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## **ReSound Government Services: May 2025 What's New on Contract?**

**Presenter: Kara Sinner, MS, CCC-A, FAAA**

hi, my name is Kara Sinner, and I am a content training and development audiologist at ReSound. I am located in our North American headquarters in Bloomington, Minnesota, and today I am going to present to you what's new on contract for the May 2025 session. So if you have questions as we go through here, I'll try to pay attention to that. Sometimes better than other times at that, but we will at least answer them as we go along or for sure check at the end of the presentation to make sure that we touch base on anything you have questions on as we go. So let's get started here.

Without further ado, our learning objectives today, we want you to be able to identify the new features of our ReSound Vivia™. We're going to list the patient benefits of intelligent focus and describe how to use Oracast Assistant.

So, just kind of a overview here of the contract updates. So, as I mentioned, we have a new product called ReSound Vivia. This is going to come or be available in the RIE style of hearing aids. So, we have a rechargeable micro RIE, and then we have two non-rechargeable 312 and 13 battery option RIEs. It also is going to come with a ReSoundVivia cross transmitter for your cross or bi-cross fittings that you might have.

And that cross transmitter is also in a rechargeable micro RIE style, but it does work with all three of the ReSoundVivia RIEs. We have a new ReSound Smart Fit 2.1 fitting software and a new version of the app, ReSound Smart 3D version 1.39. are already out there in the stores for patients to download. We are going to continue to offer our Resound Nexxia family, and that of course includes the rechargeable micro-RIE, non-rechargeable RIEs. It also has a rechargeable cross transmitter.

One thing to note with that, just to point out, is that this cross transmitter for Nexia is for Nexia. So we have a different cross transmitter that works with the Vivint. So they're different products. We have rechargeable BTE and with that rechargeable BTE cross transmitter and that works with the BTEs for Nexia as well as rechargeable customs for Nexia. And then he has some non-rechargeable custom

options, non-wireless CIC.

And then we still continue to offer a couple RIEs under the Omnia family and a non-rechargeable BTE if you're looking for something like that would find that under the Resound Lynx Quattro family. For superpower fitting needs, you'll be looking at the Resound Enzo Q that gives you non-rechargeable high power and superpower BTE options. And then we have our wireless accessories that we'll continue to work with. rezone Vidya.

Before we kind of dive into the content here, just a reminder that we do have some other training opportunities that are available. You can find that information and sign up for those things that are located on our government services website.

All right, so we're going to start off by kind of trying to think about what is the most important thing for patients when they start to consider or choose a hearing aid.

So we know that hearing in noise is the number one reason for hearing aids, but research shows that all the factors listed here are also important for patients at some point during their hearing journey. So some things are more important at the start of that journey. For instance, while hearing in noise is, I think, important across the whole journey, but when you're first starting out with hearing aids, those patients, they sometimes, they really want that small and visible. They don't want people to know that they're wearing them. They want it to be a comfortable fit.

And then as they go along their journey, other things may become more important to them or in addition to those things, connectivity, ease of use, those kind of things. But we know that sometimes hearing aids get released and they don't have something to fit all of these things that are found to be important for patients when they're just selecting a hearing aid. So our goal is, to bring hearing instruments to patients that are going to consider all of these factors, because we don't want patients to have to make

a compromise on anything that they view incredibly important during any part of this hearing journey.

So we already talked about that we continue to have Resound Nexia, Omnia, Resound Linx Quattro and Resound Enzo Q on the contract. Amongst those previous generation hearing aids, Resound Nexia does include that new Bluetooth low energy audio and the Oracast technology. So we first introduced that there with Resound Nexia. We're going to continue with that with the Resound Vivia family. So it continues to have Bluetooth low energy audio and Oracast.

And we're also going to introduce new DNN based technology, so deep neural networks, for helping that performance in noise. And that will be part of that ReSoundVibra lineup as well.

So we're entering this new era with exciting changes, a new era that where we're introducing what we call a human approach to artificial intelligence. And we refer to that as intelligence augmented. We want to do, you know, advance the patients hearing and noise experiences, bring them the more vivid sound experience without compromising on any of the features that they're looking for. So we know that artificial intelligence is a set of technologies designed to mimic human abilities like learning, problem solving, and decision making. We have long believed that hearing aids should support patients in their listening goals as part of a natural, in a very natural way or as natural as possible of a way, as opposed to having hearing aids making decisions for the patient.

We always want to keep that patient at the center of what's happening. We've applied our principles of organic hearing in the development and This has really resulted in this very human approach to artificial intelligence, like I said, that we're calling intelligence augmented. It combines the technology of artificial intelligence with the humanity of biological intelligence and places that human at the center of the design.

And we're doing this with our newest solution, ReSound Vivia. so I'm going to play a short video here that will just kind of take a sneak peek at the highlights before we dig into the details.

So with ReSound Vivia, we already said or talked about that we have the Bluetooth Low Energy Audio and Oracast. We have the new deep neural network technology that was going to be our intelligent noise tracker. And when we put that in our directional mode, we call it intelligent focus. We'll talk more about that coming up. We still continue to use the SureFit 3 receivers, the domes and the ear molds that belong to those.

So that's going to be consistent with what you're currently used to using. We now have new replaceable microphone filters on these RIEs. So it's going to make changing those mic filter super simple in your office or giving the patient the opportunity to do that at home.

And we have the new RION SmartFit 2.1.

So highlights for RION and Vivia include the world's best solution for hearing and noise. It's powered by a deep neural network chip and the second deep neural network chip that's been added to the micro RIE hearing aid it's been added without compromising the size of that hearing instrument, the battery life, or the connectivity options. So we're still delivering all of these great things all packaged in this world's smallest AI hearing aid. ReSound LiNX 3D is the same size as the LiNX 3D that you're using today with ReSound Naida. So no size increase there, but a lot of added things have been put into it.

and it's made for the Bluetooth LE Audio and OrcaCast delivering the clearest Bluetooth experience. And with this, we're introducing the world's first OrcaCast Assistant that will enable OrcaCast for all.

So this world's smallest AI hearing aid comes in these three styles that we mentioned. So with the standard RIE, the 312-13 battery, so this is that non-rechargeable, we have an updated four

microphone beam former that we call clear focus. And what that does is we'll talk a little bit more about it, but it extends that beam former down through the low frequencies to provide just even more directionality than we've had in the past. So it's been an upgraded version of our beam former. When we put that beam former, it's also used that same beam former in the micro-RE But what we combine it with is that deep neural network noise reduction, which we call intelligent noise tracker.

So when we combine the clear focus with the intelligent noise tracker, we're gonna call that intelligent focus in the micro RIE rechargeable hearing instrument. So that's where you're gonna find that different name for that directionality option just to differentiate that when you're in that micro RIE, you're using intelligent focus that includes that DNN, noise tracker when you're in the standard RIEs, the non-rechargeable versions. We have that updated beam former, but it's still using our noise tracker to our previous noise reduction strategy.

And we also have that ReSound Vivia cross transmitter. So again, here's a picture. Looks identical to the micro RIE, but it is the cross transmitter. Again, it works, it's rechargeable, and it does work with all three styles of the ReSound Vivia RIEs.

It also, just like the hearing aids, has those replaceable microphone filters.

So let's talk a little bit about the replaceable microphone filters. So now you will no longer have to, you know, send it in for service or do any kind of top housing exchange in order to get replaceable microphone filters. This is going to be available with ReSound Vivia and actually is now also being offered with ReSound Nexia. That does require a change to that top microphone housing that you could either order and do in office or if you send it in with that request of replace the top microphone housing for Nexia, you'll get it back with the new version that you can then exchange those microphone filters. For more information on that, I'll just direct you back to your ReSound representative.

They can give you all the information you need on how to go about that for Resound Nexia. So here's a little bit larger view of it. So we can see that microphone filter right there. It is replaceable. Just one thing to note that it is a smaller design to fit these RIE hearing aids.

And so we do have As you know, exchangeable or replaceable microphone filters in the BTEs and the Marie receiver. This filter is different than those. It's smaller, so they're not interchangeable. So you'll have to use two different, you know, these belong to the RIEs, the BTE, the Marie filters, that's still that separate filter.

They are gray colored, which was found to be the best visual appearance across all the different hearing aid color options that you have available.

And we have it in a slightly different package to make it better or easier for you to identify which one's which. So for these RIEs, they're going to be in this kind of lighter green filter package, and then the filter sticks themselves are a green color. so they look very different than the ones that are used for the BTE or the Marie.

And they have the same performance and the process to replace them is the same that you're used to with the BTEs and the Marie microphone filters. And I'm just gonna play a quick little video here too that'll go over how that gets replaced.

The two microphones on the back of your hearing aid are each protected by a microphone filter.

To change a microphone filter, you will need your case of microphone filter tools. Open the filter tool case and take out one of the filter tools.

Insert the removal tip into the used filter. Pull the filter tool straight out.

Insert the other end of the filter tool, the end with the new filter, into the microphone opening. Gently press the new filter straight into the microphone opening and pull out the filter tool.

So pretty simple replacement process. It makes it easy for you, also makes it for those patients that you choose to have them handle that on their own at home. Makes it easy for them. Those videos are located on our YouTube channel, so you can always point them in that direction if they need a reminder or refresher how to do that. Mentioned that we use the SureFit3 receivers.

Of course, those have that auto detection, so when you connect them to the fitting software, it automatically knows what receiver power level you're using. that comes in the Marie, low power, medium power, high power, and our ultra power, which is that Encase style. So same as what you've been used to.

We have our full color 10 color palette that's available. And we have these two new colors, navy blue and red, that you can now choose. So we're really excited to offer those new color options. Otherwise, these are the same other eight colors to match the skin and hair tones that we had with Nexia. All of these hearing aids, including the receivers, are protected with that IP68 nanocoating.

So they're very robust to keep them in the field.

Okay, so we talked a little bit about the intelligence augmented, this human approach to AI in this presentation, but what does it actually mean? So as part of just maybe try to explain it with an analogy, if we think about maybe a grandfather who's close to 80 years old and he's still in really good health, but he has a young grandson who wants to go with him on a bike ride. And so when we think about what an electric bike could do for this grandfather. So maybe he is not going to be able to quite keep up on a regular bike with his grandson, but with an electric bike, he will be able to do that even if they go

up hills. So he's still riding that bike, still pedaling like a normal bike, but maybe when he needs that little extra help going up a hill, he can turn that electric component on and it'll get him easily up the hill and keeping up with his grandson, right?

So in this case, this electric bike is augmenting his ability to ride a bike. So if we think about hearing, the majority of people who lose their hearing, you know, have damage to the cochlea. And what hasn't really changed for these people is how the sound is processed in the brain. So if we can get it there for majority of people, right? It is they're able the brain is able to make sense of it as long as we can get that information to it.

So we think that it's really important that our signal processing does not get in the way of what the brain can already naturally do. And if we focus on the hearing aid as the center of the design, then you kind of compromise everything that the brain does. But if we put the human at the center of the design, then what we're doing is really augmenting what the brain can already do. So again, this human approach to AI, this intelligence augmented, that's what we're referring to here is that we're really keeping that human, that brain at the center and providing it the information it needs to do the job it's meant to do. So this is something really that's been at the core of our design for a very, very long time.

We're now putting the name to it with intelligence augmented, but we've always tried to keep that human at the center. in terms of even when you think about our directional processing, right? We've always given that person the ability to make choices on what they want to listen to, give them all of those inputs so that they can make that choice.

So we know AI is a buzzword and we know it's everywhere in our lives, but, you know, we deal with it even outside of hearing and hearing aids, right? We, you know, you have self-driving cars, you go online order something and that place where you're purchasing something from will give you recommendations on what to purchase. Or, I don't know if you've been online somewhere and then all

of a sudden you go on your phone and in your Facebook feed, all of a sudden you have hundreds of things of what you were looking at online. It's kind of scary in a way, but we know that it's out there. It's kind of integrated a lot into our normal daily lives.

When we talk about intelligence or artificial intelligence, the most basic form of that is machine learning. Machine learning uses software programs to train a computer to learn something. We've had machine learning in our hearing aids for a long time. Machine learning is really, if you think about what our environmental classification does, we classify sound into seven environments. and this algorithm is telling the hearing aids, you know, when to turn on directional microphones, when to adjust noise reduction, when to adjust volume.

All of these things happen due to this machine learning. And machine learning is relatively easy to do. You know, it's really just a mathematics, right? Software algorithm where you're programming a computer to do something. And mathematically it figures it out and then it applies that.

But you can go deeper into machine learning, and that's going to be deep learning and then even deeper with deep neural networks. So these are subsections of machine learning, and it's all part of artificial intelligence. It's just kind of different components that are involved with it. So this deep learning and deep neural networks, this is more advanced types of machine learning that analyze data, and they do it in a way that tries to mimic how the brain works. So the brain has millions of neurons and they connect to each other and share information and frankly the brain is absolutely amazing at doing things that computers just simply can't do.

A computer has no clue how to recognize a picture, but if you're shown 20 different pictures of the same person, you would know it as that person every single time. It would take your brain no time at all to do picturesque recognition or facial recognition, but a computer would not be able to do it without training it over and over and over again to know what to look for.

So when we talk about these deep neural networks, right, this is that artificial neural network attempting to mimic how the human brain functions. Deep neural networks are needed to solve problems that traditional computers cannot solve. And a fundamental difference between a DNN and a human brain is that the human brain can learn these things very quickly on its own, where a DNN must be trained over and over again to learn what it's supposed to learn. And this schematic represents ADNN. And the spheres in this schematic represent basically the nodes or the computational units used to process the data and produce the output.

So nodes can be thought of as artificial neurons because this is where the analysis and the mathematical calculations of the data are completed. And then each column of nodes is considered a layer, and each layer is responsible for a specific role or feature or whatever, whatever the the data input is. And the DNN consists of this input layer and then it has these multiple hidden layers and then an output layer. So the deep refers to the presence of these multiple hidden layers. So it allows the network to learn complex relationships between the input and the output data compared to if you had a network that had fewer layers that would be a shallow network, it won't have as much ability to analyze those relationships.

And then we have these many lines, you know, in between connecting all these layers of these different nodes. And, you know, that's representing those linkages between the nodes, just kind of how our brain, those neurons all linked together, the same kind of concept there.

So how does it really learn? So data is going to get fed into this input layer and then it travels through the network and each node in the layer is performing a calculation based on some weighted input from the previous layer. And the network compares that output to what the expected result is. So it has some sort of target output here that it's been told it's supposed to be looking for. And it compares that, and if it doesn't quite get it right, it's calculating the error that it had, that it doesn't quite match up.

And then it goes back through the whole thing again and kind of weights it and analyzes it all over again, trying to minimize that error so that until it gets to this prediction that is pretty accurate or pretty spot on to what that output is supposed to be. So kind of in a sense is like if that prediction is correct, does it match that output that we're expecting that target? Then yep, then we can say that network is starting to learn. If it doesn't, then it has to go back through again. We're going to provide some more data.

We're going to let it work through again with all these connections until it gets to that predicted output that we're looking for. for.

So it's repeated millions and millions of times on large amounts of data in order to train this network. So that's kind of the concept behind it. Weighting just refers to that numerical value assigned to the connections between the nodes. So essentially determining the strength of the influence of each input feature has on that output. It's allowing the network to learn the importance of the different aspects of the data during training to make these accurate predictions.

based on all the learned relationships that it has learned.

So if we think about this in terms of what we're doing, the DNN with the hearing aids, to learn, we want it to learn how to separate speech from noise. So that's the goal of our DNN, right? We want to be able to have it learn what is speech, separate in so that we can separate that out and then we're able to reduce this noise. So we believe that the effective DNN-based noise reduction, we believe it really lies in the quality of the sound samples that is presented and not so much the quantity. Even though it does take a lot of data to train these networks, we want to make sure we're using the right type of sound samples to train it on.

Because what you train it on is really important because that's what the network's going to learn from. So with our DNN input, we included 13.5 million full sentences. We presented them in multiple languages. They were presented with varied vocal effort to capture the nuances of speech. So, you know, you know, loud speech, soft speech, you know, regular level speech, just to be able to capture all those different features of speech.

And then these sentences were embedded in different types of noise at varying signal to noise ratios. And we purposefully chose noises that everybody would agree are noise. Things like hearing like a busy street with honking in the traffic, noise in an airplane, a busy restaurant or cafeteria. So things that everybody would agree like, yep, that's noise. Because we also didn't want it to think to have it in something that, you know, something that maybe I think is noise, but maybe the next person might not.

So some of those more subtle things that could vary depending on the individual and whether you'd really think it was noise or not and something you wanted to hear.

And the input to the system was always the speech and noise with these sentences, but the target output that we had was actually clean speech. So we gave it this target of clean speech and then the inputs had the speech and noise and then it went through all these different layers with these different tune sound parameters that it was looking at in each layer and would learn until it actually ultimately was trained to recognize what speech was. And then once it could recognize that, it learned to separate the speech from the noise. And once you can separate that speech from the noise, then you can to reduce the noise. So essentially that is maybe a simplified way of saying what's happening here.

We do take a considered approach to how much noise we reduce to maintain a natural listening environment. So what we mean by that is we're not going to take out all the noise because if you take out all the noise then it would really create a very unnatural listening experience. So we have a very considered approach on how much noise gets reduced, with this system. And we want to make sure

that we're providing all that information to the brain so it can do its job. Again, that's that human-centered piece of this system, is that it assumes it's the patient's brain and not this DNN that's making the most important decisions about what they want to listen to.

So just to kind of go over what our training process was. We had noise-free samples of speech that were introduced as the target for clean speech for the DNN to learn to reproduce. We used millions of real-life speech and noise samples that were introduced to the DNN. The DNN calculated the errors in earlier attempts at noise removal, and then it adjusted the weighting of that and then applied those learning for future rounds of training. So again, that has to do with A, it wasn't quite matching that clean target.

We're going to put it back through the system. We're going to use that learn, you know, the learning of what didn't we quite get right to be able to put that back through again. And then it gradually improved its ability to remove the noise through multiple rounds of exposure to the speech and noise samples. And this cycle basically continued until that reproduced signal was judged as clean and then the DNN was satisfactorily trained. And then once we have this train DNN system, we place it on the DNN chip.

So it's one kind of thing to know is that with these DNNs, they're not actively like learning new things as the patient's wearing them. The DNN, it goes on the chip and it's running this algorithm basically and applying it to the sound scenes that, you know, that the patient is in. So it has these learnings and it can apply what is learned to these different situations to be able to reduce that noise, spotlight the speech for different environments.

So despite being the smallest AI hearing aid, Resound VivO or features this dual chip to enhance the performance of the AI. So we have augmented our natural core processor, the human brain, to ensure that it gets the help it needs and when it needs it by introducing two basically intelligent co-processors embedded in our new dual chip. So with this, we have the 360 chip. So this is the chip that we've had

for a long, long time, right? And this, you know, kind of powers and drives, all of that hearing aid sound processing, so the warp compressor, the environmental classification, the beam forming, all of those features are driven by this 360 chip.

And then with the DNN chip, this is where you're going to find a completely separate chip that runs this deep neural network noise reduction, which is called Intelligent Noise Tracker.

And then when we combine the beam forming or what we kind of what we call clear focus where we're now have that upgraded beam former that applies it through the low frequencies. When we apply that beam forming technology with this new intelligent noise tracker, we're going to call that feature intelligent focus.

And here's just another way to maybe visualize it. So again, kind of starting with this core processor being the human brain that allows that patient to make the final decision on what to listen to. And then we have this processing that's working kind of alongside each other with the 360 chip and the DNN chip to be able to provide that human brain with everything it needs to make those decisions.

so our people like numbers. There were big numbers, obviously, you know, DNN noise reduction, it is a lot of data that we're putting into this system. So we trained that dual chip on 13.5 million speech sentences, which worked across 3.9 million tune sound parameters. So a lot of those hidden filters, right, tons and tons of things were going on. and then in order for it to do the 4.9 trillion operations per day.

So very, very powerful technology, and which is nice that it has that dedicated DNN chip to run it so that we can be very, very efficient in what we're doing. So how efficient? Well, 17 times more efficient than other hearing solutions with AI and four microphone beamformers. So what we mean by efficiency is that we had similar outcomes with the testing compared to other systems out there, but we could do it

with a DNN that was much less complicated. And as a result of being less complicated, it means it's more efficient, right?

So we have a more, can achieve the same result with less complicated, pieces to it, a very sophisticated DNN results in a more efficient system.

So we use the artificial intelligence and deep neural network to help the human not replace the human. So that's at the core again of our philosophy that intelligence augmented. We believe that every sound matters and we don't want to remove sounds that are important for our brain to receive and make sense of. We want to be able to make sure that we're augmenting this whole process and not having the hearing aid just take it over and make those decisions. This is all part of our organic hearing philosophy.

So if we turn our attention to this beam former and how it really works. So we have this in our first program, we still have the 360 all around. It's still using that multi-band approach where we have the omnidirectional in the low frequencies, in the mid frequencies we apply that binaural beam former, and in the high frequencies we have that fixed directionality. So what this does is it allows the user to really just put the hearing aids on that first program. They kind of automatically go through different environments.

It's going to give them an omnidirectional when it needs to, like when it's quiet, when there's speech and noise, then it's going to apply that binaural beamformer to help them in those noisy situations. And then this high frequencies allows for better ability to preserve spatial cues when they're in those directional modes. So this is happening in that first all-around program automatically. And then in the here in the hearing noise program is where you're going to find this new updated beam former approach that we call clear focus. So again, we use this across all three different styles of the RIEs for Rizol and Vivia.

And what it does is it actually extends that bilateral beam former all the way through the lows. So this is really dedicated when you get into very, very noisy situations, right? That's what the Hearing Noise Program is for. 90% of the time, patients are going to stay in that all around and they're going to really do well. When things get really, really noisy and they need a little extra help, they can go to the Hear and Noise program and then apply this upgraded beamformer to give them that extra help that they need.

So again, when we talk about this is the clear focus, this is the beamformer that's used across all three of the RIEs. What the difference is, is that we're going to apply that intelligent noise tracker, that DNN-based noise reduction in the micro RIE style. and when we combine that with that clear focus, we're just going to call it intelligent focus for the directionality options just to differentiate the fact that it has this DNN based noise reduction that it's implementing.

So again, just to kind of demonstrate to see how it works. So when we're in 360 all around, right, we have omnidirectional in both hearing aids when things are quiet, as things get a little bit noisier, then we're going to activate that beam former. Could be asymmetric directionality, or if it gets a little bit noisier, it could go to a binaural beam former directionality in those noisier situations. So it's kind of changing those microphone modes depending on what the environment needs.

where intelligent focus with this clear focus, what we're doing here is we're changing to that hear and noise program because things are very, very noisy. So again, the user is in charge of when they want to use this feature. And it automatically is going to put them into that binaural beam former with that extended directionality through the low frequencies to give them that best directionality in those high noise situations. And then we're going to combine that with that DNN noise reduction, that intelligent noise tracker, so that these things are happening kind of at the same time, right? So we're doing all this processing.

You got this directionality up here. The DNN chip is doing all that intelligent noise tracker. So we have the green, which is the speech, and we have these different types of noises, and it's identifying that speech. And when it can separate that out, then it can reduce all these different types of noise.

All right, so we have rechargeability in that micro RRE style. It's going to give you all day battery, which is very important for our patients. We know that we have a 30 hour max. 20 hours is really the average use of if you're going to average use of streaming and that intelligent focus, they can expect 20 hours. So, you know, if you're not streaming at all, you could get a maximum, you know, 30 hours if you're not using that intelligent focus.

But, you know, we know that these other features, they do have an impact on battery life. The good news is, is 20 hours is still a full day of battery life, which is great. So your patients aren't going to have to worry about running out of battery. And then if they're using the cross system, well, that actually, you know, is transmitting that signal 100% of the time, right? But you're still getting a nice 16 hours of battery life in those cross by cross fittings.

The premium charger includes three additional charges that are available because this has a integrated rechargeable battery into that charging unit itself. So when they're on the go, they can charge it.

And the other option for your charging system is a desktop charger. The difference here is that this does require you to be connected to a power source in order to charge the hearing instrument. So this one's more a little bit more portable because it has those charges. You charge it up and you can carry it with you and charge three more times. This one you need a power source.

The number indicator for the rechargeable is the 8. So you'll see that on the packaging. You're going to see it actually on the, it's on the bottom of the charger. So that we call it a charging form factor or CFF,

and that number is 8. It's also in the charging bay.

If you look in there, you can see it. So that's the number you're looking for for ReSoundVivia micro RIE. It happens to be the same charger that we used with the ReSoundNexia micro RIE. So same, Number eight.

And another feature with ReSoundVivia, we continue on with the Bluetooth low energy audio and the Oracast.

Just kind of a reminder of what is Oracast broadcast audio. So we know with classic Bluetooth, kind of we're familiar with that. It allows that one-to-one communication between devices. So you have a mobile device and a or headset or set of hearing aids, and you only have that, it's a single connection. With Oracast, what it allows for is that mobile device to be able to broadcast the signal and communicate with several different device types at the same time.

We are, you know, this is still, we know and recognize that it's emerging technology. The good news are starting with Rize on Nexia and now continuing in with Rize on Vivio. Our hearing aids are all ready to go. They're OrcaCast ready. And you're going to be able to use it once these things start becoming available in more public places.

There's kind of a couple different things where you could have personal electronic devices that could broadcast an OrcaCast signal. And those could be, you know, password protected. So for instance, like our TV streamer plus, our multi-mic plus have Oracast broadcast capabilities. So if your patients are using those accessories, they could choose to broadcast the Oracast signal and they can put a password with it to make it private so that only the people they give the password to would be able to listen in. So it's got some control over there for the user.

In public places, you know, we would expect that most often it would be wide open where it wouldn't be password protected. So like if you're at an airport or a train station or a bus on a bus or something, it would be available. You can find the stream, connect to it, and be able to get that signal without having to add any kind of password. But there are public places like, let's say, a convention center and you're presenting to a group of people and you don't want just anybody walking by to be able to log into that. You could add a password in that case as well.

So again, we know that it's going to really be the next thing on the hoReSound. It's here in some aspects to providing that universal connectivity.

What is new with us is that we certainly recognize when we, being first with ReSoundexia with this OrcaS Ready device, that it's great, but because it's emerging, there weren't a lot of devices out there, A, as transmitting the signal. But even like, how would I, let's say I wanted to turn my multi-mic plus into an Orchestrate broadcast. How would somebody join that? So recognizing that, we've kind of brought that into our own, in our own world by introducing our own Orchestrate assistant that's available within the Smart 3D app. So in the app, People who are using the app with our hearing aids will be able to search for available Orcaest broadcasts and be able to connect using the app.

So we're trying to provide that solution, especially for, you know, certainly our hearing aid users to be able to connect to these things.

So what makes it nice with having that Orcaest assistant in our app is that it works with any kind of phone, so we don't have to wait for the mobile phone technology to implement it. As long as the phone is compatible with the Resound Smart 3D app, you'll be able to use the OrcaCast Assistant with those hearing aids that are eligible, right? So your Resound Nexia, your Resound BIVI, and, you know, going forward.

It's going to provide you when you hit the Find a Broadcast, a list of available OrcaCast Broadcasts. You'll see the little OrcaCast symbol next to the ones that are public. If the multi-mic, it will still show the multi-mic or the TV streamer symbol, but they will be available to select as well if that user of those has allowed it or has activated that. So when you have those, how you would do that in the app is you would toggle that Oracast Broadcast toggle on, and then this is where you could choose to put in an Oracast password if they wanted to when you're using that multi-mic or the TV streamer plus.

And, you know, these things are starting to be tested out in the real world. So we've had been a part of a few of these at Lincoln Center, at the Oslo Nye Theater, and most recently at the Sydney Opera House. This is a quick video. I just, I thought it was interesting. quickly show how the Orchestre kind of how easy it is for installation.

So this is a company that makes actually loop systems and now they are getting into making Orchestre transmitters as well and they were the ones that provided that system for this Oslo theater. What do you need to get out a cast in a theater? Can you show us? But the actual setup of the Orchestre system is quite simple. So we asked the audio engineers working here to give us a stereo signal from their mixing console and it's the same mix that's going to the speakers but we've asked them to enhance the vocals slightly.

And so we've got that audio feed coming off the mixing console into the ORI unit down here and we just add power and then we're getting Auracast across the auditorium in this space coming from this one box. If we're installing for real we put it up in the somewhere in the middle of the room to give an even coverage across the entire space. So setting up the system was really quite quick. It took us maybe 20 minutes max. If we're doing a hearing loop system in here, first thing we do is we ask them to take all the seats out, we'd rip up the floor, and we'd have some guys spending a couple of days installing cable.

So in terms of the physical install process, this is much quicker and much more cost effective for venues to implement.

So I think it's really interesting that this simple installation, which is why we're really going to see this become that solution in public places. So we hosted this at the Lincoln Center in New York City. We hosted an event where we used actually our TV streamer as the OrcaCast transmitter. and it was presented to people wearing Resound hearing instruments, and they used the app to access that with the OrcaCast Assistant. We got really good reviews, you know, on how this technology was working.

So it was a very positive test to say, does this, you know, can we really implement these things? Now, normally it's not going to be, you know, because we were just doing the test, we used the TV streamer plus. It would probably won't be these facilities implementing an OrcaCast transmitter of their choosing to be able to transmit to whatever OrcaCast ready device. But just as an example, we kind of put that TV streamer up there in the ceiling, and then all they had to do was find the broadcast and connect to it, and then they were able to stream the present the performance. And then most recently we did the collaborated with hearing Australia and the National Acoustic Laboratories and the Sydney Opera House to do an Oracast broadcast audio demonstration there.

And they have actually since permanently installed an Oracast transmitter there. So I think it's just exciting again that this is really starting to to become something that's going to be out there.

So again, our MultiMic+, our TV Streamer+, they have that Bluetooth low energy audio and that Oracast capability. Something new is that they now come with auto streaming. So you can configure that in the fitting software. If they pair the accessories to their app, they'll have ability to configure that in the app. The multi-mic is going to default on for auto streaming.

The reason we do that is because if you turn the multi-mic on, we assume it's that intent that you want to use the multi-mic plus, so the auto streaming is just automatically on. For the TV streamer plus, the auto streaming default is off. The reason for that is if you live alone, great, you might want to turn that on and you can do so, you can configure it that way. But if you live in a household with other members in the family, We don't want to necessarily assume that that hearing aid user wants to hear the TV signal if their son turns the TV on. So we're going to leave it off and then let them choose to start that stream if they want to.

But again, totally configurable. You'll configure that under device controls accessories. So when you open up this little ellipsis, you'll get the option if it's check marked, then the auto streaming is on. If it's not, then it's off. So you can configure that.

But again, if the patient has the accessories paired to their mobile device in the app, they will be able to toggle auto streaming on or off for whichever accessory. So they can change that. You can set the default form, but if they've paired this, they still have the ability to configure it as they need to on off whatever they want to do in the app. so it's a nice flexibility there.

So finding a broadcast, there's something just maybe good to note. The default is the Orchestration Assistant is going to be toggled on, so that is the default. They'd have to turn it off if they didn't want to use that feature. But whether you have wireless accessories paired or not will depend on how that appears in the app. So I just want to kind of point out here that if they're not currently using any of our wireless accessories, so Twitch Streamer Plus, TV Streamer Plus, then this little bar will say find a broadcast and this is going to locate you can tap it, it'll start searching for public broadcasts or a cast broadcast.

If they happen to have one accessory paired, well, it's going to show that accessory there and then it's going to say search. So they would click search in this case and then it would start to search for the the

broadcast. And if they have more than one, then that gets replaced. with see all devices, which if we tap, then that's where you'll find your search button. So it's just a little bit different view depending on what the patient has.

So whether there's no accessories, one or more than one. But it's good to note so you're kind of prepared for what to look for there.

All right. And then our fitting software. So I'm going to wrap up here with this. We've got some new improvements that we're going to go through. So first of all, it's the catalog screen.

So when you click on catalog, this catalog now will show all the different filtering options on the same page. So when you click filter, you'll see everything and then you can pick and choose what you want to filter by. We do have a new technology level filter. So like for you guys, you'll have the top level nine. You could just click that and be able to search for products that are within that category level.

On the resources, we have a couple new buttons here. So the first one is the phone compatibility. So this is if you have the patient, you can scan this QR code and it will take you to our site to tell you if their smartphone is compatible with our app. So it's a nice easy way right within the software to be able to do that. We also have a new education tab and this is going to give you access actually to our Resound page on audiology online for training opportunities.

So again, that quick access that you can get right from the fitting software.

And then another improvement, kind of continuing on, we've started some of this, but we're moving away from the black and white controls. So previous versions of software, they kind of appeared this way. Now you're going to have this kind of updated color palette. Makes it, you know, the white background is going to show what's selected with the gray being a non-selected item. and then of

course the green toggle.

So it makes it very obvious instead of a black and white on and off. If it's green, it's on. If it's gray, it's off. So that's a nice new feature as well. Here's to give you a little look at the Hear and Noise program, how that looks.

So I'm going to start over here with the non rechargeable, the battery option ones. When you look under the speech tab for the Hear and Noise program, this is where you're going to find clear focus for the directionality option. and then if you go over to Comfort, which is under Advanced Features, then you'll see that when you're using these battery operated ones, you're using the noise tracker too for the noise reduction. So this is for the non-rechargeable. When we go over to that micro RIE rechargeable, we have the intelligent noise tracker as the noise reduction system.

So when you look under directionality, this is where you'll see intelligent focus. So again, it's using that. Both of these use that updated beamformer, right? Updated four microphone beamformer that's extending that through the low frequencies, both do that. For the HearNoise program, the difference is what kind of noise reduction technology are you using?

And the MicroREIE has that DNN-based intelligent noise tracker.

One thing to note, just to point out, this used to say tools. We have changed it to program options because really the items under this really have to do with programs. And so we would just to try to make it more meaningful for people by calling it program options. The items that are listed under here are identical to what it used to be under tools, but just note that it will say program options now.

And another really exciting feature that we're super excited about is that you have the ability to connect to Ruzanne SmartFit 2.1 with your Ruzanne ViViA hearing aids without needing to disable that

Bluetooth connection. on the patient's paired on the patient's mobile phone where they have their hearing aids paired. So, right, previously, the previous generation technologies, if you're going to connect to do a fine tuning and they have their hearing aids paired to their mobile device, you had to go in, turn the Bluetooth off on that mobile device in order to get the connection to the Rizeau SmartFit. Now with Rizeau, Vivie, you won't have to worry about doing that anymore. They can simultaneously be connected to that mobile device and connect to the fitting software.

So we're super excited about that and that should make fine-tuning sessions much easier for you guys to manage.

So just a recap of these updated features here that we talked about. So Resound, VivO, world's best for hearing and noise, and this is really delivering our most intelligence solution yet. A reminder again for your patients is that they do have the opportunity if they need help Connecting with their Made for iPhone, their Android, the apps, the wireless accessories. We have a consumer support line that you can give them to use. They can call, they can get assistance with that while they're at home.

If they're having trouble with their TV streamer, sometimes you're like, I don't know. It's like you're not at home with them, right? They can call in, they can get that assistance from our consumer technical support group. Just note that for sure any kind of audiological questions, We always direct them back to you guys. This is really more just connectivity and apps, those things that sometimes they, you know, we know technology is what it is.

Sometimes something happened and I need help reconnecting. So they're there to support you all and your patients. And then other resources for you and patients, we have the website, we have the YouTube channel that has lots of good user videos. We have our X channel and then our Facebook.

All right, so I think that brings us to the end here. I want to thank you all for joining today. I appreciate you taking time out of your busy schedules. Again, our ReSound Government Services, here's our phone number and our website. Certainly reach out to the team if you have any questions.

They love hearing from you. And with that, we're going to end today's call. Thank you very much.