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Get to Know Relate 5.0 ITE

Presenter: Courtney Smith, MA, CCC-A

Hello everyone. I'm Courtney Smith and I'm the Senior Manager of Audiology and Education at Unitron. I'm here today to introduce the relate 5.0 ITE. So let's go ahead and get started.

Here is our agenda for today's training. We are going to get to know the relate 5.0 ITE. This is a brand new member of the Relate platform and I am so excited to introduce it to all of you. Today we are going to review the sound performance features of the Relate 5.0 ITE. We are going to review the universal connectivity of this hearing instrument.

We are also going to go over some enhancements that we've made to the Hearing Remote app with this latest launch. We're going to go over some changes and enhancements that we've made to the ORAFIT fitting software.

And finally, not to leave our RIC patients out, but I do want to review our Easy Guard dome that we have brought to the market with this launch.

So let's go ahead and dive in to learn about the relate 5.0 iter.

We have expanded the Relate 5.0 portfolio to include custom in the ear models. Patients are certain to appreciate this new device with the easy Snap and Charge system. We are also bringing to this launch a standard battery relate 5.0 ITE10 non wireless omni. We will talk more about this product a little bit later in the presentation. We're also going to go over our Ear Match Advantage process today which is a very important modeling process that we use at Unitron to ensure that this device can be made as small as possible.

So just kind of an overview of what we're bringing with this launch. We're excited to introduce our easy to wear all new Relate 5.0 iteration, our first ever rechargeable custom instrument which features the Easy Snap and Charge system in the ITE Charger. An Ear Match Advantage really takes that

customization to the next level regarding sound and connectivity. Relate 5.0 features the sound performance and industry leading universal connectivity that patients are familiar with with the Relate 5.0 Ric. This is our first custom instrument to offer our binaural beamformer active focus and to make it easy for providers and patients.

Relate 5.0 offers access to our full suite of experienced tech tools including Tutorial, which has some exciting new enhancements. We also have a new one step pairing process as well as faster changes that we can make in the software to make your life easier. We will also go over a few more details about enhancements we've made to the Hearing Remote app and the Aura Fit fitting software. You we're very excited to introduce this brand new product to the market. It is designed to fit and it is built to last.

It is reliable and patients can wear it with confidence.

All the performance that we've offered in our rechargeable RIC products is now available in the Relate 5.0 Iter with no compromises. This device is available in five main colors including that high tech looking black finish which is expected to be a popular color.

Let's take a close up look at the key components of this custom instrument, starting with the obvious fact that it has a custom made shell. Our unique customization process Ear Match Advantage includes an intellivent which is uniquely created for each individual patient based on their ear anatomy.

One of the most exciting and noteworthy things to highlight is the fact that it is rechargeable. So this device has those built in charging components including the circular charging contacts on the face plate that make it extremely easy for patients to place in and on the charger.

Like our other rechargeable products, this product has an LED indicator to inform the user about the hearing aid functions. It also has a push button for on and off program change and volume control

functions depending on how you configure it in the software.

This entirely new faceplate design features a great new reliability feature, replaceable microphone protectors, and finally, while it is not visible, it is still worth mentioning that this is our first custom instrument with an accelerometer which enables features such as tap control and motion sensor functions. Let's look in more detail now, starting with the rechargeability, we are confident that patients are going to love the new charger for the relate 5.0 iter snap and charge. It's a unique and easy to use system with those magnetic charging points that grab and hold the hearing instrument very securely. Because of the unique faceplate design with the circular charging contacts, the instruments do not have to be in a specific position and either device left or right will charge on either charging point. It's also important to remember that the hearing aids will automatically switch off once they're placed onto the charging points.

The push button on this device can be configured or activated or deactivated in ORA fit. The hearing experience can be personalized using the push button to enable the user to switch the device on and off, accept phone calls or reject them, change volume or programs, reset or reboot the hearing aids, or activate flight mode depending on what is desired. The volume control function works for both acoustics during everyday hearing and stream signals during streaming programs.

Let's talk about the battery charging time in the Easyline Charger ITE, the battery will go from 0 to 100% in about three hours. And before we use these hearing aids for the first time, we do recommend as a best practice to charge them for the full 3 hours. 15 minutes in the charger will allow for a 30 minute add onto the charge time. So if you just need to put them in the charger to do a quick fitting, that is absolutely possible. So this is how long it takes to get the hearing aids charged.

But how long is the battery runtime?

In this era we like to discuss battery runtime values and so you're likely aware of our long standing rechargeable battery runtime of 16 hours which includes 8 hours of streaming. This is our expectation for this device. We verified this required battery runtime and we know that this is more than sufficient to get patients through an entire day of listening.

Many of our industry partners talk about maximum battery runtime, so we do like to show these values as well. When we fully charge these instruments and we take them out of the charger in a quiet environment with no streaming, with our automatic program SoundSuite OS running, we would expect a 29 hour battery runtime value in this device.

Here you can see the LED details of the charger ITE taken from the user guide. It is pretty much what you have come to know and expect from us with the green and red LED illumination indicating charging status.

A little bit more on the LED details of this hearing instrument.

When the patient pushes the button for two seconds, they will power on the hearing aid or put it into pairing mode. If you push and hold that push button for about four seconds, that will disable the instrument or turn it off. Patients can also put this hearing aid into flight mode by holding that push button down for full 10 seconds until the LED light illuminates yellow.

At Unitron. Personalization is very important to us and that is no exception with Relate. Relate 5.0. Iter is available in five main colors. Face plates and shells are typically matched, but there's also an option for selecting alternative colors for the shells, including clear, red and blue like you see on your screen.

You can also see the microphone covers available in gray and beige. Gray is used for the black and brown face plates and beige is used for cocoa, tan and beige.

To make fitting customs easy for you and make them easy to wear for our patients, we have introduced our new earmatch advantage modeling process. Our previous relate 3.1 products used ear Match modeling to optimize performance by compensating for individual ear geometry. Now, earmatch Advantage goes one step further, combining a deep fit modeling and smart vent and receiver selection for each individual ear. So let's talk a little bit more about this process.

Providers see the very beginning of the process, the ear impressions and the end result, which is the customized hearing aid that you fit to your patient using TruFit. But in between, there is a technology that makes Relate 5.0 iteration more than just a well fitted ITE, but a truly customized high performance powerhouse. There are important steps in this digital shell modeling process, including the intellivent selection as well as a new acoustically optimized receiver selection which allows us to make these hearing devices comfortable and as small as possible. So let's break this process down in a bit more detail.

Before we get into the earmatch Advantage process in detail, let's start at the beginning. We know that the first step to creating a well fitted custom device is a deep, well defined ear impression. To extract the most important information for the Ear Match Advantage modeling process, it's really important to that a full ear impression is taken and an acceptable ear impression like the one you see on your screen should look much like the one on the left, filling up the entire concha including the intertragal notch and anti helix going past the second bend of the ear canal. It should also be free of ear pockets and creases.

There are three parts to the digital modeling process called Ear Match Advantage. So this is the first step of that process where we receive that ear impression at the lab. We first characterize this impression and we start by analyzing a multitude of anatomical parameters, including 1600 data points on that little impression.

Next is the step where our recognition algorithm comes into play. We're able to use this algorithm to analyze the unique features of that impression and then search our comparative database to select a match amongst the thousands of ears that we've worked with over the years at Unitron.

Finally, in this first step, we then customize the calibration of the beamformer. We're able to create a response that's optimized for that individual's ear while creating an instrument that is as small as possible.

An interesting fact about this process is that we found that with this digital modeling, we are able to optimize the directional performance of the hearing aid. So with Ear Match Advantage, we're using the power of machine learning and that analysis of those 1600 data points to obtain a 2 dB improvement in directionality compared to custom products without this process, without that biometric calibration. So you can let your patients know that because of how we create this product, they're going to hear better in noise simply because of this customization that we're able to offer.

Choosing vent only based on subjective interpretation of an audiogram might sometimes fall short of delivering optimal wearing comfort and acoustic excellence. So we can do better. We have offered Intellivent for many years. What it does is it calculates an acoustic vent mass value for each ear to personalize the acoustics and deliver a snug but comfortable fit. The acoustic vent mass is calculated considering the required gain based on hearing loss, but mitigating occlusion feedback and really improving that direct sound benefit that the patients get.

Because of the Intellivent, we're delivering natural sound quality and we are increasing device acceptance.

Finally, the third step of earmatch Advantage is new and it is called the acoustically optimized receiver selection.

So this process takes the responsibility of selecting the appropriate receiver strength off of the provider. We're considering the degree of hearing loss, the data from all of the ears that we've worked with in the past to allow for that adequate headroom to be applied across frequency and the available ear space from this individual. And it's because of this AOR algorithm that we are able to make these devices as small as possible.

If you lean on us and our expertise to select the receiver for you, we can take all of this data into account and create a hearing instrument that is nice and low profile for the individual that's sitting in front of you.

So how does a provider use Ear Match Advantage when they're ordering the relate 5.0 iter? Well, the good news is it's very easy. When you place an order, you'll be asked to provide the following general information, which decreases time spent placing an order. As per usual, you'll provide your information and your patient's information, their audiogram and your well defined ear impression. You will input the product order information as well as selecting the technology level and the color.

And then in the third step of the order process, you'll be prompted to select Ear Match Advantage, which we do recommend. When ordering this product, you will also select the shell size, which we do recommend selecting as small as possible. This will be the most commonly selected option. Or if you desire a full shell, you could also choose that if you have a patient with dexterity concerns or a patient that makes that their preferred choice. So ordering this product is really easy.

For you. And that was very, very important to us.

Earmatch Advantage offers this precision and customization as individual values from each instrument are then transferred from the instrument to orifit upon detection. And all of these values that we calculated during this Earmatch Advantage process are used for the fitting. So you're getting precise decision, you're getting personalization and customization because you've checked Ear Match Advantage on your initial order.

So let's summarize the meaning of the earmatch advantage relate 5.0 lter packs, rechargeable power, premium sound, and universal connectivity in the smallest size possible. Earmatch Advantage ensures that best fit from the start, reduces, remakes, builds trust with your patients, and importantly, it opens up opportunities for custom solutions where you may have previously had to select a RIC or a BTE for someone. So the outcome that we're delivering here with earmatch Advantage is success with custom products.

Like our RIC and BTE instruments. The Relate 5.0 ITE is durable. So with wax protection for both of the microphones, plus that IP68 rated resistance to dust and water, These hearing aids keep up with patients as they move throughout the day. And this durability gives patients more confidence and reduces service needs. You can recommend this product for even your most active patients.

The Relate 5.0 ITE has been created to withstand the elements, so we have coated that battery in perylene. It's a thin, clear polymer that provides that added protection against moisture, air, chemicals, environmental exposure, etc. We've also used hydrophobic plasma in the coating of our microphone protectors. So if this hearing aid does get wet, you'll find that moisture beads just kind of slide into a droplet and fall off the instrument. It's a very thin layer, but it does allow this hearing aid to repel water.

So we want for you as a provider to be able to recommend this product to anyone, regardless of their lifestyle. And with these ads that we've made to this reliability of this product, you can confidently recommend it for anyone. We have also put this hearing aid to the test and here on your screen is just

an example of the mechanical, environmental and longevity testing that we have put this instrument through. Combined with extensive testing, the durability gives patients more confidence and again just reduces those service needs over time.

The care maintenance of the relate 5.0 ITE is seen on this. Regarding care and maintenance, we do recommend daily wiping of the hearing aids.

I'll take a quick pause for questions before we go into the relate 5.0 ITE 10 non wireless omni.

Now we're going to introduce the relate 5.0 ITE 10 non wireless omni, which is another addition to the Relate portfolio. With this launch, when you have a patient that places cosmetics at the top of their list, the Relit 5.0 ITE10 non wireless Omni offers a discrete alternative in the CIC and IIC form factors. These can be made with an optional push button integrated into the battery door. These are available at all technology levels so Platinum, Gold and Silver and this instrument is also IP68 rated. Reinforcing the durability of this dial.

Patients using the IIC form factor do have the option to make adjustments using the IIC remote control. If you have a patient that is interested in using this remote control with their order, please remember that it must be requested in the original order so the devices can be built to accommodate it.

The same five faceplate colors are available for this non wireless model shown here on the IIC with shells in red and blue as this is the most commonly used color for CICs and IICs. But the shells can also be ordered in any of the colors to match the face plate if that's desired. The shell can also be ordered as clear transparent.

Here are the power and performance details for the ITEs which match the performance of Relate 3.1 and Relate 2.0 hearing aids. So our receiver strengths have not changed throughout the years. You

can see that regardless of your patient's audiogram and their power needs, we do have something for everyone. It is important to remember that if your patient does need that added power and they need that Ultra power receiver, you will want to order the relate 5.0 iteration only for those patients.

Next I want to review the sound performance of the relate 5.0 iter.

Like Relate 5.0 RICS, at the heart of the Relate 5.0 Iter is the Era chip which delivers a remarkable combination of stability and power. Just as a reminder, AERA brought our industry leading universal connectivity to the next level for instant compatibility with all Bluetooth enabled devices. The new patented antenna design provides us with six times more wireless transmission power for a more stable Bluetooth connection resulting in streaming across two times the distance and uninterrupted hands free calls. So all of the processing power and capacity enables our best signal processing and sound performance yet. And now in a custom fit, let's take a quick moment to refresh ourselves on how Relate 5.0 handles high complexity listening situations, especially those with conversations in noise.

Our AI trained soundsuite OS uses all of the features in front of you you see on the screen to manage those high and low complexity environments. First, we're going to focus on high complexity environments and how SoundSuite OS automatically manages the most challenging conversations for our patients.

Relate 5.0 iteration is our first custom hearing instrument to offer Active Focus with dynamic noise reduction. This is a nice focus directional beam that is able to when the hearing aid detects our patient is stationary and it detects that there's loud noise going on around our patient with speech from the front. Active Focus with dynamic noise reduction adjusts in strength depending on the noise level and supports patients performance in these really demanding difficult listening situations. We added dynamic noise reduction into Active Focus with this latest platform because we know that this really helps reduce background noise from the rear hemisphere of our patient and this is on by default. It's

adjusted in conjunction with Auto Target Pro and the automatic program.

But we know that based on studies we've done, this feature, Active Focus with dynamic noise reduction really improves signal to noise ratio for our Relate patients.

Active Focus with Dynamic Noise reduction is available at both the Platinum and the Gold technology levels in a manual program. At our Platinum level, this feature is built in to the automatic program so patients can just enjoy the conversations even in loud noise without needing to take any other action.

Relate 5.0 Iter manages speech from any direction automatically. This feature has evolved over multiple platform generations and is known as Auto Target Pro. Auto Target Pro works in your patient's Favor within our SoundSuite OS automatic program to give your patients an advantage when speech is not coming from the front.

So as soon as SoundSuite OS identifies the environment that your patient is in and identifies that it is high complexity, it reacts. So as the name Auto Target Pro suggests, that beam former is steered in the direction of the identified speech location not only to the front, but not only does it steer, it also applies gain offsets to preserve cues to help maintain awareness that speech is coming from the corresponding direction. On top of all that, when speech is coming from the front, dynamic noise reduction provides a further signal to noise ratio boost.

Now let's Talk about how Relate 5.0 Iter manages low complexity environments. We know that these environments are very important to people and in studies that we've done at Synova we've found that most people actually spend more time in quiet environments. So performance in these environments is really important to people people. Let's talk about how all of these features work together to give your patients an advantage in quiet situations.

Relate 5.0 Iter has a feature called soft speech, so here you can see a speech envelope of a recording of a child's voice with some low level static noise in the background. With soft speech off, this is how we view this speech envelope. Now if we turn soft speech on, you can clearly see the peaks of speech, but between the speech sections the noise remains largely unchanged. So you can see we are really able to identify subtle speech cues and boost without elevating other potentially undesirable sounds. Soft speech is on as a default.

You do not have to turn it on in the software and it is available in both the Platinum and the Gold levels of technology within the Relate platform.

Let's take a moment to talk about the universal connectivity of Relate 5.0 iteration thanks to the Era chip with updated Bluetooth 5.3, Relate 5.0 provides faster data exchange and a more stable connection whether patients are on a hands free call or listening to their favorite playlist during a walk in the park. Relate 5.0 Iter provides consistent, high quality audio with a seamless and reliable connection and this is thanks to the ERA chip and its newly patented design taking that connection stability and efficiency to the next level.

And Sonova has been leading the industry for years with universal hands free connectivity. This is because we support classic Bluetooth so for Android phones in particular, hands free calling has been very easy for patients and providers and that continues with relate 5.0. Iter Bluetooth Low Energy Audio is a protocol that is also supported by us and that is how we interface with the NOA Link Wireless and Noelink Wireless 2. It's important to let your Relate patients know that they have the convenience of two active Bluetooth connections with this device so they can connect to two devices and go back and forth between them without having to turn one off to use the other one.

Relay 5.0 supports classic Bluetooth protocols for hands free calls, media streaming and more. In fact, six different wireless protocols are supported, three standard Bluetooth protocols and three Sonova

proprietary protocols. Each of these activates automatically when needed for control binaural communication and to stream high fidelity calls and media from multiple devices.

Relate 5.0 Iter also works with our wireless accessories and notably also has Roger Direct for easy compatibility with Roger microphones. It's great to be able to offer Roger to custom patients as well who might benefit and to know and understand that this custom product is compatible with all of our fabulous accessories.

Next I want to go into our Hearing remote app version 5.4 patients that are using the app currently will have their app automatically updated and this app is available on the Play Store and the App Store depending on the type of smartphone that your patient is using.

Here are the hearing remote app topics that we will cover in detail in the next few slides. We will go over how we have improved our tutor workflow. We will go over our one step pairing process and we will review our lifestyle tab enhancements that we have made with this launch. You.

We have enhanced our Tutor Experience tech tool with customized workflow. Tutor is a feature and a tool that supports your patient throughout their hearing aid journey and delivers nice little tips and advice and reminders when your patient is wearing their hearing aids. With this new launch, we have enhanced Tutor so that you can select More or Less Tutor Support when you are fitting someone.

When you select More Tutor Support in our software, it will offer your patient more reminders, more tips and the latest advice that they'll need with an increased message cadence so they'll get more support.

If you have a patient that is brand new to hearing aids and they might just need a little bit more, you can also select Less Tutor Support for patients who are experienced hearing aid wearers or have used relate devices before.

From a provider perspective, I really love these enhancements because patients can rely less on you for these little tips and reminders and they can just get them delivered automatically to their phone in a notification and it really just helps with hearing aid adoption.

The new customized Tutor workflow goes live with the launch of the latest version of our Software, which is Orafit 5.9. And so if you have if you're a provider who has used an older version of the fittings, that software, your patients will receive the More Tutor Support workflow by default. Patients who activated the hearing remote app before the new workflows went live will continue to receive the current messages.

There's another tutor enhancement that you will notice in the app which is Tutor Message Feedback.

So if a patient opens a Tutor message and scrolls to the bottom, they'll notice a feedback section where patients can respond to the question, was this message helpful? Once your patient selects yes or no, the feedback will submit and this will help make sure that they get the reminders that are really helpful to them and while they rate the usefulness of these messages for them.

At Unitron, we want to better understand how valuable your patients find individual tutor messages. So with Tutor Feedback, clients can provide feedback on individual messages and it will enable us to adjust and improve tutor messages to better suit patient needs.

Let's Go over one step pairing. This is a very exciting change that we have made with this launch. So whereas older devices, relate 5.0 RICS included, require providers to pair a patient's hearing aids in both the app and in the Bluetooth settings of the phone. Now those two steps have been made into one and there's only one place you have to go to pair the hearing aids and that is the hearing remote app.

After pairing Relate 5.0. Iter devices in the app, patients will see just those two devices in their phones Bluetooth streaming menu instead of three. For pre Relate 5.0 Iter devices, the phone's Bluetooth menu will still display three devices after pairing to the app and for streaming.

Here you can see the pairing steps for the Relate 5.0. Iter and older instruments.

Patients with older instruments than came prior to this launch will pair in the workflow that you see on top of your screen. So they will enter the hearing remote app and tap to start the pairing process. They will then tap to pair with the hearing aids and the pairing would be successful. Those patients with older devices would then need to head to the Bluetooth menu of that phone and pair within the phone's Bluetooth settings. And then that would lead to these hearing aids being connected to the app and connected for Bluetooth streaming.

With Relate 5.0 Iter, patients will start at the beginning by tapping to pair and pair to the hearing aids within the app. They will then see a message that the pairing was successful. They will then see a message that they can now stream audio and answer calls on the hearing aids. So again, it's a one stop shop, it's an easier workflow and it saves you time and energy.

Now let's go ahead and take a peek into the Lifestyle tab enhancements that we've made with this launch.

The Lifestyle tab, as you can see on your screen, is within the hearing remote app. And this is a way for patients to take a peek into their listening lifestyle. This is a great screen for counseling and I highly suggest taking a look at this screen along with your patients at follow up visits so they can get to know what kind of listening lifestyle they have. And what we often see is that as patients wear their hearing aids more and more, their listening lifestyle does diversify because they're more willing to expose themselves themselves to more challenging listening environments. So if your patients visit this

Lifestyle tab within the hearing remote app, they can now see what percentage of time they're spending in each listening environment and they can tap on each environment to learn more about it.

They'll then get relevant tips and recommendations for each situation so they can kind of have more meaningful follow up conversations with you about their needs. And as providers, we can really focus in on what kind of environments our patients are in day to day when they're not in our office sitting in front of us.

Next, let's review the latest changes to our ORA Fit fitting software. Foreign we're going to cover these exciting new elements and changes to ORA fit 5.9 or fit 5.9 is our latest version of the ORAFIT software and most systems are set to automatically update software. So if you are going to be doing a Relate fitting later, you should just take a peek in your software just to make sure you have the latest update. You can do that by opening up the software and going to file and software updates and it will let you know what version of the software you are running. So if you're up to date, you'll have the full support for Relate 5.0 iTunes.

We're going to go over those customized tutor workflows and like a little more in depth what those look like. We're going to go over the latest changes to our Auto Real Ear measurement system or we like to call Auto autorem and I'm going to talk about our new Easy Guard Vented Dome and the support that we have for it in the software.

You can find the new ITE hearing aids in the fitting software in the selection screen under Instruments. Here is that relate 5.0 iter rechargeable screen reflected. And here is the ITE10 non wireless omni. You can just take a look and familiarize yourself with what those screens look like now.

Now as part of this launch and the enhancements we've made to Tutor as part of the first Fit workflow, you can now select the appropriate level of tutor support for each patient, helping them get the support

they need when they need it. So as you're fitting a Relate patient, once that first fit is complete in its final step, you'll be prompted to select More or Less Tutor support and you can do that right here in this screen.

And those tutor workflows are customized. So as I mentioned earlier, just as a refresher, selecting more Tutor support means that your patient will get more tips and reminders and they'll get more support during their hearing aid journey if you select less tutor support during your fitting. That's perfect for patients who have worn hearing aids before or if they've worn relate devices before and just want to take you all on a journey through what those More or less Tutor Support selections in the software and what that gets you. So you can outline seeing above on the screen the tutor messages that your patients will get and if you've selected more Tutor Support schedule, you'll see that workflow. On top is an example of the reminders that they will get.

If you select less Tutor Support, you'll see that your patients will still get messages and support and notifications, but just not as many.

On day three, all patients will get a reminder to wear their hearing aids and this message will differ based on your patient's wearing time. So the Hearing Remote app is actually taking into account how much your patient is wearing their hearing aids and delivering a curated personalized message for how they're doing.

Another change that we've made with Orafit 5.9 is our new Control Delay. So Control Delay has replaced the startup delay and the startup push button delay. What it does is it disables all user control at startup for the selected amount of time, including push buttons, volume control, tap control, and the IIC Remote Magnet. You will find these startup settings in the end fitting screen in the ORA Fit Fitting software. When I was practicing in clinic, I always did like to incorporate a control delay for some of my patients who I might have had dexterity concerns for or potentially visual concerns.

So this basically would help prevent them from pushing the button and making any changes to the hearing aid settings. As they're putting the hearing aids in their ear, it just gives them a little bit of a buffer and some time to get that hearing aid seated before that push button becomes active and allows for any changes.

We have made some updates to our Automatic Real Ear Measurement system, including support for the Inter Acoustics Callisto suite. We've also updated this system for higher versions of other systems that you see on your screen. It's important to us that if you use AutoRedem in our software, it's as easy for you as possible and we want to make sure we're compatible with all of the devices that are more popular here in the United States. So if you use one of these systems and you're not yet familiar with how to set up automatic real ear measurements, we have instructions in our software and on our website on how to set this system up. It is extremely easy and our providers that use this system find it to be very user friendly.

Now let's take a look at something brand new. We have introduced an Easy Guard vented dome with this launch. We know this launch is about custom devices, but we didn't want to leave our RIC patients out. So all relate RIC patients now have the option of utilizing this fantastic new dome that we have brought to the market. Let's take a closer look at this dome and how it can save you time in your practice.

So did you know that up to 38% of service appointments are related to wax? If you've been practicing in the clinic, I am sure that this comes as no surprise to you. Wouldn't it be nice if you had an easy way to reduce this extra time that these appointments cause you? We know many patients are just not real diligent about cleaning their hearing aids properly sometimes. And so we are launching this dome because we wanted to reduce maintenance and just make your life easier.

When you're working with patients that do have high levels of earwax, Easy Guard is our solution. So Easy Guard ensures that patients have even more protection to enhance the lifespan of their hearing aids and makes it easier for them to care for them. These domes are easy to clean. They minimize interruptions in hearing performance due to wax buildup, and they're just easy for patients to work with. The result ultimately is effortless care and clear sound and stopping earwax before it reaches the point of the receiver, simplifying cleaning for everybody.

Here's a close up look at the easyguard dome. Easy Guard delivers value to you in your practice by saving you time. So it gives you that peace of mind. It kind of sets you apart because you can offer this to patients, especially those that walk in and you know that they're going to have wax issues over time.

A closer look at this device or I'm sorry, this dome shows how it looks a little bit different than our traditional dome.

So here on the slide you can see how there's that different tip, that different edge that comes up into the patient's ear and there's that sound transmitting membrane below it. So before wax becomes a problem, the design of the Easy Guard dome prevents it from traveling down and sitting on the ceru stop wax protection below. It reduces follow ups, reduces the need for appointments, and reduces the time on repairs. Because we know patients with wax issues tend to have more repairs and a shorter lifespan of their hearing aids. So this is a great solution for those patients and I strongly recommend that you dive in and try using them.

These domes benefit everyone. Patients have an easier time caring for their hearing aids. You save time and you just handle fewer repairs. You can spend more time helping people and less time struggling through wax problems.

The Easy Guard Vented Dome is selectable in Orofit 5.9, but they will not be recommended by our AI Dome proposer right now in the software until a subsequent release when all Easy Guard Dome versions are available. Eventually these domes will be seen in the software in other types such as power and open. But for now with this launch and this version of the software, the Easy Guard Vented Dome is what you will see. We do recommend changing the selection in orifice so the rule is if you're going to use it, choose it in this screen. We recommend as a best practice that you select whatever dome you have on that patient at the time and that you make sure that that's inputted in the software so the software can make the proper calculations for you.

So let's go ahead and recap everything that we learned about today with this launch. We have brought to the market a small reliable rechargeable ite with that easy Snap and charge system. We have brought you the Ear Match Advantage process. We can personalize this fitting like never before for each individual patient. We also have brought sound and connectivity that patients can rely on.

We have next level sound performance with this device. We are able to offer our patients features like active focus with dynamic noise reduction and soft speech. We also can offer because of the power of the era chip industry leading universal connectivity with this latest launch to our app and software. As a reminder we have one step pairing enhanced tutor workflows so that you can support patients regardless of where they're at in their hearing aid journey whether they're a new user or an experienced user. And we have updates to that Lifestyle tab.

This concludes our Relate training for today. I want to thank all of you for listening to learn more about the Relate 5.0 iteration and the Relate 5.0 10 non wireless omni device. We are so excited that our Relate patients can take advantage of custom offerings and now you can think about customs in a brand new way. Maybe in the past there are patients that you would not have thought of custom for and now you can. So thank you so much for listening.

Have a wonderful day and good luck. Fitting relate 5.0 iter.