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Getting to know Roger – An in-depth look at Roger technology and programming

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- [Lena] Hello, everyone. Welcome to Getting to Know Roger. I wanna thank you all for taking the time to join us today. Just a couple housekeeping items. On the left-hand side of your screen there, there is a Q&A box. I would love for this to be an interactive session. So, while I do have my presentation set up, and I will be going through it. Please stream in with any questions you have. I'm happy to answer them, either kind of as they come in, or save them for the end. Whatever works best for you, however things kind of flow, that's how we will tackle them. Additionally, if you're having any technical issues, there is a technical support line there that you can call for help. Below that, we have a hand out. If you try getting the hand out in the beginning and had some issues, not to worry. It has been re-uploaded. So you now have access to that hand out. So I will dive right in. But again feel free to chime in with questions.

So the learning objectives for this course. After this course we want you to be able to explain the benefit of Adapter StereoZoom and our Speech in Loud Noise program. We want you to be able to describe situations in which your patients could really benefit from Roger technology. Additionally, I'd like for you to be familiar with the different types of Roger technology, based on different patient needs. And you should be able to summarize the benefits of Marvel and Roger. Those are our goals for today. A little background on me. My name is Lena Kyman. I am a clinical trainer with Phonak. I am an audiologist and I was in a private ENT and audiology practice for about six years. I did some teaching as an adjunct professor at Shaw University. And I've been with Phonak for a little over a year now. I've kind of glanced through the attendees here. I see a few familiar names. But I think a lot of you I have not had the privilege of meeting in person. One day we will be getting back to large gatherings again and large trainings. And I look forward to meeting you then. So, if we do meet in person please come up to me and let me know that you attended this session. Because I like having a connection with people. I didn't know whether to say good morning, or good afternoon. So I am in North Carolina. So it is exactly noon here. But those of you

maybe on the West Coast, good morning. And again I just wanna thank you all for your time in chiming in today.

So let's talk about Marvel. The Audeo Marvel family has gone beyond expectations. And has delivered on all fronts. Hearing performance at it's best. World's first achievements in connectivity. And smart apps to better connect professionals and patients that has been tremendously important in the past few weeks. And we have the most comprehensive rick portfolio on the market. But after that, we wanted to do more. So we introduced even more to the Marvel family. So we added more hearing performance, more connectivity and apps and more choice. So let's start with hearing performance. How does Marvel 2.0 offer more hearing performance? So we can offer better hearing performance in more situations than ever before. We have more evidence on how autosense OS supports clients in complex multi-talker situations. And in those acoustically hostile environments or over distance, we have direct access to Roger technology. So when we look at hearing in noisy environments, this is the main concern for our patients. This is the number one complaint that we receive. It is a huge challenge for hearing aids to perform in very noisy environments. So Audeo Marvel hearing aids are receiving outstanding results. 82% of Marvel clients actually report that they understand better in noisy environments. So, while we know that this is the number one complaint, difficult listening situations, our hearing aids perform pretty well, right? 82% report that they understand better in noisy environments. But a MarkeTrak study in MarkeTrak 9, it was reported that 31% of hearing aid wearers still report that they had challenges hearing in background noise. So I'm sure all of you are familiar with Harvey Abrams and the MarkeTrak studies. So we know that we still have work to do.

So Phonak has always been the industry leader in deliver hearing performance in noise. And Marvel patients can enjoy the best possible hearing in many situations, thanks to the adaptive being former of Autosence OS. So when you look at this graph,

on the bottom or the X-axis we have distance. And then on the Y-axis we have noise. So in that bottom left hand corner, that's a close distance and a quiet listening environment, the hearing aid is going to be in real ear sound. That's our omnidirectional program with a pinna effect built in. People perform pretty well in close distances and low noise. That's an easier listening environment. Staying to the left. As the noise starts to increase, the hearing aids automatically go into UltraZoom. That is our Speech in Noise program. So thanks to UltraZoom, Marvel patients can enjoy participating in group situations with reduced listening effort. And when the sound environment gets even more challenging, so staying on that left side in that near field. But as the noise starts to increase, we go into StereoZoom. So we have proven hearing performance in StereoZoom. That is our Speech in Loud Noise program. So the Narrow beam former of StereoZoom is only possible thanks to binaural voice gen technology. So this is the pioneering ear-to-ear full audio bandwidth streaming on 2.4 Gigahertz. I'm getting a note that my mic keeps going out. I apologize if there's an interruption in sound quality. I think some people are not having that issues. So if you are having issues, chime in.

So again, back to StereoZoom. That's Speech and Loud Noise program. So that utilizes binaural voice gen technology. And that's full audio bandwidth stemming from ear to ear. And we have numerous studies on the benefits of StereoZoom, our Speech in Loud Noise program. So this StereoZoom program, it's available as an automatic program in our 90 level technology. And it's available as a manual program in our 70 level technology. And with this program, we have studies that show both subjective and objective improvements in performance. We have reduced listening effort in noise, and we have better memory recall when access to this program. We have additional studies that show increase participation in group conversations when you have access to the StereoZoom program. So all of that as you can see on the graph is in the near field. However, when that loud noise increases beyond what stereo zoom is capable of, and when we factor in distance, Roger is able to further extend the hearing performance of the hearing aids. So Marvel has five different streaming protocols

inside of them. And we utilize the sword ship. So we know we have Bluetooth classic. This is how we connect iPhones, androids flip phones, tablets, computers, etc. Anything with Bluetooth. We can connect with Bluetooth classic. And then we have our air stream technology. This is how we connect to our TV device to our partner mic. And we also Bluetooth Low Energy. This is how we connect to our knowing wireless. This is how we connect to the my phone app. And we also have binary voice in technology. So that's again, the proprietary 2.4 gigahertz radio chip that allows full audio streaming bandwidth between the ears. So now we can add that fifth amazing wireless program of Roger. So this is backwards compatible to previously sold Marvel devices, as long as they have that 2.0 firmware update. Roger is a proven proprietary protocol based on the 2.4 gigahertz which was originally launched in 2013. So Roger has been around for a while. Roger is not brand new. And the performance of Roger has always been there.

However in the past Roger was complicated. So when I was in clinic when I was in a private practice I really shied away from Roger. In my mind it was mostly for users with severe to profound hearing loss, or for children in schools. And the majority of my patient population did not quite fit those two categories. I would encounter them sometimes. But day to day, that was not a huge part of what I did. And I was intimidated by Roger. It seemed complicated. I didn't know how to talk about it. I wasn't very comfortable with it. Now with Roger Direct and Marvel, we take away a lot of those complications. So we had this easy access to even more hearing performance. So with Roger Direct, you and your patients can truly experience a non compromise solution for any hearing environment. So with Roger Direct there's no need to attach an external receiver. So we can install a digital receiver directly into the hearing aids. Meaning that it's a smaller device and a more efficient and effective device. So it's 42% smaller and on average uses 27% less battery consumption. So when I say no compromise solution, what I mean is that you no longer have to decide, okay which receiver? How am I going to attach it? What's compatible with what? You no longer have to deal with the tamper proof Roger receiver. You no longer have to

deal with those hinge pins that inevitably always get lost in the carpet. Once you drop them you cannot find them again. And no more annoying sticker on the contacts. No more losing the receiver having it separate from the hearing aid. With Rogers Direct, all of these limitations are gone.

So again, Roger works the same way it always has. It requires a transmitter and a receiver. But the difference is we can now directly install that receiver into the hearing aids. So again that results in it being up to 42% smaller and utilizing less battery drain for the hearing aid. So this Roger Direct feature. This is compatible with all of our audio Marvel BTEs. So again we have the broadest work portfolio on the market. All five of those Rick models in all levels of technology have access to Roger Direct. Additionally, all of our BTC bottles are compatible. So we have the Bolero MM, the Bolero MPR, the Naida Marvel SP and the Sky Marvel... The three different models of Sky Marvel. All have access to this Marvel technology. So a question came in, "can you put Roger receivers in any Marvel hearing aid?" Almost any Marvel hearing aid, the exceptions are the non wireless custom devices. So the Virto M-312, or the Virto Marvel Black. That is the world's first custom hearing aid compatible with Roger Direct. So you do not have to wear anything around the neck, you do not have to attach any external parts and pieces. You install that Roger receiver directly into the hearing aid. So the only Marvel hearing aids that are not compatible with Roger direct or the Virto Marvel titanium and the Virto Marvel non wireless options.

So again, this is going to be the optimal solution for patients who did not want to compromise on looks or comfort. Because we're not adding anything. Nobody wants a larger hearing aid. We can install that receiver directly into the hearing aid. So we can show that Roger can improve speech understanding up to 61% in a group conversation and 75 dB of noise compared to hearing aids alone. So this is from a tibidal study. And I want you to pause for a moment and think about what that means for conversations with your patients. How many times have you had a patient come in

and say, "I have trouble hearing and background noise." We know that that's a huge complaint. You hear it day in and day out. We have the MarkeTrak studies that show that this is still a complaint for a lot of people, even with expertly fit hearing aids. But what if you could do more for them? Imagine being able to tell your patients, "I have a solution for you. "I have an extra microphone that can improve "your speech understanding "up to 61% in group conversations." Roger boosts hearing performance in noise and over distance And it provides outstanding hearing performance and even more listening situations. This really offers your patients a holistic solution, thanks to that Marvel performance. When we compare Marvel with Roger compared to normal hearing listeners, Roger provides up to 10 times better speech understanding and noise and over distance than people with normal hearing. Again, I want you to pause for a moment and think about what that means for you in your conversations with your patients. 10 times better than people with normal hearing when they have access to using their hearing aids with Roger.

Additionally, Roger users are happy users. 90% of Roger users would recommend Roger to their friends and family. Word of mouth referrals are the best and easiest way to get more patients in your door. And I think this statistic and always I find it really impressive. When you think about people and how they report on their satisfaction ratings. People love to hate things. People love to complain about things. I find that especially true in the hearing aid world. There are so many people who have been unhappy with their hearing aids in the past or the their hearing aids sit in a drawer. But when you talk to Roger users, they love their devices. And 90% of them would recommend Roger to their friends and family. And I really want to encourage you. One of the biggest take home points today is that Roger is more accessible than ever before. So again, in the past it was complicated. It was complicated for you as the provider for your patient. It was expensive and it was a lot to deal with. Now we get that proven Roger performance, but it's more accessible to your Patience.

So like I said, I used to have a pretty close minded approach to Roger when I was in private practice. To me it was really for severe to profound users or kids in school. But actually, when we look at the data. When we extrapolate user data, we find that 60% of patients fit with Roger today have a moderate or lesser degree of hearing loss. So as all four factors of Roger are compatible, we are able to open up Roger usage to more target groups. Roger Direct is a powerful enabler for you to sell more hearing aids and your practice. And fit more patients in the mild to moderate hearing loss group. So again, anybody who has trouble hearing in noise or over a distance is an excellent candidate for Roger. So I said it's more accessible than ever before. Logistically it's more accessible for you and for your patients. And financially it is more accessible for you and your patients. And if you have questions about pricing, please definitely contact your account manager.

So without the need to attach an external receiver, Roger can stream directly to marvel hearing aids after a simple installation process of the receiver. So again, this is a digital receiver. almost an invisible receiver. So I keep talking about how it's simpler than ever before. It's easier than ever before. I will say conceptually, it's a little bit more difficult to wrap our heads around because we are talking about a digital invisible receiver. But just keep it in your mind that Roger works the same way it always has. You need a transmitter and you need a receiver. But now the difference is we can digitally install that receiver directly into the hearing aids. So that's what I mean when I say Roger Direct. Roger Direct really brings together the best of both worlds in the near field and the far field. So we have all the benefits of Roger combined without standing Marvel hearing performance and sound quality. And this truly is an unbeatable combination. Again, 61% improvements in group conversation. 10 times better than people with normal hearing. When you put these two when you put Marvel hearing aids and Roger together. So with Marvel, we're offering the benefits of Roger technology without the need to attach an external receiver to the hearing aid. So with Roger Direct we're providing our patients the known hearing performance and advantages of Roger

directly streamed into the hearing aids. So when we remove the need for that externally attached receiver to hearing Aid, we're removing the complexity for you as the provider. And for your patients, this means a smaller and lighter hearing aid. And as mentioned before we're reducing the complexity of fitting Roger. So I have videos coming up on how we do this installation. And then we'll go over that in more detail.

Just taking a look at the questions coming in here to try to answer them in real time. "Does adding the Roger receiver in the hearing aid "increase the size of the hearing aid?" No, so that's actually one of the biggest take home points for today. Is that we can add that receiver directly into the hearing aid without increasing the size of the hearing aid. So let's go into a little bit more detail about the benefits of Roger technology. So the benefits of Roger technology specifically with Roger direct, are that we get the outstanding hearing performance when hearing gets tough. We get improved aesthetics and reduce complexity. And this is ultimately a great business opportunity for you in your partners. When we take advantage of the latest sword chip, Roger Direct actually allows a significantly increased distance between the speaker and listener. I've been thinking a lot about how important this is. And how relevant this is today more than ever in this age of social distancing. We're all trying to keep safe. We're all being encouraged to stay at least six feet apart from one another. But when you think about what that means for our hearing impaired population, it's challenging to have a conversation from six feet apart. Especially if hearing loss is present. Especially if somebody has a mask or a face covering on. So while we want to keep safe even with expertly fit hearing aids, again having a conversation when you factoring distance six feet or more, that's a challenging listening environment.

With Roger, we can absolutely have conversations from a safe distance. So the Roger select has an operating range of up to 50 meters between the speaker and the listener. The Roger touchscreen mic that kids use in schools can have up to 100 meters. And the Roger table mic can have up to 80 meters. So tremendous ranges here again.

Especially relevant today to keep our patients safe but still enable them to connect with people and have conversations. There's a whole blog post that was written recently on the Phonak audiology blog about sanitizing your equipment and keeping it clean. So whether you're using the partner mic or a Roger accessory in this age of COVID-19 and social distancing, we absolutely want to keep everybody safe. But our hearing needs and our patients definitely have essential listening needs. And so I would encourage you to find that blog post and you can share it on your own social media or just have it for reference about the optimal ways to sanitize this equipment and keep using it and keeping it clean. Battery life is always on everybody's mind. So with Roger Direct, we drain significantly less current than an externally attached Roger receiver. So the current consumption for an external attached Roger receiver plus hearing aids is 3.5 ma. But the current consumption for Marvel Phonak hearing aids with Roger Direct and active Roger streaming is 1.35 ma. So even the standby consumption is 27% more energy efficient compared to the previous Roger version.

So the Roger direct option really is particularly attractive for the aesthetically aware. For those people again who do not want a larger hearing aid. And for our patients who are worried about battery life. They're able to use Roger Direct with a small energy efficient hearing aid. A question came in, "Is Roger Select most useful?" Thank you for that question. And I will definitely get into that a little bit more when I start comparing the Roger transmitters. I can give you full disclosure now that Roger Select is my most favorite Roger transmitter. In my opinion, it is the most useful but of course it depends on your patient's needs and the use case. So I'll kind of outline the pros and cons of each transmitter on an upcoming slide. To these values only apply to a chargeable Marvel or for both disposable and rechargeable systems. This applies to both disposable and rechargeable systems. Well, I be going over the battery streaming life of each of the transmitters. I don't have those specific numbers in this slideshow. But if you look on phone act pro there, you'll get more specific information based on each

transmitter. These slides are more talking about the battery drain on the hearing aid itself.

So Roger direct is an industry first from Phonak that allows Roger microphones to stream directly to marvel hearing aids without having to attach an external receiver. So again, I keep emphasizing this because it really is the first time we've ever been able to do this. So in the past we needed an audio shoe with a receiver attached to it. And then we got these integrated battery doors which was a tremendous improvement. But still drastically adding to the size of the hearing aid. Or maybe you had to wear a Roger X with a compilot around the neck. And ultimately adding size and adding complications. When you think about it every time you kind of daisy chain parts and pieces together. Every point of contact is a point of potential vulnerability for dust and moisture and something to go wrong with the contacts. So now, when we... I find these images really impactful, we can really see the difference of it being that 42% smaller. So it's a simple installation of the receiver into the hearing aid. And after that installation, the patients can benefit from the proven performance of Roger and noise and over distance. So the capability to stream the Roger signal directly to the hearing aid. It is revolutionary. And it really offers a discreet and appealing solution. So as a professional, you need to think of many things before deciding what to order for your patient when being fit with a Roger systems.

In the past again, you had to think about what's compatible with what? What are the barriers here? And now we've simplified everything. You just order an install and your patient is good to go. So no more deciding which receiver to use looking up what's compatible forwards, backwards compatible with what? No more hinge pins lost in the carpet. No more annoying sticker on the contacts. No more dealing with tamper proofing of the Roger receiver battery door. No more losing the receiver. No more complex installation process and no more issues with demos. Which is the key to experiencing all the benefits of Roger.

So a question came up, "once receiver is installed, "is the connection automatic?" Potentially Yes, And I will go into details over that when I get into the installation which is coming up in just a minute here. So ultimately, it depends on how you're installing that receiver. Sometimes the answer is yes, sometimes it does involve pushing the pairing button or blue connecting button. And I will get to that in just a second here. Thank you for these questions. So by looking at approximately 700 Roger Pen users in the target software, we found that Roger is much more than a solution for just people with severe profound loss. It is used across all degrees of hearing loss. And so I know I was surprised to learn this, but you may be surprised as well to know that a significant percentage of these people have a mild to moderate hearing loss. So with Roger Direct we have more form factors available. Again, all of the risks all of the BTEs, chargeable, disposable batteries, all levels of technology, and even our virtual Marvel 312 Custom device.

So I mentioned demos before. Demoing Roger is a very impactful demonstration. And again, I would encourage you all to kind of start thinking outside the box with Roger, as far as who's a good candidate for it. Again, I do want to emphasize Roger users are happy users. So there's no better promotion than recommendation from friends and family. And the feedback from Roger is outstanding. 90% would recommend their Roger solution. Think about what this means as far as referrals to your practice. So I've been leading up to it for a long time now. So let's actually go over the installation. So there are two different ways to install a Roger receiver into a Marvel hearing aid. So the first one that I'm going to go over, is actually probably used a little bit less often. So this one is via a Roger X and an installer. So the Roger x installation option is more focused on the education sector and adult reimbursement markets where a hardware solution is needed to meet the reimbursement requirements. Or say you had somebody who maybe they already had a Roger transmitter. So maybe they bought a Roger pen from you a couple years ago. They used it with their bolon and venture

hearing aids and they wanna upgrade to Marvel. And they think, gosh I spent all this money on my Roger Pen four years ago. I love it, I wanna keep using it. Is it compatible with my Marvel hearing aids? Yes, in that scenario all you need are the receivers who already have a transmitter. So this in this case you would need a Roger X receiver and an installer.

So this black piece here, your Roger installer. This is something for you not for your patients. You only really need one of these in your office or one per for location if you have multiple locations. This is something if you need this we will send it to you. But you can use this multiple times. So you it's not like you need one of these for every patient. You have one of these in your office. And this is basically a way to take the receiver out of the Roger X and put it into the hearing aid. So I'm gonna play this video here. So you start with everything turned off. You take that Roger X and plug it into the top of the installer. And then you turn the installer on. So I'm gonna pause here to point out. When you get that green light up at the top here, what that means is there is a Roger receiver in that Roger X. And then you take your hearing aid powered on. This is a disposable so we just closed the battery door. If you had rechargeable you would power on like normal. Set it right on top. You can see that flashing green light takes about five to 10 seconds and then when it goes silent that instant is complete. At this point in time, this Roger X up here is now an empty shell. You have taken the receiver out of it and put it into the hearing aid. So then you would put this hearing aid aside, put this Roger X aside and repeat this entire process for the other hearing aid. Assuming you have a binary fit here.

Now again, this is if you have specific requirements. Whether for reimbursement or in the education system where you actually need a piece of hardware. For most of your new Roger users, you need a transmitter and those receivers, then you're going to utilize what's called an iN microphone. So when I say an iN what that means is that the transmitter and two receivers as a bundle together. So, again for all of your new Roger

users this is what you're going to utilize. So you can have a Roger Pen iN. You can have a Roger Select iN. You can have a Roger table Mike iN. And again, what that iN means is that those digital receivers are inside of that transmitter and you're transferring them from the transmitter into the hearing aids. So in this video, we have a Roger Select for our demo. But again, it's the same process as our Roger Pen iN or a Roger table like iN. And so you need your Roger select iN or Pen iN, you need your Marvel hearing aid and you need a pin tool. So this is the same pin tool that we use to change our receivers. You have a ton of these. I used to always keep mine on my keyboard above my spacebar. Probably have them in your pencil draw or maybe some on the floor. Some of your pocket. The same pin tools that are everywhere. And so when you start with everything powered off, the first thing you're going to do is power on your Roger. So we're going to power it on. You see those beautiful green lights come across. And then on the back, there's a tiny little pin hole. So what you're going to do is place that pin tool into that hole for two seconds, and then a green light starts flashing. At this point you'll power your hearing aid on. Again this one's disposable so we close the battery door. If you have rechargeable you would press and hold until it turned on instead of right next to it. About five to 10 seconds goes by. And then that light goes solid when the installation is complete. So at this point in time, you've taken the receiver out of the Roger Select iN and put it into the hearing aid. And you would now repeat this process for the second ear. So you would take this hearing aid, put it aside, take the new hearing aid, put it close, take your pin tool, two seconds in the hole, flashing green light power that second hearing aid on and then the installation is complete.

So, a couple questions are coming in. "How do you move the receiver back into the transmitter?" Thank you for that question. That is an excellent question. And an easy one to answer. So if you wanted to move the receiver back into the transmitter, it's the exact same process. So if you were using the Roger X and the installer, you would do the same thing. Plug the Roger X into the top, turn the installer on, turn the hearing aid

on, the light would flash and go solid when it's done. If you were using an iN and wanted to take it out of Hearing Aid and put it back into the iN transmitter, same process. Pin tool, two seconds flashing light, power the hearing aid down next to it, it goes out when it's done. So some of you might be thinking, "why would you wanna take it out?" So, for example in the schools where they're using these Roger X receivers, the school owns those receivers. So the school installs the receiver into the child's hearing aid. So they have Sky Marbles and they have access to that Roger receiver for the whole year. Again a beautiful thing. It cannot fall off and get lost on the playground. But at the end of the school year, the school needs that Roger back because it belongs to them. So at that point, they would take it from the hearing aid and put it back into the Roger X. When would you do this for Roger iN. Maybe your clinic had a demo Roger iN, which I would highly encourage you to obtain a demo and start demoing Roger. So if I had my Roger select iN demo, and I had Mr. Black and I wanted to demo Roger and let him borrow it for a week, take it home, go listen to it. Then when he came back and said "I love this, I want my own" I would take those Roger receivers out of his hearing aids and put them back into my Roger Select iN, because those receivers belong to me and with my Roger select iN. So I would take them out, put them back into the Select iN and then when I ordered him his own Roger select iN I would install his receivers that way.

So going back to the question of once the receiver is installed is the question automatic? If you are installing from a Roger select iN or any Roger iN for that matter, once you install the receivers, you are connected. There is nothing else you need to do. When you're doing it from a Roger X, once you Install the Roger receivers from the Roger X at that point you would need to connect the Roger transmitter to those Roger receivers. The way you do that is you hit the little Connect button. It's almost like a little chain link infinity symbol. And you just push that button quickly next to one ear. You only have to do an extra one ear and that'll actually connect you to both receivers.

So I'm just going to take a glance at some of the questions here, "So once the installation is complete, "then the hearing aids are paired to the Roger select." Yes, that's the one I just described. If you're doing it from an iN transmitter, once the installation is complete, that is all you need to do. If you did it from a Roger X, you still just need to hit that connect button. So another question came in. I know you can't discuss pricing, but I'm a little confused about ordering from Phonak for Roger Direct is the patient really only need to pay for the Roger device itself? So it depends. if your patient is a completely new Roger user and they do not have any Roger transmitters or receivers or anything, then you would need to buy an iN system. So the iN is basically a three piece bundle. It's the transmitter and two receivers. If your patient already had a transmitter and only needed receivers, then you could just buy two Roger x receivers. You do not need to buy a transmitter. But when I say it's more financially accessible than ever before, because those ion systems are a bundle of the transmitter and two receivers that cost is much lower. Marjorie, I got your question too late when you said, "why would you want to do that?" I'm not sure what you're referring to. So if you could just taping the rest of that question.

Another one came in, "which transmits Have the ion option?" The select has a Select iN, there's a pen iN and a table mic iN. And once you've installed the iN receivers, there's no difference between the Select and the Select iN as far as functionality. So the old Roger Select and the old Roger Pen, originally they did have Bluetooth in them because that is how those patients could connect to phones. The select iN and pen iN these do not have Bluetooth in them because the Marvel hearing aids themselves have Bluetooth them. "How many people can connect to use the same iN mic?" Unlimited, as long as people have their own Roger receivers, Roger is still one to many. So meaning if I had Marvel hearing aids and I bought a Select iN installed my receivers and my friend Caitlin had cochlea implants and she had Roger receivers. And my friend Allison had older Bolon hearing aids with integrated battery door Roger receivers, and we all went to the same yoga class. We could have the teacher just wear my Roger

Select and connect to everybody's Roger receivers. So Roger is still one to many unlimited as long as everybody has their own Roger receiver. So very good question came up here, "What happens if a user's hearing aid "is replaced or repaired? "How would you pair the receiver again?" So thank you for asking that. It is very important to note on your repair form, if you're sending a hearing aid in for repair, that it has a Roger receiver installed.

So if you are using Phonak pro or using our repair forms, we have we Have a checkbox to note that a Roger receivers installed. If you use a third party's repair form through your EMR system, just make sure you make a note that there's a Roger receiver. So that in that way worst case scenario if they had to replace the hearing aid or white electronics, if you send it in with the Roger receiver, it'll get sent back to you with a Roger receiver. If you need to re sync your Roger transmitter and Roger receiver, you simply hold the Roger transmitter next to the hearing aid with the receiver in it and press the pair button. "Do hearing aids covered through the VA system "come with Roger receivers installed into the hearing aids if we order them?" So you have to, no Marvel hearing aid just... Roger is not built in to marvel hearing aids you do you have to install it. I believe in the VA if you order a Roger select iN With the hearing aids, they will do the installation for you. But that is something I would confirm with your government services Rep.

Oh, good Marjorie, I just thought I answered the question. Great, "If you buy a Roger iN system "and install the receivers, can they be impaired with an inspiral at school as well as the Select at home?" So, yes but it is important to note that schools use O two receivers, and private patients and adults use O three receivers. And if you've never heard about an O three receivers before, don't let me lose you here. Don't worry about this complication. It's a slight difference between O two and O three. The way I like to remember it is that schools use O two receivers it's like two O s for School. That's just how I remember it in my head. But I do like to point out that a moment Hearing Aid can

hold both an O two and an O three receiver inside of it. So the main times when this is important and you would want to know this, say my patient Johnny, he goes to school and the school installs O two receivers those Roger X receivers into his hearing aids and he uses Roger at school, he loves it. And then the family decides, well, we want to use Roger at home because we know we have this amazing performance with Roger. So the family buys a Roger Pen iN or Roger Select iN. You would still install those digital receivers. Those are three receivers into the hearing aid. But that way at the end of the school year when the school takes their Roger receivers back that belong to them, Johnny still has his O three, those iN receivers installed in his hearing aids so he does not lose access to Roger. So it's mostly important for kids in schools to note that a Marvel hearing aid can hold both an O two and an O three receiver. "If a patient wants to connect their Marvel hearing aids "to non iN rocker devices, what I need to order the patient the transmitter and to Roger X receivers. So, yes, I don't know why somebody would necessarily want to do that. Because if you are connecting Marvel hearing aids to a non iN transmitter, You do have to disable the Bluetooth and that transmitter. And so ultimately, financially it would make more sense to buy an iN system meaning it's the transmitter and two receivers bundled together than buying a non iN transmitter and to Roger X receivers. But yes, it's possible. I am so grateful that you guys are asking all these questions. These are fantastic.

And so I've gone over these videos here. So I'm going to jump ahead. We're in the homestretch. We're almost done here. And there's still going to be time for questions at the end. So keep them coming if you've got them. Again, I keep talking Rogers easier than ever before. Conceptually, it's a little more confusing with these invisible receivers. But if you just keep it in your head, that you still need a Roger receiver to hear from a Roger transmitter, and I can install that receiver into the hearing aid. It's just as if I was attaching the external but with all the benefits of it being direct, and I can take you back as well. So the Roger installation process is pretty simple. Once the Roger receiver is installed in each hearing aid, only a single side has to connect to the

microphones. So again, if we're using an iN system, you're already Connected once you install. But if you were connecting to a different Roger transmitter and it was not an iN system, you only have to connect. And by Connect, I mean just push that connect button right next to the hearing aid. You only have to do that one side because the information is forwarded to the other hearing aid. When I say two receivers is that two receivers per hearing aid notch it depends on when I said it. So, probably when I say two receivers, I mean that you need one receiver per hearing aid. So like an iN system is a transmitter and two receivers. So you would install one receiver into each hearing aid. The only times where I would talk about two receivers per hearing aid would be say a cadet school where they get an O two receiver from school and an O three receiver from their iN system. So in that scenario, they would have two receivers per hearing aid, and then the school would take their receivers back. And when they do that there would only be one receiver left in the hearing aid.

So am gonna highlight the differences between the transmitters here. So the Roger Select like I said I'm a little bit biased, it is my favorite, I find it to be the most versatile of the Roger transmitters. So both the Select and the Pen are the most versatile and that they can be clipped on worn on a lanyard for one on one conversation. They can be set down on the table and pick up multiple speakers' voices. So with the Select you can get a little bit more specific. But both of the Pen and Select can pick up multiple speakers voices. And then they also come with a TV Doc. Meaning it's a charging dock that plugs into the TV and it transmits the signal from the TV directly to the hearing aids. The Roger table mic that is just as described, it belongs on the table. So it's similar to the Select and that it uses multi beam technology. But it's not something you're going to pick up anywhere. Ultimately, once that's on the table it stays on the table. The Roger clip on is more ideal for a one on one conversations. And the Roger touchscreen is primarily used in schools. It's a very easy user interface for teachers with that touchscreen to connect to multiple students devices. So, in Marvel hearing aids and our target software, we have an additional adaptive microphone behavior. So

it's called dual adaptive. So for the most part, you do not need to tinker with this too much, but this is basically an option added for comfort. So it offers users more comfort and higher noise level. So in the standard adaptive, it's the same as Roger has always been before today, the ambient noise has measured out the Roger mic and the gain of the Roger signal adapts as noise rises and it maintains a positive SNR. With dual adaptive, the ambient noise is measured at the hearing aid microphone. So both the Roger signal and hearing aid mic adapt out louder noise levels. So Roger can go up to 10 Db at 65 dB of noise, and the hearing aid mic can go down at 75 dB of noise. So this maintains a positive SNR and just offers more comfort for your patient.

So I have this kind of as a visual representation here. So the x axis is noise level. The images show increasing noise. So we have a quiet environment with three people one conversation and no additional noise then we have more people at the table potentially to conversations happening, addition of music in the background and other people having a conversation. And the y axis is gain for the Rogers signal in green and the hearing aid microphone in dark blue or black. So in standard adaptive. Here we see the gain of the Roger signal increase. But with dual adaptive, we can actually see that the hearing aid mic goes down. So we maintain that signal to noise ratio. And this ultimately just offers a little bit more comfort for your patients. So here they are side by side. So with Roger direct in target, the way you would adjust that if you wanted to, so in our Roger direct streaming program, under program options, it's right up here. That adaptive microphone behavior. In target If you hover over that blue information bubble, it'll give you a little bit more information on it. There it is. So to incorporate a seamless use of Roger into everyday life, the hearing aids immediately revert back to AutoSense Os or to the selected default settings as soon as the microphone is switched off or out of range. So this means that your patient does not have to do anything. When they turn the Roger off they just go back to AutoSense.

So we have about seven minutes left. I just have a few quick case studies here kind of when you would use the standard versus dual adaptive. Again, I don't want to dwell on that too much and make it more confusing than it needs to be. Ultimately that dual adaptive is for patients who maybe are sensitive to loud noise standards. Is how it's always been. So standards going to be fine for almost everybody. But if people are complaining of comfort, we do have that dual adaptive. So I'll quickly go through these, but please chime in with any questions. We're kind of coming in on the homestretch here. So Anna, you can read about her here. Ultimately, due to her remaining dynamic range she can likely discriminate better at very loud noise levels with dual adaptive compared to standard adaptive. Alternatively with Peter here, due to the dynamic range for him, dual adaptive would not have a major impact on his speech intelligibility compared to standards. Sara has a moderate hearing loss. She's an experienced user. She would do well with standard adaptive. New hearing aids are already a big change for her. So we don't wanna change too much about the sound quality. So she can use her trusted and familiar Roger accessory the same as it's always been. Ellie, this one's kind of a no brainer because she is a bi modal patient and she will want to use standard adaptive because that's the only option for that.

So a question came in, "is the Roger transmitter Bluetooth functionality automatically shut off when paired with the Marvel being the X receiver?" I believe you actually have to do that yourself. And I'm blanking on the specific button pressing, but I cannot find that. So Carl, I will find that information. It's probably in the user guide. I believe it just involves holding the Bluetooth button for a long press. But that is something you manually have to do. So, again this question only applies if you're using an older Pen or Select that has bluetooth in it. You would just need to disable the Bluetooth in that transmitter. I believe it's a long press of the Bluetooth button but I can confirm that for sure. And again, the reason for that is because Marvel hearing aids already have Bluetooth so they do not need that Bluetooth activated. Any plans to update the Pen form factor demands the Select performance. Not that I know of. So, the pen again, has

three microphone modes. So if it's worn, it's in a fixed directional up to the speaker's voice. If it is being held out, as imagine I'm a reporter interviewing you, that's called interview mode. So that's really you can manually point in the direction from what you want to hear. And then when you set it on the table, it's omni directional. The select when it's worn, it's fixed directional. When it's on the table, you can actually the top of it is essentially a touchscreen. And you can manually select the directions from which you want to hear. And to utilize that multi beam technology, you really do need that circle that's that kind of disc shape. So I don't quite see how the pen could adapt that specific performance. If that's what you mean. So I don't know any plans of that. I do not know if and how Roger's changing in the future. So that's I don't know. Is the is the short answer to that question there. So to sum up in their daily lives, our patients face numerous complex listening situations that require outstanding hearing performance. Again, in these days of social distancing we're not doing a ton of social loud noisy environments. But distance is a factor now more than ever. And so your patients can benefit from superior hearing performance in the near field and far field thanks to Marvel hearing aids combined with Roger.

So with Roger Direct, you get the best of both worlds. You get the outstanding hearing performance with Roger and available in almost all Marvel devices and they can be really easily demonstrated for your patients. So with that it looks like I'm at exactly one minute to spare. So if any more questions are out there now is the time. I appreciate all of you for tuning in today. I know there has been such a plethora of cu courses and non cu courses and webinars and everything being offered and I see on Facebook, some people are loving them. Some people are kind of sick and tired of getting inundated with all these webinars. And it's kind of a mixed bag. So I really appreciate you tuning in today. And I really appreciate you learning about Roger. Again, I can speak from experience as someone who was super intimidated by Roger, even when I first got hired by Phonak and they sent me a bunch of Roger transmitters I was intimidated just to turn them on. And then I got more comfortable with it and learned

about and now it is my absolute favorite technology. I love talking about it. I volunteered to teach this course because I love talking about Roger. I love demoing it with patients and with providers. So it really is really incredible technology. And once you kind of grasp it you can really think outside the box with it. So my email, absolutely... So my email is my first name l-e-n-a dot cyman k-y-m-a-n @phonak.com. So that's lena.cyman@phonak.com l-e-n-a dot k-y-m-a-n So don't hesitate. Reach out with question, and that's it. Thank you all so much for your time.