Relate 5.0 Product and Software Training

Presenter: Courtney Smith, MA, CCC-A

Hi everybody, I'm Courtney Smith and I'm the Senior Manager of Audiology and Education at Unitron. Thank you so much for coming to our Relate 5.0 webinar. I'm so excited to deliver this information to all of you today. We have a few housekeeping items to get us started, so I will show those first before I get into relate 5.0 and I am going to turn my camera off today, so I'm going to proceed through the content with my camera off and I'll come on again at the end just to wrap everything up. But I did want to introduce myself and thank you all for being here.

I really appreciate all of you taking the time to spend with Unitron learning about Relate 5.0. So with that said, I'm going to go ahead and get started with just a couple of housekeeping items for us today.

These are the risks and benefits of the course today. Just kind of an FYI, this is something that we put out for every single audiology online course that we do, so just wanted to put this information out there for all of you to read over at the start of today's course.

We have some learning objectives that we are going to get through today as we learn about relate 5.0. After this course, I would like for all of you to be able to summarize the Benefits of relate 5.0 and be able to demonstrate how the advanced performance of this hearing aid provides a seamless and easy first fit for you and your patients. I'm also going to walk you through our new version of the software which is called Orafit 5.8. Going to teach all of you about what's new so when you leave here today, you feel confident fitting Relate. Finally, we're going to identify the benefits of the innovations that drive your patient experience within our Hearing Remote app and its latest update.

Here is our training agenda for today. We are going to review all of these updates in depth. We're going to go over the product, our new sound delivery system with Relate 5.0. We're going to talk about some reliability improvements that we've made in this device. We're going to go over connectivity and sound performance as well as the changes we've made to the software and our Hearing remote app.

We've also made a couple of changes based on provider feedback to our experience innovations and and we'll go over that in depth later in the presentation.

I'd like to start off with a product Overview of Relate 5.0.

With this launch, we are bringing to you our amazing new platform with many exciting new elements. We're thrilled to introduce our all new Ultra Reliable Relate 5.0 Ric R featuring the powerful new era chip. With it comes new chargers including an option with built in battery for charging on the go and the latest sound delivery system making it even easier to hear and enjoy all of life's sounds. Our industry leading universal connectivity takes a big leap leap ahead with the latest version of Bluetooth 5.3 delivering key improvements which we will cover in detail and of course our brilliant sound performance with AI trained SoundSweet OS continues with automatic optimization for a myriad of listening environments. Relate 5.0 brings improvements for both high and low complexity listening environments and to make it easier for you and your patients.

Relate 5.0 brings a new option for locating lost devices in the hearing remote app Capture all One of our experience innovations has also been enhanced and using NOAA Link Wireless 2. Thanks to the new chip an updated Bluetooth fittings are easier and faster than ever.

The new Relate 5.0 hearing aid combines a sleek stylish look with reliable durability. Relate 5.0, our newest RIC style features an entirely new housing design which includes four microphone ports, one on each side for the front and back microphones a new sound delivery system, SDS six receivers including a new length option, a snap lock mechanism for receiver connection which means there is no extra pin tool required to replace this receiver. We have increased reliability with this device. We have a new water resistant construction in this hearing instrument which means that it is built to keep pace with your patient's everyday life. We will look at these in more detail on subsequent slides.

Let's talk about our new charger options. Easy, flexible and reliable charging options keep your patients powered up throughout the day with whether they're at home or they're out and about. The charger design is built for ease of insertion and removal of the hearing aids with magnetic pull instead of mechanical force. There are two charger options for Relate 5.0 Ric R and these two chargers look the exact same from the outside, but inside the difference is the LED light which is present for the easyline Charger Go RIC S version and I know that this is something many of you have been patiently waiting for. Charging on the Go the new Charger Go RIC S features a built in battery.

When it is fully charged, the new Charger Go will supply three additional full charges to the hearing instruments without being plugged into an outlet. It slips easily into a purse or a pocket so your patient can enjoy the freedom of knowing their hearing aids will be ready for action no matter where their life takes them.

And there you can see in the circle the LED light inside the Easyline charger. Go RIC S Relaide 5.0 RIC R is available in three attractive colors with high value lacquered finish. So you have colors to suit a range of hair and skin options as well as individual preferences.

Next I would like to go over our new sound delivery System with Relate 5.0 which is Sound Delivery System 6 or as we like to call it, SDS6.

This is just a quick overview of SDS6. We will look at most of these in a bit more detail in just a moment. There is no retention pin in this new design, so no need for any more pin removal tools. There's also a new receiver handling tool for slim tips. There's one new receiver length, one more than SDS5 which had four lengths.

These new receivers have a new eight contact receiver connection.

There's also a new AI dome proposer which takes seven key aspects into account and specific to the domes. If you add up all of the sizes, shapes and venting available, there are actually 10 domes to choose from. Let's look at a few of these items in a bit more detail. Right now Relaide 5.0 uses the SDS 6 receivers which have 8 gold coded contact points, 4 on each side. You can see in the schematic image here the corresponding eight contact points inside the receiver connection on the RIC instrument.

As mentioned before, you will also be happy to know there's no retention pin, so no pin tool is needed. In the images on the right you can see there are three raised areas that serve to hold the receiver in place. One at the top and two on the bottom are on the sides. There is a new gasket ring as well to ensure a tight moisture resistant connection.

For the best experience with our new receivers and the connection to the hearing aids, we recommend that you insert the receivers as shown on this slide. You want to push the receiver connection straight into the housing or on a slightly downward angle, not on an upward angle as you see on the right. For removal, you'll just pull the receiver straight out with a gentle touch. To make an analogy, it's a little bit like plugging your phone charger into your phone. That's about the same amount of force and pull that you'll need to use to replace these receivers.

It's very easy.

Here you can see the four power level options in the SDS six receivers. We have standard moderate power and Ultra, Power or UP which is only available as in the past in a custom Seashell.

Here you can see the five receiver length options available for both ears using the M receiver as an example. The same lengths are available for the S, P and UP receivers too. So for those of you who have wanted a shorter option than was available in the past, you'll be happy to see there is now a

double zero option, the shortest now available.

Please note that the custom Seashell is not an option for the 00 length receivers.

Here are the power and performance details for the relate 5.0 R. The various receivers all offer the same performance as the previous platform with all four receiver options and the full range of coupling options available to accommodate most hearing losses.

Here you can see the various coupling options including domes, Cap Dome, Open Dome, Vented dome and Power Dome. Of course, all but the cap dome also have three sizes available.

Custom slim tips are an option for the S, M and P receivers we mentioned before. There is a new receiver handling tool for slim tips which you can see here.

UP receivers are always built into a seashell and custom seashells can be made for all of the receivers except for that double zero length.

Speaking of domes, as mentioned on the SDS summary slide earlier, a change has been made to the earpiece recommendation in Orofit. The earpiece recommendations are now informed by an AI model trained on data from thousands of successful hearing aid fittings. For those interested in how the AI model was trained, seven key aspects were used.

The system uses the combination of the following analysis to determine the best earpiece option for the patient, how long the patient wears their hearing aids every day, the appropriateness of the acoustics used in the fitting to maximize speech intelligibility. Further analysis compared the recommended acoustic coupling to the actual acoustic coupling selected by the HCP in the fitting. This analysis also considered number four the importance of the symmetry of the hearing loss in the audiogram, the fitting

formula, the experience level of the patient and whether the patient is fit monorally or binaurally. The outcome of the AI model training now informs the earpiece recommendation in Orofit. Practically speaking, this means that more vented domes might be recommended than in the past, and unusual audiograms such as a reverse slope loss for instance, are likely to have more useful earpiece recommendations.

Let's talk a little bit about the improvements that we've made for reliability in Relate 5.0.

Relate 5.0 RIC R has been designed to be ultra reliable so your patients can confidently wear them anywhere. The housing itself external Plasma and the new internal parylene coating, battery encapsulation and extensive testing all contribute to the improved reliability of Relate 5.0. We will look at each of these aspects of reliability in a bit more detail to increase your confidence and peace of mind as well.

To illustrate a key difference with this housing, let's zoom in on the microphone inlets. There are four of them, two for each of the dual microphones. As you can see from this cutaway schematic of the rear microphone. This design creates a sort of labyrinth which allows sounds to enter unimpeded, but helps prevent damage from cleaning tools, hair products, etc.

Relate 5.0 Ric R has hydrophobic plasma coating over the entire surface and the external components, and this creates a Teflon like surface on the hearing aid. This delivers superior water resistance as you can see from this image. But there's more.

We know how annoying product repairs can be and sometimes they're unavoidable. But all of these protective measures that we've covered add up to our most reliable rip devices to date. And believe me when I say we have really put this hearing aid to the test with regard to mechanical, environmental and longevity testing, we won't list them all here, but we have subjected this product to over 100 different

tests of reliability and you can see them all on your screen here. IP68 is still the formal rating for Relate 5.0, but we actually go well beyond that with this testing that we've completed.

Let's now review the connectivity Updates in Relate 5.0.

At the heart of Relate 5.0 is our most advanced chip yet, the New Era chip from Sonova. It delivers a remarkable combination of stability and power. Let's take a look at what makes this chip so special. It performs 550 million operations per second. That's a massive leap in processing capability.

There's 74% more memory compared to the previous Prism chip found in Relate 4.0, allowing for much faster processing. It contains 145 million transistors, all packed into a chip set no larger than a Tic Tac Mint. And here's something incredible. Even with the significant increases in performance, the chip size has not changed in over a decade. Across nine platform generations, we've increased performance without increasing the footprint, which is an impressive feat of engineering.

The Aera chip also brings substantial upgrades to Bluetooth performance, including Support for Bluetooth 5.3. So what does this mean for patients? Patients will experience faster, more stable Bluetooth connections and near instant pairing. Patients will experience instant compatibility with all Bluetooth enabled devices, industry leading universal connectivity is really taken to the next level. A patented antenna design in the Aerachip delivers six times more wireless transmission power and streaming over twice the distance.

When patients pause streaming, the hearing aid instantly returns to the automatic program for a seamless listening experience. So whether it's a hands free call, a podcast or music on a walk, our patients will enjoy high quality audio with ultra responsive signal transitions.

Sonova has been leading the industry with universal truly hands free connectivity since 2018 and this is because we support classic Bluetooth.

Bluetooth Low energy Audio is a new protocol which is supported by some other manufacturers, but this gives patients totally hands free connectivity. Also two active Bluetooth connections at the same time. Patients can also pair to up to eight different devices and use two parking spots simultaneously.

Let's review Relate 5.0's improvements for outgoing call stability and own voice pickup. The aerachip in relate 5.0 offers enhanced own voice pickup and outgoing call stability even at longer distances. Have you ever heard complaints where the wearer hears the call partner fine, but the partner struggles to hear them clearly? Thanks to the AeroChip's 6 times stronger wireless transmission, this is no longer an issue. AERA continuously monitors both hearing aids and seamlessly switches to the stronger connection without the wearer or their caller noticing.

The result being uninterrupted hands free calls for both ends of the conversation.

Relate 5.0 is ultra responsive and it's a great multitasker. One of the things users of previous generation products will notice is how fast and seamlessly it transitions between acoustic sound and streaming. It establishes an almost instant connection with the phone after the hearing instruments finish starting up.

The AIRA chip in relate 5.0 offers classification of streamed signals.

Whatever media is being streamed, we automatically identify and classify the signal as either speech or music and optimize the sound accordingly. It also applies to signals streamed via the TV connector, ensuring an all around exceptional hearing experience.

Let's not forget about our convenient supplemental accessories for patients that may benefit from additional solutions for control streaming and hearing over distance and in noise. Relate 5.0 is compatible with all of our convenient accessories, the TV connector, the partner mic, the simple remote control, and also Roger with built in Roger Direct compatibility.

Speaking of Roger, in 2019 Roger Direct was introduced as of late 2024 to break barriers even further with the next innovation in Roger is Roger Unlimited. All new Roger microphones will now have unlimited receivers pre installed and ready to use on Roger Direct hearing instruments, which includes Relate 5.0 ric R patients can enjoy the benefits of unlimited receivers integrated into the microphones, allowing a seamless connection with no additional hardware and no need to uninstall the receivers. Foreign let's go over the key points on sound performance in Relate 5.0.

Our face to face sound performance is delivered with Relate 5.0 thanks to our Audiological Engine Sound Suite OS that automatically manages all kinds of listening environments from quiet situations with or without speech to conversations in very loud noise. SoundSweet OS determines what kind of sound environment your patient is in and automatically adjusts. Relate 5.0 brings enhancements to sound performance for both low and high complexity situations. Legacy features like pulse protector, noise reduction and speech intensifier have been refactored to work even better on the aerachip.

Whether it's chatting at a carnival with a friend or catching up in a noisy cafe, your patients can stay engaged in life's moments no matter how noisy it gets.

Let's take a broader look at how Relate 5.0 handles high complexity listening situations, particularly those with conversations in noise. Auto Target Pro manages speech from any direction and Active Focus engages for speech from the front in loud noise to give your patient the best chance to stay engaged. Noise reduction and speech intensifier also engage as needed across the range of listening environments to provide support that patients need in the moment.

As the name Auto Target Pro suggests, Beamforming is steered in the direction of the identified speech location, not only to the front, but this is more than just beam forming. This feature also applies gain offsets to allow patients to maintain awareness that speech is coming from the corresponding direction and it steers the speech enhancement within that beam forming pattern to provide extra contrast between speech from that side and noise from all directions. On top of that, when speech is coming from the front, dynamic noise Reduction provides a further signal to noise ratio boost.

You may remember Active Focus Active Focus was introduced in our Relate 4.0 platform. This is Relate's most aggressive microphone mode. When Active Focus engages within the conversation and loud noise environment, it applies a highly focused beam to the front. This special beamforming pattern leverages our wireless binaural system. Active Focus uses the wireless network of four microphones in a binaural fitting, exchanging audio between those two hearing aids to create a narrower beam than is possible otherwise.

The three requirements that must be met for Active Focus to engage are are a face to face conversation or speech from the front loud noise and the listener is stationary or not moving. And as the illustration on the left suggests, this is also not just one specific narrow beam, but the strength and the narrowness gradually increases or decreases based on what's going on around your patient. With Relate 5.0 we have evolved this Active Focus feature even further.

Now patients using Relate 5.0 will have an even greater signal to noise ratio improvement in challenging listening situations thanks to Active Focus with dynamic noise reduction. Dynamic noise reduction always works in conjunction with a directional microphone mode and it is on by default in relate 5.0. This enhanced feature gives patients the advantage of further reduction of background noise from the side and the back of the patient when speech is identified as being from the front. So it highlights the speech from the front of the patient, which is everything the patient is focused on and

really wants to hear. We have some exciting data to share on the next slides from studies we've completed on Active Focus with dynamic noise reduction or you may hear us call it DNR since Active Focus is automatically engaged by Sound Suite OS when the conversation in Loud noise environment engages at the premium technology level, the Platinum level.

Patients using Platinum can just enjoy the conversation even in loud noise without taking any action other than participating in the conversation.

Also remember that a manual conversation in Loud noise program which engages Active focus with DNR is available at both the Platinum and the Gold Tech levels. You can provide this program from Orofit or the patient can select it as an optional app program in the Hearing Remote app labeled as Party.

Speaking of signal to noise ratio, we know how important these measurements are as hearing care providers and knowing a little bit about how we can give our patients an advantage in SNR really means a lot to us. We know that the greater the SNR improvement, the better the hearing aid is at separating speech from noise to deliver clearer speech for the client in high complexity situations. The relationship between SNR and speech intelligibility is pretty complex. We have some studies from years ago that we've used to bring this slide to light, but the rule of thumb, generally speaking, is derived from the fact that the speech signal is improving relative to the background noise. A 1 dB SNR increase based on past research usually transfers into roughly a 3% improvement in intelligibility where a 6dB improvement in SNR translates into about a 20% improvement in speech understanding for a patient.

And the reason I bring that up is because SYNOVA has studied the SNR benefits of hyperfocus with DNR and compared it to results seen with other microphone modes as compared to omnidirectional. Here you can see our latest autofocus SNR values for speech from the front with fixed wide included for a reference. As you can see, Hyper Focus now with DNR is the most effective in improving the SNR for

speech from the front using the estimates from the previous slide with over 6dB improvement relative to Omni Hyperfocus with DNR set to its maximum can potentially improve speech understanding in very difficult listening environments by over 20%.

Most people also spend quite a bit of time in quieter environments, so performance there matters too. In fact, Data from Relate 3.0 and 4.0 users shows that just over half of a patient's time is actually spent in the low complexity environments where soft speech is present. Speech Intensifier with Soft speech has particular relevance in such situations, and there are a few enhancements to these features in our new chip that I want to talk about today.

Let's look a little deeper at how we have evolved our treatment of soft speech in relate 5.0.

Our legacy speech intensifier has been available for well over a decade. Soft Speech Lift, as we then called it, was introduced later several years ago on the Relate 2.0 platform. The new Relate 5.0 platform provides an opportunity to further integrate Speech intensifier and soft speech while maintaining the benefits of enhancing soft speech and here's a visual using a speech envelope of a recording of a child's voice with some low level static in the background. With soft speech on you can clearly see more of the peaks of speech, but between the speech sections the noise remains largely unchanged. So you can see in this visual that we are really able to identify subtle speech cues and boost without elevating other potentially unwanted background noises.

One challenge that we have seen in its introduction was that Soft Speech Lift was not active when connected to the fitting software. So to better match soft input targets while doing Real Ear, you would have to disconnect the hearing aids from Orofit to see any impact from Soft Speech Lift. Those of you who do Real Ear will be happy to know that refactored soft speech is now active when connected to the Fitting software and the control is exposed in the Configure Feature screen now by default.

And here's a little bit about where Speech Intensifier is found in Orific 5.8. Previously you had to go to Options and Preferences and choose to expose this feature to enable and disable Soft Speech Lift in the Configure Features screen and that has now changed in ORA fit 5.8.

Now in the SoundSuite OS automatic program Configure feature screen you will see Speech Intensifier together with soft speech. This is not a separate slider for soft speech, rather the Speech Intensifier slider adjusts them both behind the scenes. Soft speech is active only for the lower complexity environments where speech may be very quiet, while Speech Intensifier is active for the higher complexity environments where speech is typically moderate or louder. Because of our blended approach in Autosense, when you have a momentary blend that includes both low and high complexity environments, you will then get a combination of the two.

For manual programs, it's a bit more simple or straightforward. Higher complexity manual programs, including all of the optional app programs will typically be seen as Speech Intensifier is active. For lower complexity manual programs where speech is likely to be quieter only soft speech will be active as you can see on the slide.

As such, only the feature relevant slider bar will be available for manual programs let's talk about the features that relate 5.0 offers at every technology level at Unitron. We are feature rich at every tech level and we offer our patients robust support no matter what listening environments are important to them.

As you can see in this highlight slide, we have so much to offer in relate 5.0 at every technology level. All of the features you see on your screen are available for every patient at every tech level. We have worked hard to make sure you have real experience differences between each level, but you can see all of the things we have to offer patients regardless of their budget or their listening lifestyle needs.

Let's now dive into the changes with our digital solutions for relate 5.0. We are going to go over Orafit 5.8 and the latest changes to our hearing Remote app. In its latest version which is 5.3, we've made some changes to support the needs of both providers and patients and I'm so excited to share them with you.

First, let's take a closer look at what is new with Orofit 5.8.

So what's new? With our latest software update, we are offering support for the new Relate 5.0 ric R hearing aids, Some changes to our Capture All Performance tab. We have a new manual tinnitus program to offer patients. We've updated our training sessions and we now offer that AI dome proposer. We've made some changes to our automatic REM2 which I'm very excited to tell you about.

We have made some changes to Speech Intensifier with soft speech and we have even more. There's a lot to share.

As you all know, Relate has all of these unique experience innovations to offer patients and providers and These all allow us to personalize the hearing aid journey even further to curate a hearing care experience that's unique to the individual. Capture all has evolved and improved over the years. Since it was introduced with Relate 5.0 and the launch of Orofit 5.8, new enhancements have been made to Capture all to make it easier and more useful for you.

We have updated Capture All a few years ago and we included a coverage and a performance screen. The coverage screen has received fantastic feedback and it is one of my favorite things about our software. Capture all allows you to see see a snapshot of your patient's listening lifestyle and the percentage of time they spend in each of the listening environments that surround them. Really useful screen for counseling your patient and recommending the technology level that is going to suit them best.

While a lot of you appreciated the performance tab and the directional data you can see there, we also had received feedback that this screen was a little bit complex and some of you were a little bit confused about how to represent the numbers you see on the screen when you're working with patients. So based on this feedback, we spent some time consulting with our customers as well as our trainers and we are excited to introduce our new Capture all performance screen.

As you can see, we've simplified this screen by performing the second set of scores, removing the set of scores and showing a visual of the directional performance used for high complexity environments at each level.

We've also simplified the screen in the upper right hand side removing the high and low complexity toggle so the HCP can see the max microphone mode for both high and low complexity environments on one screen. We replace the performance labels with stars for easier understanding. We've also removed the environment icons since this information is readily available on the coverage screen and you'll see the graphic in the middle of the screen is unchanged and still features the patient's real world data on speech direction.

Here you can see what this screen looks like with the current technology level selected. In this example we are at the gold level.

Here you can see what this screen looks like with the current technology level selected at the silver level. As a provider myself, I find these images with the shaded areas that represent the various microphone modes more user friendly and easier to explain to patients looking at different levels of technology and which one is best for their needs.

The latest version of Orofit offers a dedicated manual tinnitus program that transfers over to the hearing remote app. I want you all to be familiar with where you can find it so that you can utilize this with your patients.

Here is a snapshot of our new Tinnitus manual program in ORIFIT 5.8. You'll be able to add this manual program when you go to Fitting Program Manager and then selecting Tinnitus from the available programs. You can see where it lies in the list of manual programs available. This new program is based on a conversation and quiet environment with Tinnitus masker activated. This manual program has been added based on feedback from customers who've asked for a program with a relevant Tinnitus label which will also appear in the Hearing Remote app.

And there in the right of your screen, you can see what that screen looks like in the Hearing Remote app on the page patient side.

As the name suggests, of course, the tinnitus masking noise is automatically activated for this program. Adjusting this in Orofit is the same as it has been for many years. To change the noise level and other tuning parameters, navigate to the tuning screen.

Next, let's go over how we can adjust the speech intensifier with soft speech.

Here is a reminder about where you can find the controls in the fitting software. If you go into fitting and configure features within SoundSuite OS. The speech intensifier Slider bar also adjusts soft speech for manual programs. It's a bit more simple or straightforward. For higher complexity manual programs, including all of the optional app programs, only Speech Intensifier will be active and adjustable.

For lower complexity manual programs where speech is likely to be quieter, only soft speech will be active and adjustable. As you can see, only the relevant feature slider will be available for manual

programs.

We also allow you to control Speech Intensifier with soft speech in a Remote Adjust session. If you're not familiar with our Remote adjust in Relate, it is an asynchronous way of transferring an adjustment from your clinic to your patient through the Hearing Remote app, and they can pick it up on their end whenever they have time or an opportunity. If you want to learn more about Remote Adjust and implementing this with your clinic and your patients, please reach out to your Unitron Regional Trainer and I know they would be more than happy to educate you on how to use this wonderful tool. But here is where you can adjust Speech Intensifier with Soft speech in a remote session and send these changes to your patient.

There's more to talk about with Orofit 5.8.

A very exciting update in Orofit 5.8 is that our auto rem, our automatic real Ear measures now supports the Med RX Studio. This is very exciting because this is a system that's very popular in the United States. We also include support for higher versions of other systems such as the ones listed below and in our user guide. You can see more details about Auto REM and which systems are supported.

We have also reordered our Configure feature screen. It flows a little nicely with the changes that we've made in the software and now the noise reduction sliders are together and Speech Intensifier is paired with soft speech.

We also have a new Trial Device Cleaning guide and this document will be very useful for those of you that use Relate Trial devices. This document guides you through how to reset and clean your Relate Demo devices between patients.

This is found in the Fitting software as it will be useful for your practice. You can find this document in the Help dropdown menu.

Next, let's go over some changes that we've made to the Hearing Remote app. Our latest version is version 4.5.3 and you are going to love what you're about to see.

With version 5.3 we're introducing a few great new app features, Find My Devices, some additional programs, and a Stay Connected feature. We'll look at all of these in detail.

Let's get into a very exciting change with Relate 5.0 which is find My Devices. The Find My Devices feature is new for the Hearing Remote app and it will be available not only for Relate 5.0 devices, but also retroactively for Relate 4.0 users as well. The Find My Devices feature can be found on the Devices tab in the Hearing Remote app. From here you can view a map showing the last known location of the hearing aids, and that's what you see here on the screen in the middle. If the hearing aids are still on and still connected, Bluetooth strength is shown to help navigate to the precise location.

Just a heads up that this feature is not available in Demo mode.

So what happens when one of the hearing aids becomes disconnected? If a last saved location is available for one or both hearing aids, this is what will be displayed in the app. So if all hearing aids are connected, their locations will be displayed and an icon will display their connected status. If one or both hearing aids are disconnected, their previously saved location will be displayed and an icon will indicate the disconnected status of the hearing aid. And this is what we're seeing in the middle in the last screen on the right.

This shows what happens if one or both hearing aids are disconnected and no previously saved location exists. No pin will be displayed.

Earlier we mentioned that if the hearing aids are connected, bluetooth strength will be shown to help navigate to their location. As you can see here, if a hearing aid is disconnected, the last saved location is available, but not the Bluetooth strength indicator.

And how will patients be made aware of FindMyDevices? As I mentioned, it's available for Relate 4.0 and 5.0 patients and new users will be notified of this feature during the app onboarding process. Existing relate 4.0 users will receive a tutor notification letting them know about this new feature as soon as they update to the new version of the app 5.3 they will get this tutor notification.

We have some additional programs in the hearing remote app that we're presenting to patients with our latest version in Relate 5.0. So we have two added programs that patients will see in the latest version of the Hearing Remote app and they can select these as they cruise through the program carousel. One thing I love is that in our Bluetooth telephone program, the hearing aids remain connected to the app while the patient is streaming a call and patients can head to the app to make adjustments to their call as it's happening. This was previously not possible with our previous version of the app. We also have that new Tinnitus manual program which I showed earlier.

It is available in demo mode and it makes it really easy and clear for users to see when they're headed to their Tinnitus program and when they want to start using it.

We've made a few changes to the connection management between the hearing aids and the hearing remote app, and this is called Stay Connected. So the app will attempt to connect to the hearing aids when the monaural hearing aid is not connected or one of the binaural hearing aids is not connected, or neither of them. So when the app is not maintaining a connection to the hearing aids, it will go into power Save mode in the charger when the hearing aid is out of Bluetooth range or the hearing aid is turned off. This means that it's saving batteries, saving power from the hearing aids.

The benefits of Staying connected mean that it increases the accuracy of Find My Devices and it enables a quick reconnection to the app when clients want to make an adjustment to their hearing aids. So we do recommend keeping Stay Connected on always and not turning it off unless there's a real reason to you I'm just going to turn my camera off because this is the conclusion of our Relate 5.0 RICR training today. I want to thank all of you for watching this course and participating in it and I'm so happy that you can take the knowledge that you've learned today and take it back with you to clinic, working with your patients and helping your relation patients hear as best they possibly can. I'm always here to help. Always here to answer questions for you.

Our Unitron training team is the best in the business and you can always reach out to your Unitron Regional Sales Manager or your Unitron Regional Trainer for any questions that you have about Relate. I am also the Relate Trainer and once again, my name is Courtney Smith. My email is courtney.smithnitron.com I highly encourage you to reach out to me at any time with any questions you have or any support you might need. Thank you all so much for watching our Relate 5.0 training today and enjoy your day.