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Back to School with Phonak Roger

Presenter: Dr. Nia Poitier, Pediatric Account Manager for Children's Hospitals and Schools, South Central Region

Give me one moment to turn on today's recording. Thank you so much, Melissa. I appreciate the introduction, or handing it over to us. So, hello, everyone. My name is Dr. Nia Poitier, and I am the Pediatric Account Manager for Children's Hospitals and schools in the south central region. I just want to thank you all for joining us, and welcome back to school! I know that it's just been a few weeks for some of us, maybe a little longer for others of us, but, um, just welcome back, guys.

Now, we know that hearing-assisted technology can vary depending on a student's age, as well as their classroom environment. Now, today, I want to help simplify your Roger setups while offering tips and tricks to maximize success. Now, during today's presentation, I'm gonna walk you through a day in the life of an elementary student, a middle school student, and a high school student, and also share some important considerations, as well as recommendations.

So, just a few disclosure statements before we get started. I am a pediatric account manager employed by Phonak, and I serve on the Board of Trustees for the ESH Foundation. Now, there are a few learning objectives that I hope you'll take with you today. So after this course, I am hoping that you will be able to list Phonak's current Roger microphones and how to determine appropriate use cases, also, to be able to name Phonak's current hearing instrument platforms, as well as describe the benefits of Phonak apps.

So, just to set the tone and just a few thought-provoking questions to begin with. There is a very important question on the screen. Now, what this question says is, do all remote microphones have the same signal-to-noise performance? Now, let's think about this for a second. And if the answer to this question is no, then is suboptimal performance good enough? And if we even thought just a little bit further, if you knew that one microphone provided suboptimal performance, is this something that you would recommend or fit? Now, these are just some questions to consider as we go through today's presentation.

So, let's start off with a fun fact. Almost 90% of an elementary student's school day is spent listening to speech in the presence of background noise. But how can we assure that students with hearing loss can hear, as well as engage in a vibrant school environment filled with laughter, learning, and lively discussions? Now, what solution or solutions can be implemented to support teachers in effectively teaching students with hearing loss? Roger Technology helps children focus, participate, and thrive in classrooms by supporting learning and language development.

Now, we do want to give a special shout out to Carrie Spangler, who is an educational audiologist from Ohio, who is pictured on this slide, for giving us a look into the day in the life of an educational audiologist. Now, be sure to check out our social media channels to see more of Carrie's story and to learn how Roger benefits her students. Now, in a study conducted earlier this year, children were asked to rate both the design and the aesthetics of

remote microphones, as well as their overall performance. Now, looking at the results, 68% of children preferred the Phonak Roger touchscreen mic as the overall remote microphone of choice when asked to choose one microphone for school.

So why does Roger Technology even matter? Research tells us that there is a link between language exposure and child development. So, being immersed in a language-rich environment, one that's gonna include an environment with talking, reading aloud, as well as music, this is truly going to play a pivotal role in readiness for schools, as well as maximizes their auditory development throughout childhood and the teenage years. Now, hearing aids provide the most benefit when the student is within 5 feet of the listener. Now, this is going to be referred to as the near field.

Hearing aids apply directional microphone technology to provide an increased signal-to-noise ratio, optimizing speech intelligibility, as well as listening comfort within the near field. Now, despite advanced noise reduction technology and modern hearing aids, speech perception and intelligibility can still be compromised, especially as the noise level increases. So as soon as the distance between the student and the speaker extends beyond this near field, known as the far field, additional support from an adaptive digital remote microphone system, also known as Phonak's Roger System, is needed to maintain speech intelligibility, as well as speech understanding.

Now, placing a Roger microphone in close proximity to the speaker has several key benefits. One, it is going to effectively reduce the distance between the speaker and the listener, so if the child was playing on the playground or in the classroom, it'll reduce that distance between the speaker and that child. Also, it is going to compensate for the effects of background noise and reverberation on the target system, so, if the student was in a school gymnasium, how reverberant that environment is, it's going to compensate for that. Number 3, it is going to significantly improve the signal-to-noise ratio, which is thereby going to improve the speech intelligibility in noise and at a distance.

So why should Roger be the decisive choice regardless of the hearing instrument the student is wearing? Now, students, um, as well as studies, have demonstrated that remote microphone devices that utilize adaptive digital technology, only found in Roger Remote Mics, provide significantly more benefit for speech understanding in noise than non-adaptive microphones. So, what does the term adaptive mean? I know you've heard it over and over again, but what does it mean?

So, the Roger microphones are gonna adjust the settings to the surrounding noise levels. So, for example, if the noise level of the classroom increases, the volume of the Roger system automatically increases as well, so the speaker's voice is always heard above the noise and it's going to maintain a positive signal-to-noise ratio. Now, if the classroom is quiet, very little volume is needed to ensure access to the speaker, so the system automatically is going to adjust to maintain a comfortable volume. Now, the Roger mics and receivers constantly communicate with each other to ensure that the volume of or the gain of the receiver is

appropriate for the environment. Now, this is what we mean whenever we say that Roger is adaptive.

So now, with the introduction of Roger Unlimited last year, all new Roger 3 microphones now have the capability to install an unlimited number of O2 version receivers into RogerDirect compatible hearing instruments. So it's no longer necessary to use additional hardware, or you don't have to worry about uninstalling those receivers from the devices at the end of the school year. You can say goodbye to the Roger installer pad and all the hassle of trying to track receiver numbers, or even lost equipment. And I will say my favorite benefits, hands down, is that there is no more troubleshooting of what that red light means on the installer pad.

Now that we know the benefits of Roger technology, I'm going to walk us through the setup of Roger and different use cases. So, to do this, I first want to introduce you to Milo. Milo is a 4th grader at a public elementary school. Milo has a moderate sensory neural hearing loss and wears Sky Lumity power rechargeable hearing aids, which are gonna be compatible with our Charger Combi BTE2 charger.

Phonak's Sky Lumity BTE hearing aids are available in 4 form factors: We have the M, we have the PR, we have the SP, as well as the UP. Now, all of these are IP68 rating, which is going to protect against moisture and dust, and with a PDRIC automatic operating system, we have those fun colors that you know about, tamper-proofing, we have that made-for-all universal connectivity. We also have app compatibility, which, if you haven't heard, we now have a Find My Hearing Aid feature. This device, this Sky Lumity, um, device, is going to provide exactly what Milo needs in terms of his hearing.

Now, Milo's educational audiologist will be fitting him with a Roger touchscreen microphone 3. Now, there are many, many benefits that choosing a touchscreen mic for an elementary-age student. Um, one, the screen on the touchscreen is going to provide visual information right at your fingertips, including information about the connection status between the mic and the receiver, as well as an obvious, mute light indicator. The touchscreen also has the ability to adjust the easy gain, so if a student is reporting that the volume is too loud or too soft, you have the ability to adjust that.

Now, a fun fact that you may or may not have heard of, you can also name a student's microphone and their receivers, instead of just seeing those serial numbers. And this is something that you can customize in the settings of the microphone. Now, with the new touchscreen Mic 3, installing receivers into Roger Direct compatible hearing aids have never been easier. So, as a reminder, Roger Direct compatible devices includes Marvel, Paradise, Lumity, and Infineo Platform Aids, along with Advanced Bionics, Marvel Cochlear Implants.

Now, we talk about how easy this is to install, but I'll just walk you through what that looks like. So, to install a receiver into a Roger Direct compatible device, what you'll do, you'll go ahead and swipe over to the second screen of the touchscreen mic and you'll tap on the Roger

Direct icon. Then you'll turn on one hearing aid, and place it next to the touchscreen mic, and then, the next step, you'll just press the play icon. Now, once the receiver has been successfully installed, you'll see a green checkmark that's gonna pop up on the screen.

And if you are performing an install for a student that has two Roger Direct devices, just be sure to only turn on one device at a time, so that that way you don't have any issues, or you have a seamless installation, which is our goal. Now, you'll need to complete the installation process, of course, with both devices, but also remember to do the installation away from other Bluetooth-enabled devices. Now, just as a reminder, keep in mind that our new Phonak devices do not come with Roger receivers already installed. The installation process must be completed either with our touchscreen 3 microphone or the traditional way with the Roger installer pad and a Roger X receiver.

So, Milo's classroom teacher is new to using a Roger microphone. I'm sure you had some of these in your classes, and she is overwhelmed by all the icons, all the screens, things of that nature. Um, and something that we're going to do here, um, to put the teachers' mind at ease, is to allow the educational audiologist to activate the quick menu feature. Now, this is going to gray out and disable all the icons on the touchscreen except for the ones that I'll show you on this slide, starting with Settings, Connect, Check, Disconnect and Roger Direct.

Now, to activate this feature, you are going to select the settings, you're gonna choose Display, select the Quick menu. You're gonna choose to set passcode, and then you're gonna enter a 4-digit passcode, something that's real easy to remember, something like, um, 0000 or 1111, so you know always what the passcode is. Now, um, I would not recommend activating a different passcode on each touchscreen, because of course, this could be very, very confusing, especially if you have a million and one touchscreens running around your campus. Now, if you want to remove this quick menu, or access other settings, you can do this.

You'll just have to go back into the settings. You'll enter that same passcode that you created, and then you'll choose Settings, Display, quick menu, and then Disable Quick Menu. Now, at this point, all of the icons are going to be available to you. Now, Milo's teacher typically utilizes a talking stick during classroom discussions, and she is also willing to incorporate the Roger pass-around mic for this purpose to assist Milo in hearing questions and comments from his classmates.

Now, the Roger Pass Around mic is a pure microphone designed to give a student with hearing loss better access to his or her classmates. Now, keep in mind, the pass-around mic does not need to be handed from person to person. Now, it does come with a stand, as pictured on the slide, so it can be stationary, if ever you choose, for situations whenever the students are... whether they're reading out loud, or if they have an interesting story to share during show and tell. Now, to pass around mic buttons can be customized using the touchscreen mic as well. Now, just to do this, click on the Settings, then click Advanced, and then click Roger Pass Around to make changes to the automate feature, or to enable the push

to talk feature.

Now, also, there is a smart board that is being used in Milo's classroom, but the teacher doesn't frequently use media or videos for instruction. Now, if this does change, or if Milo starts reporting... if he starts to tell the teacher or, um, anyone that he's missing audio that is being played through the smart board speakers, you can use a multimedia hub and add this device to the network to ensure that the audio is transmitted, and you can hear both the information from the Smart Board and the teacher's voice at the same time. Now, this unique feature of the Roger system is called signal mixing. Alternatively, the Roger touchscreen microphone can also be plugged into the teacher's laptop to transmit the audio or media to Milo's receivers for better access.

Now, when multiple mics are being used in the classroom, we recommend using a Roger charging rack, especially when you have very scarce outlets, or, you just want to keep and group all of these microphones and equipment together. Now, the Roger touchscreen is central to creating a multi-talker network with your Roger for Education devices. A primary Roger touchscreen mic should be identified and then connect it to all of devices you see pictured on this slide: there's a personal ear level receiver that's attached to or installed into the student's hearing aids, a pass-around microphone, a secondary touchscreen microphone, a multimedia hub, as well as a DigiMaster speaker.

Now, any device added to the network should be connected to the primary touchscreen, especially if there are two touchscreens being used for team teaching in that same classroom. In order to connect to Roger devices, turn on the Roger touchscreen mic and the other device. You want to be sure to hold the touchscreen mic within 4 inches of the other device and tap the connect icon. Now, the screen on the touchscreen mic will indicate whether or not the connection was successful, but be sure to connect only one device at a time.

Now, to wear the touchscreen mic, attach the touchscreen mic to the lanyard and place it around the teacher's neck, and be sure to just adjust the straps so that the device is within that 6 inches of the speaker's mouth. Now, if it's too close to the mouth, it is going to cause distortion. If it is too far away from the mouth, the touchscreen, it can get dangled, and it will not pick up the teacher's voice at the appropriate volume. To remove the lanyard from the touchscreen, or if you just want to do, like, a quick transfer to small group mode, be sure to press the button on the back of the touchscreen to protect the lanyard prongs as pictured on this slide.

Also, be sure to use that mute button on the front of the touchscreen to activate or to deactivate the microphone for conversations that you may not want your students to hear. Now, if Milo does receive some sort of pull-out services, or he goes to specials in another classroom, here are just some questions to keep in mind. Okay, will Milo, will he take the TSM with him for these pull-out services or specials? Is the classroom teacher using the touchscreen mic as the mic for the classroom sound field systems? And do the pull-out

therapists or teachers have their own touchscreen microphones?

Now, to ensure we have time to review all other student scenarios, we will only discuss the third consideration in more detail. We are going to assume that Milo gets pulled out of class for speech therapy, and that the speech therapist has their own touchscreen microphone. So when Milo leaves the classroom for speech therapy, he won't need to interrupt the teachers to say, hey, I need... I need your touchscreen, right? Once he is with a speech-language pathologist, she will connect his receivers to her TSM, or to her touchscreen microphone using the connection button on the screen.

Now, after the therapy session is over, the speech-language pathologist should connect her mic from Milo's receivers. Now, to do this, she will need to press the disconnect button while holding her touchscreen mic within that 4 inches that we know about, um, and holding it to each of Milo's receivers. Now, this will ensure that her voice is no longer transmitting to Milo's receivers once he returns to class. Now, once Milo re-enters into the classroom, he will need to go up to his classroom teacher to get reconnected to the teacher's touchscreen and to the classroom's network.

However, if the classroom does have something we refer to as a wall pilot, now, if you don't know, a wall pilot is going to be a wall-mounted device that is designed to automatically connect Roger receivers to a classroom's network, then the student can simply just step in front of the wall pilot to get reconnected without having to interrupt the teachers, um, if ever they were providing instructions, things of that nature. Now, the wall pilot is designed for connection only. It cannot disconnect devices when students leave the room.

So, here is Milo's recipe for success and ease of use. So, with Sky Lumity hearing aids, which have an automatic pediatric operating system, as well as install receivers, Milo can connect to Roger devices in the classroom, so he can spend less time focusing on his technology and more time connecting with his friends. Now, using the Roger touchscreen with the benefits of adaptive gain is gonna provide that positive signal-to-noise ratio in those noisy classroom environments. Additionally, the ease of use with the quick menu activated on the touchscreen is going to simplify this technology for Milo's teacher.

It is going to give that teacher peace of mind and ensure that Milo is always hearing well in the classroom. Now, if we went ahead and threw in a wall pilot, this is going to provide a seamless transition whenever entering a classroom's Roger network, that is going to allow for less interruptions of the teacher's instruction, and also maintaining the flow of the classroom. So, as you may know, what may work for an elementary-age student may not necessarily work for a child who is a little bit older. So, someone who is developing a stronger sense of self and may have opinions, okay, about using their hearing aids and remote microphone technology during the school day.

So let me introduce you to a middle schooler named Max. So, Max, he's a 7th grader, he has a little bit more complex school schedule, um, where he's gonna be switching between multiple

classrooms throughout the day. He is wearing Sky Lumity SP hearing aids, which is going to use a size 13 battery and have universal, made-for-all Bluetooth connectivity. Now, this means that he can connect his hearing aids via Bluetooth to either a Chromebook, a MacBook or any other laptop, depending on the technology issued at him, or issued to him this school year.

Now, he's at the age where he's starting to reject Roger Use and would prefer to blend in with his peers. Max, he also feels that Roger is sometimes a little bit too loud for him. Now, Max's educational audiologist will be addressing his loudness concerns and is debating about whether to use a Roger touchscreen mic, which he used in the past, or, if she wants to try him with the Roger on for a more discreet option.

So, to determine an appropriate microphone for Max, let's look at comparing the two portfolios of Roger. So all of the Roger devices that you see on the screen offer that benefit of the adaptive gain that I mentioned earlier, and also an improved signal-to-noise ratio in the presence of background noise. Additionally, the Roger 3 mics, including the touchscreen microphone and the Roger On, have the ability to install an unlimited number of receivers into a Roger Direct compatible device.

However, it is important to note that the Roger touchscreen microphone 3 and the Roger on 3, they operate under two different portfolios. So the Roger touchscreen Mic 3 is in the Roger for Education portfolio and can only connect to or network with microphones that are within this portfolio. Mother Roger on 3 is part of the Roger for Home portfolio, and it can only connect to other microphones within the Roger for Home portfolio.

So whenever we look at a comparison of the touchscreen microphone and the Roger On, the touchscreen microphone provides a comprehensive feature set for students with signal mixing, as well as networking capabilities. It's going to offer the greatest amount of flexibility, especially whenever managing multiple students in the classroom, um, who are using Roger technology, and it also has the ability to create a Roger network with a pass-around microphone. You could throw a multimedia hub in there, as well as those DigiMaster sound, uh, speakers.

Now, although the Roger On does not offer mixing mode and is not compatible with the Roger for Education devices, the Roger On has a sleeker design that's a lot smaller, and it may be more appealing for students who maybe start to reject Roger for its size, or for a teacher who has difficulty with the weight of the touchscreen, and she may need, or he may need a more lightweight option. So, it's also the only Roger microphone that is compatible with the My RogerMic app for easy mic adjustments. Now, there are advantages to each, and ultimately, the decision depends on the use case.

But don't forget that these microphones are excellent solutions for students in after-school activities, where accessibility to an instructor or a coach's voice is super critical, right? They need to be able to hear, um, what's going on in those situations for sure. So, we encourage you to reach out to your rep if you would like to talk through specific features of these

microphones in more detail. Now, Max mentioned that the volume of the Roger microphone is often too loud.

Now, there are several ways to make the volume more comfortable for Max. You can do this through Phonak's apps. You can also do this with the onboard controls of the hearing aids. The Easy Gain feature of the Roger microphone is also a way to adjust the volume, or, you can adjust the volume via the Target software. Now, speaking of our target software, let's take a deeper look at the unique adjustments that can only be done in Target with our Roger Direct compatible devices.

So the unique programming adjustments that can be made to Roger Direct-enabled devices is changing the adaptive microphone behavior. Now, this feature became available in 2019, when we first launched the Marvel platform, as well as Roger Direct. Now, this is when we introduced the Dual Adaptive Behavior. Now, we can see from this target software screenshot that standard adaptive, the mold that we've always been using up to this point is the default microphone behavior setting.

So let's do just a little quick review on the differences between standard and dual. So, to just orient you to the chart on the screen, we have ambient noise levels that are listed on the x-axis. Additional adaptive gain is listed on the y-axis. We have the Roger signal that's in green, and we have the hearing aids signal that's in black. Now, we know that just by simply placing a remote microphone within close proximity of a speaker's mouth, we are already giving them a 10 dB advantage.

But what happens if ever that particular person enters into a noisy situation? Now, with standard adaptive, as the noise level increases, there can be a considerable amount of additional Roger output, and this could be uncomfortably too loud for some individuals. Now, how much of an increase in gain is going to depend on which microphone mode you are using, and how much headroom is available in the hearing aids. So if we take a look at dual, we will still have that 10 dB advantage from the microphone placement and added gain as the background noise increases.

But this time, with Dual, the signal-to-noise ratio is maintained by an attenuation of the hearing aid acoustic signal, rather than solely through additional gain for the Roger signal. Now, when we compare the two, we can see that the additional gain is the same for noise levels up to around 66 decibels. Now, after that point, the two adaptive gain models are different. However, we can also see that for any given background noise level, the same signal-to-noise ratio is maintained for both standard and dual.

Now, based on a study done at Hearts for Hearing, we know that standard and dual both provided equivalent speech intelligibility scores in all conditions tested, including a peer talker condition. So this tells us that there is no detriment to using dual. Secondly, while not statistically significant, there was a tendency to trend towards dual as the preferred setting

from the participants in the study. But what do we do with all of this information?

What kinds of things should we be thinking about whenever we next meet with a Roger user? We need to remember that there is so much more to a child's life than what their speech intelligibility score is. Their whole well-being also needs to be considered. Are they too tired at the end of the day to go and play sports, to go and socialize more, to be part of the family dinnertime conversations? Could we make a difference with our technology from that perspective as well?

So consider, is this a new Roger fitting? Maybe it's better to start with dual from the very beginning. Is there limited headroom in the fitting? Is it possible that the child will get more benefit from Roger by switching them to the dual adaptive behavior? If there is limited headroom, then they may not be getting full advantage of the additional Roger gain by keeping the default setting of standard.

Also, what is the child saying about Roger? Do they consider Roger, the sound, the volume of Roger to always be good, or is it sometimes too loud for them? Are they a sound junkie? Are they sound sensitive? How tired are these students at the end of the day, are they being overloaded with sound, and do they need a break from listening? Now, with all of this information at hand, you can make an informed decision about whether to stay with the current standard adaptive default, or to change to, um, the recommended dual.

Now, after Max's educational audiologist made adjustments to the volume and the adaptive microphone behavior, he's willing to give Roger another chance. Now, as a reminder, he wears Sky Lumity SP hearing aids, and he uses Bluetooth connectivity to connect to his classroom's tablet. Additionally, Max, he's going to be switching between 4 other classrooms throughout the day, and all the classrooms have those DigiMaster speakers. Now, as a note, compatibility with the speakers is an important consideration whenever deciding which Roger microphone to use, which is why Max will be using a Roger touchscreen this year.

Max is responsible for transporting his touchscreen microphone with him from class to class. Now, as a refresher, the Roger DigiMaster is our sound-filled speaker that can be placed anywhere in the classroom. Now, the DigiMaster has adaptive gain that will adjust the signal-to-noise ratio based on the noise levels in the classroom. The DigiMaster version 2 can connect to Bluetooth devices and has audio input and output jacks for more connectivity options.

We offer the DigiMaster 5000v2 for smaller, typical-sized classrooms, and then we offer the 7000 for those larger auditorium-style classrooms. Now, there are 3 stand options for the DigiMaster, and 1 wall mount option. Now, you can pick the stand you prefer whenever you request your quotes and place your order. Because Max switches classes through the school day and is transporting his own microphone, making sure he is connected to the correct DigiMaster speaker is critical, so he's not accidentally transmitting to another classroom's

DigiMaster speaker.

Now, the easiest way to connect from a classroom's network is to simply just press the disconnect button that is going to be on that touchscreen microphone. You're gonna press the disconnect button on the touchscreen, next to the top of the DigiMaster speaker, before leaving the classroom. Then, when Max enters his next classroom, he should press the connect button on his touchscreen mic next to the DigiMaster speaker, before he hands his touchscreen microphone to his teacher.

Now, if Max has any difficulty with connections throughout the day, or is unsure which speaker his mic is connected to, he can create a new network by pressing New Net on the screen. Now, this is going to wipe out all of his previous connections, and Max will need to reconnect his personal receivers, and to the DigiMaster speaker in his current classroom. So here is Max's recipe for flexibility and inclusion.

So, with Max being a good reporter, and knowing what he wants, having Sky Lumity hearing aids allows for that flexibility with universal connectivity to any Bluetooth device when he needs to connect to his tablet in the classroom. Max's Educational Audiologist, she has the ability to make a simple adjustment in the Target software, optimizing Max's listening comfort with the dual adaptive microphone behavior found only with Roger Direct compatible devices, without affecting any program settings. Now, with middle school students, it's important to figure out which Roger microphone is going to be the most accepted, and one that is going to be most used by the student.

Fortunately, with Phonak, there are multiple mic options to choose from. Max, he can explore the Roger on in the future, but he will be using the Roger touchscreen microphone to allow for connectivity to the DigiMaster Soundfill speaker. With visibility icons on the touchscreen microphone, Max can also easily connect and disconnect to the DigiMaster SoundFill speakers in each of his classrooms. Now, using the Roger DigiMaster sound fill system provides accessibility and inclusion in the classroom.

So that way, Max's peers and teachers can also benefit from the adaptive gain functionality that he benefits from whenever he's using his personal receivers. Now, we know, we are fully aware that not all classrooms are outfitted with DigiMaster SoundFill speakers, so I will explore alternative setups with our last scenario. And on to our final scenario. Meet Molly! She has made it to her senior year in high school, Class of 2026.

Like Max, she does use that Bluetooth connectivity when needed. Her high school is outfitted with non-Phonak sound fill systems, and she moves to 8 classes throughout the day. She is also interested in captioning for one of her classes. So, Molly was fitted with new hearing aids over the summer. She chose Phonak's newest Audeo Infinio rechargeable RIC devices that are compatible with the charger RIC Infinio.

Now, for reference, Phonak currently offers 3 RIC options in our newest Infinio platform. The

Audeo R Infinio for mild to profound hearing loss. We also have the Cross S Infinio for aided and unaidable unilateral hearing loss. In the Audeo Sphere Infinio, with a dedicated sound processing chip for exceptional hearing and noise performance. Now, as Molly entered high school, she stopped using her Roger touchscreen microphone.

But her educational audiologist is so committed, and she presented her with the Roger On. Now, what Molly did like about this was the sleek design, and then also the added benefit of being able to connect to the My Roger Mike app for control over her listening situations. Additionally, she recognized the benefit of better hearing when using the Roger On during her after-school sports and social activities. Now, she is looking forward to another year of just less listening fatigue during her lectures and also improved access to conversations with her peers while using the Roger On.

Molly has even expressed interest in using the Roger On after she graduates. Now, since Molly has Audeo Infinio hearing aids with Roger Direct, her educational audiologist can conveniently install receivers into her hearing aids from the mic itself. So there is no additional technology or physical receivers that are needed for this. Installation of the receiver technology is super simple, so let's just take a little look at that.

Now, the first step is to power on the Roger On 3. And then you want to take one of her hearing instruments. You want to place the two devices within 4 inches of one another. Then, just simply press and hold the center button and the connect buttons at the same time for about 2 seconds. Now, once the installation is complete, you will see a check mark on the LED screen. Now, this indicates that the installation was successful. Now, all you have to do is repeat the process for the second hearing aid.

The Roger On also offers 4 different microphone modes, including the newest one called Stereo Wide Pointing Mode. This is going to feature a longer range, a wider angle and a larger coverage that is going to allow for more flexibility when using this mic. Now, this feature can only be activated via the My Roger Mike app and can be enabled on all previous generation Roger On microphones if ever you just perform a firmware update. Now, Smart Mute is a new feature that allows for an automatic instant switch back to AutoSense OS when the Roger on is muted.

So rather than staying in the Roger Direct Plus Mike app, the hearing aids go back to AutoSense OS, allowing Molly to maintain the benefits of Phonak's advanced technology and have better access to her peers whenever the Roger mic is not active. Now, to mute or unmute the Roger on, simply press and hold the center button on the screen. Now, currently, this Roger On is the only microphone that is compatible with the My Roger Mic app, which is going to give Molly that control over her hearing.

Using the app, she can adjust the microphone mode. She can mute, she can unmute whenever her teachers forget. She can even save some custom settings, uh, particularly during her after-school activities, as the use of phones during the day. I know that a whole

bunch of laws have passed, uh, is definitely restricting our kids and our students from using their phones during the day, or at least in some of the states that I cover. Now, as previously mentioned, Molly switches between 8 classes during the school day.

So, very, very, very busy day. Now, on this slide are some important questions to consider when Molly switches classrooms, and then also needs to get connected to a different Roger network. So, a question to consider: Will Molly take her mic with her from class to class? Are there any other students that are using Rogers technology in any of her classes? And if so, whose microphone will be used as the primary mic in those classes? And are there any secondary mics being used in the classroom?

Is there a Digi Master or a neck loop? Is there a non-Phonak sound fill system being used in the classroom? Now, these setups, they can get a bit complicated, however, your Phonak account manager can help simplify or assist with this process. So, each of Molly's classrooms is outfitted with non-Phonak classroom audio distribution system, or CADS.

In order for the teacher to utilize only one microphone to transmit to both Molly's ear level receivers through the classroom speaker, the neck loop can be used to convert the CADS into a Roger network. So, since the neck loop is compatible with any Roger microphone, Molly can easily connect her Roger on to the classroom neck loop. Now, it will be important for the educational audiologist to decide whether each of Molly's classrooms will have their own neck loop connected to the CAD system, or if Molly will transport the neck loop to each class and connect it to the system before class.

Now, connecting the neck loop to an alternative sound fill system varies by manufacturer. However, Phonak has tested the connectivity with different systems in the field and created a step-by-step guide to assist you with the setup. If you would like a copy of the Quick Guide, or to discuss this setup, please reach out to your account manager. Now, when I introduced Molly, it was mentioned that she would like to also utilize speech-to-text services.

Now, the simplest way for her to access captioning is for her to have her own neck loop connected to her laptop that she can transport with her from class to class. Now, this will require an additional neck loop, not the one that will be used as the sound fill integrator. Now, to set up speech-to-text, Molly needs to connect her Roger on to the Roger neck loop. Next, she is going to plug in the neck loop via the USB charging cable into the computer or the tablet wherever the speech-to-text application will be running.

Then she'll open the speech-to-text application of choice on the computer, and ensure that the selected microphone is the Roger neck loop. Now, once Molly's teacher starts speaking into her Roger On microphone, their voices are going to be transcribed and appear on the screen of her computer or her laptop, or tablet, or whatever she is using. Now, keep in mind that we need a good internet signal for all of this to work. That is going to be the key for these web-based programs, such as Microsoft Translator, Google Translate, and also Interact

Streamer.

Molly and her educational audiologists, they agreed that it would be easier for each classroom to have its own neck loop that is attached and connected to the CAD system. Molly will take her Roger on microphone with her from class to class, and connect to the Roger neck loop that's already plugged into the CAD system. Now, to do this, Molly will need to disconnect from the current network before moving to another class. Now, this will ensure that the teacher's voice from her next class is not transmitting through the sound field system in her previous class.

The simplest way to disconnect the Roger on from all other previous connected Roger devices is to hold the button on the back of the microphone for 8 seconds until a circle around an exclamation point is featured on the display. Now, this indicates that all previous connections have been cleared. Now that all connections have been cleared, a new network now needs to be created. So when Molly gets to her next class, she will simply just need to press the connect button on her microphone within that 4 inches of her installed receivers, her personal neck loop, and the classroom network, uh, the classroom neck loop, before she hands her microphone to her teacher.

So, as a side note, some of Molly's classrooms, they have multiple students using their own Roger microphone, too. So the educational audiologists and other students will need to decide, okay, whose microphone will be handed to the teacher? Once they decide on whose microphone will be handed to the teacher, all Roger receivers will need to be connected to that microphone. So here is Molly's recipe for acceptance and independence.

Molly is a great example of students who are maturing with their hearing technology, because now she's able to wear a RIC device, so that she can benefit from Phonak's newest technology, which is our Audeo Infitio device. Now, with the Roger on 3, and the My Roger Mike app, Molly can also make simple adjustments specifically to her hearing, uh, and her listening preferences, or she could mute the teacher whenever she needs to when conversations are not directly, um, meant for her, um, all at the palm of her hand.

Now, to ensure Molly is set up for success in each of her classrooms, and has access to visual text of her teacher's voice, the neck loop is a versatile receiver. It can be connected to non-Phonak sound fill systems to provide Roger performance, and to eliminate the need for the teacher to wear multiple microphones, while also allowing for speech-to-text capabilities. Regardless of the captioning program that is being used.

All right, guys, we have reached the end of our scenarios. Um, as we wrap up today's session, I am just gonna go through a few helpful reminders. Now, while these scenarios are not all-inclusive, and you will likely encounter many other setups or technology needs throughout the school year, we just hope that this, and this presentation and these student examples can help guide your decision-making. Can kind of serve as that starting point. Or, maybe even

simplify some of those, like, complex setups that you may have.

So, here is a view of Phonak's current hearing instrument solutions. We have the newest edition featured on the screen, the newest addition to the portfolio is the Virto Custom Rechargeable Device, which is also compatible with Roger. The Roger Focus II did not come up in any of our student scenarios today, but just as a reminder, the Roger Focus II is an ear-level receiver that is available in both a rechargeable and a non-rechargeable model.

That is going to serve as an excellent solution for those who would benefit from, um, an improved signal-to-noise ratio of Roger and do not necessarily have hearing loss. The Roger Touchscreen for sound fill only was originally designed to connect to the Digimaster SoundFill speaker, but we are excited to share that it is also compatible with Roger Focus 2 models. Now, when looking at this as an option, something to consider is that this touchscreen, which is gonna have that black back to it, that's how you know it's a sound fill-only microphone.

It only is going to transmit in Langer mode, and does not have small group mode or pointing mode. Now, if the student needs those modes, then the traditional touchscreen microphone is going to be the way to go. But keep in mind that any Roger microphone can connect to the Roger Focus 2. So, here are just some helpful resources that I'll go through really quickly.

Be sure to check out Phonak's Audiology blog and subscribe to receive updates on new article postings, just like the one you see here on this screen. So, in the tips for at odds post, Carrie Spangler shares practical ways to support teachers, uh, practical ways to train staff and to set up Roger systems to help students succeed from day one. And also in the V-Class post, Erin Paku shares information about the Vanderbilt Classroom Listening Assessment Short survey, which is a picture-based questionnaire that specifically targets perceived listening abilities in school-based situations to help clinicians understand and support listening challenges in noisy school environments.

Now, you can go ahead and scan the QR codes on this slide to view these articles. You can also find a library of videos on Phonak's YouTube page. Youtube has been my best friend, um, over the past several years, we have added a few new videos on the touchscreen mic. We also have videos on the DigiMaster, um, anything you can think of, uh. The Roger Focus 2, and other new, um, Roger technology, you will find information on our YouTube videos.

But don't forget to bookmark this page for easy access for you to be able to locate as you navigate this next school year. Also, if you haven't seen this, this is my best friend, um, and it is the Roger Configurator. It is a tool to help you determine which Roger receiver is needed for Phonak devices, as well as other manufacturers' devices. So, if you don't know what receiver goes with which, this is the place to find out.

Um, using the drop-down arrows, you'll select the make and the model of the device your student is wearing. And on the next screen, you will select the preferred Roger microphone. From there, the configurator will show you which receivers are compatible with the student's

device. So whether it is a hearing aid, a cochlear implant, or a Baja, the Roger Configurator is going to have you covered.

You can also request the current copy of Phonak's Education Price and Reference Guide from the school desk. Or you can get this information from your account manager. Um, it'll discuss different pricing and policy details, as well as bundle discounts for Southfield Purchase, or multi-talker network accessory purchases. Please see pages 16 to 18 for these bundle offers.

Now, if you have not set up access to the Phonak store, send an email to eServices at Phonakpro.com with your name, your email address, and the accounts that you support. Creating a login on the Phonak store has several benefits. The online store, you can generate quotes, you can place orders, you can look up warranties on a specific, uh, serial number, you can track your order history, you can look up invoices, you can print off Fedex printing labels? You can also download the newest firmware versions of Target, as well as the Roger Upgrader.

Now, the next time you contact the school desk or reach out to your account manager, please just take a moment to ensure that all of your account information is up to date. We know that, uh, staffing changes year to year, but we want to make sure that we have everything correctly noted in our system. And this will ensure that your account details are correct in the Phonak store. Now, to conclude.

Throughout the presentation, we've emphasized the importance of Roger's adaptive gain and universal connectivity. There are 3 other unique features that are equally as important and have a significant impact, um, on a child's hearing access in the classroom. One, Roger is going to allow for automatic switching between 3 microphone modes, so you don't need to press any buttons. It has a reliable signal transmission with low latency, which sets Roger apart from Bluetooth transmission, as well as AuraCast signals.

Now, the Roger Touchscreen 3 specifically offers signal mixing for multiple talker and multimedia setups, where two signals can be heard simultaneously without interruption. Now, to answer the question, to bring it all back together, that we've... that I first asked at the beginning of the presentation about signal-to-noise ratio performance of remote mics, we know that not all microphone modes are created equal. A 2023 study by Sarah Newman et al. demonstrated that the adaptive behaviors of the Roger touchscreen mic provide benefits over traditional fixed directional remote microphones.

And speech recognition with the Roger Touchscreen mic was significantly better than the fixed directional remote bikes in loud noise situations. Now, subjective ratings from the participants of the study showed a slight preference for a smaller remote microphone. However, when asked to directly select between the devices, the Roger touchscreen mic was the preferred option. Now, it does take a team to support our customers across the U.S, both out in the field and behind the scenes.

We are a pediatric team of 8 that covers the United States, and also, we have a dedicated

inside sales rep, Sybil Johnson, as well as our Director of Pediatrics, Stephanie Monsis. Now, on the screen are all the ways we can support you. We have our school desk number listed here, as well as email addresses for quotes, for orders, as well as for general assistance. So, before I say goodbye, I want to give you a few takeaways.

So, first, not all remote microphones are created equal. Adaptive game and multi-talker networks are gonna be unique to Roger. We offer universal connectivity. Roger is going to provide flexibility, versatility, and full compatibility. And do not wait for quotes to be... to be placed, uh, do not wait for quotes or to place orders. Be sure to use the Phonak store. So, I just want to thank you guys for attending today's presentation. If you have any questions, please feel free to reach out to your account manager. We're gonna copy those questions that were placed in the chat today and we will get back to you guys. Thank you so much.