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## Fall 2019-New Products on Discover Platform from Unitron

Recorded October 1, 2019

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AudiologyOnline.com Course #33936

Partner: Unitron

- [Kristina] Well hello there, everyone. Thanks for joining us today. My name is Kristina Petraitis, and I'm one of the Senior Regional Trainers here at Unitron, and for the next hour with me, I'm going to share some of the details on our new products within our Discover Platform. But before we get into the details, I need to take a quick moment for some housekeepings. First housekeeping is I will in that chat box periodically glance over if you have any questions and try to answer them timely or direct you when I may be actually addressing that question throughout the presentation, and then the second housekeeping that we need to get over is reviewing these objectives for the course. And so the first objective is that we're going to identify the benefits of Unitron's newest products, including how advanced a performance can provide an easy first fit for your patients, the sound performance and the technology, and being able to provide for your patient's busy lifestyles. After this course, you'll be able to describe the features and benefits of the new products along with identifying the suitable patient profile for each style option that's available. And lastly after this course, you'll be able to describe the benefits of our SoundCore technology on our Discover Platform.

So, spring 2019, Unitron launched Discover, and we highlighted three chapters. The first chapter, Fit. Fit was the first fit strategy that enables you to confidently and quickly fit patients in the first appointment and send them out for a positive real world assessment. Our customers have shared that their patients have been wowed at that first fit. Second chapter was Love. Your patients have loved the sound performance through SoundCore that lives inside the Discover products, igniting every conversation, and making your patient feel like they're 20 again. And the third chapter, Go, connectivity and rechargeability. The Go theme of our Discover is about how easy and convenient Discover hearing aids have been designed to fit into a patient's day so they can always be ready to go. This season we have some great and exciting new additions to the Discover family of products. With the launch of Discover, we introduced lithium-ion rechargeable and direct connectivity for both Apple and Android

smartphones. For this Go chapter, we're expanding the styles on Discover to include a telecoil option for our flagship RIC Moxi Jump R T, and our very first BTE with direct connectivity and lithium-ion rechargeable Stride P R. So let's take a look at the Moxi Jump R T. Our popular Moxi Jump R RIC product is now available with telecoil, expanding the connectivity options for your patients. The addition of the telecoil adds another way to support your patients to connect in their environments. Telecoils provide patients with additional connection to loop systems at home or in public venues, or for compatible landline phones. Discover Moxi RIC comes still with those SDS 4.0 receivers, and reminding you these are not backwards compatible with our prior Moxi, for example on the Tempus Platform. These are designed to be easy to use, increase wearing comfort, and support the rich sound experience of direct streaming media.

So how do they differ? The notable difference with the SDS 4.0 receivers is that they have that three prongs, versus the prior receivers had two prongs. And the available size length is your zero, one, two, and three. With these receivers, the domes have optimized shapes for increase retention and wearer comfort. The cap dome has the same performance as an open dome, but it's designed for those very, very small ear canals. It is supported with four power levels to accommodate majority of your hearing losses; Standard, moderate, power, and ultra power. I want to remind you all that moderate is our default receiver, and we provide that because it actually offers more gain in lower frequencies, it has three to four dB higher peak gain, the acoustical performance is quite close to the P receiver, but what's nice about the moderate receiver is that you can have an increased fit rate because it's got a smaller housing size. Unitron is extending its products within Discover Platform, and as I said, we are so excited to introduce our first lithium-ion rechargeable BTE Stride P R. The Stride P R, our first connected and lithium-ion rechargeable BTE is inspired by the award-winning design detail that Unitron is absolutely known for. Your patients who benefit with the BTE style will love it. They will love it with the organic shapes and

flowing lines that both look and feel comfortable against the skin. They will love it because it's beautifully finished with that G2 curvature that showcases that smooth, flawless finish. Your patients will love it because it's easy to find that multi-function button. Your patients will love it 'cause it's easy to identify left, right with those codification markers. And lastly, your patients will love it 'cause it's designed and achieves the IP 68 rating of protection against moisture and debris. To complement our new BTE, we have new slim tubes. The sound delivery system for Discover BTEs has new redesigned slim tubes. The new system has been designed to be easy to use in combination with all of our new domes. We have four sizes to fit different ears, including a new double zero, extra small size, and then our standard size of zero, one, two, and three.

Please note that actually the SDS 4.0 slim tubes are not backwards compatible to our previous platform BTE product. Just like the Moxi RIC domes, the slim tubes use the same domes. We have our power dome, the vented dome, open dome, and then the small cap dome. The Stride P R is available with a filtered ear hook, or a slim tube. With our lithium-ion rechargeable, they are shipped in stock mode, and this is when they're shipped as a brand new instrument or even shipped when they come back from repair. So what is stock mode? It is putting the hearing instrument in an ultra low power consumption while being transported, or while being stored. It is important that the hearing aids must be taken out of stock mode before programming. This is simply done by putting the hearing aid into the charger to wake them, until the light starts flashing on the hearing aids. This takes approximately about 30 seconds. And when removing them from the charger, they automatically turn on. So to avoid depleting the battery prior to the fitting appointment, you can either turn the hearing aids off manually by pressing and holding the lower button until you see the red that turns it off, or keep them in the charger plugged in. Moxi Jump R T uses the same charger as our Moxi Jump R. Stride P R has a brand new charger design with room for larger ear molds, thus it's not compatible with the Moxi products. They both automatically turn

on when removed from the charger. The hearing aids wake up within one and a half seconds after being removed from the charger, followed by the standard six second boot up. The hearing aids turn off when inserted into the charger. The hearing aids can also be turned on, turned off manually by pressing and holding the lower part of the button on each hearing aid for about three seconds until the indicator light changes. The completely built-in sealed battery eliminates the battery door opening on standard battery styles to provide an even more robust hearing aid design. The battery has been engineered to last for six years and will provide a full day of use, including streaming on a full charge.

An indicator light built into the button shows status of turning on, which would be flashing green, off would be solid red, and entering flight mode, which is solid orange. While charging, the indicator light shows the charging progress. Three hours provides a full charge from empty. An optional power pack is only available for Moxi Jump R T, and this allows for the hearing aids being charged up for an additional seven days, or say, seven full charges without having to be plugged in. The power pack requires three hours to fully charge up and delivers those seven additional charges. Reminder, with Discover, we have direct connectivity to both ears for both Android and iOS devices, and even flip phones using Bluetooth Classic. Bluetooth Classic has been the gold standard because of the stability, not just for hearing instruments, but for all consumer electronic devices. Supporting your patients, be it in a RIC or BTE, there is no need to hold a phone at all as the hearing aid picks up the voice using the hearing aid microphone and sends it into the phone using the Bluetooth connection. It's a true hands-free experience. Your patients can conveniently answer or reject calls on the phone call, or during the calls, adjust balance between call volume and environment sounds using the multi-function button on either hearing aids. Because of using Bluetooth Classic, pairing is super easy. Once the hearing aids are programmed and closed out of the session, pairing Discover hearing aids is just like pairing any other Bluetooth device, just four easy steps to get them up and running quickly so they can

experience their real-world assessment, hearing not only in their environments, but also the seamless connectivity with their technology. The Moxi Jump R T and Stride P R provide your patients with direct connectivity to both ears. Your patients can also benefit with exemplary TV sound, or from any other multimedia source using the TV connector, hence why I call it the multimedia connector. So using the Sonova AirStream technology, the TV connector streams sounds to both ears, and it is compatible with Dolby stereo audio signals.

How does your patient benefit with the TV connector, or as I said, the multimedia connector? Everybody can then listen to the TV at a comfortable level. As I said, the TV connector, or IE, the multimedia connector can be used with TV, computers, tablets, or any device with an audio out. TV stream signal volume can be adjusted using that plus or minus button on the TV connector. And while streaming, you can adjust the balance between the TV volume and environment sounds using the multi-function button on either hearing aids. So both of these styles, your Stride P R and the Moxi Jump R T features that multi-function button. The convenience of adjusting volume, program, stream signal quality, answering, rejecting, ending a call is all accessible at ear level, and majority of these operations are also customizable for your patients using the Remote Plus app. That's converting your patient's smartphone as a remote. Our Moxi Jump R T and Stride P R comes in our extensive selection of 10 designer colors and are available in four technology levels, which we will discuss very shortly.

So now with more form factor options, your patients will absolutely benefit from the amazing quality and connections that Discover Platform provides. And with more rechargeable options, your patients will love their experience, even more as they'll always be ready to chat, charge, repeat. All of this comes together to give patient experiences that they will love, so they will always be ready to go. So the amazing sound experience for your patients starts from the beginning with the first fit. Our Discover products start with a flatter frequency response which has delivered natural

sound right from the get-go. And the fitting is efficient with our five click or less workflow guaranteeing that all of the information is collected to provide the best possible sound quality at first fit. To gain more details with this workflow, it will be further explain in an upcoming AO on TrueFit later this month. In order to achieve great sound quality, Stride P R and Moxi Jump R T hearing instruments must match the fluidity of real-life, seamlessly transitioning to accommodate a variety of situations and needs. Your patient with hearing loss need their hearing aids to perform differently in different situations, just like their auditory system used to do for them, and the hearing aids need to do it with human-like precision so that your patients wearing them simply experience different listening environments like they used to.

SoundCore is the highly intelligent signal processing systems that lives inside our Unitron Discover hearing aids, delivering optimal sound performance and enabling a truly exceptional hearing experience in any environment. SoundCore is made up of four powerful features; SoundNav 3.0, Sound Conductor, spatial awareness, and Speech Pro. SoundNav 3.0 uses the best classification algorithm comparable to young normal listeners to identify your patients' ever-changing environment with human-like accuracy, so that SoundCore can provide the best listening experience in every situation. When sounds enter the hearing aids, SoundNav intelligently identifies and classifies them into seven key listening environments; Quiet, conversation and quiet, conversation in a small group, conversation in a crowd, conversation in noise, noise, and music. With Discover, SoundNav 3.0 comes with MediaNav, an extension of SoundNav for those stream signals. Your patient can easily string content like music or podcast from any of their devices directly into both hearing aids, and MediaNav will automatically classify the signal as music or speech, and adjust it accordingly. MediaNav is applied for any stream signals, including those streaming directly from a smartphone, tablet, or computer and it also applies to the signal stream via the TV connector, ensuring an all around exceptional hearing experience. The processing of SoundCore starts with SoundNav 3.0, to know what type of environment the patient is

in. Once SoundCore knows what environments it's in, Sound Conductor uses the information to dynamically balance three features; speech enhancement, noise reduction, and directionality. The synergy of these three Sound Conductor features creates a comfortable, natural listening experience with clearer speech in every conversation in any environment. Noise reduction makes listening more comfortable by decreasing the volume of distracting noises of all kinds. Noise reduction decreases the gain in the frequency bands where noise is the dominant signal. Sound Conductor is a unique feature in that not only does it apply noise reduction to turn down the volume for noise, but it simultaneously applies speech enhancement to turn up the gain for speech. Speech enhancement increases the gain in the frequency bands where speech is the dominant signal, making it easier to hear people when they're talking by increasing the volume of their voices. And depending on the environment classified by SoundNav, different directional microphone features are applied.

For quieter environments, our most advanced directional feature is spatial awareness. And for louder, more complex environments like conversation in a crowd and conversation in noise, we offer Speech Pro. SoundCore uses spatial awareness in quieter environments to put sounds in their place in space. People with normal hearing use the difference between when and how loud the sound are when they enter the ears to determine where sounds are coming from, but when hearing aid microphones are placed behind the ears, these crucial cues created by the shape of your ears and head are lost, making it hard to know where sounds are coming from, leading to a feel we call internalization. Internalization doesn't have to happen anymore because spatial awareness brings back these natural cues with an innovative microphone strategy. Four microphones work together to deliver varying directivity across different frequencies to each hearing aid. The result, sounds are externalized, acoustically separated, and perceived in their accurate locations, providing a more realistic sound experience.

Spatial awareness ensures that the hearing experience is natural like a first-time patient is expecting. Simply improved hearing with no compromises. Speech Pro is our most advanced feature. SoundCore uses it to help wearers understand speech and know where it's coming from in the most challenging conversation environments, and Speech Pro uses a three-part strategy. First, Speech Locator uses the microphones from both hearing aids to figure out where speech is coming from. Second, Speech Focus directs the focal area towards the speech, dynamically adjusting depending on where the speech is coming from, be it left, right, front or back. And thirdly, because it knows where speech is coming from, Spatial Speech reintroduces localization cues by adjusting the level of amplification in each ear. This means we can give back subtle cues that have never been available in directional microphone systems before. With Spatial Speech, we are able to achieve what no other directional microphone feature has been able to do, which is maintain localization abilities while still focusing the microphone being on the person speaking, no matter where the speech is coming from, even in the most complex listening situations. And this is available in our premium product Discover 9.

So with Discover 9, your patients get premium SoundCore performance in seven environments, including Speech Pro that helps them focus on speech and know where it's coming from in crowds and background noise. With spatial awareness, they enjoy improved awareness of where sounds come from in quiet, as well as delightful music. With Discover 7, your patients get advanced performance in six environments with SpeechZone 2, a great feature that will help focus on speech coming from the front and sides in challenging situations. Spatial awareness provides improved awareness of where sounds come from in quiet or listening situations plus an automatic music program. They are sacrificing on Speech Pro, our most advanced feature that restores natural localization cues in the most complex environments, something that isn't available in any other directional microphone system. With Discover 5, your patients get standard performance of SoundNav 3.0 in four environments with MediaNav.

Discover 5 also includes that spatial awareness feature to restore cues for localization to help them know where sounds are coming from in quiet environments. However, they are missing out on the ability for the hearing aids to focus on speech coming from different directions in noisy situations, and to automatically engage in a music program. And with Discover 3, your patients get the basics. They get two environment in SoundNav 3.0 with limited ability to adjust automatically to accommodate multiple complex listening environments. It does not utilize binaural forming in any environment, so there is no spatial awareness feature for quiet environments, and noisy environments make use of a traditional directional approach. Your patients will truly love the experience, and this is concluding the technical part of our session.

So the next exciting discussion is expanding our offerings under Insights. FLEX is designed to make the experience of buying and wearing hearing aids feel easy, flexible, and empowering. FLEX tools continue to expand, and we have an exciting addition within Insights, but before I give it away, the new invaluable tool, let me set the stage. It's all a familiar story. Your patient buys hearing aids, your patient wears hearing aids, your patient calls you after nine months with broken hearing aids. They come into your office, bring the hearing aids along with all of the things you gave them in the bag nine months ago. You can quickly see the problem. The wax guards are completely blocked. You show your patient the problem, and you let them know that they need to check and change the wax guards, and then you hear it, "Well, nobody ever told me that." Oh, you sigh and proceed to pull the patient's wax guards out of the bag that they brought in, and show them yet again how to do it. And you know you did the same thing nine months ago because one of the wax guards is missing, the one that you used to demonstrate. Have we not all been there? A term you may start seeing in research and literature is hearing aid management.

So what is hearing aid management? Hearing aid management are all the things that the hearing aid owner, IE, your patient is responsible for in terms of ongoing use,

handling, maintenance and care of their new hearing aids on a day-to-day basis. The things that they need to do to incorporate their new hearing aids into their life successfully. Training and education from the hearing care professional is a critical component to the hearing care journey to set a patient up for success with their hearing instruments. A lot of details go into that first appointment, and we know you don't have as much time as you would like because you a lot of things to do. Studies actually estimate that hearing care professionals are spending anywhere between 45 and 70 minutes instructing your patients on hearing aid management during the first one to two months after a fitting.

So what information are you offering your patient when it comes to hearing aid management in the fitting appointment? Feel free if you want to chime in with that question, what do you talk about at the hearing aid fitting? What do you share at the hearing aid fitting? Okay, so I got some answers here, so Dominick with adaptation issues. And then Jacklyn, pieces, parts, care, cleaning, adjusting to the hearing aids. I can start seeing that lots of people are writing, thus we cover a lot. Realistic expectations. Just the basics, they usually don't remember half of what I tell them, it depends on if they did a FLEX:TRIAL or not. And somebody's like how to put them in and take them out and charge. So you're all, yeah, you're all thinking the same, so here are examples what you already sort of listed some that you would cover in the first appointment, and you even listed more. So you're correct, how to insert and remove the aid from the ear. How to insert and remove the aid from the charger, or change the hearing aid batteries. And then how to keep the hearing aids clean. So as you notice, this does sound like a familiar process that you have, more or less, and it seems pretty straightforward, right?

Well, let's dig a little deeper and look at a few of items involved in, let's say instructing someone on putting their hearing aids in and out. So they need to know when they put their hearing aids on the following, so let's use an example with a patient. Alex, I'd like

you to get to a point where you can put your hearing aids in first thing in the morning and take them out at bedtime, but take them off before you shower and use hairspray, so actually you'll be putting them in after you've finished all of your personal grooming. Now let's practice putting them in and out of your ears. See this little red dot here? That tells you that this is for your right ear, red for right. The blue dot is for your left ear, blue has an L in it, so it's for your left ear. You're going to take this earpiece here and push it into your ear. Don't push too hard on the wire because you don't want to damage it, but push hard enough to get it right down into your ear canal. You might need to pull down on your earlobe and wiggle it in and pull on top of your ear to straighten out your ear canal to make it easier. Now loop the hearing aid over the top of your ear, make sure the wire is sitting close to the side of your face. Don't worry about that tickle or the itching, you'll get used to that. You can always put a little bit of lotion in your ears, just not too much because you don't want to plug out that hearing aid. Mary at the front desk can give you some drops that will help with the itching. Oh, you don't need to take your glasses off to put your hearing aids in, the hearing aid will sit right beside your glasses. Oh yeah, then there is a little plastic tail, you want to just tuck it into the ball of your ear here. It helps to make sure that your hearing aids don't fall out. Properly inserted hearing aids shouldn't ever fall out, so don't worry. The retention tail will shape to your ear after a few days. See how I just put that hearing aid in? I know I've done it a few times, so I make it look easy. It's going to feel awkward for you at first, but you'll get there with practice.

Some people find a mirror helpful, and some people find that a mirror makes it harder. When you're ready to take your hearing aids out at the end of the day, just grab onto the wire as close to the earpiece as you can and gently remove it from your ear. Unhook it from the top of the ear, and put them into a safe place. Got it? Okay, now you try. So, overloaded yet? Your brain confused? And that was only covering putting ear and taking out the hearing instrument. I haven't gone into the details with charging or changing the batteries. I'm sure you've had patients looked completely shocked to

even learn that hearing aids require batteries. And then, oh wait, did we not yet cover care and maintenance? You all have been doing this routinely, you're somewhat on autopilot. Just take a moment and put yourself in your patient's shoes. Imagine how you would feel. These are just a few things that your patient would have to learn and remember. This is the face, the face of your overwhelmed patient after all of that. They've just heard a lot of new information. And even for a new patient, they are hearing sounds for the first time, which in itself can be overwhelming. And then you are adding all of the hearing aid management.

So how confident are you that all of the information you just presented to your patient in the past 10 to 20 minutes has been heard, understood, and then will be acted upon when they leave the office? I've mentioned and outlined 26 items that you almost certainly include in some way in that first fitting appointment with your patient to help them ensure success with their hearing aids. This may be followed with here's a print out with some of the highlights of the things that we just went over for you to review in case you forget what we talked about, and sometimes even and the user guide is in the box here in case you need something to help you fall asleep at night. And then the inevitable one, call me if you have any problems, and I will see you at your next appointment. 26 items. Might seem like an overwhelming amount of information to learn, but actually, a recent survey of hearing aid users and hearing care professionals in Australia found that the actual number of things that your hearing aid patient must learn or understand in order to use, handle, manage, maintain, and care for their hearing aids is 111 unique items. And this number keeps growing daily as technology is evolving.

Thus, it will come as no surprise to you then that studies of hearing aid owners found that 25 to 65% of the information that they were given could not be recalled four weeks after it was provided. 50% of hearing aid owners self-report not receiving enough help from their hearing care professional. Given the last statistic presented, it's likely that

you did provide the practical information, but it just wasn't remembered, but nevertheless, this is what your patients are reporting. And this all leads to an alarming finding that 90% of hearing aid owners demonstrate difficulty with basic hearing aid management tasks. So if your patient is going to learn and acquire the skills required to manage their hearing aids where are they going to learn it from? First and foremost, they are going to learn from you, and the relationship that you develop with them. But we know that despite your best efforts, you are transferring a lot of information about brand new technology in a short period of time to your patients. Maybe you have one of those patients who comes back to their next appointment with a list of questions written out, three pages, double-sided.

So maybe you offer aural rehabilitation classes to your patients, or maybe they go online to external resources like YouTube or other forums to seek out the information that they just don't know, and we know that everything we see online is accurate right? So your patient relies on gaining hands-on experience determined to get better as they go, or maybe they rely on the support of family members, caregivers or friends to help them out. People do learn in different ways. As hearing aid technology converges with consumer electronics, the responsibility that falls on the shoulders of you as a consumer electronics expert continues to grow, as does the expectation of the patient that you will be available to them to solve any and all problems related to the use of the hearing instruments and all of its functionalities. We know we can do better for your patients and for you by unloading some of the clinical burden with a technological innovation designed to truly make your patient's life and your life easier. I'd like to introduce you to the latest addition to Insights our new coaching tool as part of our Remote Plus app designed to assist you in transitioning your patients to being more self-reliant and able to successfully manage the day-to-day care, handling, and management of their hearing aids. Because you can't be with your patients 24/7 in the real world, our new Coach feature at part of Insights is designed to step in for you to assist with helpful reminders and instructions related to the hearing aid management

tasks. So what is a coach? Think of a sports coach. This type of coach can be defined as someone who assists someone else in developing to their full potential. They do this by analyzing performance, instructing in relevant skills, and providing encouragement. So what is Unitron's Coach? Just like a sports coach, Unitron Coach uses Insight's data, like usage, ratings, and overall satisfaction to analyze the use of performance, and provide meaningful and relevant instructions and skills pertaining to hearing aid management.

Our Coach will also provide encouragement your patients so often need in those first few weeks of new hearing aids. Our Coach helps you coach your patients towards the most successful integration of their new hearing instrument into their life. Coach sends timely, personalized, and highly relevant information throughout your patient's journey. On that very first evening with Moxi Jump R T or Stride P R, your patient will get a notification and link to watch a video reminding them how to charge their hearing instruments. It is specific to the hearing instruments and charger that they have, so just when they start to think, "Oh, what was I supposed to do with these things tonight?" Coach steps in with a helpful reminder. The next morning as they are getting their day started, they get another notification and link to a video reminding them how to make sure they've got their hearing instruments in properly. Coach is there to step in when you can't be there, smoothing that road to successfully trialing their hearing instruments and ensuring that it doesn't get derailed by something unrelated to sound and hearing.

A few weeks in, after the system has analyzed the patient's usage of the hearing instruments, they might get a notification encouraging them to keep up the good work and keep wearing their hearing aids. At this point, we will offer them a link to watch a video on how to keep their hearing aids clean, reinforcing what you've surely already told them, but reminding them at a time that they likely might be starting to encounter wax issues. So what are the benefits of using Coach? First and foremost, you will have

the peace of mind that most of the instructions that you just told your patient in that first appointment will be reinforced through reminders after they leave the office. You also get the benefit of less repetition of the information you've already provided, combined with the fact that you'll be gathering better data through Insights every time your patient opens up that app. All of this means that you'll be able to focus your time, your energy, and your expertise at follow-up appointments at providing the best, most personalized hearing care experience to your patients. So who would benefit using Coach? We know that boomers are increasingly connected, they're using cell phones and even smartphones more than they used to.

So today, boomers do represent 25% of the population, and they're spread over 19 years, and that's a massive generation to treat as one homogenous group, so let's split these into two groups. The first nine years are the older boomers, and the next nine years are the younger boomers. So this is Jackie. She and about 37 million other people in North America are what we call older boomers, and over 40% of them own a smartphone. Alex and his group are the younger boomers. There are more of them, and they are actually more digital. Alex was exposed to the digital revolution in a different way than Jackie. This makes Alex different than Jackie in his own digital comfort and expectations. So when considering Coach usage, the Alexes of the world would easily adapt to such innovations. This is so simple to set up. All you have to do to access these benefits is enable Insights. Taking the time up front to get Insights enabled could save you from spending those precious minutes at their next appointments re-instructing and repeating the basics about hearing aid management. There are two options. The first option to take advantage of Coach is at the completion of the first fit configuration workflow when you connect your patient's hearing aids for the first time. You are asked to enter your patient's email address and click enable. I want to remind you that the email address is optional and it's actually not needed for Coach activation. The purpose for the email address is then tied in where when they receive a notification for their overall satisfaction and actually do not respond, the email

will be the secondary means of communication to forward that overall satisfaction question. Thus your patient receives a question rating zero to 10, how satisfied are you with the performance of your hearing aids? That email will only be sent if the patient has not answered like I said at least one of those satisfaction questions within 24 hours of the notification being sent. And please note, the email entered is encrypted and only serve to communicate to your patient the overall satisfaction question. Unitron takes privacy seriously, especially following HIPAA regulations. Enabling Insights would be visible when you are signed into your TrueFit, using your myUnitron account. And if you actually don't have eServices, a myUnitron account, please contact your customer service.

The second option is in the software under end fitting, Insights Setup. For Discover hearing aids, enabling Insights in the Remote Plus app for your patient is as simple as a click of a button. In the Insight Setup page, ensure all the steps have been followed, and then you would click enable. Since the launch of Discover, you no longer need to send an invitation email to your patient and there is no need to manually enter in that activation code in the app, all your patient needs to do is pair their instruments with the Remote Plus app, and activate the feature during the app setup process. A new edition with the screen now offers the ability to enter or update the patient's email address. More on that very shortly. And then just a side note, only new Discover fittings fit with TrueFit 4.1 will have Coach enabled. Pairing to the Unitron Remote Plus app is extremely easy. In three easy steps, downloading the app, turn the hearing aids on to put them in pairing mode, and finally, open the Remote Plus app. Once opened, you go through the setup process, you accept the privacy policy, you pair the hearing instruments, you choose to activate Insights, and then once complete, they will start to receive Coach notifications right away. They can also start sending ratings to you. So how is it for your patient to view these notifications? So how does a patient access the Coach notifications? Your patient accesses notifications by clicking on the notification in the notification center of their smartphone. How can a patient find the notification on

their phone if they don't click on it right away? So to view push notifications on your smartphone, you would swipe down from the top of your screen. The Coach notifications will appear in the same location as notifications from other applications. Your patient cannot view notifications in the Remote Plus app. And if you're wanting to disable these notifications, it's controlled under the settings notification within their smartphone. And there is no difference with Coach notifications for FLEX:TRIALS versus standard instruments, and that's if you transfer the fitting within the software. Unitron Coach through Insights provides support to your patients intuitively using the Remote Plus app. You will absolutely have peace of mind with reinforced reminders to your patients. Your patients will gain a personalized hearing care experience.

Our last section is a shortened discussion, as there is like I said an upcoming AO later this month for TrueFit version 4.1. TrueFit version 4.1 is the fitting software that will be required to program the additional form factors that we discussed. I will briefly go over some of the updates within TrueFit version 4.1. Just a friendly reminder with our Discover products, the Noahlink Wireless is the programming interface. To put it in pairing mode for those rechargeable, there are two options. The first one, the easiest is inserting the rechargeable instruments into the charger, and then removing them. If you have no charger at arm's reach, you would need to turn off and turn on the hearing instruments, and reminding again that's done by pushing and holding the down multi-function button 'til you see the red LED light, then you would push the down multi-function button until you see the green LED light. So update one, email address for overall satisfaction emails.

So with the implementation of the initial configuration, and that's that first fit flow that we introduced with version 4.0, on the final screen, so this is the initial configuration complete screen, when prompted to enable patient activation for the Insights feature, overall satisfaction, it wasn't intuitive that the user had to enter the email address before pressing the enable button. If the user pressed enable before entering an email

address, there was no simple way for a user to subsequently enter an email address. Well, we flipped that. The enable button after the text box is now, sorry, so we flipped that with the enable button after the text box for entering the email address to imply the order of one, enter the email, then two, select to enable. In addition, we are replacing the overall satisfaction email toolbox with the feature to allow you to add or update a patient's email address after enabling your Insights. The new toolbox has a single button which launches another dialog to add or update the email address. If no email exists in the system, the display shows a blank text box, and the user can enter the email address. If however an email already exists in the system, the display defaults to that email, and the user has the option to change it if desired. Second update, recalculate the feature that we've improved on.

So we appreciate the multiple feedback from you and other hearing care professionals about the prevalence with which the recalculate dialog continually pops up during the course of the fitting. The need to display the dialog was implemented, there was a purpose because in the past, certain hearing care professionals who were not quite familiar with programming or using our software would not select the recalculate to apply proper calculations based on the programming changes. With the recalculate popup, we have added some flexibility by adding an ignore checkbox to this dialog. So this, by selecting this option, it will minimize the dialog with only an okay button to confirm you neither want to A, perform a recalculate action at this moment in time, nor B, do you want to see the dialog prompt again for the remainder of the active fitting session. The ignore setting will expire when the current session is closed, and so will always be shown at least one time during an active session when you make a change that warrants a recalculation. And note, that recalculate button will still always show highlighted in orange when a recalculation is required. The third update, the graphics on the technology change screen popups have been updated to reflect our new branding that was introduced with Discover. You can see these images when you hover over the eye icon. Spatial awareness, the animation has been replaced with a

single flat image. SpeechZone 2, the images have been replaced with newly branded images. And Speech Pro, an animation showing the different states has been replaced with a set of three flat images.

Again, all of these images come from the Discover marketing pieces. Another update is our RECD Wizard. So we are adding a new wizard to enter and change the RECD measurements. The wizard will ensure the user records all of the relevant data for an RECD measurement. So it's select to enter, RECD. You would then make the relevant selections for earpiece used for the measurement, coupler used for reference measurement, measurement equipment, which you can see as the default for future entries, and the date the measurement was taken. You can then enter the data points on the graph, then on selecting okay. You will see the data points entered on the graph. The values are not directly editable on the graph and you need to run the wizard again to either change existing settings, and that's down there on the bottom, or create a new RECD. You can delete an individual RECD entry by clicking that delete button, where you are prompted to then click or delete, or cancel. importing an RECD from Noah, if all required details are available from Noah, then the RECD settings are automatically added to TrueFit. If however the data imported from Noah does not contain all of the required details, the wizard will be shown and the user will need to manually add the missing content before being allowed to select okay and add it to TrueFit.

As you've listened to everything we have now available in our Discover Platform, we offer a stylish design Moxi RIC products with the addition of t-coil, and now Unitron's first ever lithium-ion rechargeable BTE Stride P R. You can see that there's absolutely plenty to be excited about, beginning from a great first impression with the ability to stream phone calls and other media directly from any phone hands-free to both ears. I'll take a pause, I see Sarah, it's encouraging that there is an allowance for adding a manufacturer other than Audioscan. Is there any timeline on interoperability with other

equipment? So Sarah, with that question, I know that on our product roadmap, we're looking into this, but at this current time, I have nothing to sort of give you a definite timeline. Just to conclude, coupled with our unique FLEX experience, letting patients try before they buy with FLEX:TRIALS, using Insights with the addition of Coach, providing meaningful and relevant instructions and skills pertaining to hearing aid management, and future-proofing your patient's devices with FLEX upgrades, all of this creates a totally personalized solution and experience your patients will love that can't be found anywhere else. I want to thank you all for your time. I wish everyone a great day, and hopefully not too hot of a day, and I am happy to remain on to answer any questions. You're all very welcome. Thanks everyone again for joining.