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On a Mac

- Open PDF in Preview
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- Click Print
- Click dropdown menu on the right “preview”
- Click layout
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Relate^{5.0} RIC R

Product and Software Training

Courtney Smith

Senior Manager of Audiology and Education

Risks/Benefits

- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.



Learning Outcomes

After this course, participants will be able to

Summarize the benefits of Relate 5.0 and be able to demonstrate how the advanced performance can provide a seamless, easy first fit.

Outline key updates in Aura:fit 5.8

Identify benefits of innovations that drive the patient experience within the Hearing Remote App



Training Agenda

- Product Overview
- New Sound Delivery System
- Reliability
- Connectivity
- Sound Performance
- Aura:fit 5.8
- Experience Innovations
- Hearing Remote App



Product Overview

Introducing Relate^{5.0} RIC R

Hardware

- ✓ Powerful new Era™ Chip
- ✓ Newly designed RIC housing
- ✓ ChargerGo
- ✓ Sound Delivery System



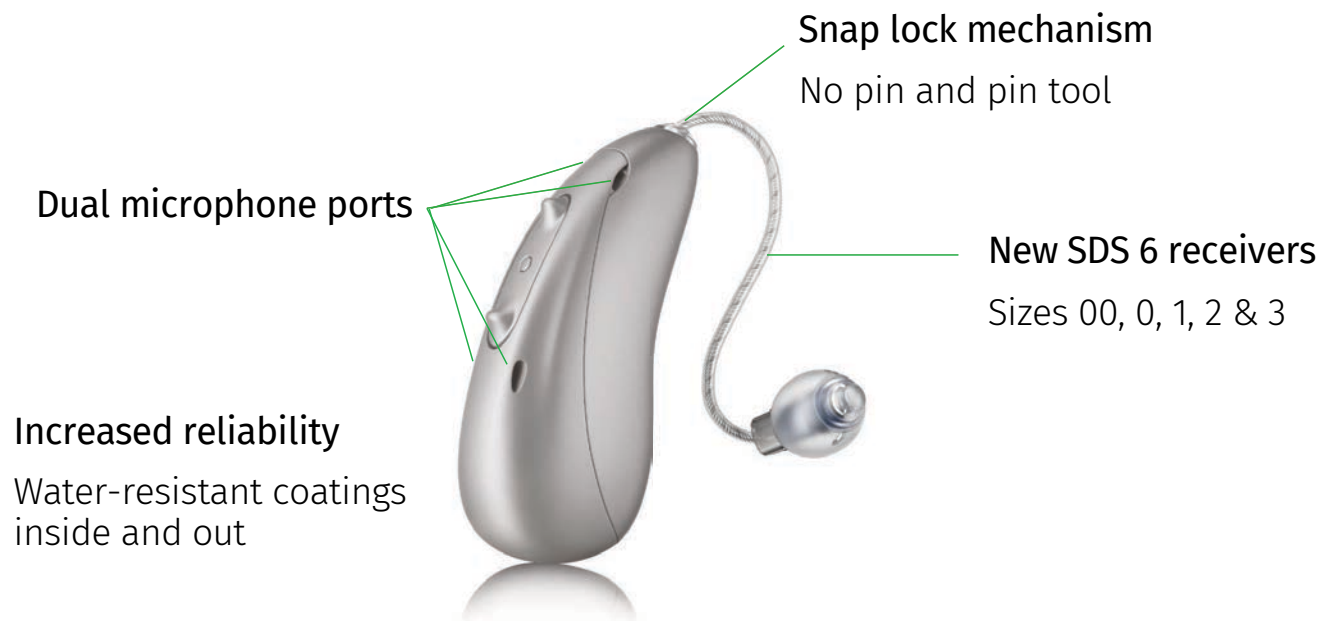
App & Fitting Software

- ✓ Find my Devices
- ✓ Capture All enhancements
- ✓ Faster, easier fitting adjustments

Sound Performance & Connectivity

- ✓ Call and streaming enhancements
- ✓ Performance improvements
- ✓ New evidence of benefits

Relate^{5.0} RIC R with new housing design



Relate[®]

Charger Options



Easy Line Charger RIC S



Easy Line ChargerGo RIC S

Relate[®]

Colors



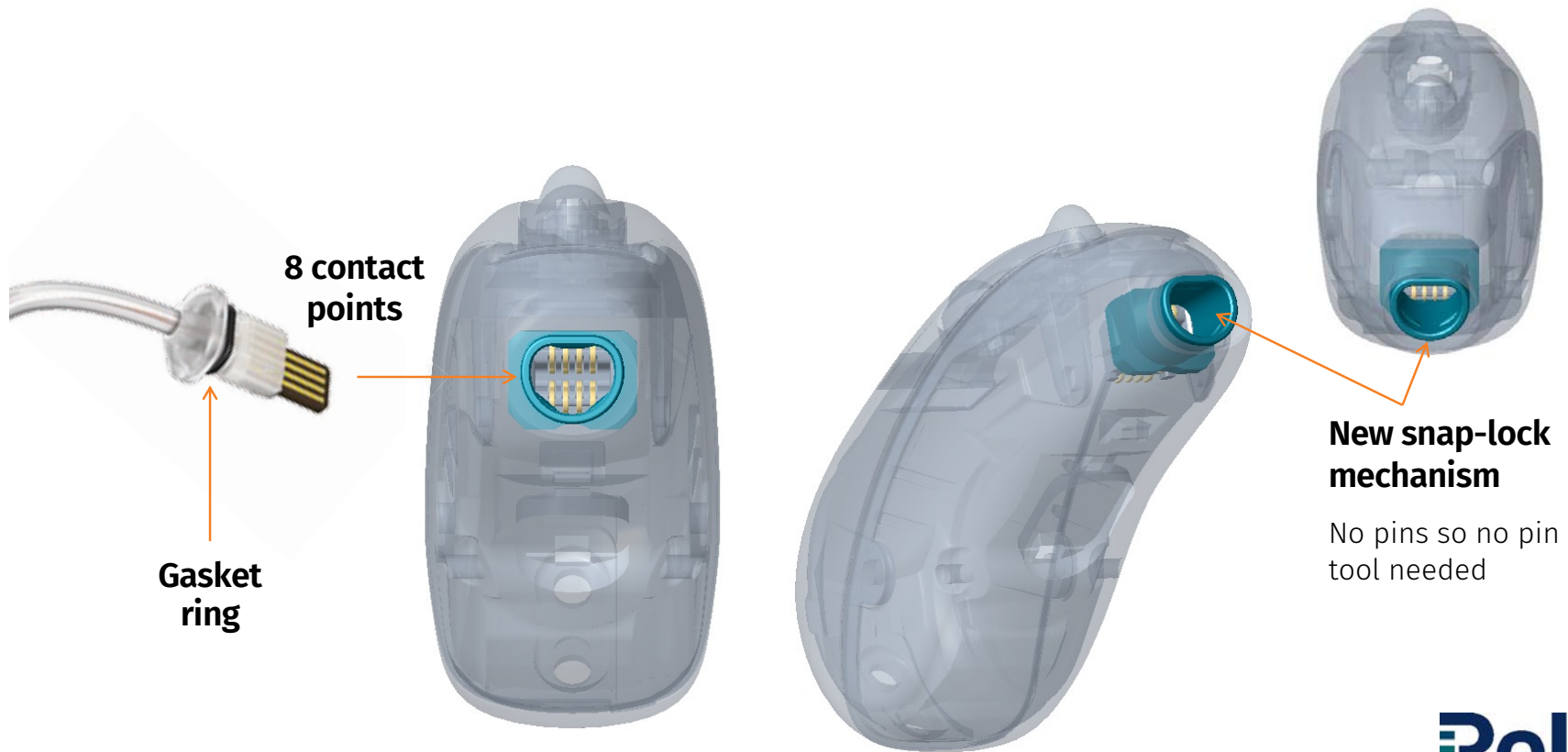
Relate®

Sound Delivery System SDS 6

SDS 6 – What's new

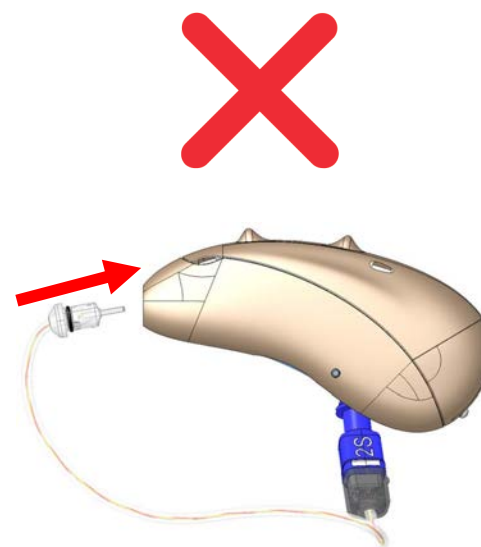
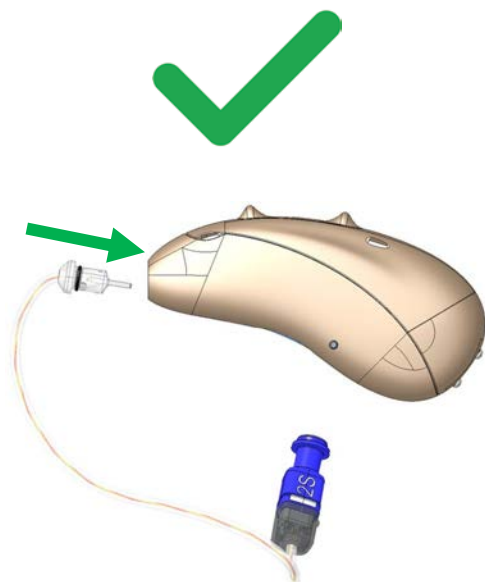
- No pins or pin tools
- New receiver handling tool
- 1 additional receiver length
- 8 contact receiver connection
- AI Dome Proposer
- 10 domes to choose from

Receiver Connection



Relate®

Receiver Insertion



4 Power Levels, 5 Receiver Lengths



** Custom c-shell is not an option for the 00 length receivers



Relate®

Relate^{5.0} RIC R Performance Profiles



S



M



P



UP

Receiver type

Peak output/gain (2cc)

111/47

Open dome

•

Vented dome

•

Power dome

•

SlimTip

•

cShell

•

114/51

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•

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122/59

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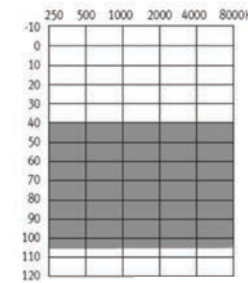
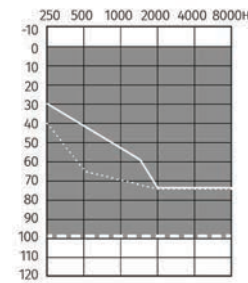
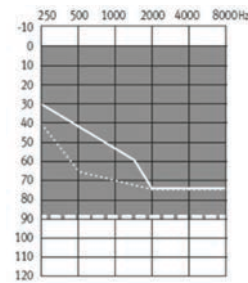
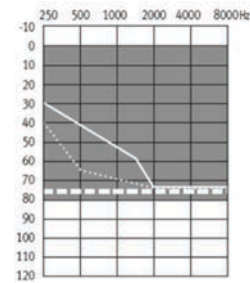
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132/71

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— Open dome/cap dome
 Vented dome
 ----- Power dome/SlimTip



Relate[®]

Coupling Options

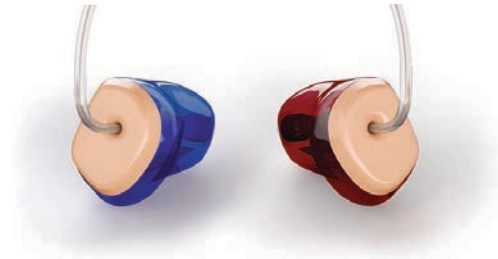
Domes



Slim tips



C-Shells



AI Dome Proposer

Accurate earpiece recommendations powered by AI model trained on data from thousands of successful fittings



Ear Piece:

Vented Dome

Open Dome

Vented Dome

Power Dome

Cap Dome

SlimTip

cShell

7 aspects:

1-How long HIs are worn

2-Satisfaction scores

3-Comparison of recommended & actual couplings used

4-Audiogram L/R symmetry

5-Fitting formula

6-Experience level

7-Monaural or binaural fitting

Reliability

Reliability

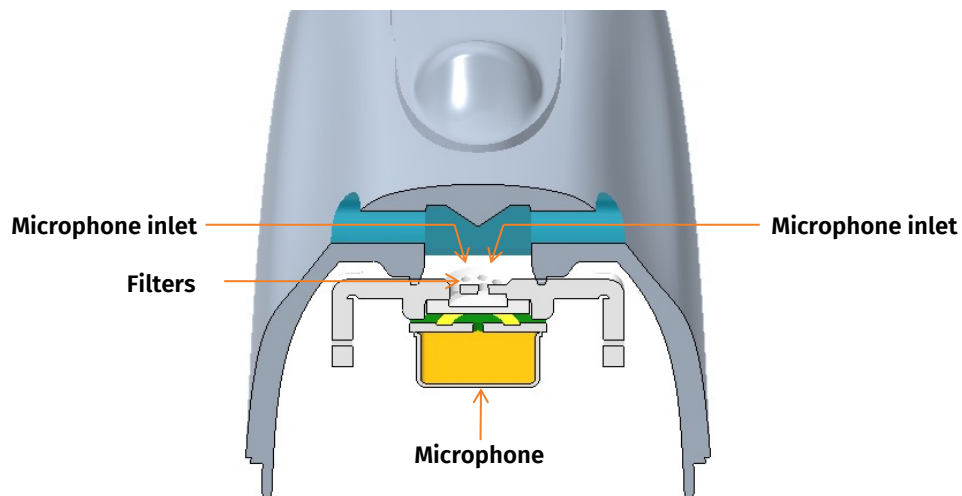
- New housing
 - Dual microphone inlets
 - Plasma coating
- Parylene coating of internal electronics
- Fully encapsulated rechargeable battery
- Extensive testing



Ultra-reliable

Hearing Instrument Housing

Double sided inlets and labyrinth design prevent damage to dual microphones due to hair products and cleaning tools



Relate®

Ultra-reliable

Hearing Instrument Housing

Plasma-coating creates a hydrophobic surface for superior water resistance



Relate®

Ultra-reliable

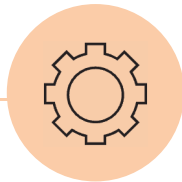
Extensive environmental, mechanical and longevity testing



Environmental

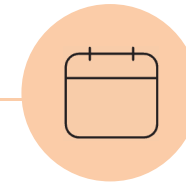
IP 68 and so much more...

- Humidity test
- Condensation test
- Hydrophobicity test
- Sweat, sea and pool water tests
- Cyclic temperature test
- Chemical resistance test
- UV light resistance test
- Charging contacts test



Mechanical

- Organic material aging test
- Electronic aging test
- Battery lifetime test
- Shock test
- Squeeze test
- Compression test
- Tensile and torsion tests
- Receiver/wire pull tests
- Push button & tap control tests



Longevity

- Accelerated lifetime test
- Transport and storage test
- Lacquer stability test
- Marking durability test
- Time to failure test

Relate[®]

Connectivity

New ultra-responsive ERA™ chipset

Powerful!

- ✓ >550 million operations per second
- ✓ 74% more RAM for faster processing
- ✓ >145 million transistors

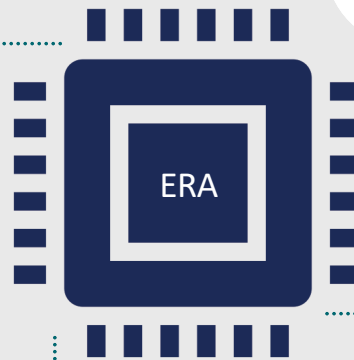
Industry-leading universal connectivity
for instant compatibility with all Bluetooth®-enabled devices

Up to **6x more wireless transmission power**
for more stable & efficient Bluetooth connections

Next level digital signal processing
for exceptional sound quality with SoundSuite OS

Uninterrupted hands-free calls and streaming across up to
2x the distance

Shifts seamlessly
between acoustic and streaming inputs



Universal and hands-free

Hands-free, multiple Bluetooth® connections

Android

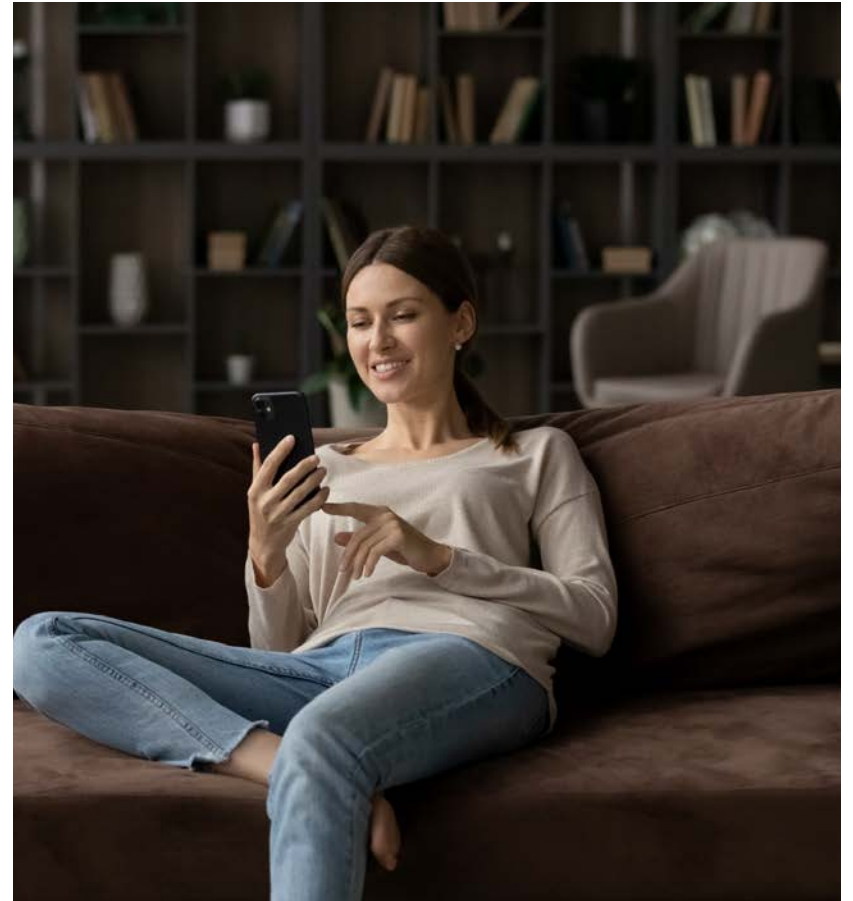


Apple iOS



2 active BT device connections

Smartphones and traditional mobile phones with a compatible Bluetooth Hands-Free Profile



Relate®

Connectivity

Outgoing call stability & own voice pickup

- ✓ Increased transmission power from HI to phone
- ✓ Ongoing monitoring of signal strength
- ✓ Greater stability for call partners



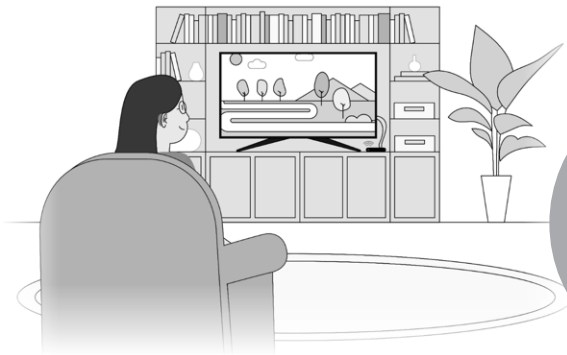
Ultra-responsive

- ✓ Seamless transitions between acoustic listening and streaming
- ✓ Immediate connection to paired devices
- ✓ Instant fallback into the previous active acoustic program

Classification of streamed signals

- ✓ Automatically identify and classifies signal as either speech or music

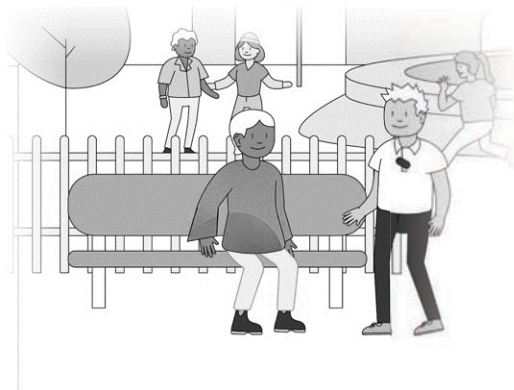
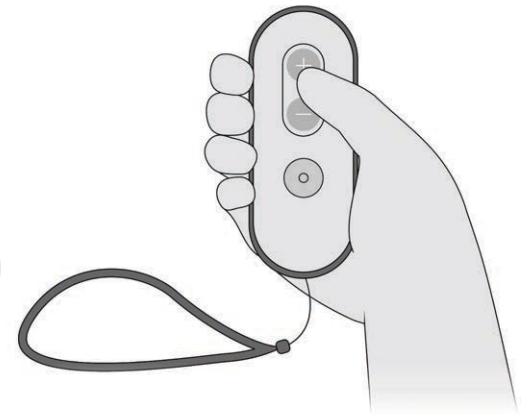
Accessories



TV Connector



Remote Control



PartnerMic



roger



Roger Unlimited

Unlimited digital receivers now built into all new Roger 3 microphones

- No need for additional hardware
- No time lost installing/uninstalling receivers



- Simplified product portfolio
- No more iN or non-iN versions

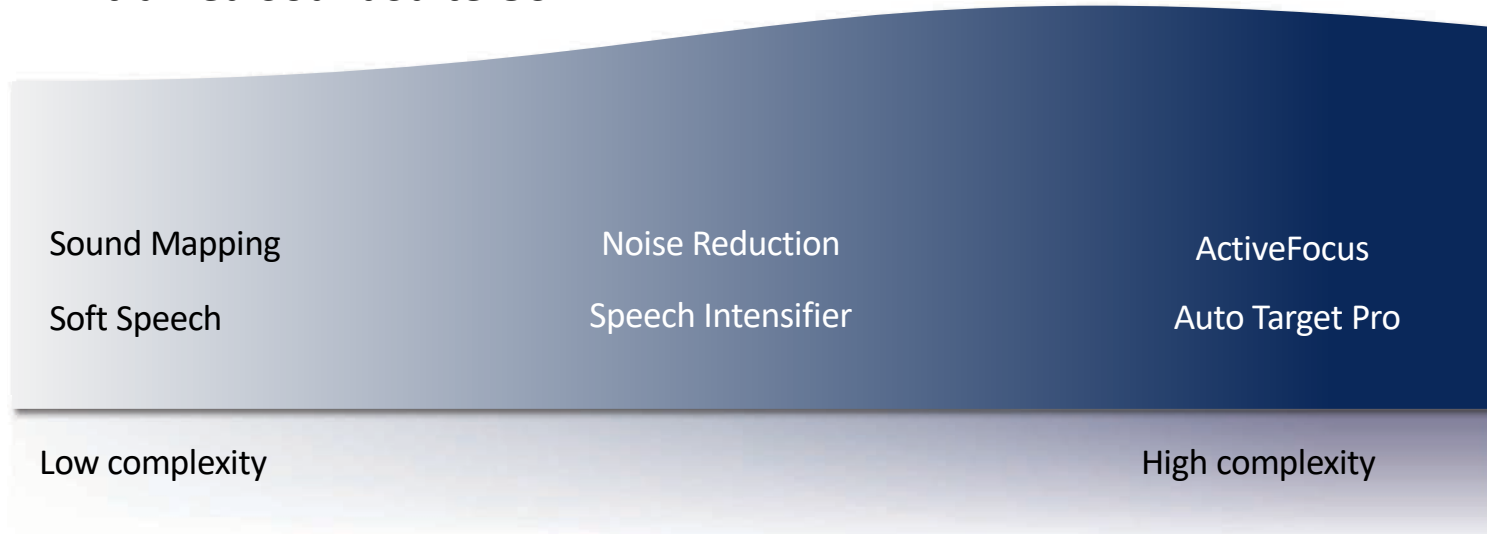
roger

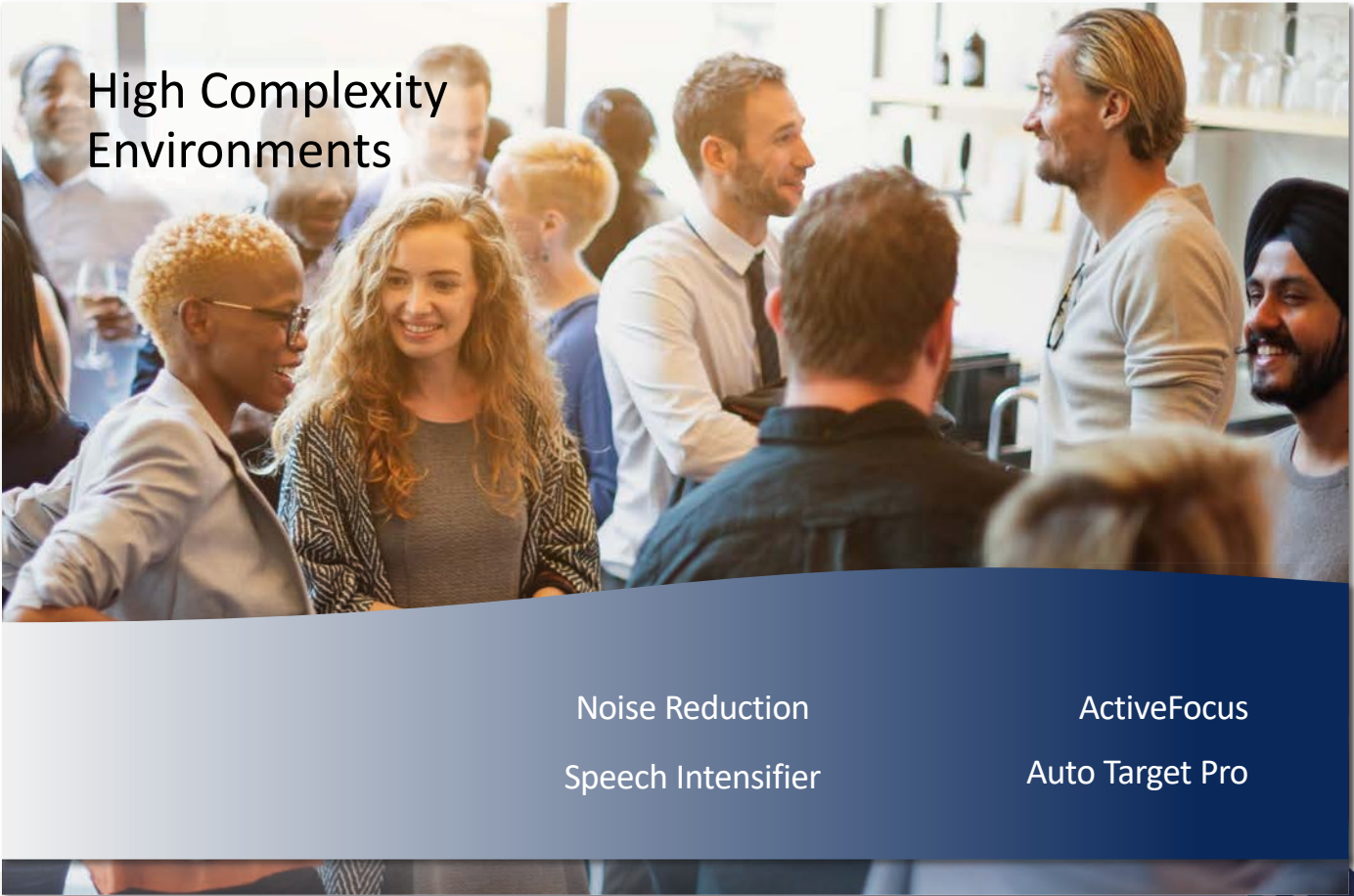


Relate®

Sound Performance

AI-trained SoundSuite OS





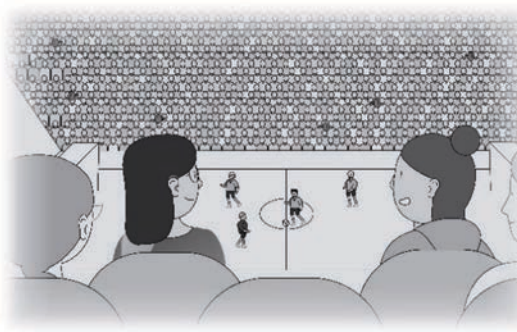
High Complexity Environments

Noise Reduction
Speech Intensifier

ActiveFocus
Auto Target Pro

 **relate**[®]

Auto Target Pro



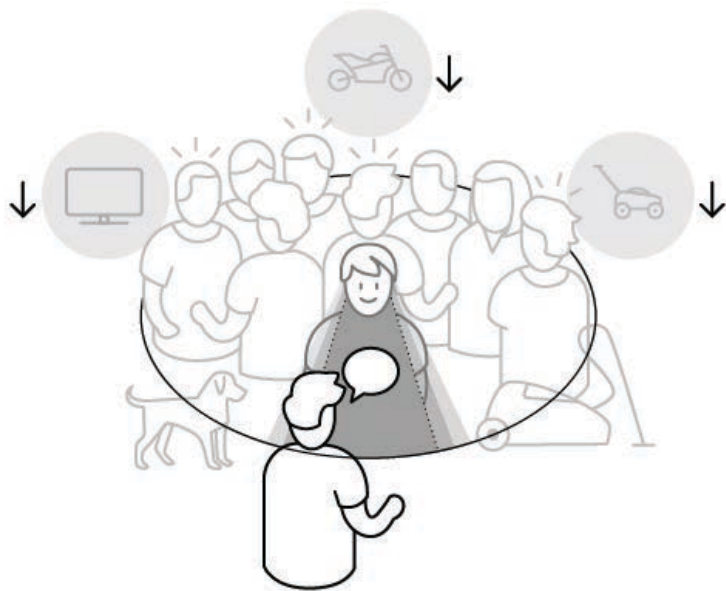
Relate[®]

ActiveFocus



- Binaural, highly focused beam
- Gradual, smooth activation for;
 - Speech from front
 - Loud noise
 - Stationary
- Strength varies/adjusts depending on noise level

ActiveFocus with Dynamic Noise Reduction



New for Relate 5.0!

- **Dynamic Noise Reduction**

- Is always paired with a microphone mode
- Is on by default and adjusted in conjunction with the setting for Auto Target Pro in Aura:fit
- Reduces interfering background noise from sides and the back when speech is from front
- Set at a fixed level within ActiveFocus if Auto Target Pro is deactivated

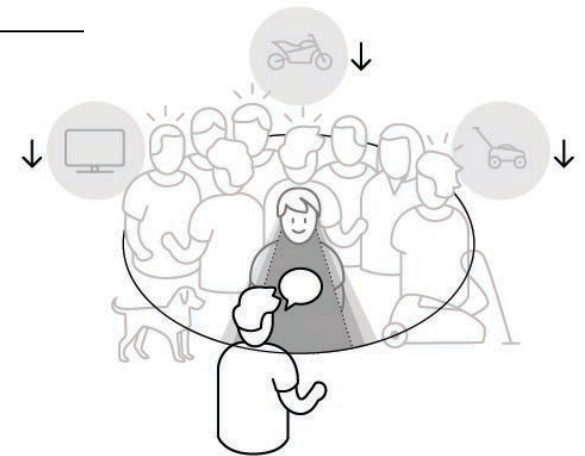
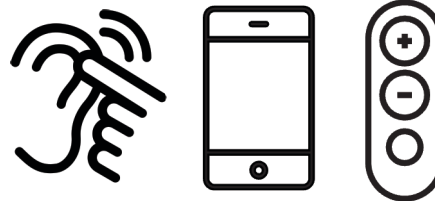
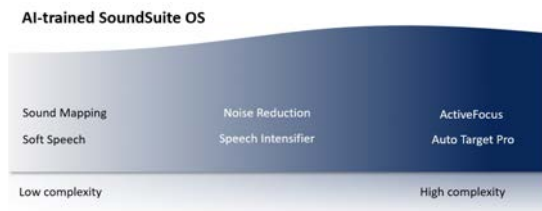
Relate®

ActiveFocus with DNR

Available in SoundSuite OS automatic (Conversation in Loud Noise) and manual programs

SoundSuite OS automatic (Platinum)

Manual program (Platinum & Gold)



Relate[®]

SNR and improved speech understanding

We can approximate the improvement in intelligibility with each dB change in SNR

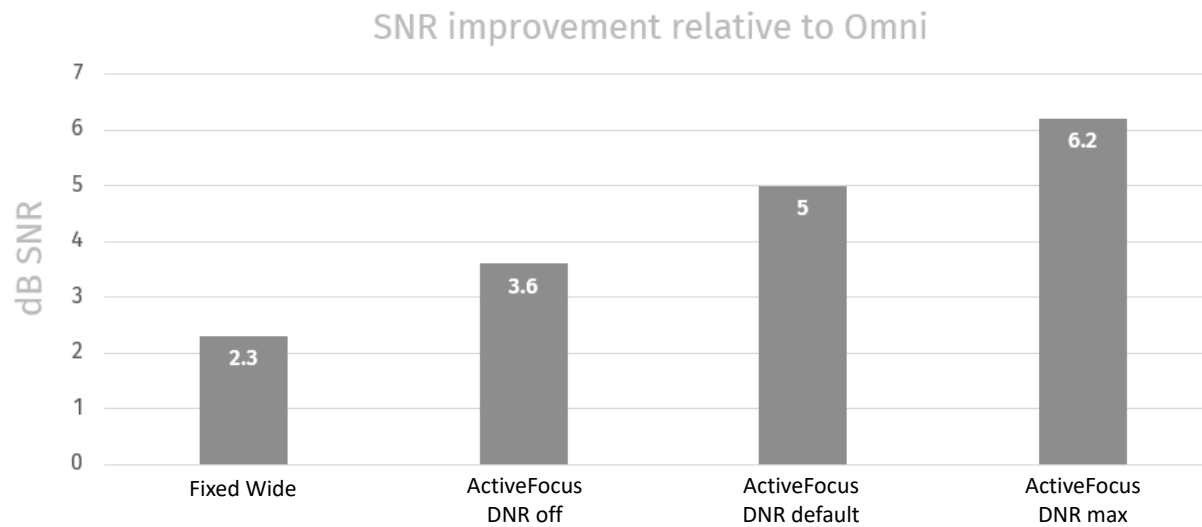
% speech intelligibility improvement per dB SNR:

- 1 dB SNR increase $\approx$ 3%
- 3 dB SNR increase $\approx$ 10%
- 6 dB SNR increase $\approx$ 20%



 **Relate**[®]

SNR Improvement



Low Complexity Environments

Sound Mapping

Soft Speech

Noise Reduction

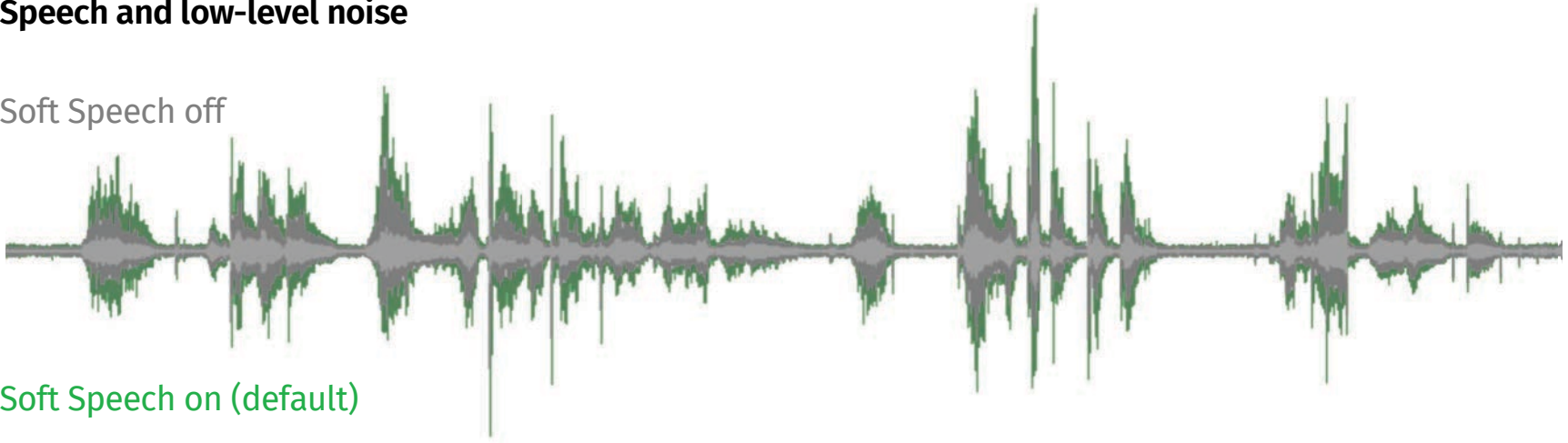
Speech Intensifier

elate®

Boosting subtle but important speech sounds and cues in quiet conversations

Speech and low-level noise

Soft Speech off

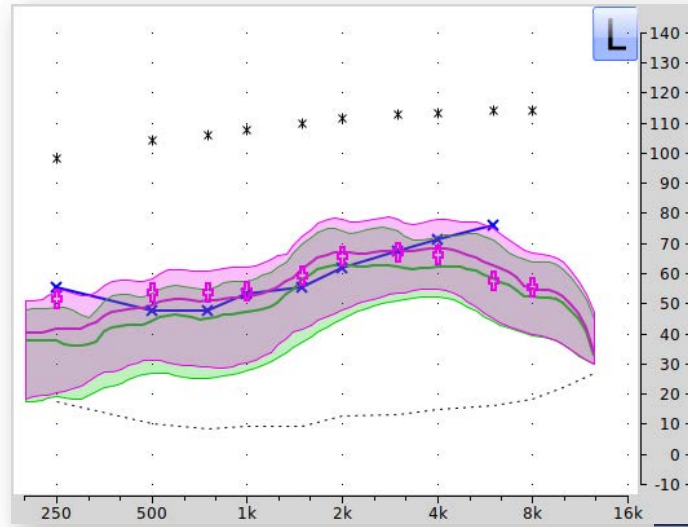
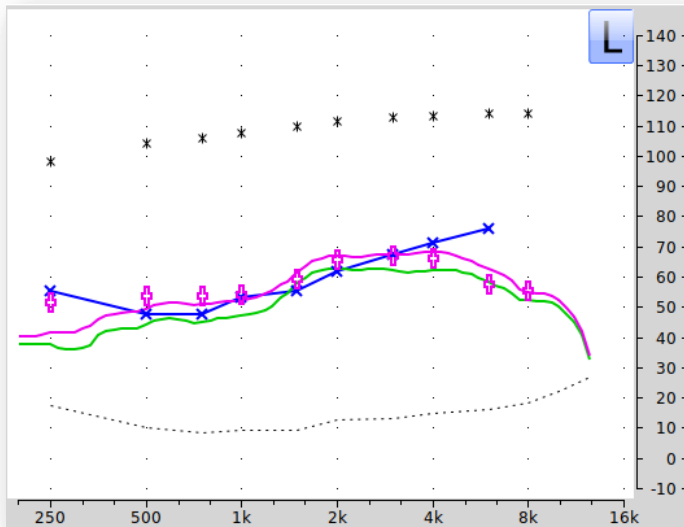


Soft Speech on (default)

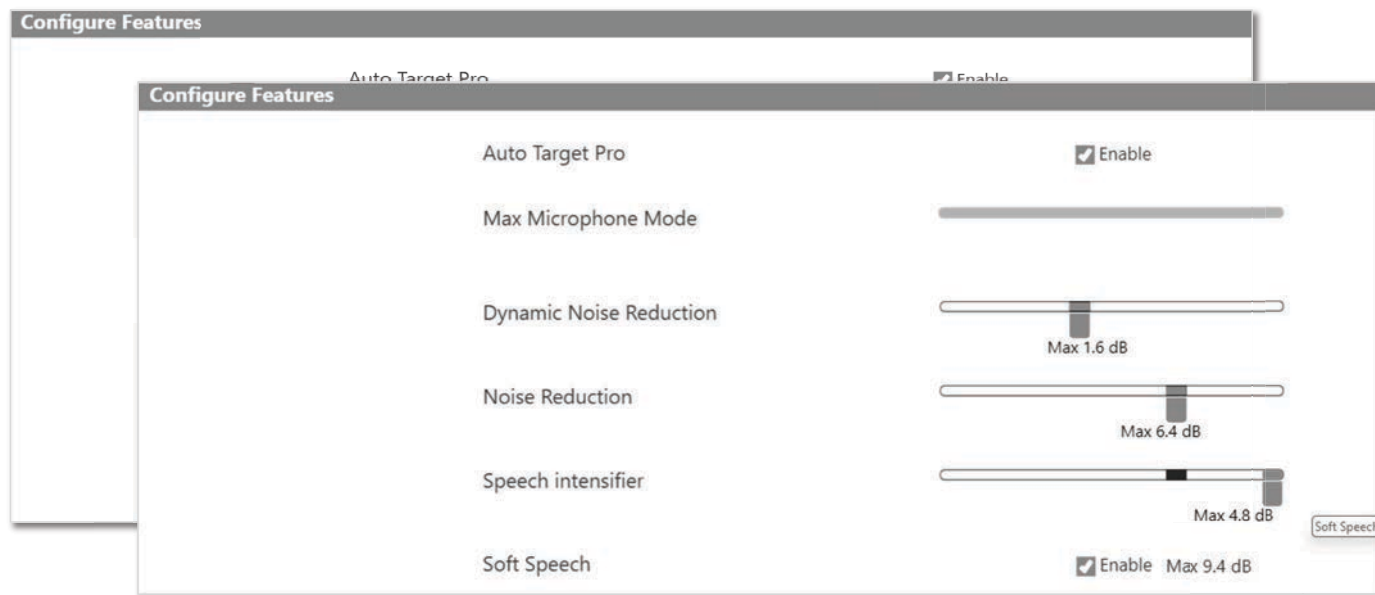
Soft Speech

Better match to REM targets

Soft Speech is now on/active when connected to Aura:fit

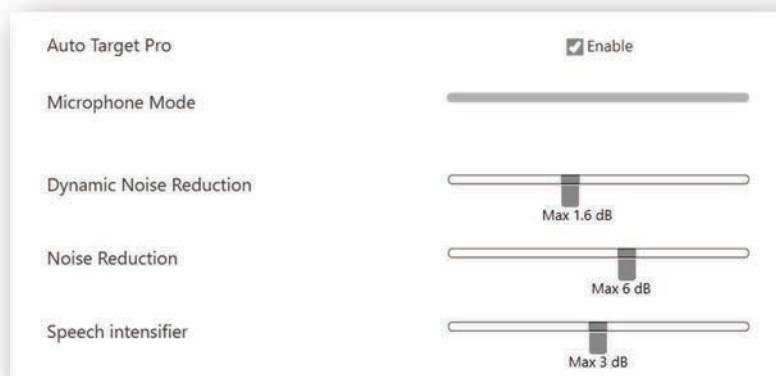


Speech Intensifier with Soft Speech in Aura:fit – automatic program



Speech Intensifier with Soft Speech in Aura:fit

High complexity programs

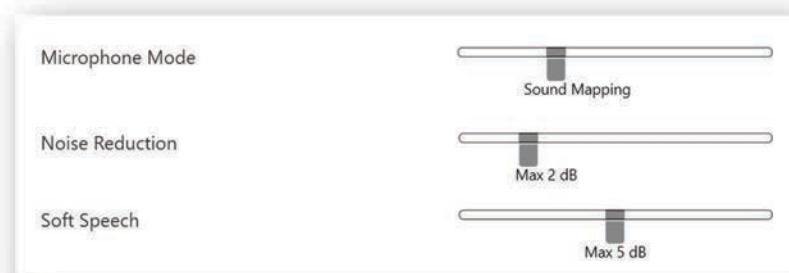


Manual programs from Aura:fit

- Conversation in Loud Noise
- Conversation in Noise
- Conversation in Crowd
- Conversation in Small Group
- Noise
- Music
- 360 Conversation in car
- Car with speech

Wireless & Optional app programs

Low complexity programs



Manual programs from Aura:fit

- Quiet
- Conversation in Quiet
- Speech from mask
- Tinnitus
- Place of worship
- Acoustic telephone

Technology Levels

Available in all technology levels

Fitting

- Automatic Adaptation Manager
- Frequency Compression 2
- Tinnitus Masker
- Manual programs
- IntelliVent

Sound Stabilization

- Pulse Protector
- Wind Control
- Feedback Manager

Ease and Convenience

- Hearing Remote app
- TV Connector
- Remote Control
- PartnerMic
- RogerDirect
- Wireless Synchronization
- Binaural Phone
- Find my Devices

Experience Innovations

- First Fit
- Trial
- Capture All
- Tutor
- Remote Adjust
- Upgrade

Personalization

- Equalizer
- Clarity and Comfort buttons
- Optional App Programs

Microphone Options

- Adaptive Directional
- Fixed Directional
- Fixed Wide Directional
- Omni Directional

Digital Solutions

Aura:fit Relate 5.8

Hearing Remote app 5.3

Aura:fit Relate 5.8

What's new with Aura:fit 5.8

- Support for the new Relate^{5.0} RIC R hearing instruments
- Capture All Performance screen updates
- New manual Tinnitus program
- Updated training sessions
- AI Dome Proposer
- Automatic REM 2 Updates
- Speech Intensifier with Soft Speech
- New cleaning guide for trial devices
- And more!

Experience Innovations

First Fit

Capture All

Trial

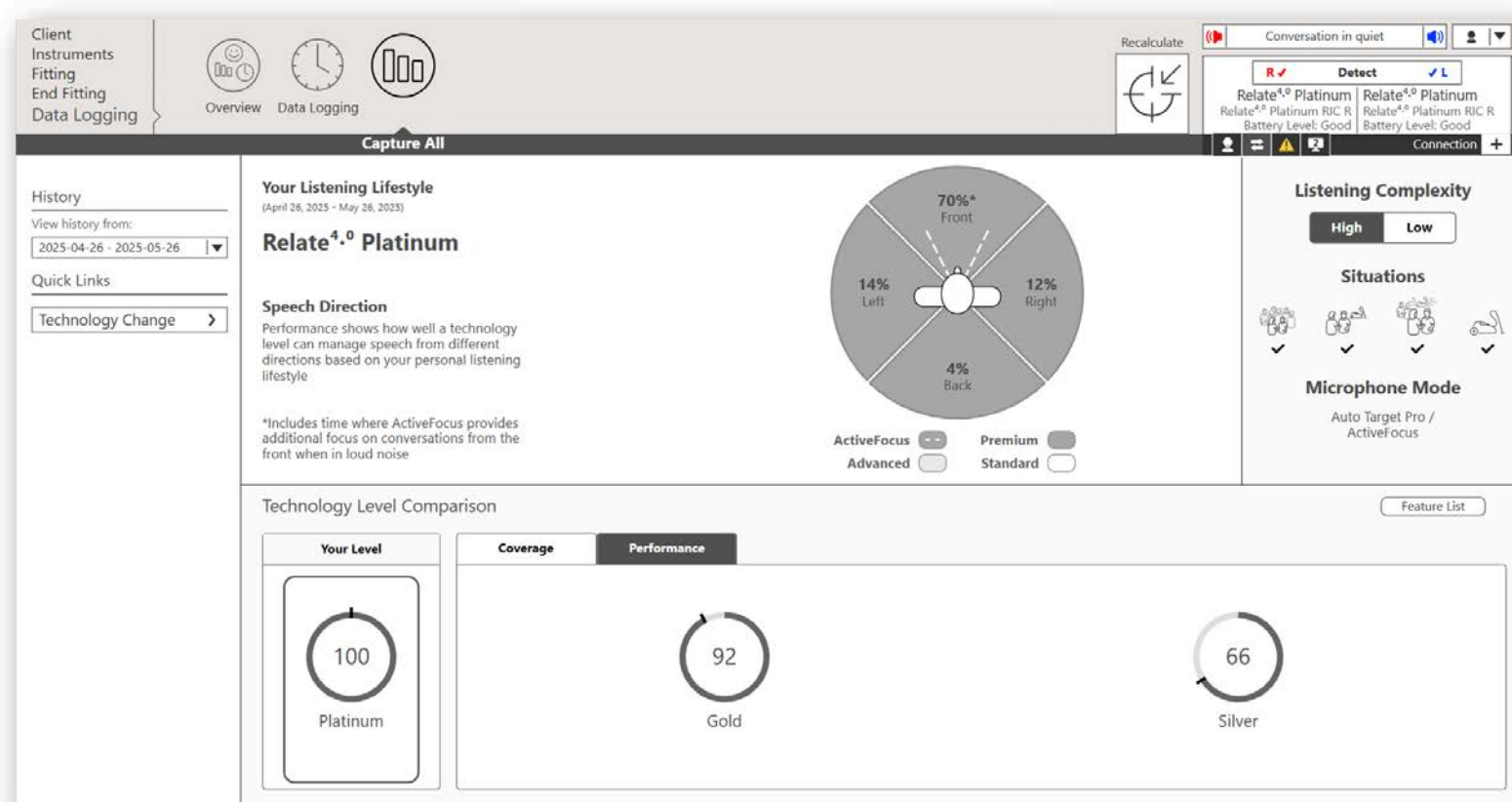
Tutor

Upgrade

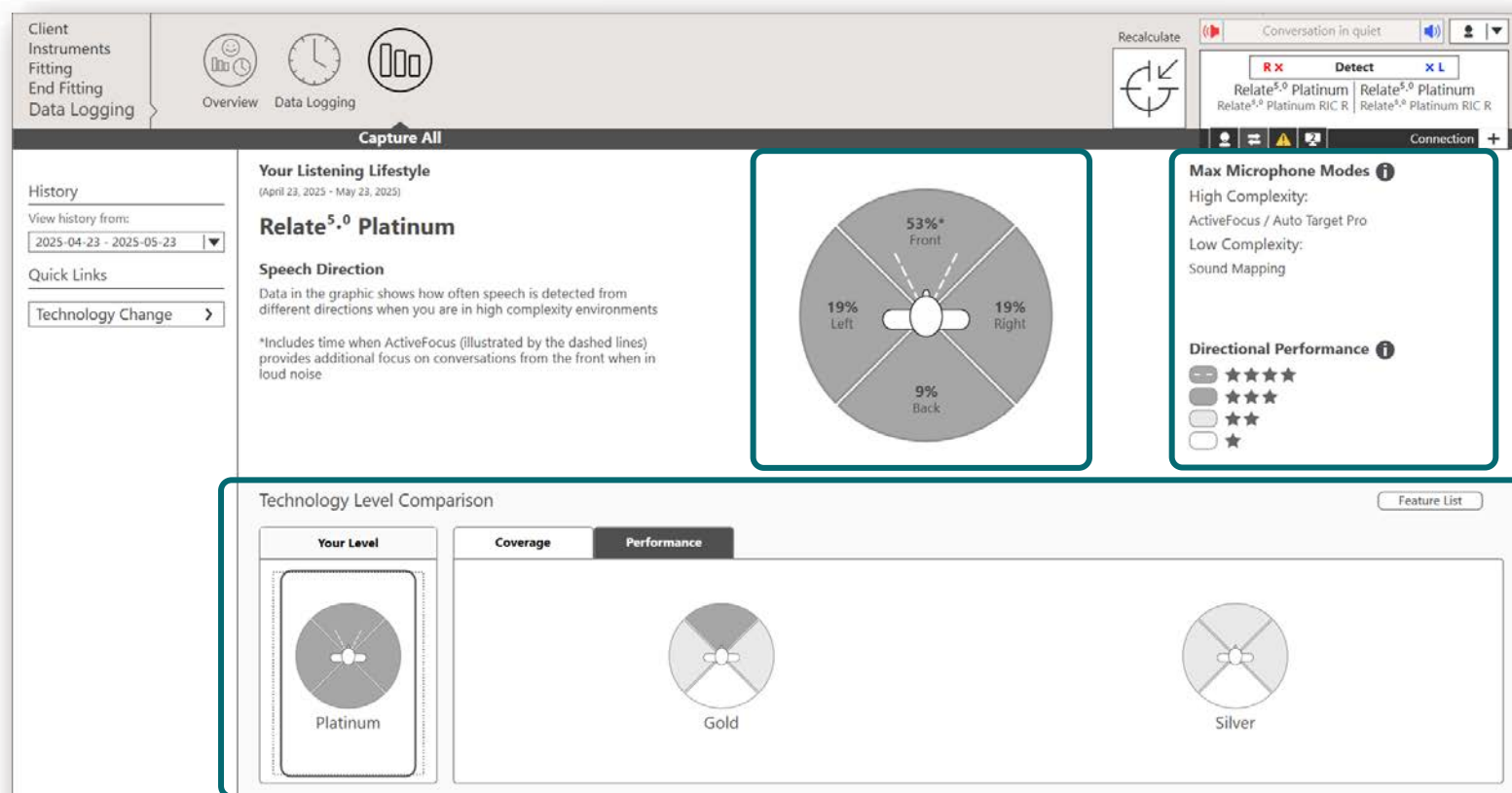
Remote
Adjust

Relate®

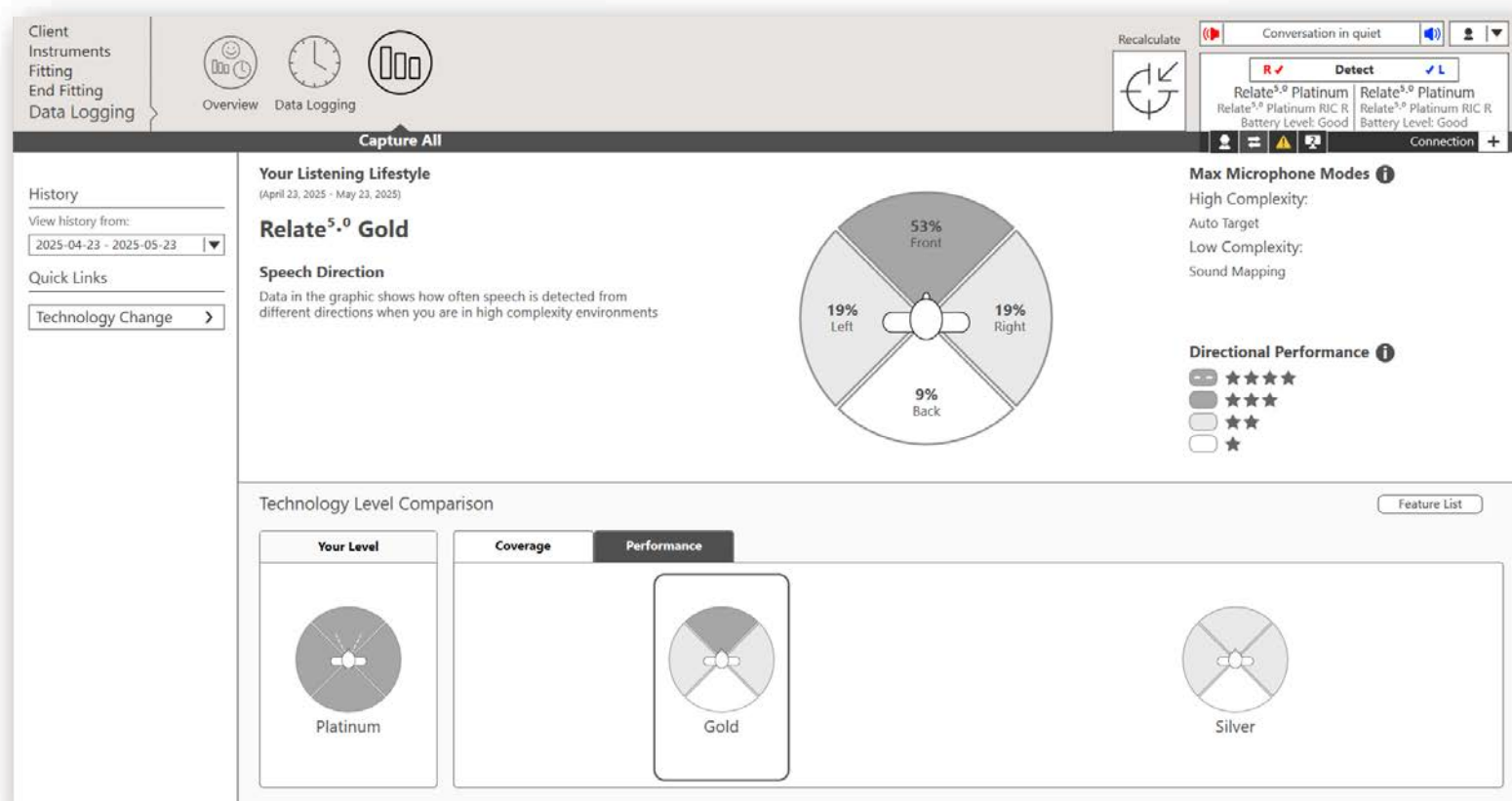
Capture All Performance screen in v5.7



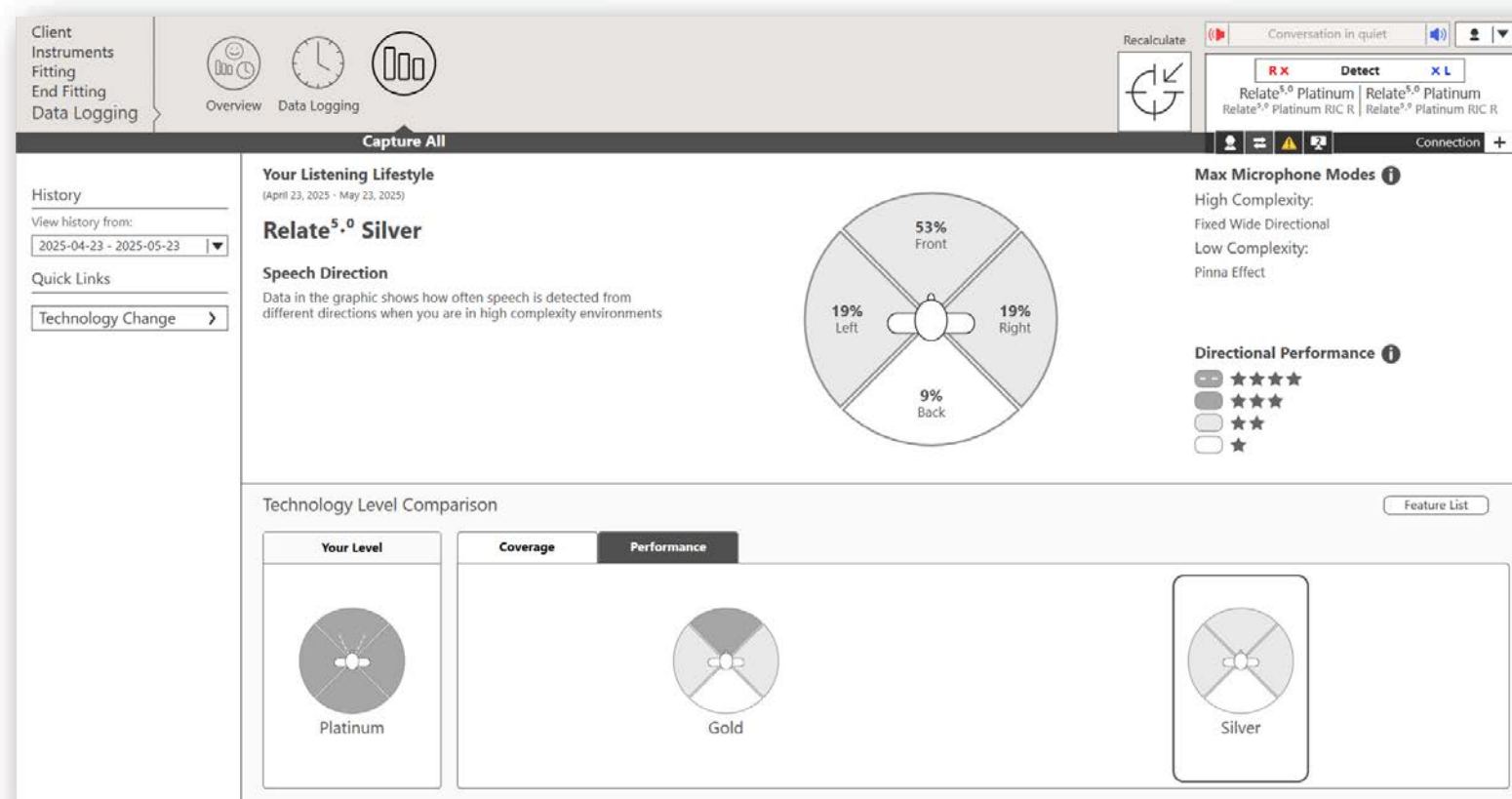
Capture All changes in v5.8



Capture All changes in v5.8: Gold Level



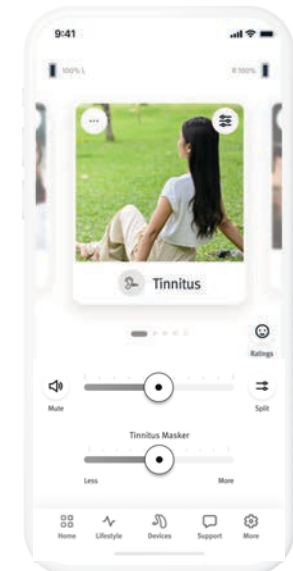
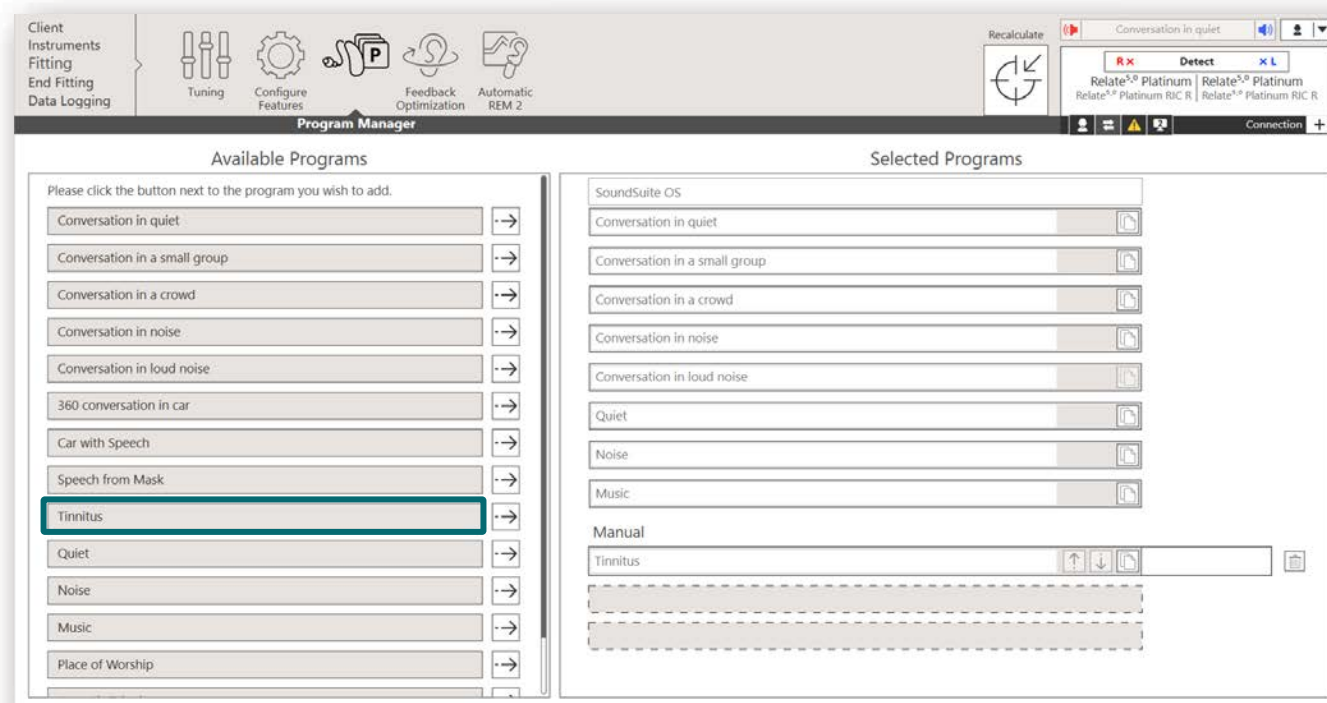
Capture All changes in v5.8: Silver Level



Manual Tinnitus Program

New Manual Tinnitus Program

- Fitting → Program Manager → Tinnitus



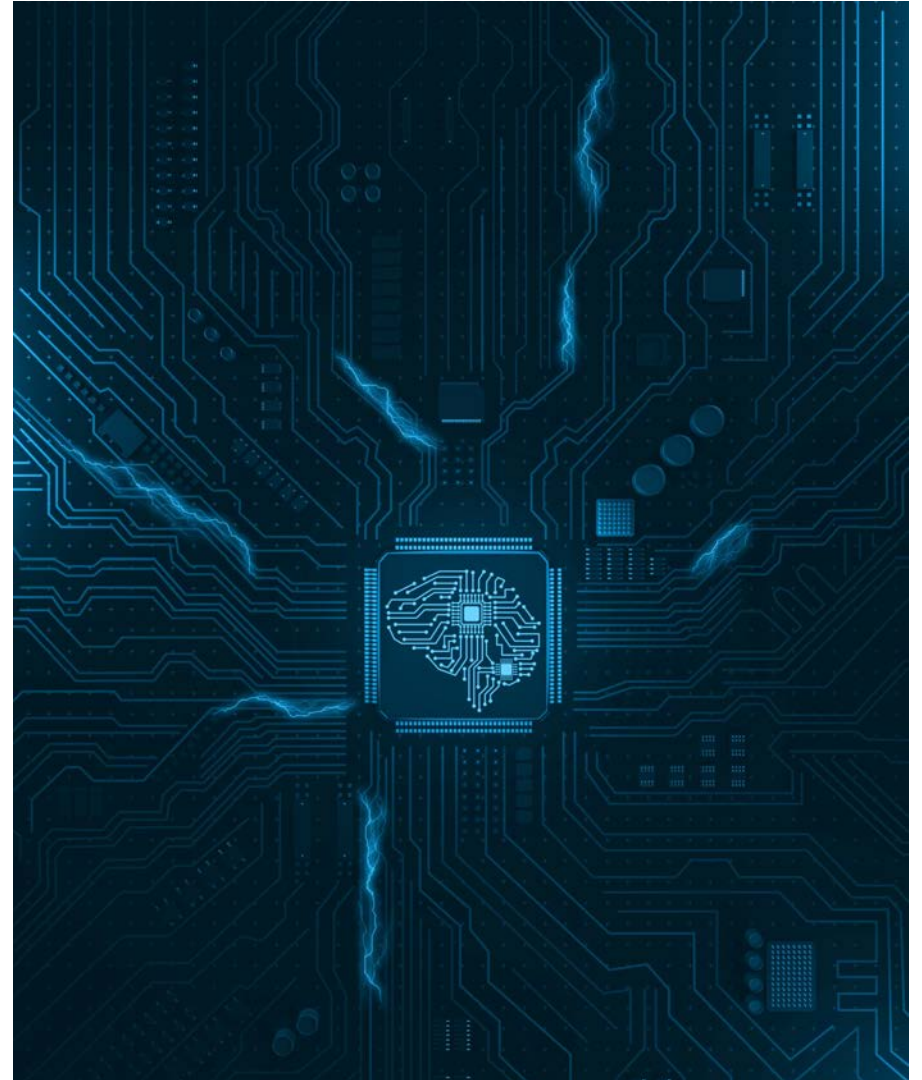
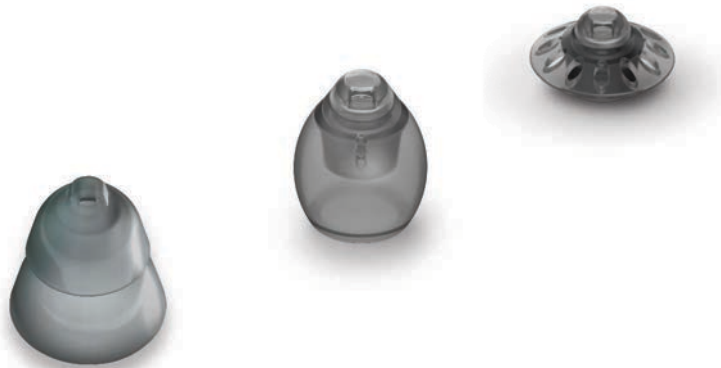
New Manual Tinnitus Program Tuning



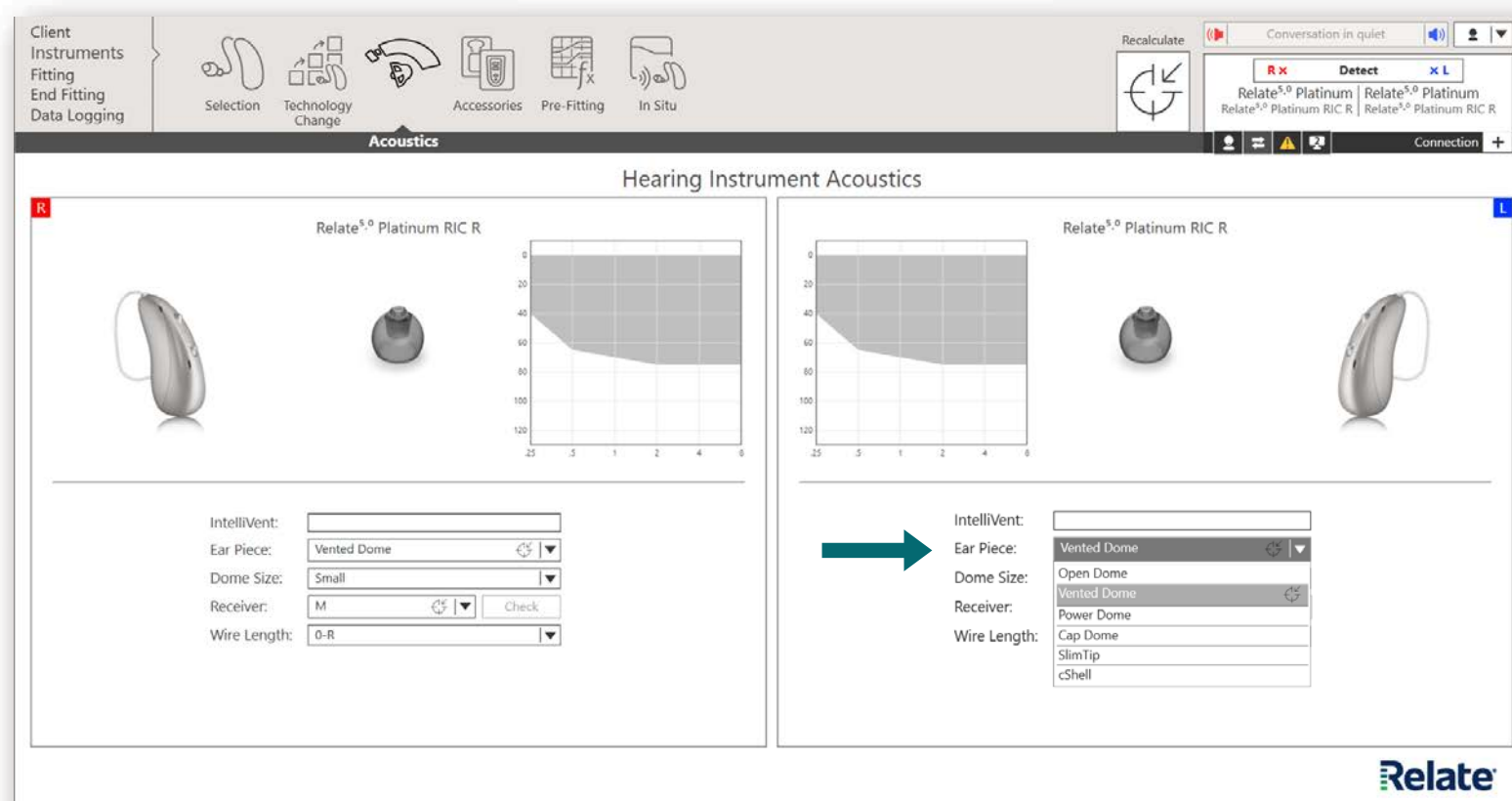
AI Dome Proposer

AI Dome Proposer

- Accurate earpiece recommendations powered by AI model trained on data from thousands of successful fittings



Earpiece recommendation



Earpiece recommendation

First Fit

Confirm device acoustics

1

2

3

4

Client

Device

Confirm

Finish

R

L

IntelliVent:

Ear Piece:

Vented Dome

Dome Size:

Small

Receiver:

M

Check

Wire Length:

0-R

Back

IntelliVent:

Ear Piece:

Vented Dome

Dome Size:

Open Dome

Receiver:

Vented Dome

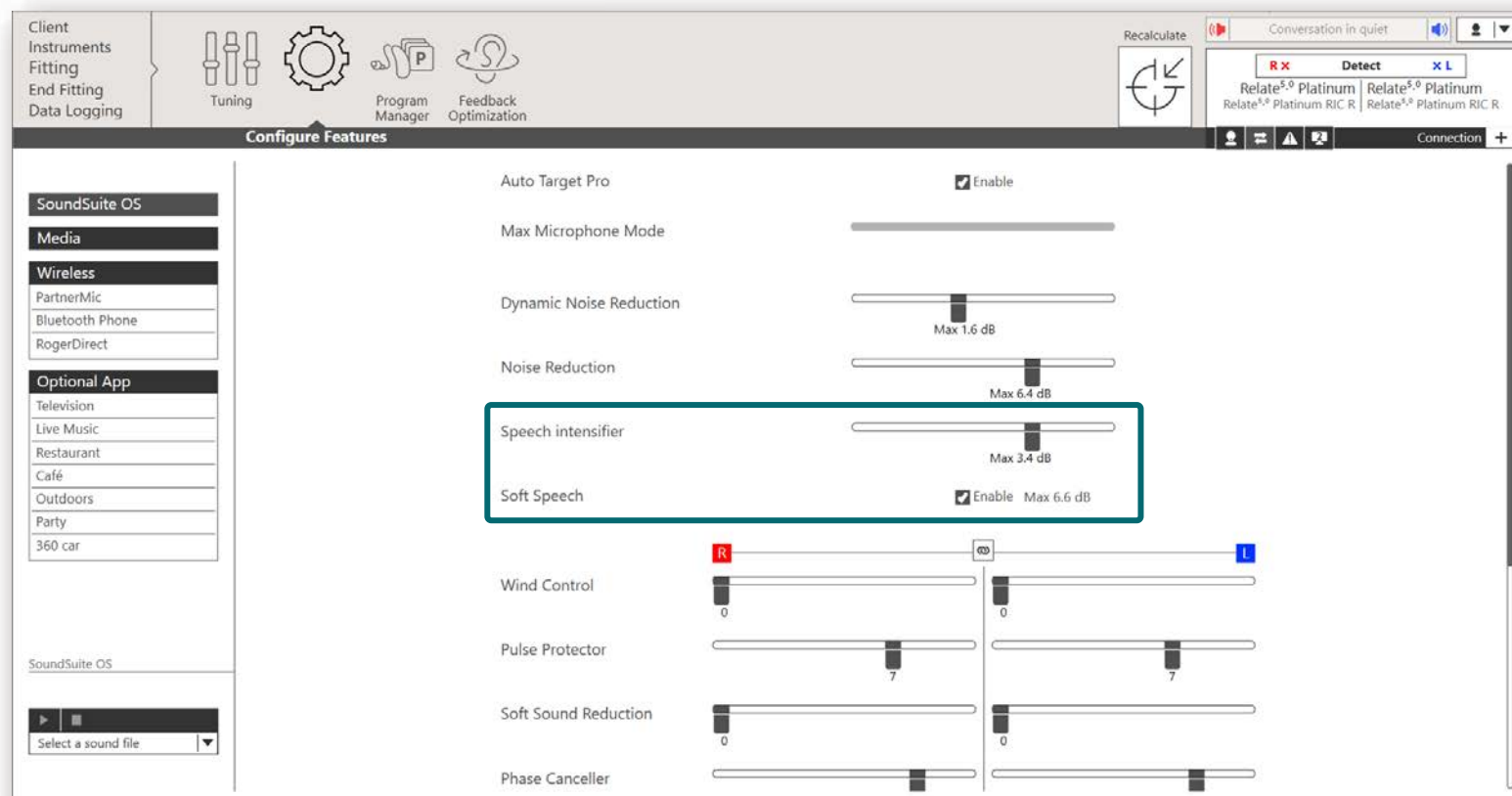
Wire Length:

Cap Dome

next

Speech Intensifier with Soft Speech

Speech Intensifier with Soft Speech SoundSuiteOS



Speech Intensifier with Soft Speech Manual Programs



Speech Intensifier with Soft Speech Remote Adjust

Remote Adjust

Configure Features

SoundSuite OS

Media

Wireless

PartnerMic

Bluetooth Phone

RogerDirect

Optional App

Television

Live Music

Restaurant

Café

Outdoors

Party

360 car

SoundSuite OS

Back

1 2 3 4

Tuning Features Message Finish

Dynamic Noise Reduction

Max 1.6 dB

Noise Reduction

Max 6.4 dB

Speech intensifier

Max 3.4 dB

Soft Speech

Enable Max 6.6 dB

Wind Control

0 0

Pulse Protector

7 7

Phase Canner

8 8

Cancel

Next

There's more!

Automatic REM System updates

- Support for MedRX Studio
- Support for higher versions of other systems

Noah version 4.4.2280 or higher

Natus Otosuite version 4.81-4.96

Auditdata Primus version 4.1-4.5

AuditDATA Measure version 6.0-6.5

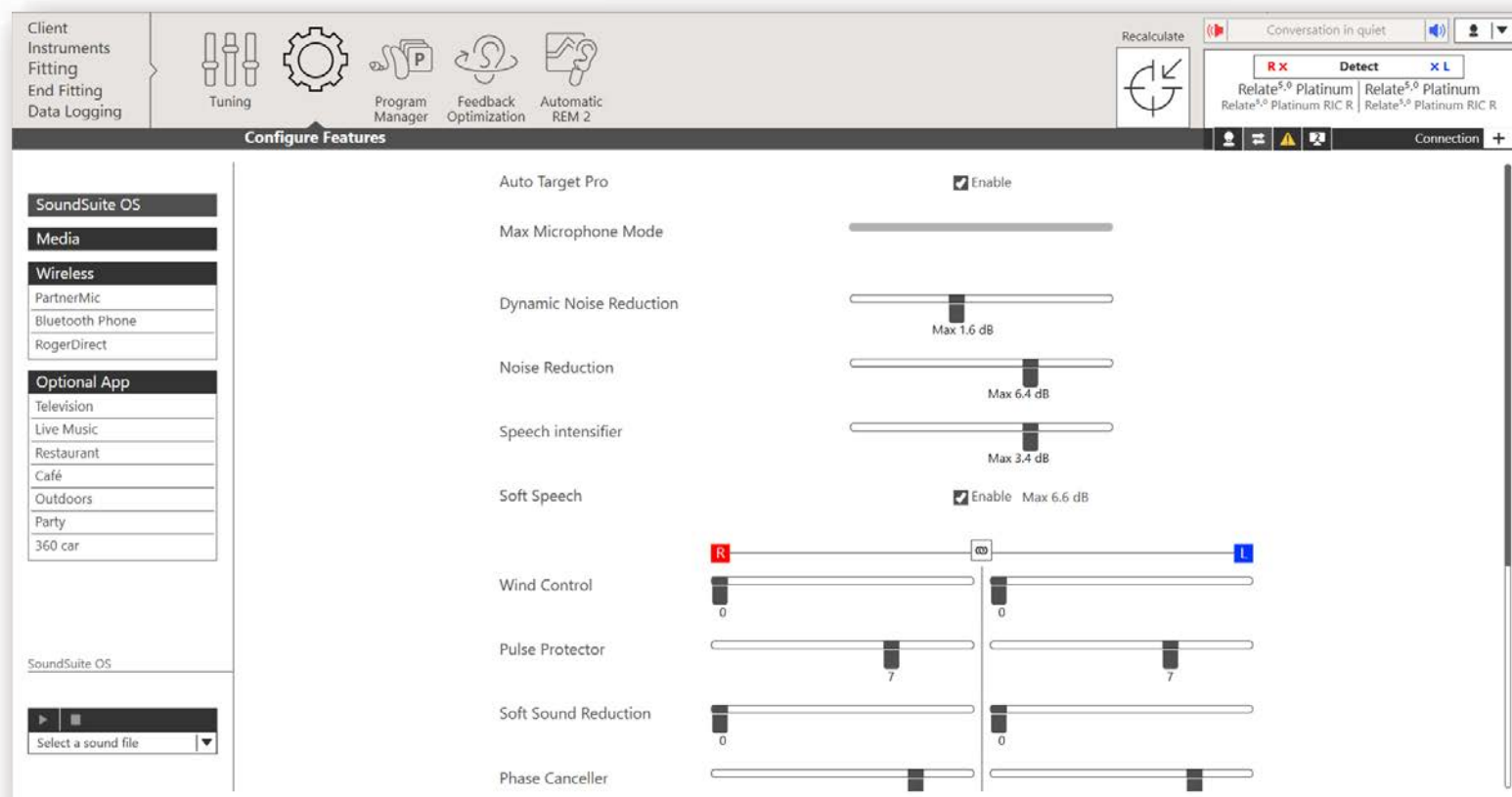
Interacoustics Affinity Suite version 2.19-2.27

Signia Unity version 5.9-6.5

MedRX Studio version 1.2.1-1.5



Reordered Configure Features screen

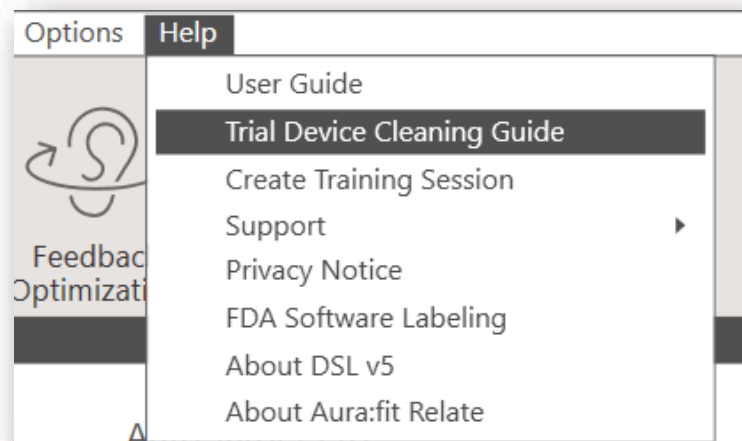


The screenshot displays the 'Configure Features' window of the Relate software. The interface includes a top navigation bar with icons for Tuning, Program Manager, Feedback Optimization, and Automatic REM 2. A sidebar on the left lists various features under categories like SoundSuite OS, Media, Wireless, and Optional App. The main area contains a list of features with their respective settings:

- Auto Target Pro**: ☒ Enable
- Max Microphone Mode**: Slider control
- Dynamic Noise Reduction**: Slider control (Max 1.6 dB)
- Noise Reduction**: Slider control (Max 6.4 dB)
- Speech intensifier**: Slider control (Max 3.4 dB)
- Soft Speech**: ☒ Enable Max 6.6 dB
- Wind Control**: Dual slider controls for Right (R) and Left (L) channels (0 to 100)
- Pulse Protector**: Dual slider controls for Right (R) and Left (L) channels (0 to 100)
- Soft Sound Reduction**: Dual slider controls for Right (R) and Left (L) channels (0 to 100)
- Phase Canceller**: Dual slider controls for Right (R) and Left (L) channels (0 to 100)

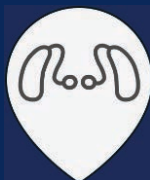
The bottom of the window features a 'Select a sound file' dropdown menu and a 'Connection' status indicator.

New Trial Device Cleaning Guide



Hearing Remote app 5.3

New for Hearing Remote app 5.3



Find my Devices



Additional
programs

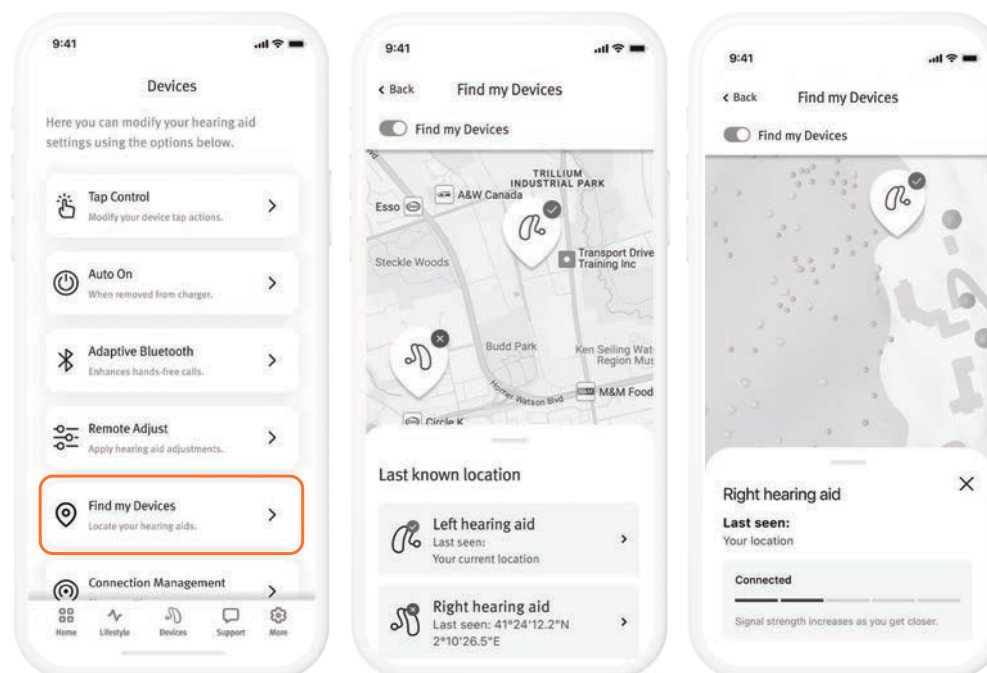


Stay connected

Find my Devices

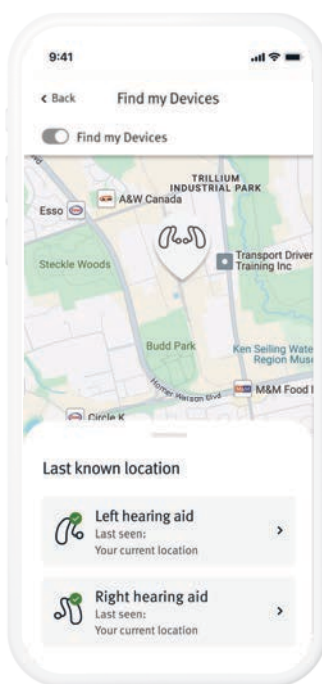
Find my Devices

- New Hearing Remote app feature
- Displays the last known location of the hearing instruments on a map
- If connected, Bluetooth strength is shown to help navigate to the location
- Available for Relate 4.0 users also!

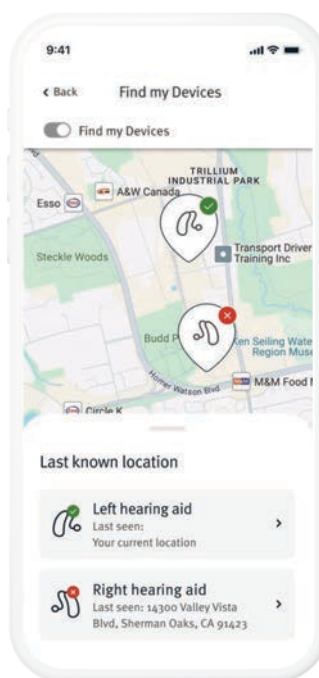


Find my Devices & Connection Status

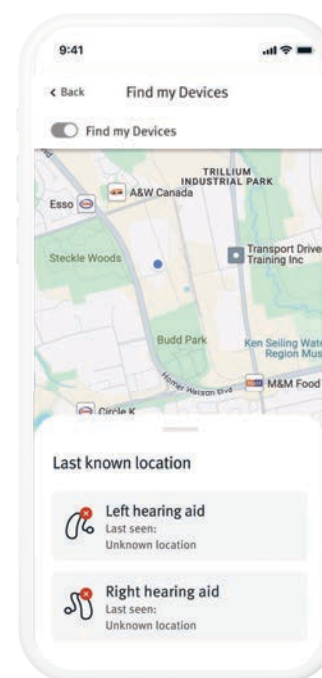
All HIs connected



One HI disconnected
Last saved location available

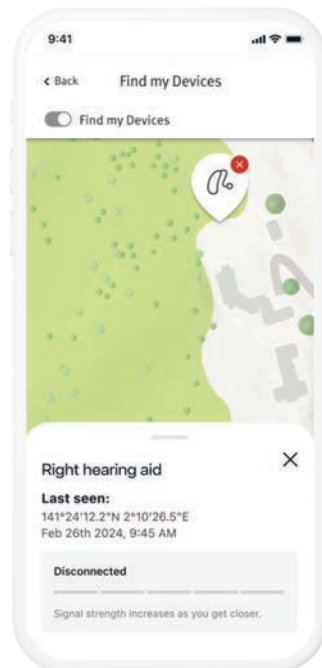


All HIs disconnected
Last saved location unavailable

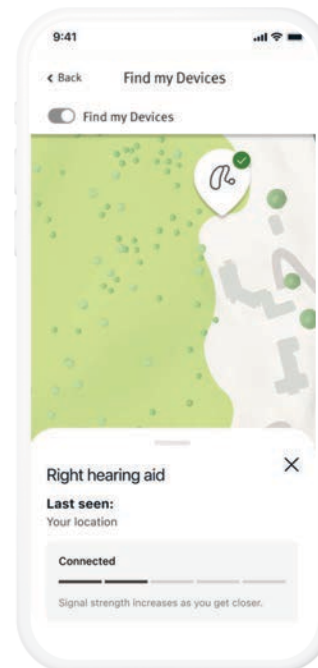


Find my Devices & Signal Strength

HI disconnected
Last saved location available

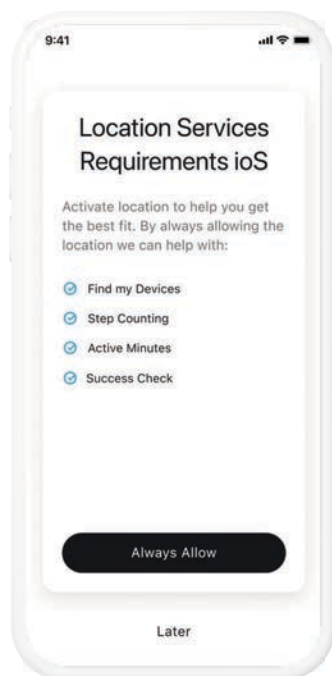


HI connected
Last saved location available

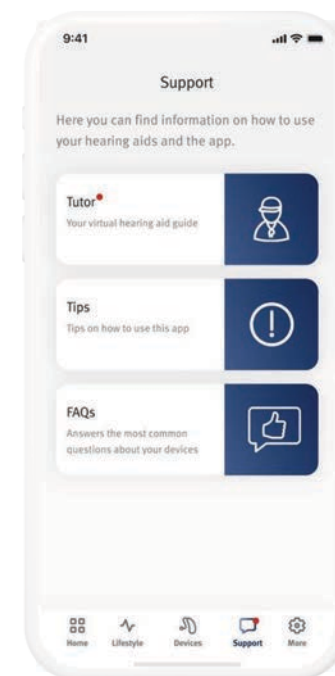


How will users be made aware of Find my Devices?

- Updated screen in onboarding workflow
- Allowing location services automatically enables Find my Devices



- One-time Tutor notification for existing Relate^{4.0} users
- Notification will be sent one day after client updates to app version 5.3



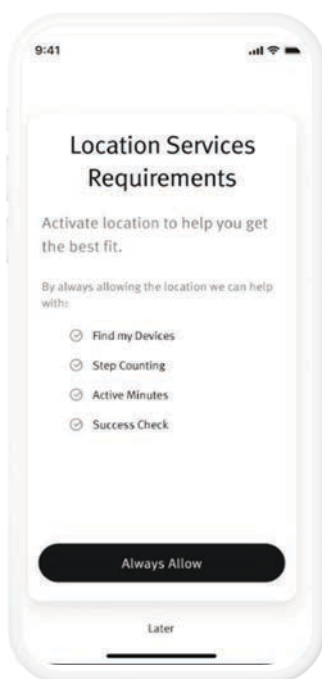
Find my Devices

To enable Find my Devices:

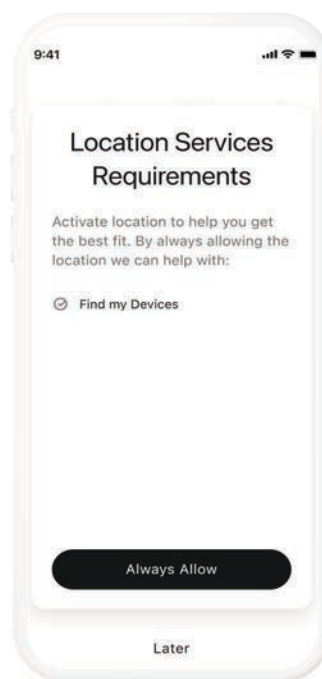
1. Enable Find my Devices in the app
2. Enable location services
3. Grant location permissions for the app

Find my Devices: during Onboarding

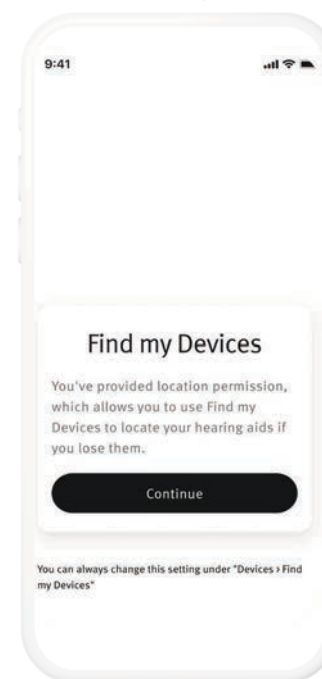
iOS



Android 12 and newer

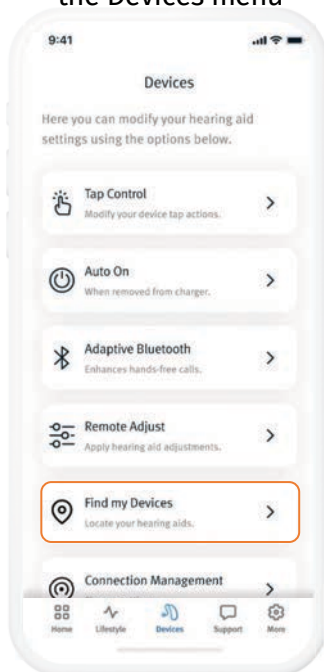


Android 11 and older
location permission already granted prior to pairing

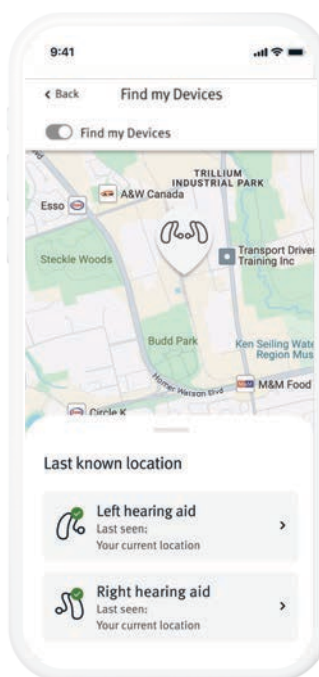


Find my Devices: after Onboarding

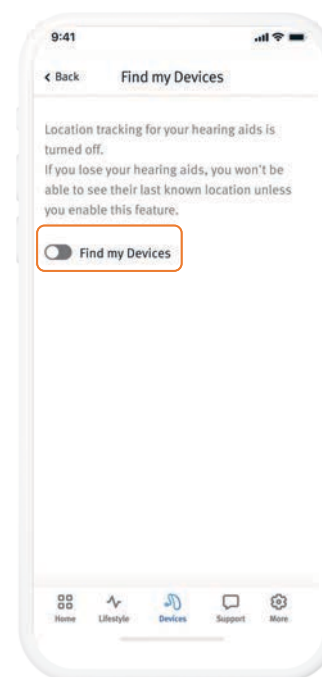
Find my Devices in
the Devices menu



If the feature is enabled

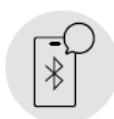


If the feature is disabled



Additional Programs

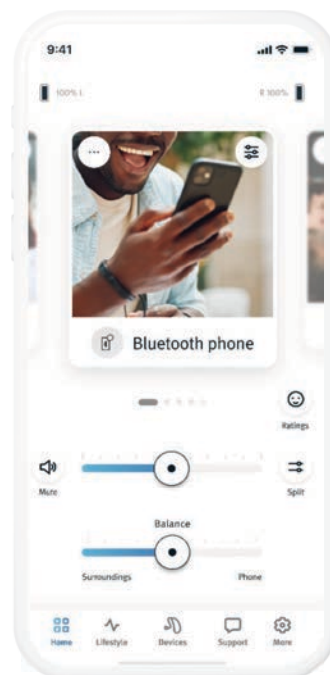
Additional Programs



Bluetooth telephone

New with the Era chip!
HIs can remain connected to the Remote Plus app while in the Bluetooth Phone program

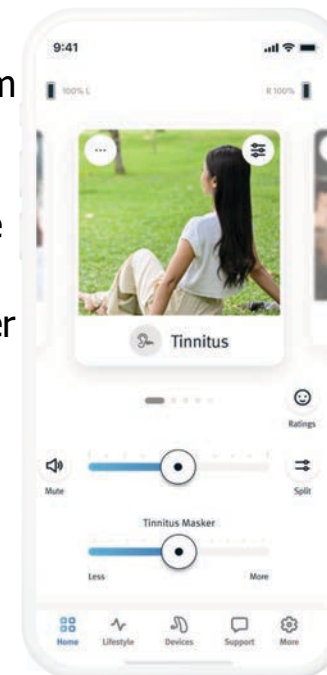
- Basic controls (volume adjustment, mute, ambient balance)
- Equalizer advanced controls



Tinnitus manual program

A new manual Tinnitus program

- When selected, the "Tinnitus" program will now be visible to the client in the app with that label
- Behaviour of Tinnitus masker remains the same
- End-users have clear and easy access to the manual program in the app
- Available in **demo mode**

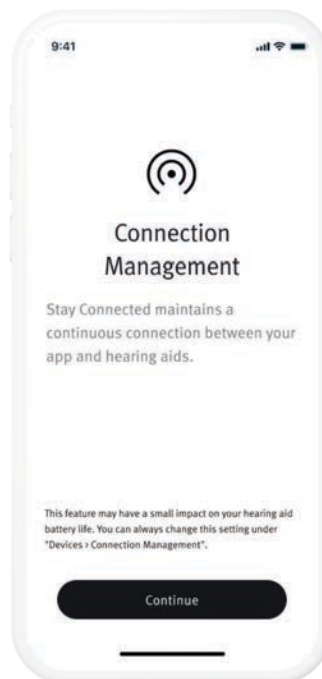


Connection Management

Connection Management: Stay Connected

The app will attempt to connect to HIs when:

- The monaural HI is not connected
- One of the binaural HIs is not connected
- Neither of the binaural HIs is connected



The app won't maintain a connection to HIs when:

- the HI goes into power save mode in the charger
- the HI is out of Bluetooth range
- the HI is turned off

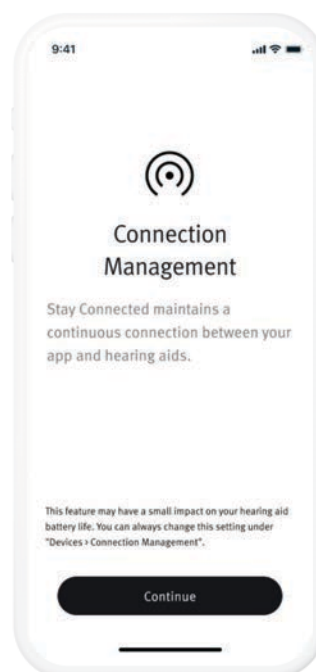
Stay Connected: On/Off

- Automatically enabled during onboarding
- Can be managed from the Devices menu in the app

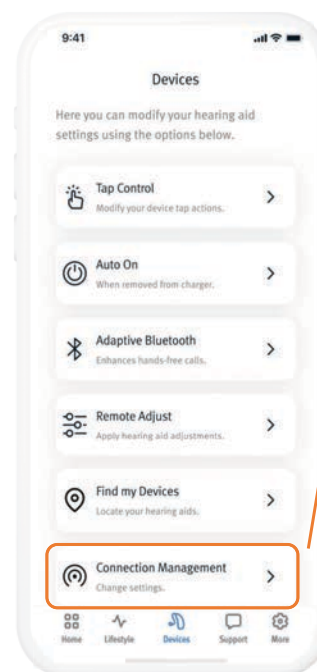
Benefits of enabling Stay Connected

- Increases accuracy of Find my Devices
- Enables quick reconnection if a client makes adjustments

Screen displayed in onboarding



Stay Connected in the Devices menu



Enable/disable Stay Connected



Questions?

Thank you!