



# Coach

Coach helps your clients integrate hearing instruments into their lives with personalised, timely and helpful tips, reminders and advice



Enhance your in-clinic counseling with everyday, at-home support



Help new wearers in their daily transition to hearing instruments

## You experience:

- A way to provide easy, automatic support beyond the clinic - simply activate insights and Coach will send notifications directly to their smartphone via the Remote Plus App.
- The potential for fewer follow up calls, saving you time.
- The opportunity to provide a unique and memorable experience for new clients.
- The freedom to prioritise what matters most during the appointment with Coach offering invaluable support for managing finer details.

## Clients experience:

- Personalised support delivered to their smartphone automatically, when they need it.
- Peace of mind and satisfaction knowing they have assistance in managing the day to day use and maintenance of their hearing instruments.
- Less pressure to remember everything they learned in their fittings appointment.

**Get the most from your experience! Contact Unitron to learn more.**  
**Visit [www.unitronvivante.com](http://www.unitronvivante.com)**



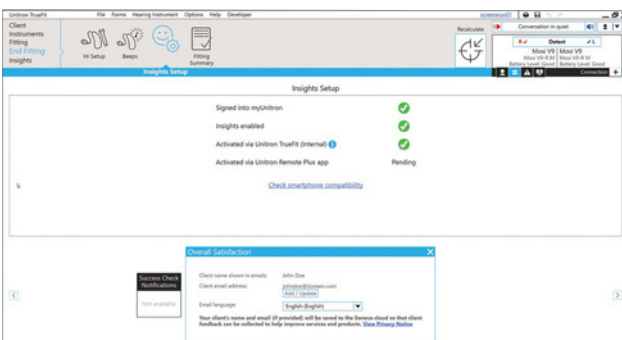
Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone **deserves to Love the experience.™**



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## Getting started

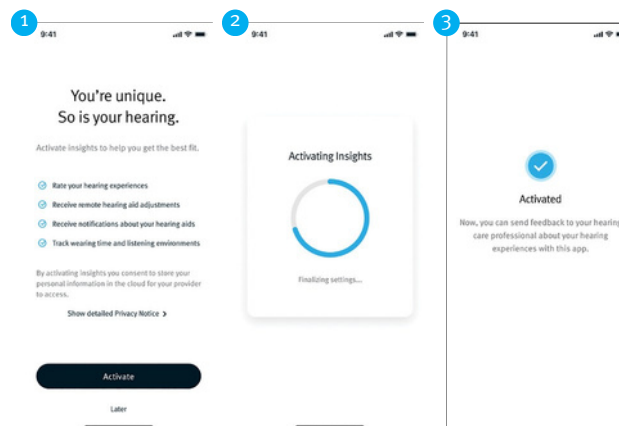
### Step 1: Activate Insights



- For clients to receive Coach notifications, ensure you are logged into myUnitron with Insights enabled at the time of the fitting

End Fitting > Insights Setup

### Step 2: Client Insights activation



- Simply download the Remote Plus app
- Pair their hearing instruments
- Activate Insights



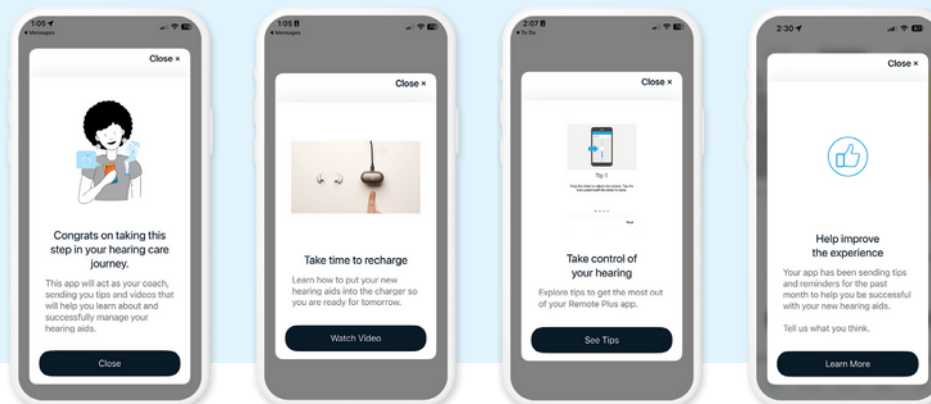
#### Notes:

- If your client chooses to activate Insights later, they can do so by tapping More in the Remote Plus main menu, then Insights Settings
- You can check that your client has activated Insights on the End Fitting > Insights Setup screen

## How your clients receive Coach notifications

Coach uses Insights data, like usage, Ratings, and overall satisfaction to analyze your client's experience and provide meaningful instructions and tips. There are many potential notifications that could be sent, from instructional guidance on hearing instrument management, tips on usage, and messages of encouragement.

For additional context, please see the sample of notifications included on the next page.





## Sample Coach notifications

Outlined below is a sampling of Coach notifications in three categories. This is not a comprehensive list, and notifications can change over time based on feedback. Tips, advice and reminders are sent based on clients' individual journeys, ensuring they receive a personalized experience that delivers the most meaningful information to them at the appropriate time.

### Encouragement

Ears feel itchy? Your own voice sounds different? Some sounds are overwhelming? This is normal, with time and patience, you will adjust to the new hearing aids.

It's important to wear your hearing aids as much as possible so that you can properly adjust – aim for more than 8 hours per day.

Hearing aids deliver sounds to your ears that you can no longer hear naturally. The more you wear your hearing aids, the more your brain adjusts to these sounds.

Hearing aids can improve quality of life with sounds not heard in a long time. Did you know they also reduce the mental effort required to hear conversations in social situations?



**Note:** Coach messages can include various types of media, such as a picture, a how-to video, a link, or they can take the client to a specific section within the Remote Plus app.

### Tips

Red is for your right ear, blue is for your left ear. Getting your hearing aids in properly ensures you get the best sound and comfort.

Two long beeps tell you that your batteries are very low. Learn more about how to change them.

Don't put hearing aids or chargers in checked luggage as they contain lithium-ion batteries. Some airlines require Bluetooth™ devices like hearing aids to be switched into flight mode.

Ratings can help your hearing care professional better personalize your hearing aid. Submit a Rating to share how well you've been hearing.

If you think your hearing aid isn't working, make sure to visually inspect for wax in the ear piece, or debris in the microphones, and make sure it has fresh batteries.

If you want to learn more, or have questions about your hearing aids, check out the Support section. You will find a list of how-to videos and the most frequently asked questions.

### Maintenance

Learn how to put your new hearing aids into the charger so you are ready for tomorrow.

Open the battery door to turn off your hearing aid and store in a safe place overnight.

Sound enters your hearing aids through microphones and exits into your ear canal. Learn more about how to keep microphones and ear pieces clean.

It is normal to have more ear wax than you had before. Your hearing care professional can tell you how to safely clean your ears. Learn how to change your wax guards.

Keep hearing aids in a powered charger when not in use. Your hearing aids automatically turn on when they're removed from the charger or when left in an unpowered charger.

For optimal battery life, wait 1-3 minutes after removing the tab before closing the battery door, and remember to turn hearing aids off when not in use.

Hearing aids should not be worn in the shower, swimming, or in heavy rain. If hearing aids get wet, do NOT put them in the oven or microwave, using a dry-aid kit is recommended.