connector with an embedded memory. That memory identifies the

receiver serial number, fitting level, length and side or ear, when the instrument is detected to Genie 2. The miniFit Speaker is also the world's first self-calibrating speaker. Let me tell you a little bit about how receivers are manufactured. When that happens, they go through quality assurance process. Industry standards will allow for a gain variation of plus or minus three DB from target output. Well, Oticon said, can we do this a little bit better because we know the consistent gain is important for a user.

So with the new miniFit Detect speaker unit, the tolerance is now plus or minus one DB of expected output. Every time the hearing aids are turned on, the speaker unit self-calibrates and any deviation from target speaker unit gain is corrected in 24 frequency channels, thus providing up 57% more precise gain compared to our previous receiver unit. You may also notice the speaker wire has a different bend. The new design was optimized for the natural shape of the ear canal and the ear opening. The new receiver also includes an error mode, which is really a safety function. Let's say a hearing aid has been programmed for the right ear, and a left receiver is accidentally inserted into the device, the hearing aid LED will give four long orange blinks one second long each four times, so that's 16 blinks total.

The same error will show if a wrong level of the receiver is inserted. Note that this receiver error is not configurable in Oticon Genie 2, unlike the microphone error, which will emit the same blinking pattern but will be accompanied by an audible alert as well, that can be configured in Genie 2. All of this contributes to hassle-free fitting of the receiver unit and peace of mind that the correct speaker is attached for the user. Now, you might be wondering about the value of the new self-calibrating speaker for you and for your patients. You might also be wondering if the self-calibrating speaker means you can forego doing real ear measures. Well, real ear measures continue to be best practice because the patient's ear is another variable when determining if the actual gain a hearing aid provides matches the predicted gain.

Let's do a practical example. Susan fits her patient with Oticon Intent miniRITEs and does real ear measures the day of the fitting to ensure the actual gain meets the target she has chosen in the hearing aids and in her verification equipment. Her patient leaves the office and every day when she turns on her devices, they self calibrate their gain to the gain Susan programmed at the fitting. Remember, plus or minus one DB. A few months later, Susan is out of the office, and her patient stops by by saying she is having a problem with one of her hearing aids. The audiology assistant determines the speaker needs to be replaced and switches it out. Now the new speaker self-calibrates to match the gain programmed into the aid and we can be confident that that is exactly what that patient needs in terms of meeting that prescription.

Susan's patient continues to get that correct gain with the new speaker. Now we can take this a step further and recognize that the LED error mode will also engage if the in-patient experiences a faulty speaker somewhere along the way. She will experience those 16 blinks, meaning that the speaker needs a replacement. However, if the speaker is faulty, no sound will be emitted from the device either. This is just one more way the Oticon Intent can help reduce troubleshooting for you as the provider. MiniFit Detect receivers are available for fitting levels 60, 85, 100 and 105. The available receiver lengths are listed here. Please note length zero is only available for the 60 and the 85. Here are the fitting ranges available for the new miniRITE with miniFit Detect receivers covering hearing losses up to 105 DB, which makes the Oticon Intent an option for a lot of users.

For those of you already fitting Oticon Real, you'll notice these fitting ranges are similar. I'm happy to tell you that Oticon Intent receivers use the same miniFit domes and molds you're already familiar with for the 60, 85 and 100 speakers, giving you a variety of options for the best solution for that individual patient. Now, if you're newer to fitting Oticon, here's a review. We have an open base dome, base dome double vent, and a power dome option. Our domes are available in size 6, 8, 10 and 12 millimeter. There's

a five millimeter open base dome for the 60 receiver. The next one is the Grip Tip. This is a great in-between option when a dome may not be enough but you're not quite ready to move the patient to a custom mold.

It's also a great option if you're gonna demo the Oticon Intent. It seals well in the ear and has a slight tacky property to it. Our LiteTip and MicroMold custom molds will be available for all three receivers, 60, 85, and 100, in acrylic and our newest material, OtoTherm. You might notice we have a mold that's missing, that's because we replaced the power mold with the MicroShell Detect specifically for the Oticon Intent and Sirius platform devices. MicroShell Detect is fully embedded in a custom acrylic mold, it will be the only mold option for the 105 speaker, however, you can also order it for the 60, 85, or 100. Because of the new miniFit Detect speaker, the MicroShell Detect is only available for Sirius platform hearing aids.

Because MicroShell Detect is fixed in the mold, it's a really good option for patients with dexterity problems because they may find it easier to insert and it keeps its position in the ear better. MicroShell Detect comes in a variety of colors for you and your patient to choose from as you see here. Beige, Light Brown, Medium Brown, Dark Brown, Black, Transparent, and a Transparent Red and Transparent Blue. This option is really beneficial if clear indication of the right and left side is important, especially for those with caregivers in charge of the hearing devices. We do have a new measuring tool. This tool was originally designed with miniFit Detect products in mind. However, further research indicated the new tool results in better accuracy for the receiver length for not only the miniFit Detect speakers but also with our other speaker options and other mold options available.

So because of that, we would encourage you to use this new measuring tool for everything. It is labeled miniFit Detect to distinguish it from our previous measuring tool, but going forward, this tool should be used to measure the user's ear for the

appropriate length for all our dome or mold RITE offerings, which include the miniFit Detect speakers, MicroShell Detect molds, and our miniFit speakers. Remember the speakers, the speaker wires for the MicroShell Detect molds are not replaceable in the clinic, so please ensure accurate measuring when ordering. To measure the receiver length, place the tool over the user's ear and choose the number that most closely aligns with the top of the ear canal. Be sure to do this while eye level with the patient's ear.

If you need it, the part number for the new tool and measuring guide is 2-7-3-4-3-7. Let's talk about charging. The Oticon Intent comes with a new desktop charger design. This design was developed with users and hearing care professionals through multiple usability studies. It has been designed with reliability and clinical efficiency in mind. The new charger uses state-of-the-art contact charging, which provides faster charging, a smaller charging device itself, and a more reliable charging experience. The contact points on the hearing aids actually scrape against the springs in the charging port on the charger. This is important because it ensures that any dirt gets removed from the contact points before the connection is created, which ensures reliable charging.

Clearly marked charging ports on the top of the charger are more visible to help users succeed in placing their intent hearing instruments in the charger correctly. Magnetic retention further ensures a tight contact for optimal charging. It's also designed for clinical efficiency because the hearing aids can be programmed while charging if needed. This is really convenient, and if a patient arrives for their appointment and their battery level is too low to connect and program their hearing instruments for maybe a follow-up visit or even a firmware update. Oticon Intent is fully charged in only two hours. Even a 15 minute charge will provide an additional four hours of use time. Please note that the fully charged use time is an estimate and will vary based on use pattern, active feature set, hearing loss, sound environment, and use of wireless accessories among other things.

Noahlink Wireless is the programming device you will use for Oticon Intent and future Sirius Platform hearing instruments. Genie 2 also supports Noahlink Wireless 2. This is an updated version of the Noahlink wireless programming interface that was released at the end of 2023. You'll notice the right and left indicators on the miniRITE style are located right above the charging contacts, we recommend you add these prior to programming to be able to easily distinguish the left and right hearing instruments. You'll also notice the indicator can now easily be removed if needed with our red pin tool. Alright, so you've ordered a pair of Oticon Intents, now what are the first steps to getting them connected? First of all, you have to have the speaker units attached.

This may be different than what you know from previous generations of hearing aids. But Genie 2 will not let you proceed with the connection of Oticon Intents if the speaker units have not been attached. Upon receiving the Oticon Intent devices, you will need to deactivate battery protection mode. Deactivate battery protection mode by placing the hearing aids in the charger and waiting for the LED to turn on. It will be orange to indicate charging status. Then remove the hearing aids from the charger, the LED will turn green and the startup jingle will play. While the hearing aids do arrive with enough charge to complete an initial fitting, we encourage the best practice of fully charging the devices prior to fitting.

Now that you've done all this, you can connect the hearing aids wirelessly to Oticon Genie 2 using Noahlink Wireless. If the hearing aids will not be fit within the next 14 days, it is recommended you put the hearing aids into battery protection mode to protect the battery. Here's some additional details regarding what's new in Genie 2 2024.1 and how these features can support you in your clinical efficiency. As a reminder, when Oticon instruments are connected to Genie 2, the miniFit Detect speakers' embedded memory identifies its serial number, fitting level, length, and side or ear. Remember, unlike previous hearing aid families, the miniFit Detect speaker unit

must be physically mounted on the Oticon Intent hearing aids for the aids to connect to Oticon Genie 2.

The error mode and self-calibrating features will save you time and troubleshooting energy, but you might be wondering, where can I find this identifying information? Once the devices are detected, this is the information you will see in Genie 2 on that initial detection screen. You'll see the fitting level of the attached receivers and the wire length for each receiver. You'll also see the right and left side based on how it's mounted. If you would like confirmation that the correct side is assigned, you can still click on the musical note button. This will play a melody and the LED light will light up. If you did not attach the speakers, Genie will give you an alert that you need to attach them before you can proceed with the fitting.

Let's talk about the Audible Contrast Threshold Test. It is a new above threshold language independent test that quantifies a person's real world hearing-in-noise ability. ACT uses existing Puretone Audiometry equipment and its results offer clear hearing aid fitting guidance, and it only takes an average of two to three minutes to perform. The results are a single ACT value and that value is automatically imported to the Genie 2 fitting software. This will enable you to calculate and apply advanced help features and customize help-in-noise features available in MoreSound Intelligence. This lends itself to our precision medicine model that enables you to prescribe the right amount of hearing aid help from the start. Gaining insights into your patient's hearing-in-noise ability will enable you to provide a more personalized standard of care.

Using individual ACT values will enable you to determine the optimal amount of help-in-noise that each individual requires. ACT results can be seamlessly integrated into Genie 2, making it quick and straightforward to perform more personalized hearing aid fittings. Separating speech from noise is a brain function and an ACT prescription can help support the brain's natural way of working. ACT is compatible with Oticon

Real and Oticon Intent hearing aids. Oticon Real hearing aids will require an update to firmware version 1.1.0 if not already updated. For all hearing aids on previous platforms, which is Polaris and earlier, the ACT value will be visible, but the ACT value will not be used in the prescription for MoreSound Intelligence and help-in-noise.

In Genie 2024.1, you will see ACT integrated as a new personalization method in addition to our previous personalization option, which is the one that use sound samples. The ACT value will be used to optimize the help-in-noise support features in Oticon Intent just like our previous personalization option was able to do. With Genie 2 2024.1, you'll notice that the MoreSound Intelligence screen has a little bit of a different look. The redesign has simplified the screen and actually makes it useful as a counseling tool if needed. The environmental classifier has five options across the easy and difficult categories. When you hover your mouse on each box, you're provided with examples of specific environments, which might be helpful if you're asking a patient what they find easy or what they find difficult.

You see there's a clear delineation between the easy half and the difficult half. You can slide a situation over into one of the two categories depending on the patient's needs. Neural Noise Suppression for both easy and difficult environments is easy to see right below the environmental classifier. This allows for adjusting the strength of the support provided by the Deep Neural Network 2.0 for both easy and difficult situations. These ranges have been extended for Oticon 1 from the previous version of MoreSound Intelligence to provide even greater support-in-noise if needed. For Oticon Intent 1, Neural Noise Suppression easy is now extended from 4 DB up to 6 DB, and Neural Noise Suppression difficult is extended from 10 DB now up to 12 DB.

In this screen, you can easily see why we are able to introduce four levels of technology with the Oticon Intent. In the lower right corner, there is a new dropdown arrow. This section is called Sound Configuration. It will open up when you click the

arrow and reveal some of those more nuanced settings that can be changed within Genie. In the Sound Configuration tab, you will find virtual outer ear, sound enhancer, sensor technology, and directionality settings. In most cases, these don't need to be adjusted, but they're there if you need it when you click on that arrow. The sensor technology can be disabled in Oticon Intent 1 or Intent 2 from this screen. If the sensor technology is enabled, it is available in two programs, general and speech and noise, should you choose to add that in the program manager screen.

We would recommend that you use your clinical judgment about when this feature may not be suitable, for example, if the user has atypical head or body movements. Please also note that sensor technology is on by default in our adult fittings for Oticon Intent 1 and 2. Sensor technology is not available if Neural Noise Suppression is off and Neural Automatic is deselected, that means if you choose to go with a more traditional directionality setting. It is important to note that sensor technology does not affect the hearing aid processing in easy situations. Oticon Intent is truly amazing. As we wrap up today, let's summarize. It is the world's first hearing aid that aims to understand the user's natural behavior and listening intentions.

It utilizes 4D sensors to recognize when the user's listening needs change and adapt accordingly. With Bluetooth LE Audio, Oticon Intent is a future ready hearing aid supporting modern connectivity standards, including Orcast. It is packed with innovations that not only reinforce best fitting practices, but also introduce a new level of ease and efficiency when fitting hearing aids. For more information, please reach out to your local Oticon representative. Be sure to watch for other courses we may have in the future on Audiology Online. Thank you so much for your attention and for joining me today.