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Introducing TruHearing 7 New Platform and Product Offerings

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Hi everyone, and thank you for joining today to learn more about Truhearing's new platform and offerings. I'm Jill Bambaci and I'm a program manager for WSA. A few reminders before we get started. If you would like the PDF for today's course, you could download it from your pending courses. You can earn CEU credit for today's course.

After the course, just go to your pending courses on audiology online and pass the multiple choice exam.

It's important to know that you do need to have a paid membership with audiology online in order to earn CEU credits. If you need any assistance or technical support, please call 807 532160 or you can email customerservice@audiologyonline.

Let's go over our learning objectives. After completion of this course, participants will be able to describe how the new th seven platform provides more support for understanding in group conversations.

In addition, participants will be able to describe the unique features and benefits they provide to wearers. And finally, participants will be able to describe the benefits of the new form factors available for the th seven platform.

Let's get started. I'm happy to present to you the new platform from Truhearing, the Truhearing Seven for spring 2024.

The Truhearing seven line offers a new technology platform in the following three form factor styles. First, the Rick Li Seven in the premium and advanced technology levels.

Next, the Rick Li Seven T with a telecoil also offered in the premium and advanced technology levels, and the if seven, which is an instant fit CIC style aid that is now rechargeable. This is available exclusively at the premium technology level.

So what's new in the Truhearing seven platform? This is a revolutionary new platform that has the ability to meet the needs of the wearer in group conversations with more support than ever before. We know group conversations are reported to be the most challenging, especially when in a noisy environment, and the th seven platform will be able to give your patients the ability to follow and keep up in those challenging situations. How well the th seven platform is built on the remix two track processing traditional single track processing means all the sounds are subject to the same set of instructions or the same decision matrix. Two track processing has proven to be more beneficial with being able to separate speech from the surrounding environment, which was introduced in the previous th six platform.

So speech is enhanced and things we don't want to hear as loudly can be reduced, like background noise. And this happens without compromising and allowing the patient to be fully immersed in their environment.

The processing works in that it is constantly identifying the talkers locations and keeping them tracked as they move, enhancing the conversation with optimal balance of speech while keeping surroundings comfortable and continuously adapting and tracking as the situation changes. No matter where the wearer is facing, no matter which way they're turning their head, they will still hear their conversation partners and stay involved in their dynamic scene.

In fact, the th seven hearing aids constantly analyze the acoustic environment to identify the number of talkers and their location, adapting 1000 times a second the conversation dynamics that contribute to the scene to analyze the turn taking and

timing of speakers, the locations of pure noise without speech, and the levels of background noise.

The unique additional focus to optimize speech is that there are up to three additional focus beams or snapshots of focus that follow the conversation partners as they move. The conversation booster feature determines the optimal balance of speech and noise while preserving the acoustic environment and locations of all conversation partners and enhancing their speech. The speech stabilizer feature preserves the natural envelope of speech in any situation, including very noisy places. Important acoustic cues for speech understanding preserved remix is the foundation of the th seven platform technology. By using two separate processors, this separates focus speech from surrounding sounds.

The focus stream enhances speech signals from the front hemisphere.

Surrounding stream processes environmental sounds to preserve environmental awareness without masking speech.

Let's talk a little about Ownvoice processing 2.0 or OVP 2.0 after a quick measurement is run in the Connex fitting software. Ownvoice processing uses real time recognition of the wearer's voice to preserve the comfortable, familiar sounds of their own voice.

Ownvoice processing 2.0 automatically changes gain and output when the hearing aid user is talking and then instantaneously readjusts to the programmed gain immediately when the wearer stops speaking.

Its important to note that OVP or own voice processing requires a binaural two mic fitting in the dynamic soundscape processing screen. In the Connex fitting software, you can easily make changes to the way the hearing aids provide the right

optimization. You, the hearing care provider can adjust the parameters to the individual wearer's needs by using the slider on this screen. This simple way to control all the integrated features of speech support awareness of the surroundings, the acoustic sensors, motion sensors, own voice processing, noise reduction, signal to noise ratio and directionality is optimized for the wearer here. So it's really a time saver in the clinic for you, but also a very effective change for the wearer based on their needs at follow up.

Otherwise, setting it at the default is typically a good balance for most wearers. To start now, let's take a deeper look at our new form factors offered with the new th seven platform.

The Truhearing Ric li seven and Ric Li seven t are our fully featured RiCs and are designed to support a broad range of patients needs. They're built on the innovative augmented focus technology.

They're rechargeable and have multiple charger options to appeal to each patient's unique needs.

They have a sleek, compact design that is both comfortable and discreet. And they use earwear 3.0, which is proven to deliver higher physical fit rates and better retention for increased patient satisfaction. They have a rocker switch for onboard control. There's an integrated t coil with the Rick Li seven T version to provide support for induction loop systems.

In addition, they're cross compatible for single sided deafness with the Signia Cross Ric pure charge and go IX, and they offer convenient connectivity with iOS and with devices with the Asha protocol for effortless streaming from any Bluetooth device.

The Truehearing Ric Li Seven has 28 hours of runtime, or 24 hours with 5 hours of streaming. It has a modern design with a powerful lithium ion cell and the newest Bluetooth features. The Ric lit is an excellent choice for patients needing the support of an induction loop system. In addition, it also targets wearers who have a high demand on runtime due to a high amplification or if they have extensive Bluetooth streaming habits. Your patient will get 39 hours of runtime with the Rick Li seven t or 36 hours with 5 hours of streaming.

Here you'll see the available colors and the Rick Li Seven and Rick Li seven t are offered in the same color options as the previous platform for the th six Rick Li and 312 versions. So again, the colors offered are sandy brown, beige, black, dark brown, and granite.

So let's move on to earwear 3.0.

The mini receiver 3.0 offers flexibility in power levels and lengths. It's available in four power levels, SMP and HP, and in six lengths, zero through five.

We have a variety of ear tips and sleeves the open ear tips in size five, seven, and ten millimeter the round ear tips in size small, medium, and large the tulip ear tips, which come in size eight millimeter and twelve millimeter and finally are sleeves which come in three different styles, vented, closed, and and power in four different sizes, extra small, small, medium, and large.

So you always want to make sure you select the correct mini receiver length. So how do you know how to select the correct length? Well, for one be sure to always use the measuring gauge when determining which receiver length to use. And you're going to take the measurement at the top of the tragus as shown in the slide here.

Now, the receiver wire should come out at the very top of the ear canal as seen in the picture here. There shouldn't be any space between the receiver wire and the top of the ear canal.

In this photo, you'll notice that there is a space between between the receiver and the top of the ear canal. This is not a good fit. This receiver is too long for this patient. So again, you want to be sure the receiver wire comes out at the very top of the ear canal.

When placing ear tips or sleeves on a receiver, you want to make sure you push on the end of the ear tip or sleeve until it's flush to the can of the receiver. Now, some people like to flip the ear tip or sleeve inside out before placing it on the receiver, which is a good option. That's a good way to really visualize if the ear tip or sleeve is flush to the can of the receiver. So if you look at the pictures on the slide, as you can see in two a, the ear tip is not pushed all the way on the receiver and therefore it's not securely connected. And you really need to be sure that the ear tip or sleeve is secure.

But if you take a look at picture two B, you can see that the ear tip is flush to the can of the receiver and it's securely connected.

You could always give it a little bit of an extra push just to make sure that you have a strong connection.

Here are some additional earwear 3.0 parts that are available to you. We already mentioned the measuring gauge, which is a tool that really ensures the correct length. Mini receiver or thin tube, so it's always good to have a measuring gauge. Next you'll see the wax guard 3.0 nanocare and Sarustop 3.0 xl. These are in a matchbook design and they contain eight wax guards per pack.

Next you'll see our updated canal locks or concha locks. The Concha Lock 3.0. These are sleeve style and they're available in packs of ten. They're available for SM and P mini receivers, so just be sure to specify which one you need when ordering. The removal tool 3.0 for custom Ear Mold is a tool to remove a mini receiver or thin tube from ear Mold 3.0 short and long and finally, the handling tool 3.0 for custom ear Mold is a tool used to press out the ear mold from ear Mold 3.0 short we have three available accessories.

Those are the streamlined mic, the Streamline TV, and those two are both Bluetooth enabled and our third accessory that's available is the mini pocket, which is compatible with non Bluetooth devices.

Some benefits of our Bluetooth enabled accessories the streamlined mic direct connects to any phone or computer featuring Bluetooth. It direct connects to Apple and Android mobile phones for completely hands free calling. It has a remote microphone for improved one on one conversations or business meetings, and it can also be used as a remote control if you need to control volume or programming changes.

The streamlined tv allows for direct transfer of stereo sounds from the television so your patient can hear whatever they're watching on tv with ease.

The Truhearing app is designed for the wearer as an easy to use remote control for their hearing aids, as well as a tracker for behavior and for steps. In addition, it allows for remote fitting care with telecare.

The app can be downloaded from the App Store or Google Play Store, as it's compatible for both iOS and Android. Now, the Truhearing app is compatible with most

of the Android and Apple devices. For Android, your patient would need 5.0 or higher, and for iPhone iOS version, 9.3 or higher.

And the remote care option with telecare allows you to stay connected with your patients virtually through a safe and secure portal on any laptop, smartphone or computer.

One app handles it all. The remote control features the control for volume, health insights and face mask mode sound balance. For treble control, your patient will have access to optional paired streamline accessories like the streamlined tv and the directional hearing tab.

The Truhearing app with health insights lets your patients optimize their hearing experience and overall health.

Hearing aids can help you stay healthy by showing your patients patterns and activity and encouraging them to reach their goals. It features a step counter to track how many steps your patient takes. It tracks their movement to see how much they're moving throughout the day. It tracks their talk time to see how often they're speaking with other people. And it tracks their hearing aid use to see how much time they're spending listening with their hearing aids.

By creating a complete experience, you can support adoption and long term engagement. It's more than better hearing, it's a better lifestyle.

So we talked a lot about our RIC form factors with the new th seven technology with ear to ear wireless and as Bluetooth enabled devices. But now we're going to take a look at the new if seven instant fit CIC and this is offered in the premium level technology.

So many of you are probably familiar with the previous instant fit CIC available on the platform th 19. That one is powered by a ten a battery. Well, now we have the improved advantage and convenience of having rechargeable instant fit CIC devices. So the charger for these hearing aids is very nicely designed. The recessed charger inlay makes it really easy to handle the hearing aids as well as remove them from the charger.

There's a deep recess under the removal cord which allows it to be flexed without interrupting the charging. Another great feature is your patient can charge on the go. This charger has a built in power bank and can charge the hearing aids up to four times, so they could get up to four full charges on the go. In addition, it offers convenient Qi wireless charging, or they could charge using a USB C cord.

Now in the th seven single microphone instruments with e two e wireless the two hearing aids in a bilateral pair share acoustic information with each other, and this is essentially creating a four mic network. So this means the signals received by the microphones in single microphone instruments can now also be processed similarly, as if there were two microphones on each aid. As a result, binaural one mic directionality an automatic adaptive multichannel directional technology dedicated single microphone hearing instruments.

So now wearers will have the convenience and reliability of up to 28 hours on a single charge, and a 30 minutes fast charge provides up to an additional additional 7 hours.

Like our previous version, these hearing aids will fit patients with mild to moderate hearing loss.

This is the only CIC to offer binaural one mic directionality to focus on a speaker. Noisy listening environments the soft textured faceplate surface avoids reflections. For added discretion, your patient will have convenient control of their hearing aids with our mini pocket, which will allow patients to fine tune their hearing aids to their unique needs for personalized control anywhere, anytime. The if seven hearing aids are cross compatible with signia silk ix and their IP 68 rated, if seven allows for immediate fit with immediate impact, your patient will have a quick and satisfying experience of a ready to wear CIC. The snug design is discreet and can be worn immediately.

These hearing aids are compatible with sleeves 3.0 and your patient can order a custom ear mold in either acrylic or silicone.

Color options are a mocha faceplate with a red and blue shell, or black faceplate with red or blue shell.

And if seven hearing aids can be wirelessly programmed with Connex Air.

Now we'll cover more offerings that we have within the Truhearing six portfolio, the th six SR or Slimric, the th six RIC 312 for a battery option, and the Th six customs we'll start with the Th six SRLI in the premium technology level. As we mentioned earlier, the Th six platform introduced augmented focus technology as the first two track processing platform. With the Slimric, you have a fully featured Rico with augmented focus in a very uniquely designed form factor.

The Th six premium SRLI is fully featured with augmented focus and ear to ear wireless 4.0 with faster binaural processing than the previous 3.0 version. Our ear to ear or e two e system 4.0 syncs more binaural audio data than ever, ensuring clearer speech processing and high precision directional awareness. It also significantly boosts the speech of data transmission, delivering a much smoother sound experience and

inaudible shifts between different settings. The th six premium SRLI also features Ownvoice processing 2.0 for more natural Ownvoice and auto echo shoot for better clarity and comfort in those reverberant environments.

In terms of connectivity features, the th six premium SRLI hearing aids direct stream to iOS and Asha supported Android phones, and they have the option for hands free with call Connect for iOS devices. These hearing aids are compatible with the Truhearing app and all features, and are cross compatible with the Signia transmitter as needed.

A little more about some of our features auto Echo shield automatically improves clarity and comfort in environments with reverberation or echo, and this feature is offered in the premium level. Ownvoice processing 2.0 helps your patients voice sound more natural, eliminating the compromise between audibility and own voice comfort. And with hands free for iOS, your patient doesn't have to worry about having their phone right next to them. They could talk on the phone hands free and answer those calls right from their hearing aids.

The th six premium SRLI comes in five colors, three two tone colors, which are snow white and rose gold, cosmic blue and rose gold and black and silver, and two solid colors, white and black for the Slimric Li, the Mini receiver 3.0 offers flexibility in power levels and length, with three power levels for Slimric s, M, and P, and there are six receiver length options which are zero to six. However, we really only do recommend four receiver lengths for the Slimric, and those are lengths zero to three. And this is so the lid. The charger closes properly with that four and five length receiver, the patient is not going to be able to get the proper closure of that charging lid. And in terms of available ear tips and sleeves for the Slimric, we do offer the same styles and sizes as we do for the ricks, the open, the round and the tulip ear tips and the sleeves.

Call control is available for all ax devices in the premium and advanced performance levels. Call control allows your to use their phone without needing to have that phone right next to them. Now, there are two variations of call control and the variation available is going to depend on the form factor. So the RIC 312 hearing aids, the Ric Li and lits, and the custom Li hearing aids are all going to use the rocker switch or button for the custom. Now, the slim Ric has no buttons, so we needed a different way to be able to enable call control.

So for the Slimric, call control is used via taps.

So we'll take a little bit of a closer look of how to use call control with a button or a rocker switch. So a single short press is going to allow the patient to answer an incoming call and a single long press is going to reject a call as it's coming in. Now, if your patient is in an active call and wants to end that call, a long press is going to end the call.

Call control functionality is automatically activated for calls regardless of the button or rocker switch settings that are selected in Connex. But this is as long as that button or rocker switch has not been disabled in Connex. If that button or rocker switch is disabled in Connex, it's not going to work for call control. But if the button is enabled whenever a call comes in, it's going to trigger a context switch and the button will immediately switch in to call control behavior. So you just want to make sure if your patient is using call control that that rocker switch or button has not been disabled in Connex.

It has to be enabled in order to use call control.

Call control really does make it easy for patients to be able to just answer or end a call with just the push of a button. Call control does require the latest firmware and initial detection of the hearing aids to connects nine 8.0.

So let's take a look about call control in the Truhearing app. Now, there's no way to specifically disable call control because it's really unlikely that it would be accidentally engaged if a wearer chooses not to use it. Now, hearing care providers can disable or disable the button or rocker switch functionality on the configuration page in connects, which we talked about briefly. But wearers can disable or enable the entire button or rocker switch functionality in the app. So if they go to menu, then settings, then hearing aid settings, and then call control and use call control, they are able to disable or enable that button rocker switch functionality, not just the call control functionality.

This is going to disable that button or rocker switch functionality completely.

So we talked about how to answer a call with a button or a rocker switch. But like I mentioned, the Slimric does not have any buttons on it. So to answer a call, an incoming call, the patient is going to double tap. And to end a call, the patient is also going to double tap. Now, this is going to work on either ear.

So your patient could, for example, double tap on the right Slimrick to answer a call, and then double tap on the left Slimrick to end the call. So something to know with the tap functionality. For the Slimrick, there's no way to reject an incoming call. You could only answer or hang up. So if the wearer doesn't want, you know, to answer a call, they either have to just ignore it or reject that call right from their phone.

Now, technically, you can tap anywhere on the hearing aid to answer or hang up the call, and even on the ear itself, as long as it transfers the tap to the hearing aid sufficiently. So, a usability study just finished, which may lead to recommendations that

worked for most people, and we'll update you when we have more information on it. However, the most successful location to tap will likely have some individual variability due to ear size and what the patient finds easiest. Wearers might need to play around a little and practice to find what works best for them. A few more things to keep in mind for success with the tap functionality, it's important that the Slimric is positioned correctly on the ear so that the motion sensor is oriented along the correct axis.

Otherwise, the motion sensor may not detect taps as accurately. So, for example, if a wearer has a receiver that's too short so that it's pulling the slim ric more horizontal over the ear than it's designed to be, the motion sensor will be out of alignment and not pick up the taps as accurately. So this is something to just keep in mind, you know, if troubleshooting.

Now, it's important that the double tap be moderately fast. You know, a double tap, not two single taps with a big pause in between. We will have a handling video demonstrating it, and wearers might have to practice it a few times to get the hang of it.

The taps do need to be sufficient to create a slight movement of the hearing aid so that the motion sensor picks it up. The patient can't just lightly brush it, it has to be sufficient taps. And lastly, the tap control can be disabled in connects if desired, for patients maybe who are elderly and don't need it, or don't want it, or don't use it successfully, or can't use it successfully. So for those cases, it can be disabled in Connexion.

So as you can see, call control is very simple, but it opens up significant benefit for convenience and lifestyle integration because it makes hands free for iOS even more convenient. Wearers never have to stop what they're doing and get out their phone to

answer and end calls. They could answer, talk, and end their calls completely hands free.

So in terms of feature availability by performance level, with the premium performance level, you'll have all three of these features. You'll have auto echo shield, Ownvoice processing 2.0 and hands free with iOS. In the advanced performance level, your patient will still have Ownvoice processing 2.0 and hands free with iOS, but they will not have auto echo shield now. Also something to note, Ownvoice processing is not available in customs.

The th six RIC 312, powered by a zinc Air 312 battery, is available in premium and advanced levels as well as standard for some Truhearing customers. Just see the TH portfolio for more details and your true hearing customer support for availability.

The RIC 312 offers all of the same great features as the rechargeable RIC offerings, but it has a replaceable battery for your patients that just desire that replaceable battery. It's fully featured with augmented focus. It features e two e wireless 4.0 Ownvoice processing has great Bluetooth connectivity features. It's made for iPhone and Android phones with the Asha protocol. It uses our 3.0 mini receiver and is compatible with our accessories.

The TH six also has the th Crossric six. Now this option is true hearing branded and it includes an improvement improved e two e wireless communication between devices for increased reliability, better audio quality, and significantly lower latency than the prior TH 19 thanks to the increased speed of the platform.

The TH six custom is the perfect hearing aid for patients desiring fully featured discrete devices. These hearing aids have a 28 hours runtime or 24 hours runtime with about 5

hours of streaming. The charger is very easy to use, offering a convenient rechargeable solution always ready for the wearer.

The Th six customer premium hearing aids have our full ax features, including augmented focus.

They feature our e two e wireless 4.0 which syncs more binaural audio data than ever, ensuring clearer speech processing and high precision delivery directional awareness. It also significantly boosts the speed of data transmission, delivering a much smoother sound experience and inaudible shifts between different settings. They offer great connectivity features. They're made for iPhone and will direct stream to Android devices that have the ASha protocol and these hearing aids can be programmed using the Noah link wireless.

There's a tangible push button which is great for your patients that have poor dexterity. They're IP 68 rated for full operation in even the most difficult environments, and they're compatible with our accessories.

Now the custom hearing aids have contactless charging. They do not have any charging contacts on them. Patients can intuitively place their hearing aids in the cavity. One cavity size fits all and the charger is USB C powered.

And the th six custom Li hearing aids are available in six colors, black, dark brown, brown, mocha, tan and beige.

So as you can see, we have a full portfolio for your individual patients. Collateral is available if you are a true hearing provider through the true hearing customer support. I hope that you found this training helpful and I thank you for joining today. Have a great day.