

Welcome and house keeping

Webinar FAQs

How to ask a question:

Click Q&A, type your question and Send.

Where to get the handout:

Download from Pending Courses

Or Click on link from Chat

How to earn CEUs:

After the webinar, go to your Pending Courses and pass the multiple-choice exam.

For assistance or tech support:

Call 800-753-2160

customerservice@audiologyonline.com

Use the Q&A window



INTRODUCING
Moxi V-RS



Moxi V-RS



TURN UP THE DIAL

on hearing in style

with award-winning design
& sleek rechargeability

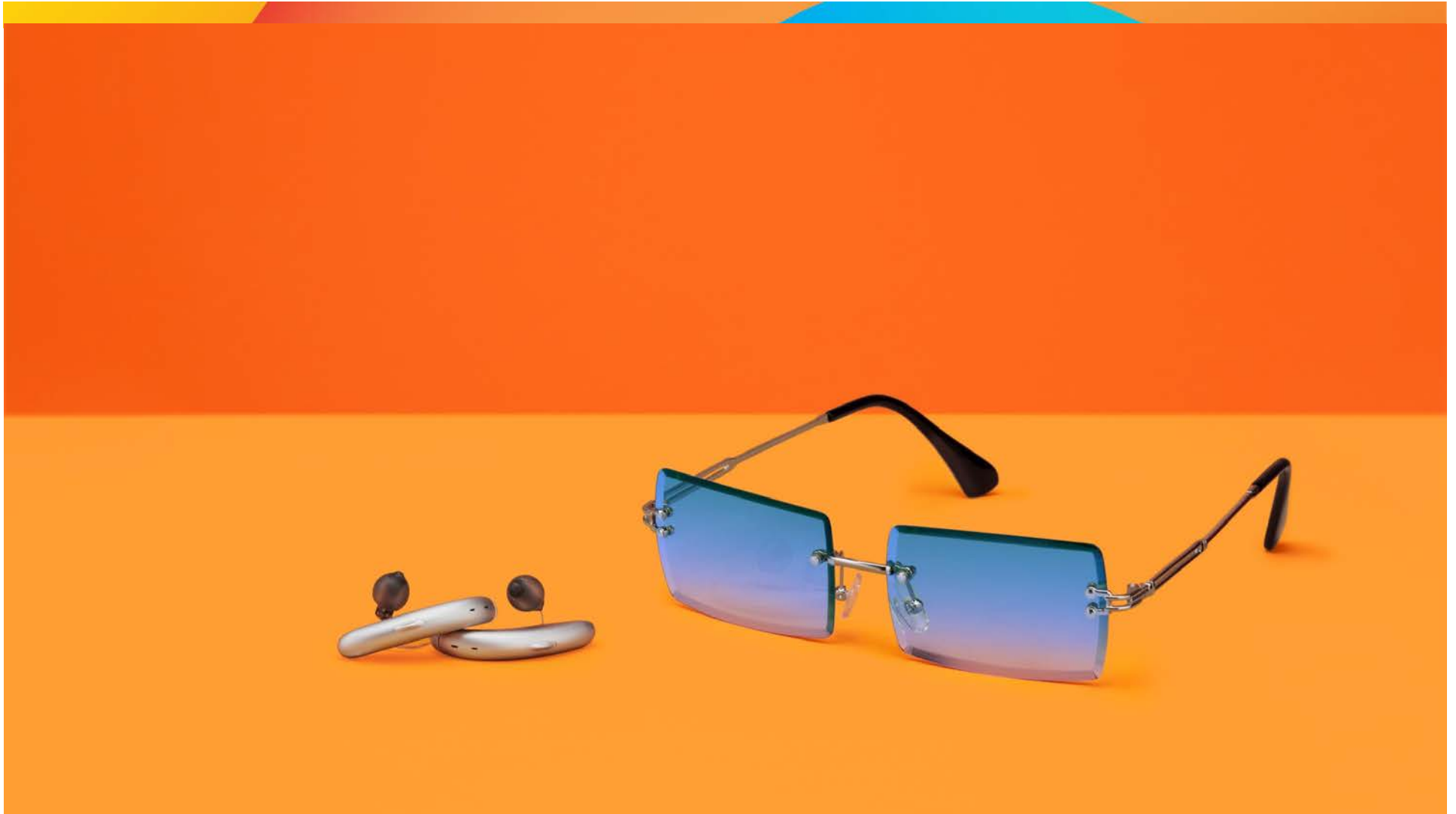




LOOK AS SPECTACULAR
as life
sounds



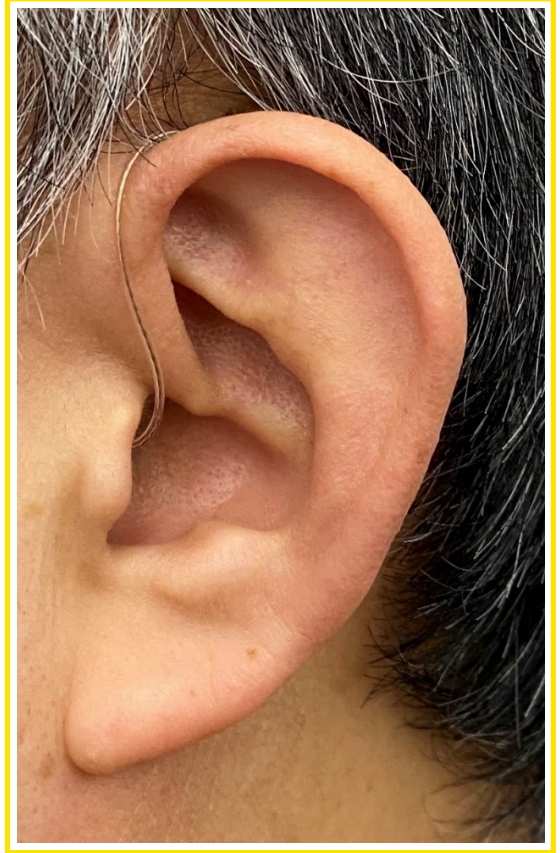
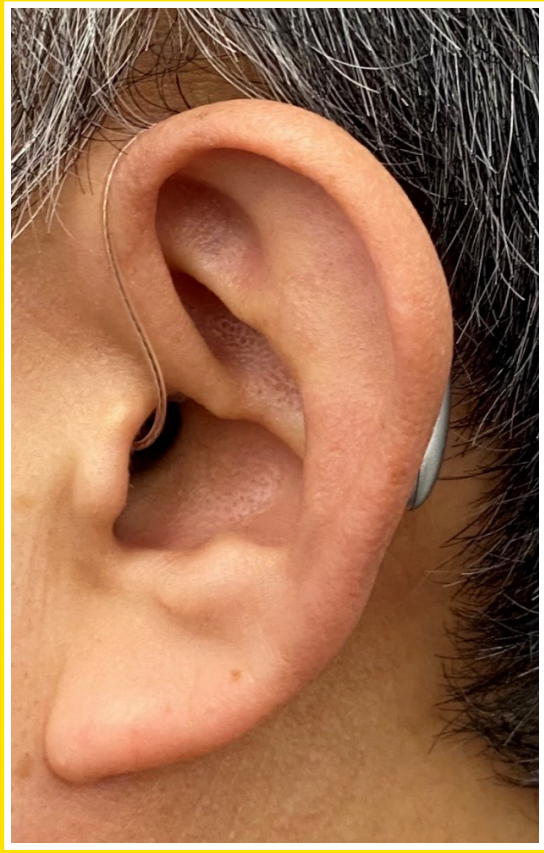
Moxi™ V-RS





**We invited people to talk about
their personal style...**

- Design is very important to me.



unitron™

Vivante RIC Styles



Moxi V-RS

Moxi V-RT

Moxi V-R

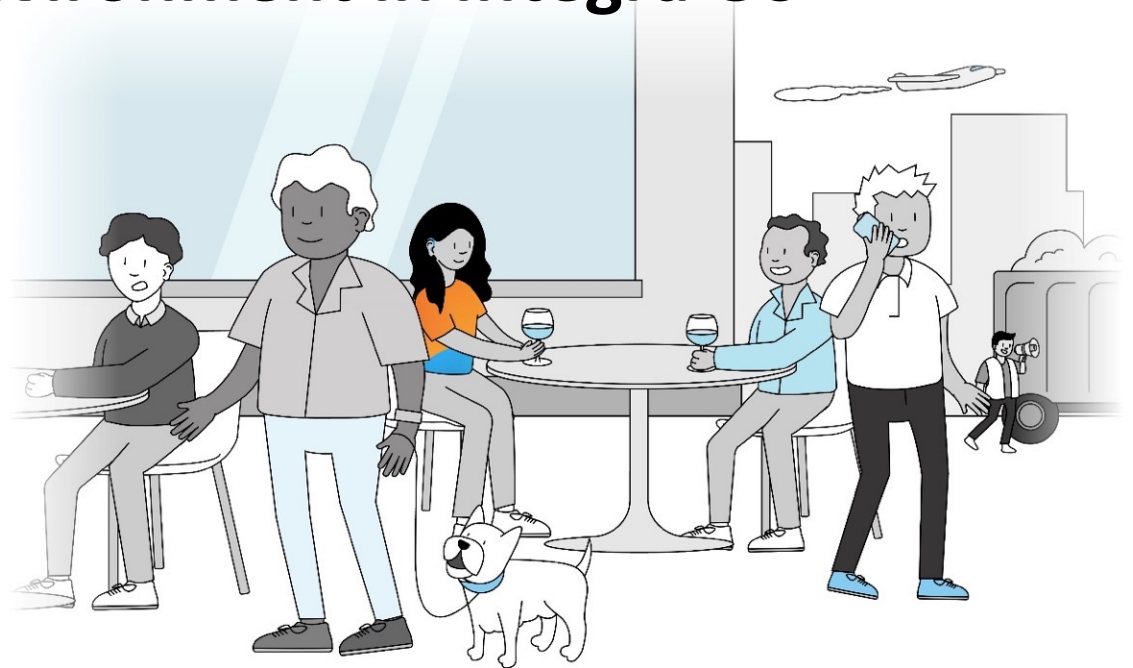
unitron™

What's new?

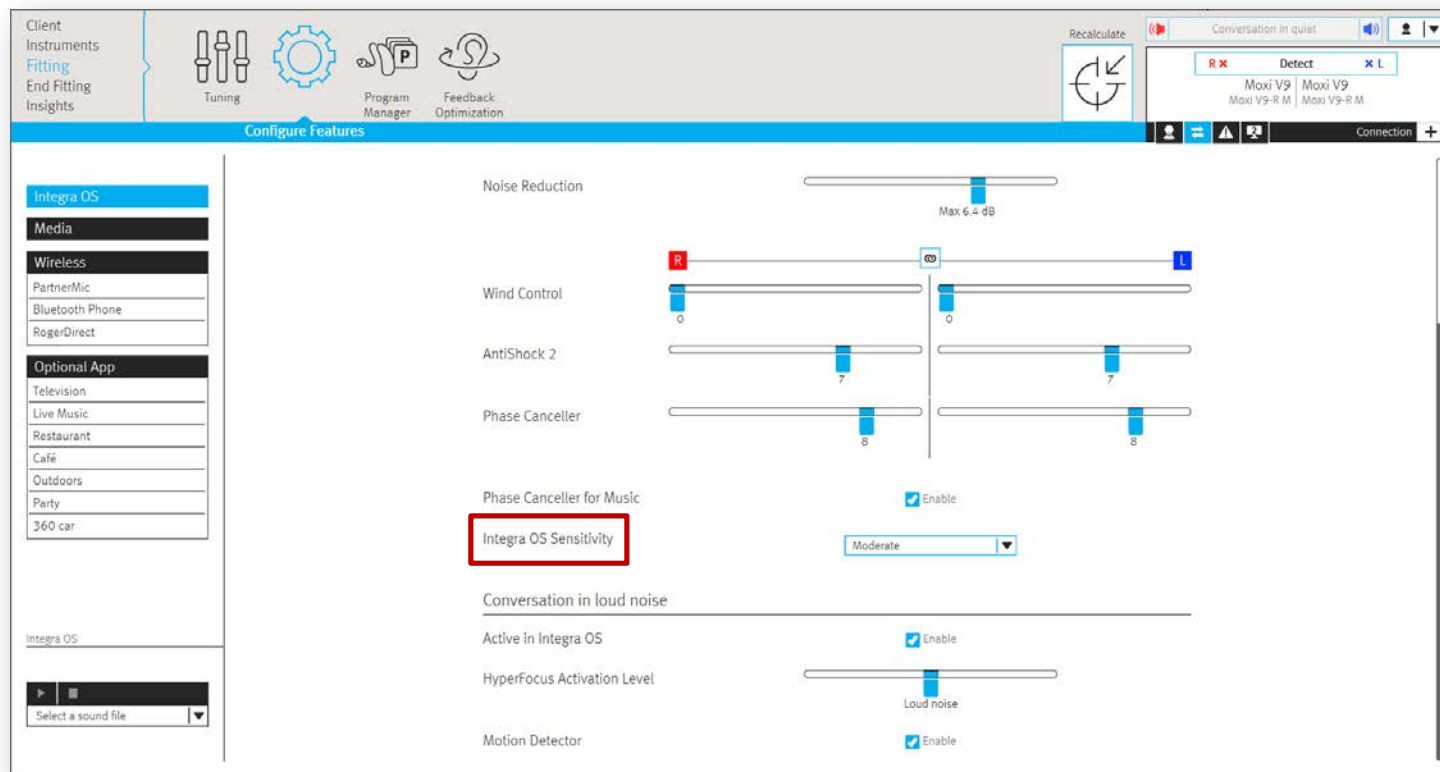
Sound performance

New 8th listening environment in Integra OS

Conversation in loud noise
with HyperFocus

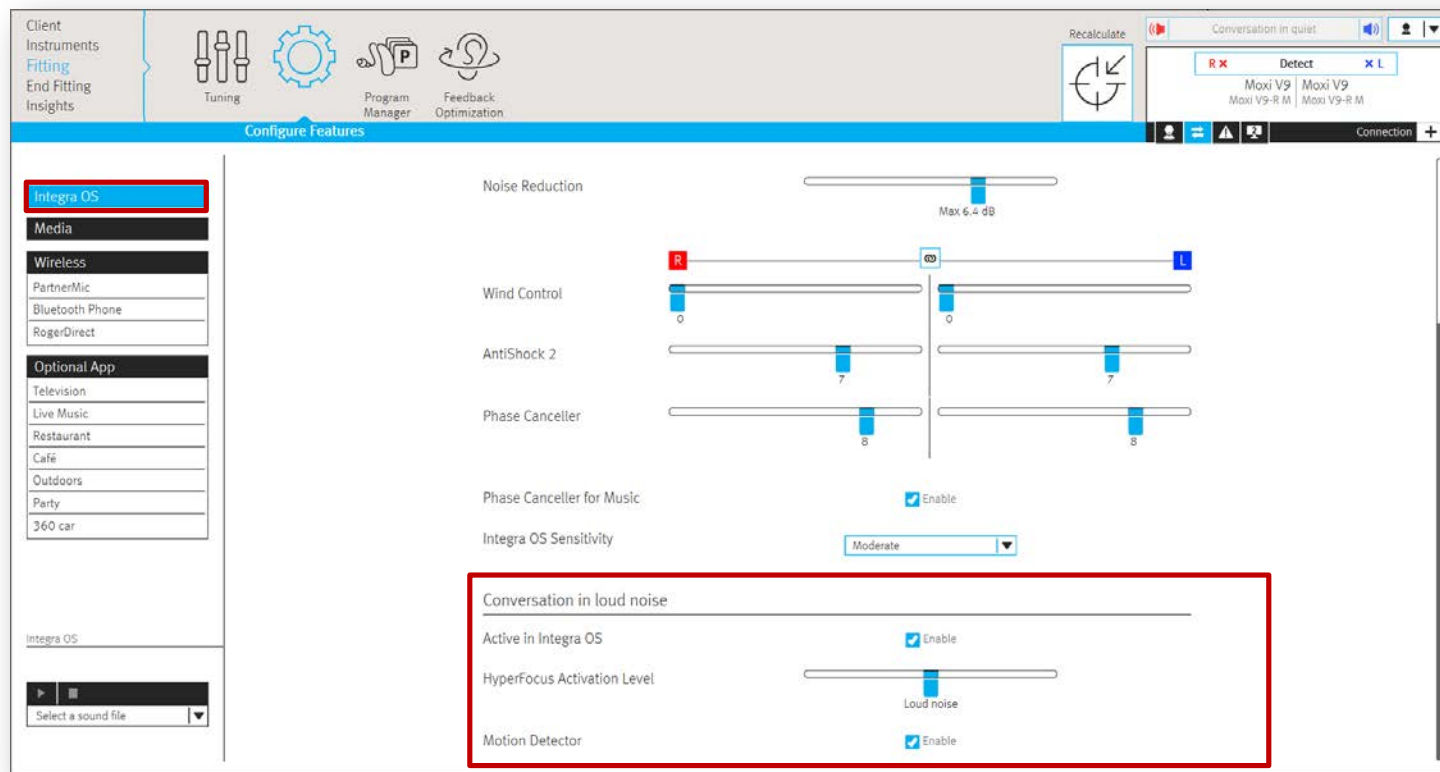


Configure Features Screen: Sensitivity



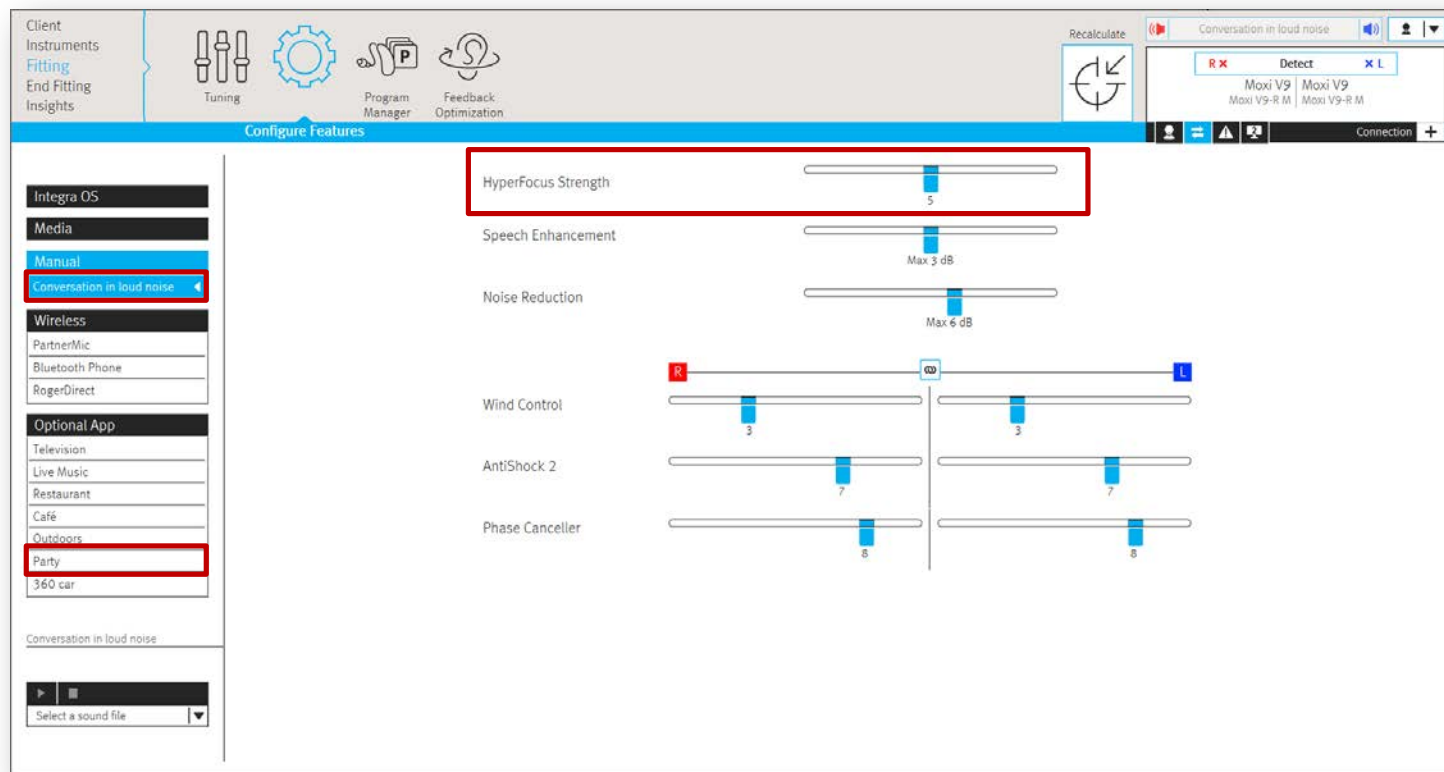
unitron™

Configure Features Screen: New Conversation in loud noise section



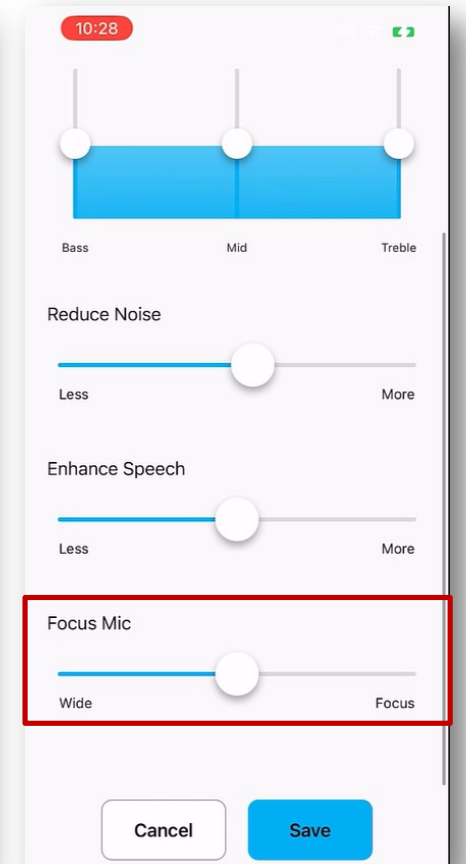
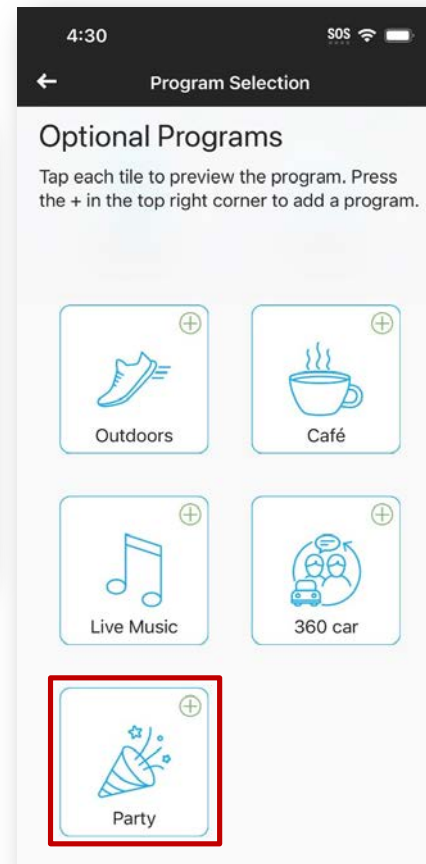
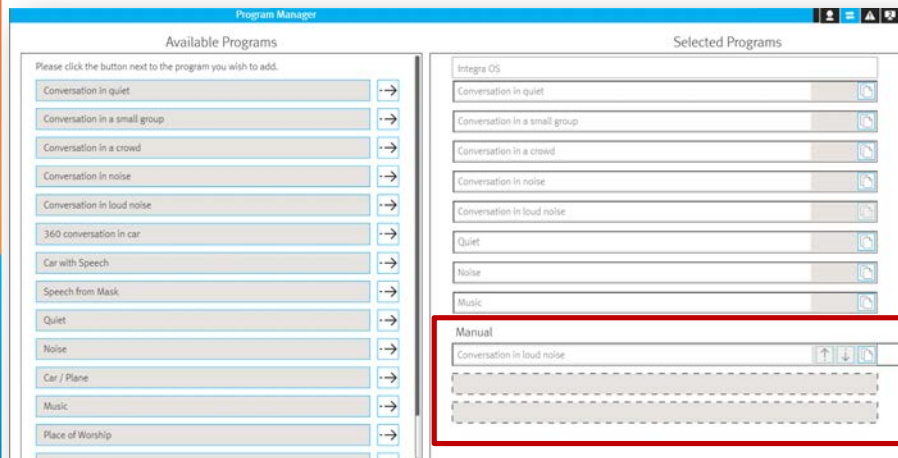
unitron™

Configure Features options for Conversation in loud noise manual program & OAP

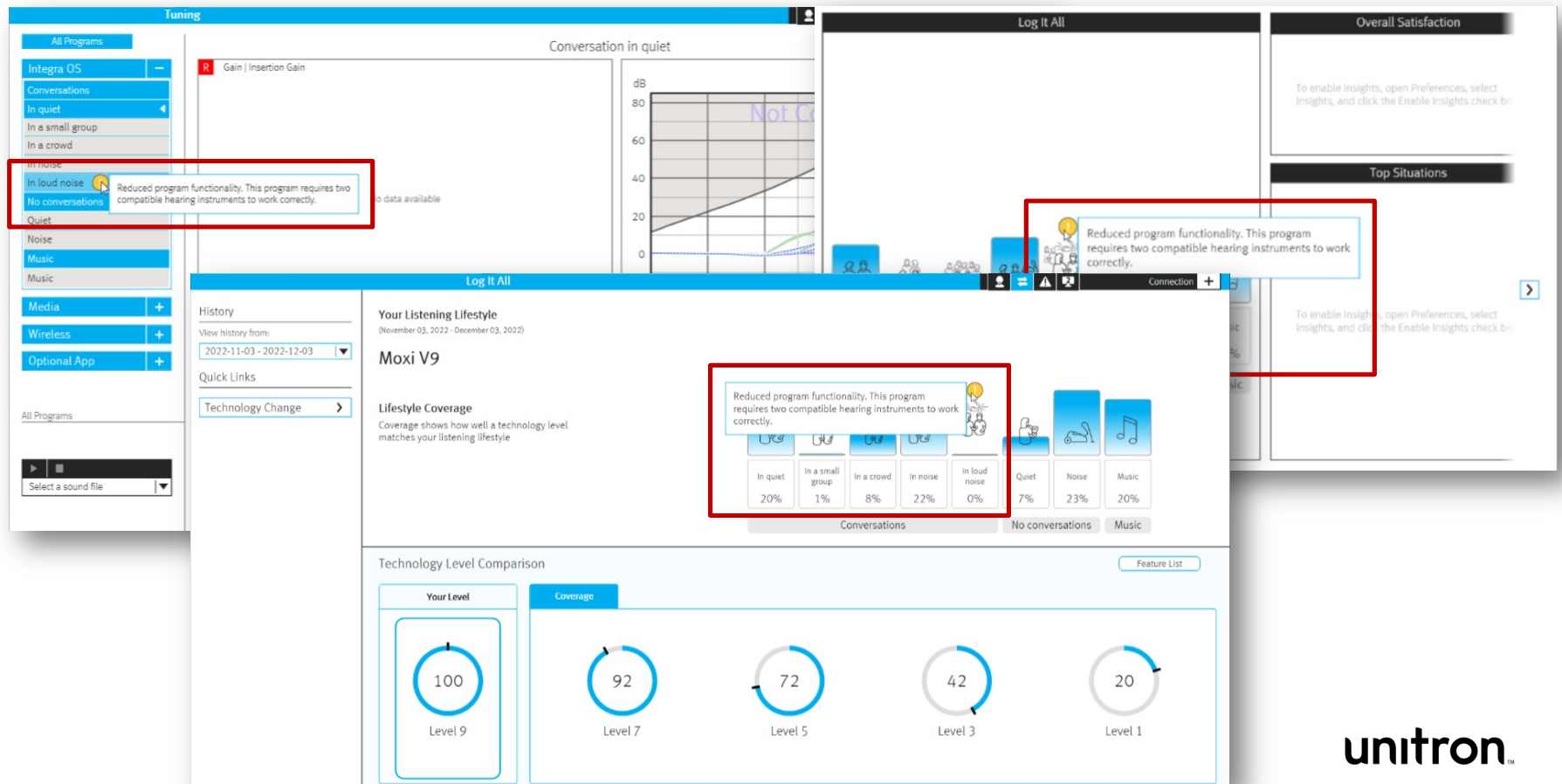


unitron™

HyperFocus in manual/optional app programs

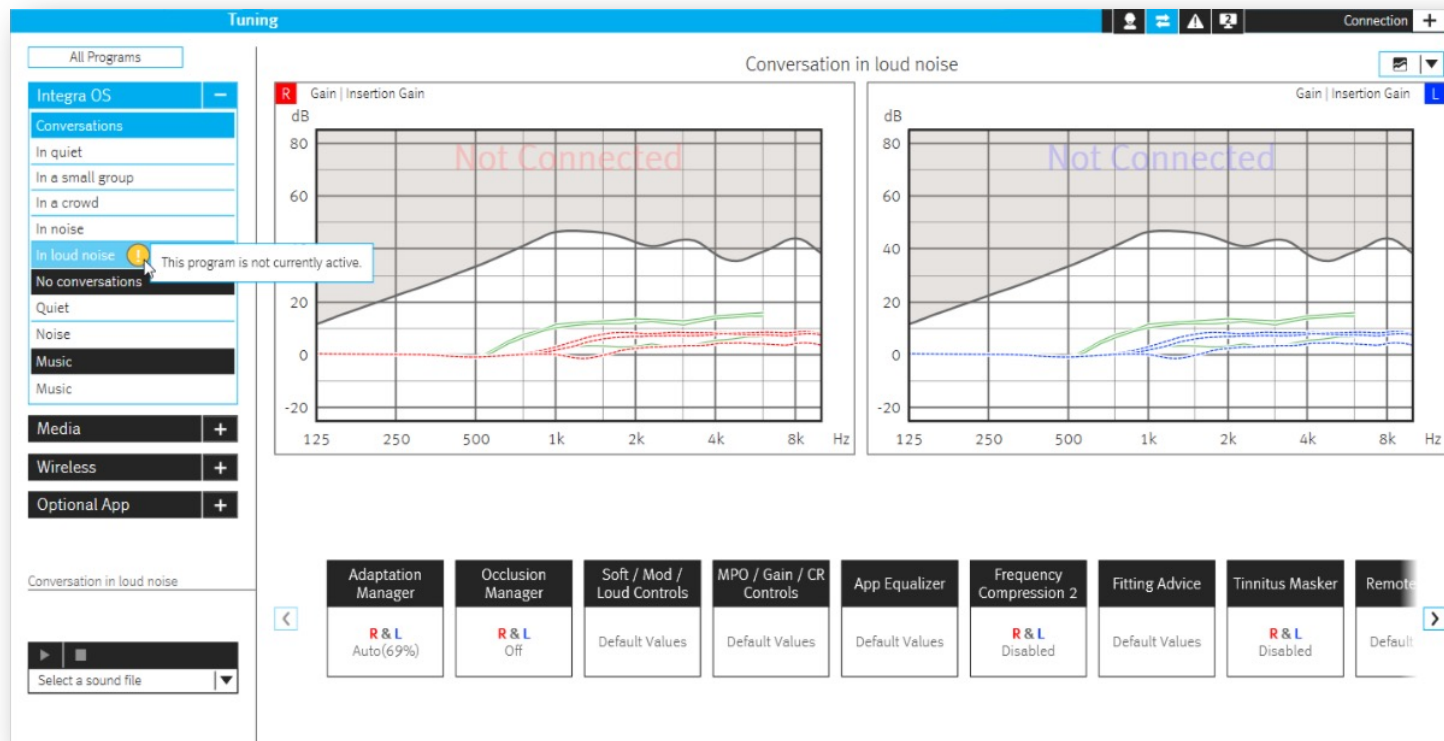


Conversation in loud noise monaural indicators



unitron™

Conversation in loud noise disabled indicator





HyperFocus In Depth

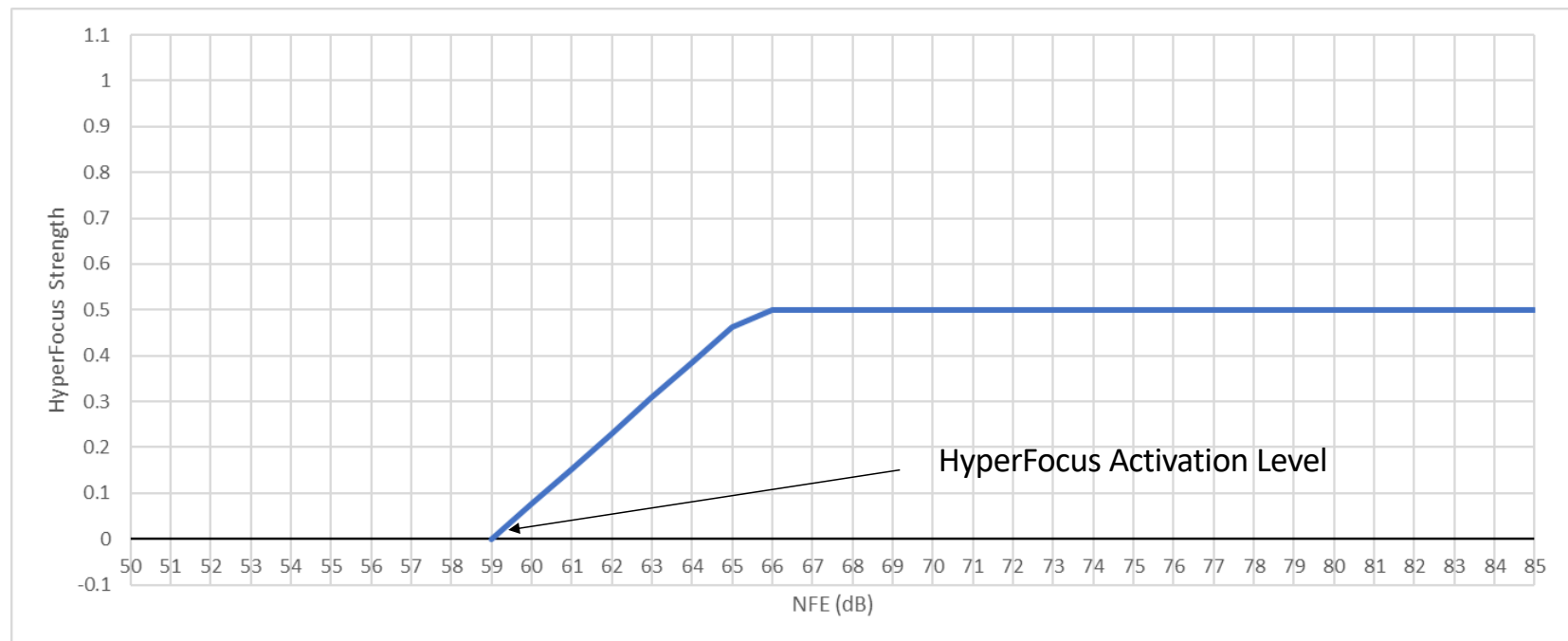


NFE level



unitron™

HyperFocus Activation Level: Automatic Program



unitron™

Training SessionUnitron TrueFitFileFormsHearing InstrumentOptionsHelp

ClientInstrumentsFittingEnd FittingInsights

Tuning

Program Manager

Feedback Optimization

Recalculate

Conversation in quiet

R✓

Detect

L✓

Moxi V9

Moxi V9-R M

Battery Level: Good

Moxi V9

Moxi V9-R M

Battery Level: Good

Connection

Configure Features

Integra OS

Media

Wireless

PartnerMic

Bluetooth Phone

RogerDirect

Optional App

Television

Live Music

Restaurant

Café

Outdoors

Party

360 car

Integra OS

Select a sound file

Noise Reduction

HyperFocus Activation Level

HyperFocus Strength

NFE

Conversation in loud noise

Active in Integra OS

HyperFocus Activation Level

Motion Detector

moderate

Enable

Enable

The graph illustrates the HyperFocus Activation Level, plotting HyperFocus Strength (Y-axis, ranging from -0.1 to 1.1) against NFE (Noise Floor Level, X-axis, ranging from 50 to 85). The strength is zero for NFE values from 50 to 58. At NFE 59, the strength begins to rise linearly, reaching a plateau of 0.5 at NFE 66. For all NFE values from 66 to 85, the strength remains constant at 0.5.

NFE	HyperFocus Strength
50	0.0
51	0.0
52	0.0
53	0.0
54	0.0
55	0.0
56	0.0
57	0.0
58	0.0
59	0.0
60	0.05
61	0.1
62	0.15
63	0.2
64	0.25
65	0.3
66	0.5
67	0.5
68	0.5
69	0.5
70	0.5
71	0.5
72	0.5
73	0.5
74	0.5
75	0.5
76	0.5
77	0.5
78	0.5
79	0.5
80	0.5
81	0.5
82	0.5
83	0.5
84	0.5
85	0.5

Training SessionUnitron TrueFitFileFormsHearing InstrumentOptionsHelp

ClientInstrumentsFittingEnd FittingInsights

Tuning

Program Manager

Feedback Optimization

Recalculate

Conversation in quiet

R ✓Detect ✓ L

Moxi V9Moxi V9-R M Moxi V9Moxi V9-R M

Battery Level: GoodBattery Level: Good

Configure Features

Integra OSMediaWirelessPartnerMicBluetooth PhoneRogerDirectOptional AppTelevisionLive MusicRestaurantCaféOutdoorsParty360 car

Integra OS

▶■

Select a sound file

Noise Reduction

HyperFocus Activation Level

HyperFocus Strength

505152535455565758596061626364656667686970717273747576777879808182838485

NFE

Conversation in loud noise

Active in Integra OS

HyperFocus Activation Level

Motion Detector

The graph displays HyperFocus Strength on the y-axis (ranging from -0.1 to 1.1) against NFE on the x-axis (ranging from 50 to 85). A blue curve starts at NFE 56, which is indicated by a blue arrow and labeled 'HyperFocus Activation Level'. The curve rises linearly from (56, 0) to (63, 0.5) and then remains constant at a strength of 0.5 for all NFE values from 63 to 85.

NFE	HyperFocus Strength
56	0.0
63	0.5
85	0.5

Conversation in loud noise

Active in Integra OS ☒ Enable

HyperFocus Activation Level

Moderate noise

Motion Detector ☒ Enable

Training SessionUnitron TrueFitFileFormsHearing InstrumentOptionsHelp

Client InstrumentsFittingEnd FittingInsights

Tuning

Program Manager

Feedback Optimization

Recalculate

Conversation in quiet

R ✓

Detect

✓ L

Moxi V9

Moxi V9-R M

Battery Level: Good

Moxi V9

Moxi V9-R M

Battery Level: Good

Configure Features

Integra OS

Media

Wireless

PartnerMic

Bluetooth Phone

RogerDirect

Optional App

Television

Live Music

Restaurant

Café

Outdoors

Party

360 car

Integra OS

▶

■

Select a sound file

Noise Reduction

HyperFocus Activation Level

HyperFocus Strength

505152535455565758596061626364656667686970717273747576777879808182838485

NFE

moderate

Conversation in loud noise

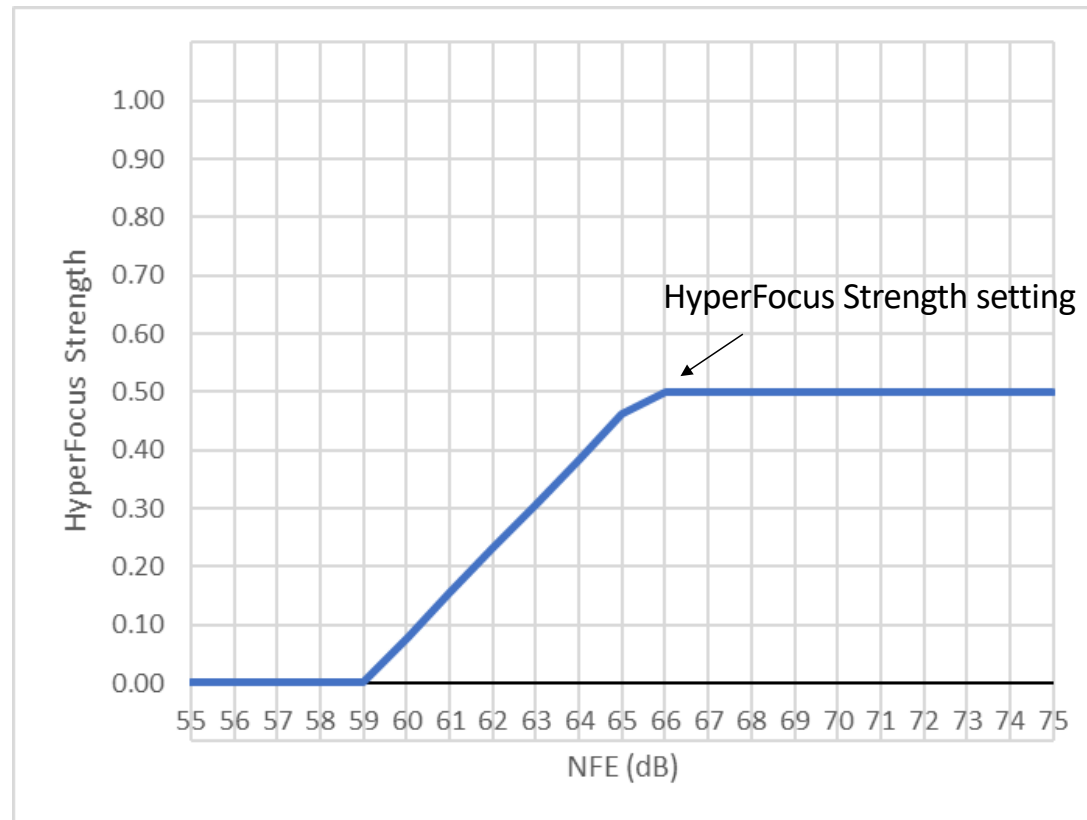
Active in Integra OS

HyperFocus Activation Level

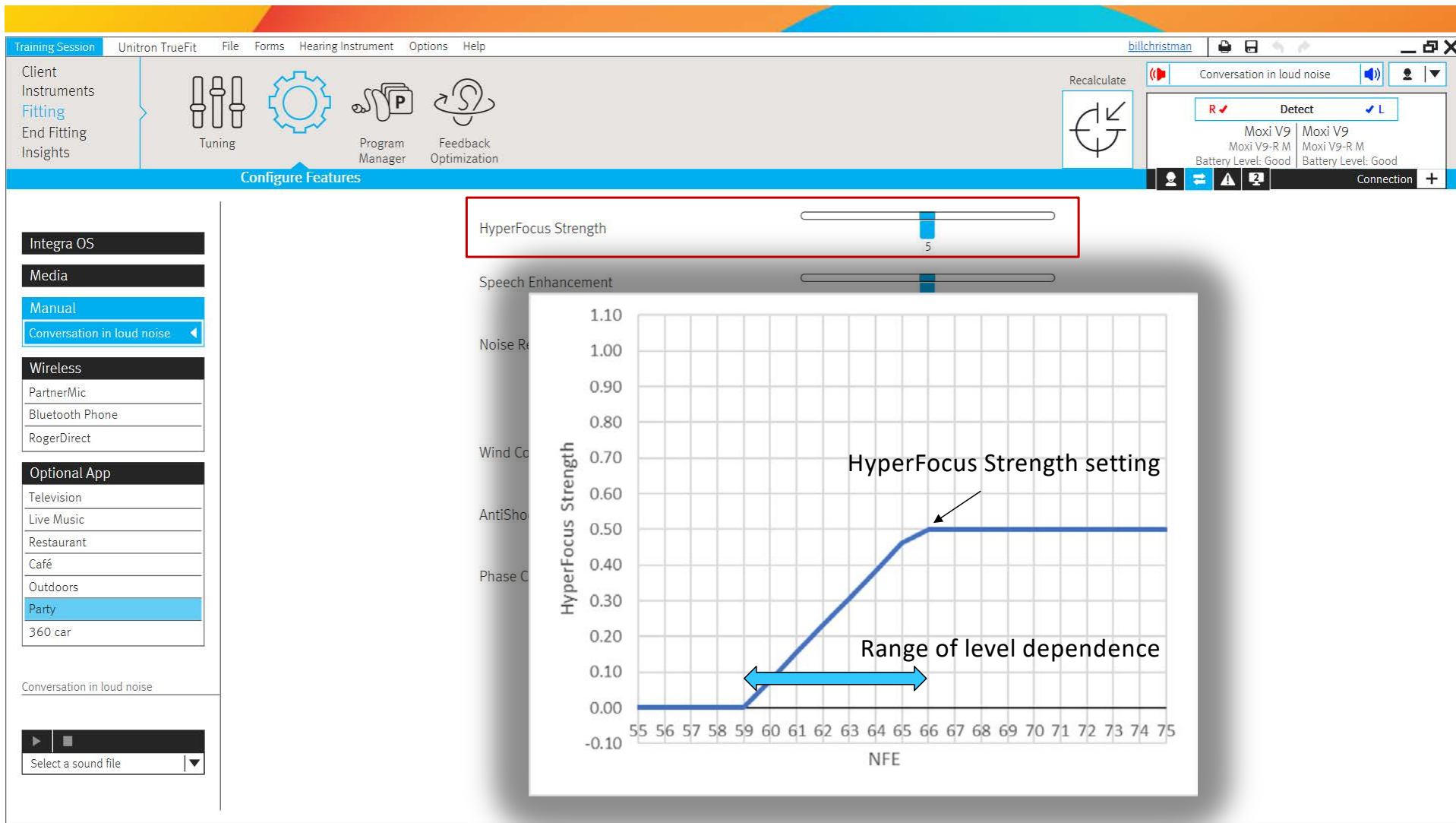
Motion Detector

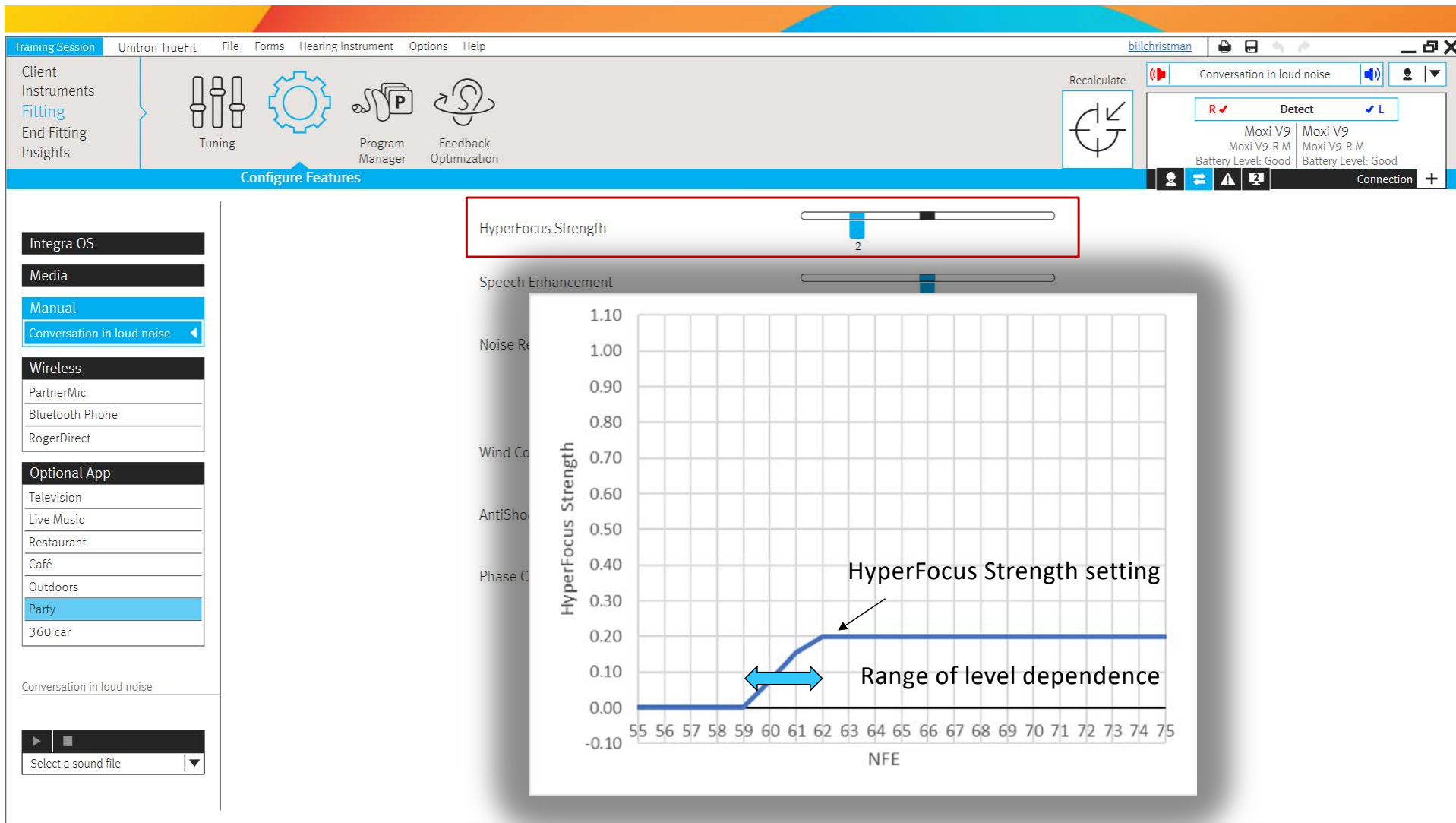
Frequency (kHz)	HyperFocus Strength
50	0.0
65	0.0
73	0.5
85	0.5

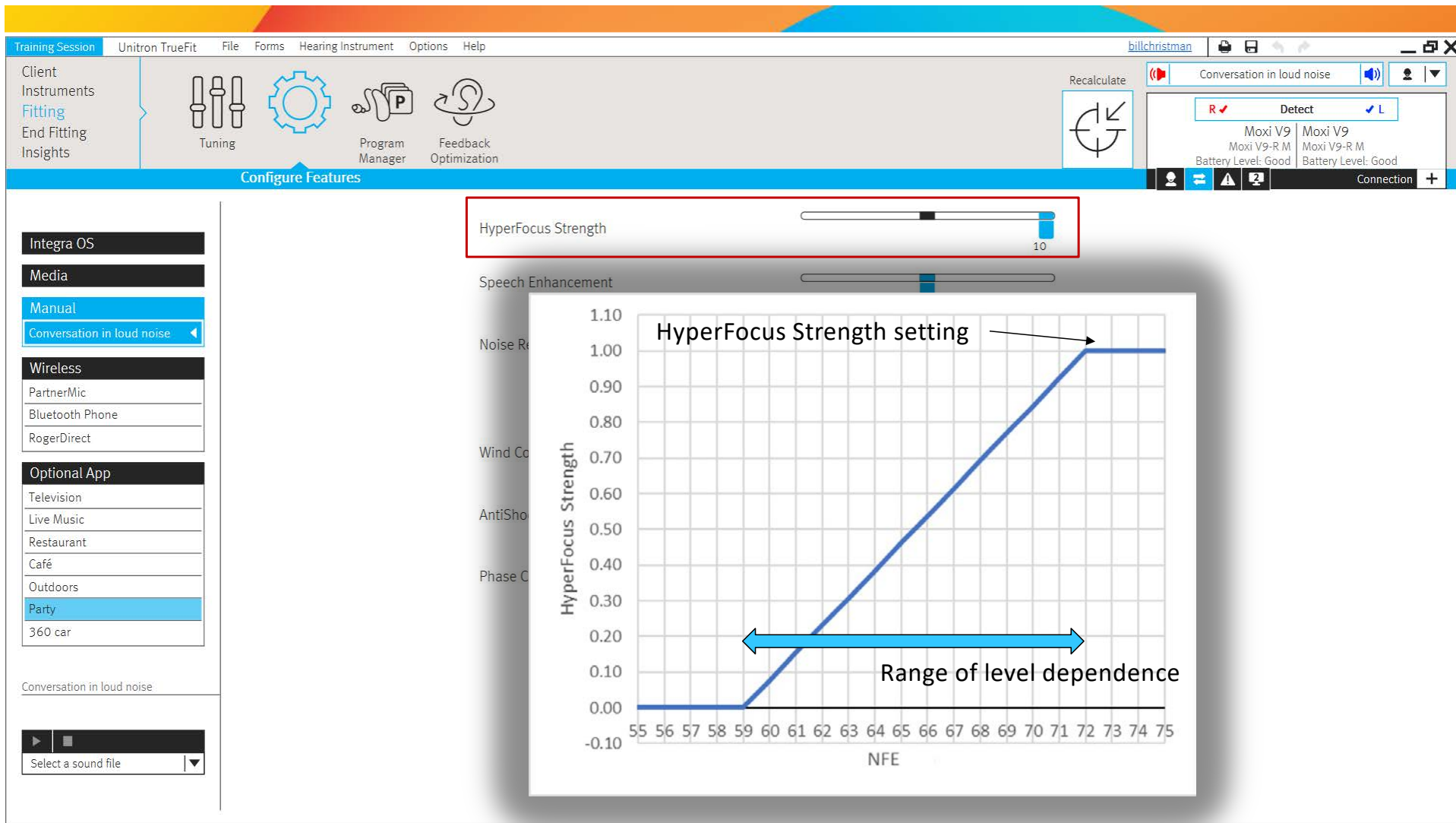
HyperFocus Strength: Manual Program



unitron™







What's new?

Sound performance

New 360 conversation in car manual program

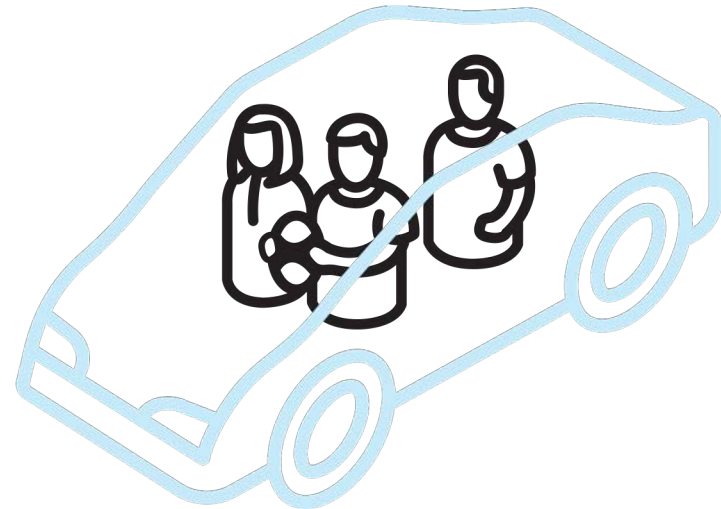
Automatically focuses on speech, regardless of where passengers are sitting



360 conversation in car in 9 technology level

Binaural, wireless network

- Special detection algorithm for car acoustics
- Location of speech direction
- Automatic focus in that direction
- Configurable in TrueFit
- Optional app program in Remote Plus app



unitron™

Manual car programs



360 conversation in car (level 9)

Automatically identifies direction of speech and focuses directional beamforming accordingly

Available as a manual program in TrueFit and as an OAP in the Remote Plus app



Car with speech (level 9 & 7)

Applies the static 'driver' or 'passenger' asymmetric side focus setting as configured in TrueFit

Available as a manual program in TrueFit, **not** as an OAP in the Remote Plus app

360 Conversation in car & Car with Speech manual programs & 360 car OAP: Info indicators

The image displays three overlapping screenshots of a hearing aid configuration software interface, highlighting specific program settings and features.

Top Left Screenshot: Shows the '360 conversation in car' program selected in the 'Manual' list. A red box highlights the description: "The microphone mode of this program adapts to focus on speech, based on where talkers are detected within the car, whether in front of, beside or behind the wearer." The 'Configure Features' section shows 'Speech Enhancement' and 'Noise Reduction' sliders.

Top Right Screenshot: Shows the 'Car with Speech' program selected in the 'Manual' list. A red box highlights the description: "The microphone mode of this program either focuses primarily to the right or left, based on the Speech Direction selected." The 'Configure Features' section shows 'Noise Reduction' sliders with 'Max 3 dB' and 'Max 6 dB' settings.

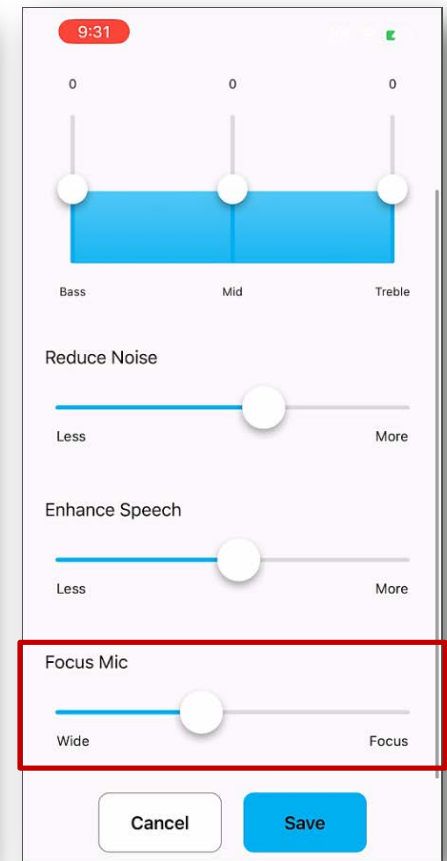
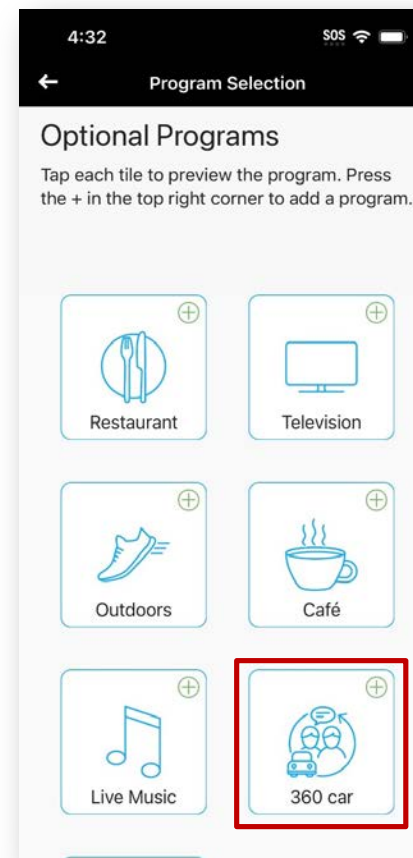
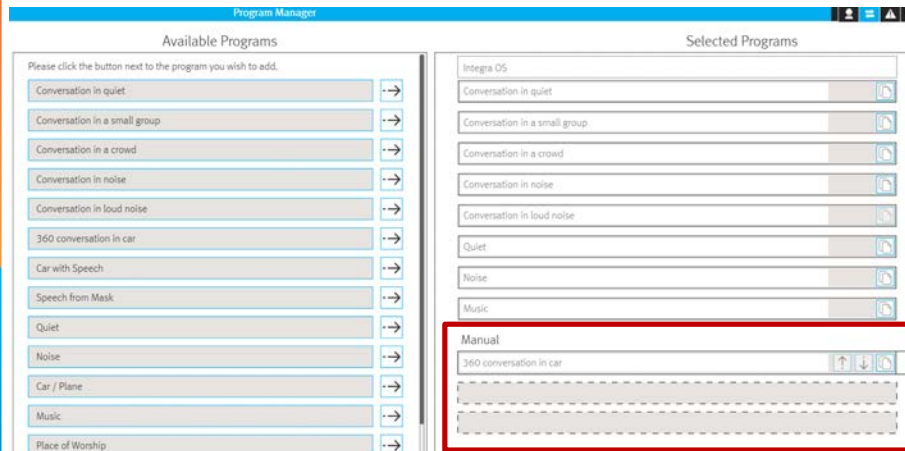
Bottom Screenshot: Shows the '360 car' program selected in the 'Manual' list. A red box highlights the description: "The microphone mode of this program adapts to focus on speech, based on where talkers are detected within the car, whether in front of, beside or behind the wearer." The 'Configure Features' section shows 'Noise Reduction' sliders with 'Max 1.6 dB', 'Max 3 dB', and 'Max 6 dB' settings, and a 'Wind Control' slider with 'R' and 'L' indicators.

Order of manual programs

Level 9	
Vivante	Blu
Available Programs	Available Programs
Please click the button next to the program you wish to add.	
Conversation in quiet -->	Conversation in quiet -->
Conversation in a small group -->	Conversation in a small group -->
Conversation in a crowd -->	Conversation in a crowd -->
Conversation in noise -->	Conversation in noise -->
Conversation in loud noise -->	Car with Speech -->
360 conversation in car -->	Speech from Mask -->
Car with Speech -->	Quiet -->
Speech from Mask -->	Noise -->
Quiet -->	Car / Plane -->
Noise -->	Music -->
Car / Plane -->	Place of Worship -->
Music -->	Acoustic Telephone -->
Place of Worship -->	Mute -->
Acoustic Telephone -->	
Mute -->	

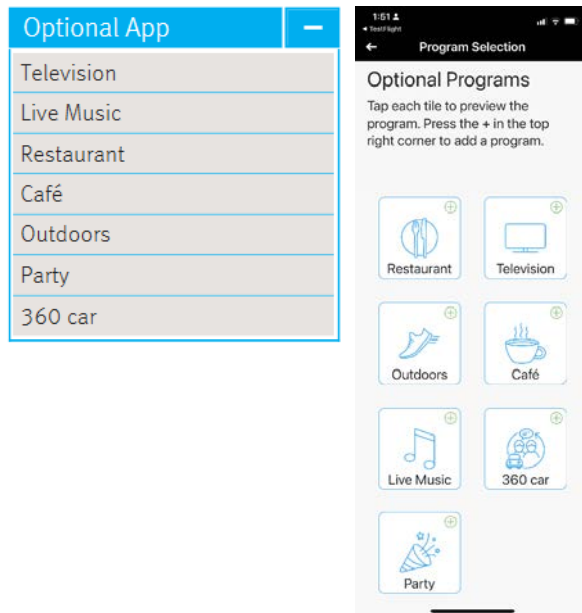
Level 7	
Vivante	Blu
Available Programs	Available Programs
Please click the button next to the program you wish to add.	
Conversation in quiet -->	Conversation in quiet -->
Conversation in a small group -->	Conversation in a small group -->
Conversation in a crowd -->	Conversation in a crowd -->
Conversation in noise -->	Conversation in noise -->
Conversation in loud noise -->	Speech from Mask -->
Car with Speech -->	Quiet -->
Speech from Mask -->	Noise -->
Quiet -->	Car / Plane -->
Noise -->	Music -->
Car / Plane -->	Place of Worship -->
Music -->	Acoustic Telephone -->
Place of Worship -->	Mute -->
Acoustic Telephone -->	
Mute -->	

Manual 360 conversation in car program options

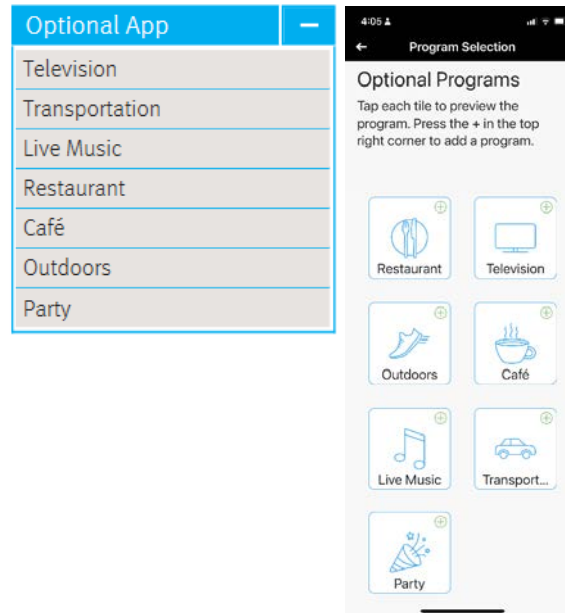


Order of Optional App Programs

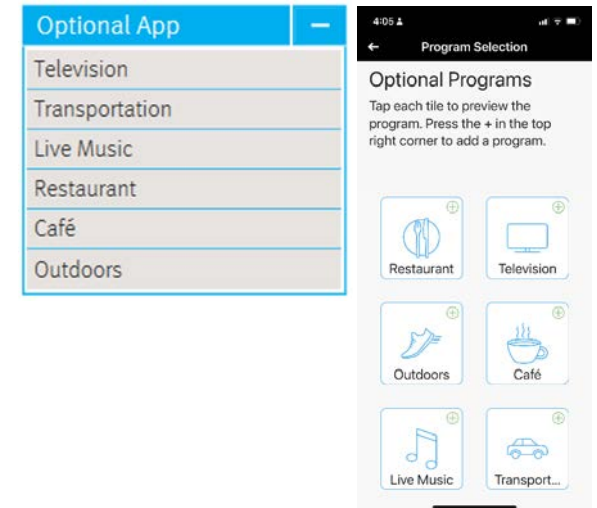
Vivante – level 9



Vivante – level 7



Vivante – Level 5 & 3





Car program options overview

Tech Level	TrueFit	Optional App Program
Vivante 9	360 Conversation in Car Car with Speech Car/Plane	360 Car
Vivante 7	Car with Speech Car/Plane	Transportation
Vivante 5	Car/Plane	Transportation
Vivante 3	Car/Plane	Transportation

Advanced TrueFit 5.1 fitting software training

Riley Garrone, AuD

Regional Clinical Trainer





Learner Outcomes

As a result of this session, attendees will be able to:

1. Implement various Experience Innovations into their routine clinical care when appropriate
2. Identify when to adjust signature features in the Unitron TrueFit v5.4 fitting software the for optimal patient results
3. Describe methods to successfully address common sound quality issues using Unitron technology

unitron_™

Top Audiology Tech Support Questions

When a hearing care professional says...

“My patient’s app is not pairing to the new hearing instruments ?”



Steps to pair to Remote Plus app

1. Begin the pairing with “welcome...pair your hearing aids” screen of the app
2. Close all background running apps
3. Check phone has latest update installed
4. Shut off phone for 15 seconds

Check to see if the instruments will connect or show in the Remote Plus app

If the above does not pair the instruments to the app:

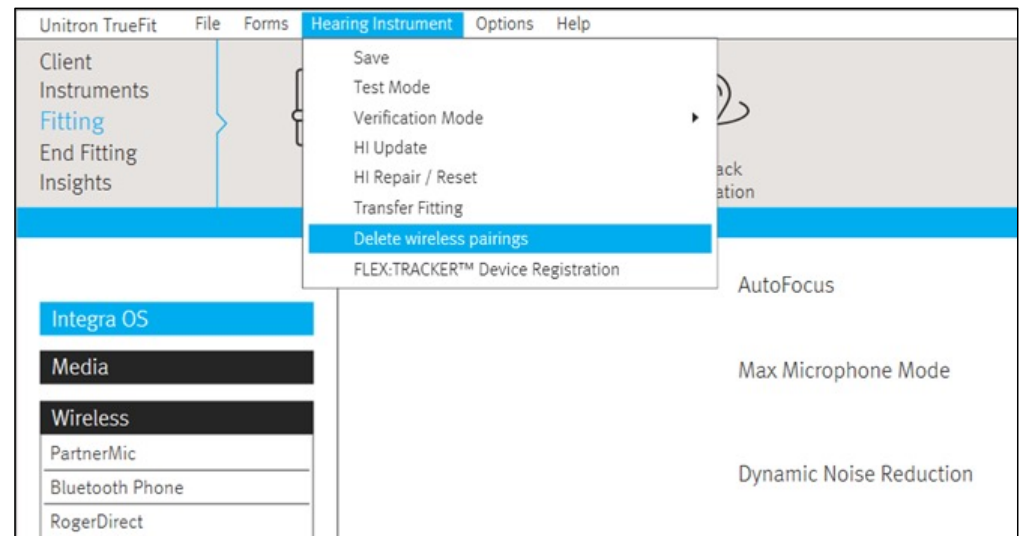
1. Turn off all other BT phones/watches/tablets within vicinity and TrueFit is closed
2. Go into settings on phone > find Remote Plus app settings > clear cache and data

unitron

Steps to pair to Remote Plus app

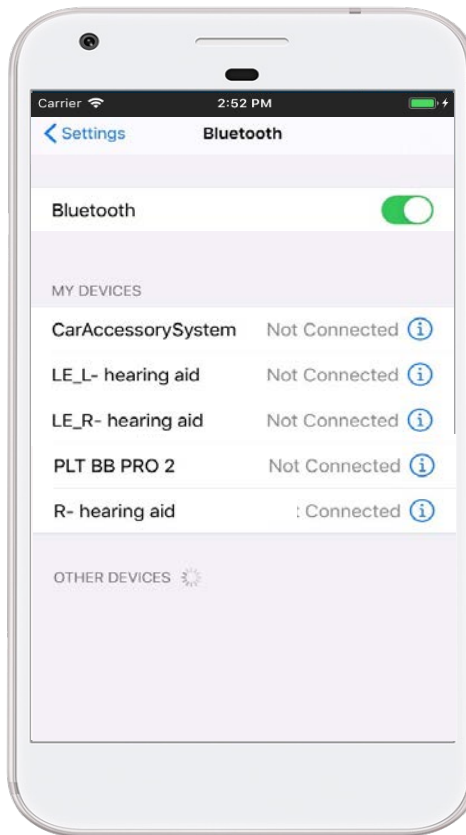
If pairing still is an issue:

- Connect to TrueFit
- Click on “Hearing Instrument” and select “Delete wireless pairings”
- Save and close TrueFit software



Verify what's connected

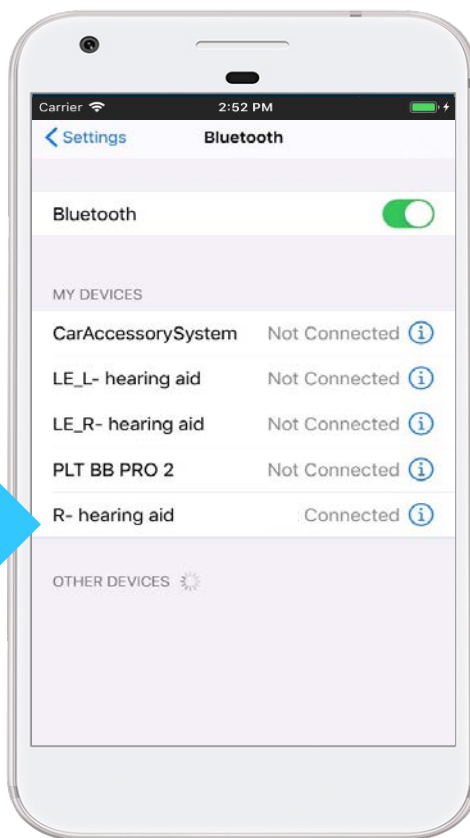
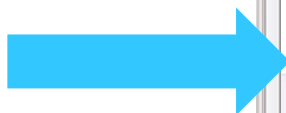
Verify what's connected?



unitron™

Verify what's connected?

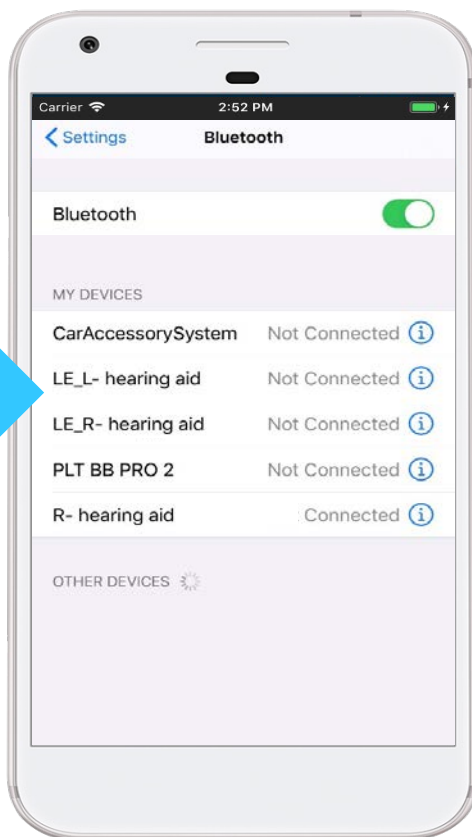
Paired to phone
(Bluetooth Classic for phone
and media streaming)



unitron™

Verify what's connected?

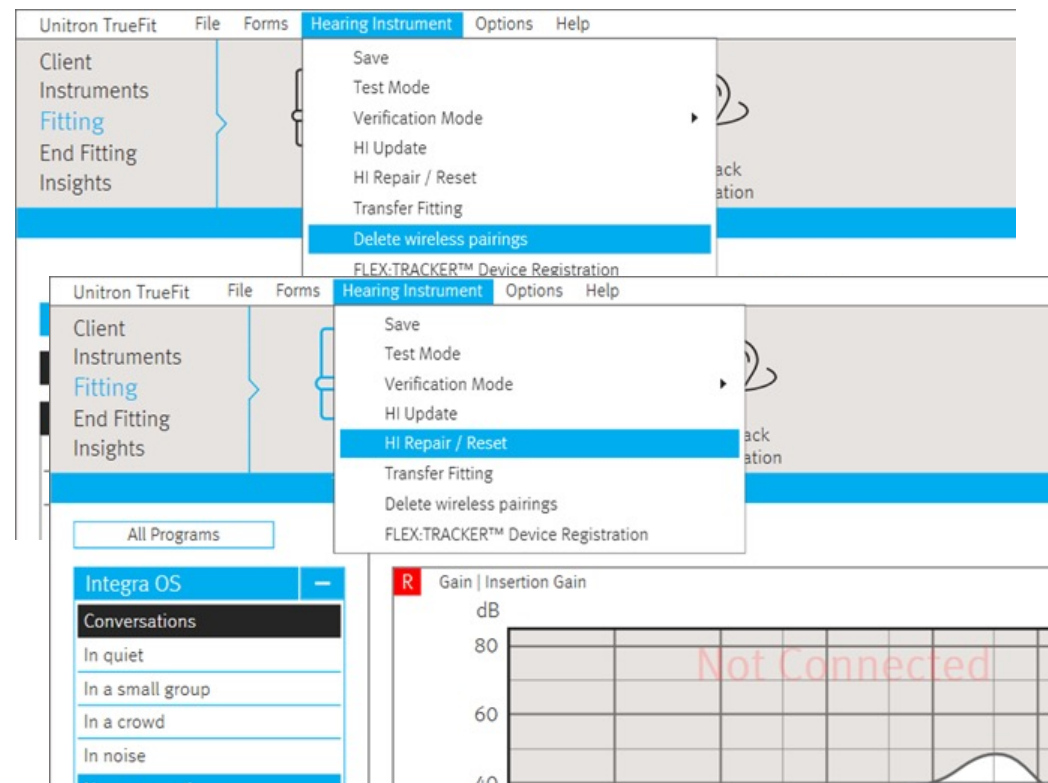
Paired to app
(Bluetooth LE)



unitron™

Connectivity

- Majority of calls are about connectivity
 - Most often the phone is malfunctioning
 - **Always reboot the Phone as a step 1.**
- What about that remaining 1%?
 - Example: ringtones are not being heard in the aids
 - Delete wireless pairings
 - Clears the Bluetooth memory



When a hearing care professional says...

**“How do I program Unitron’s
hearing instruments as a
CROS/BiCROS?”**

Step 1:

- Detect hearing instruments
- During initial configuration prompts, choose **long term** user

The screenshot shows the 'Initial Configuration' window with the 'Confirm client information' step selected. The window includes fields for 'Date of Birth' (8/28/1966) and 'Age' (57 years). The 'Audiogram' section displays two graphs for Right (R) and Left (L) ears, showing hearing levels in dB across frequencies from 125 to 8 kHz. The 'Experience with Hearing Instruments' section has two buttons: 'First Time' and 'Long Term', with 'Long Term' highlighted. A red box highlights the 'Long Term' button. The 'Audiogram' label is also highlighted with a red box. The 'Insert earphone' dropdown menus are visible below the graphs. A note at the bottom states: 'Client's age, experience with hearing instruments, and unique audiological information impacts the initial configuration and settings for the Adaptation Manager.' The 'Cancel' and 'Next' buttons are at the bottom right.

Initial Configuration

Confirm client information

1 2 3 4
Client Device Confirm Finish

Please confirm the following or select Cancel if you need to make any updates to the Age or Audiogram information. Note: Selecting Cancel will disconnect the hearing instruments and require you to detect the hearing instruments again after you have made your changes.

Age:

Date of Birth: 8/28/1966
Age: 57 years

Audiogram

Experience with Hearing Instruments

First Time
Long Term

Insert earphone

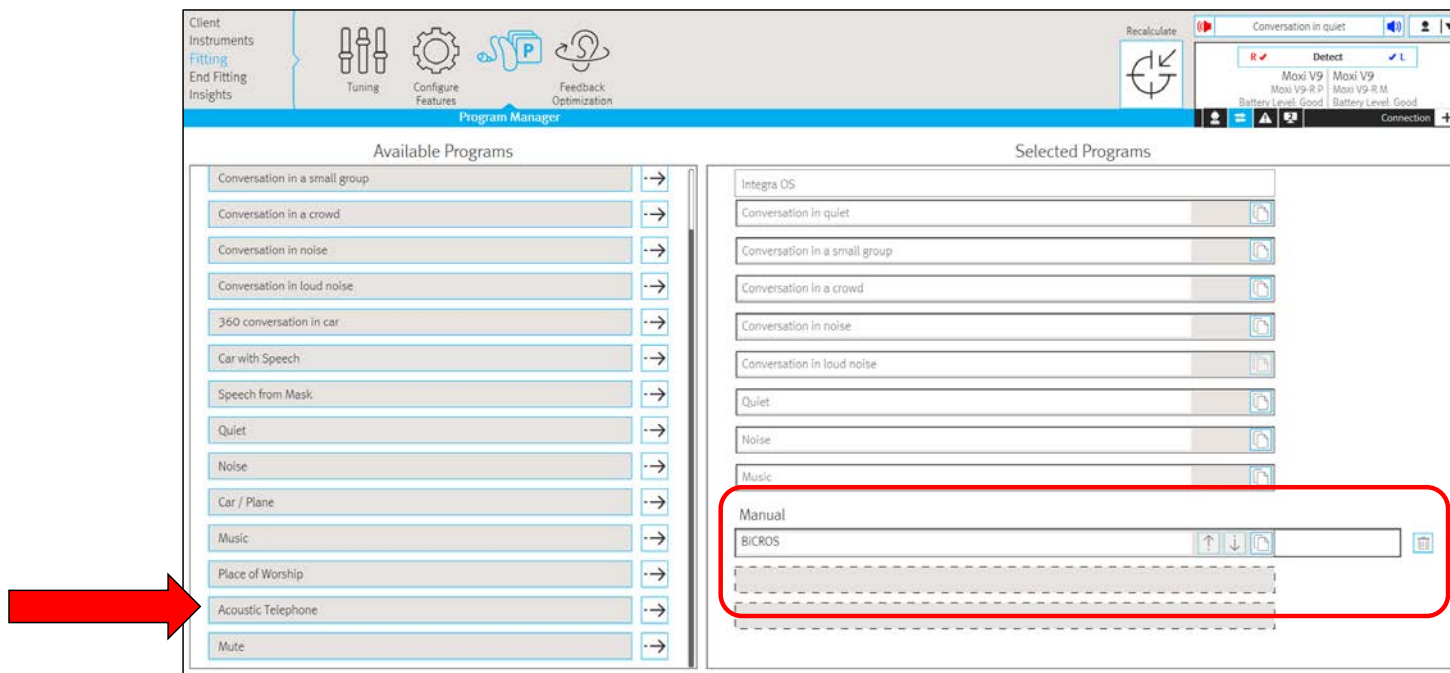
Insert earphone

Client's age, experience with hearing instruments, and unique audiological information impacts the initial configuration and settings for the Adaptation Manager.

Cancel Next

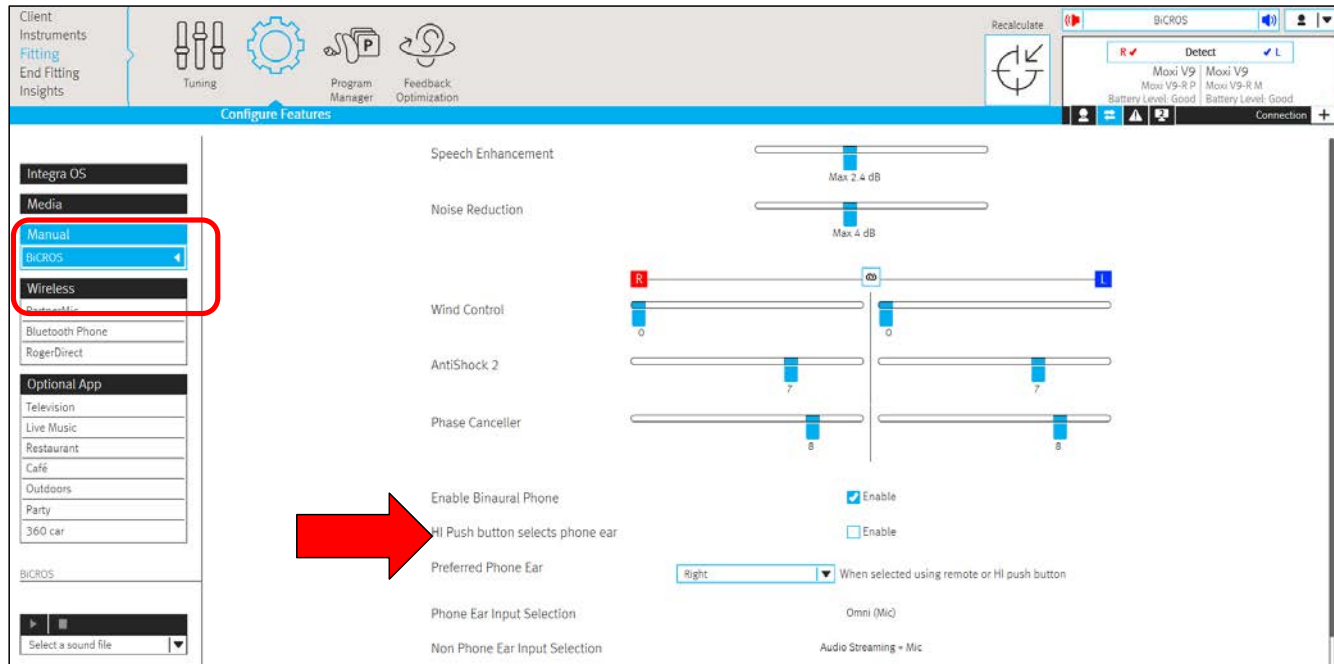
Step 2:

- Under Fitting > Program Manager
- Select Acoustic Telephone to add as a Manual Program
- Optional: To rename the program as CROS or BiCROS



Step 3:

- Under Fitting > Configure Features
- Select Manual from menu on left
- Preferred Phone Ear = unaidable ear or transmitter
- HI Push button selects phone ear should be unchecked



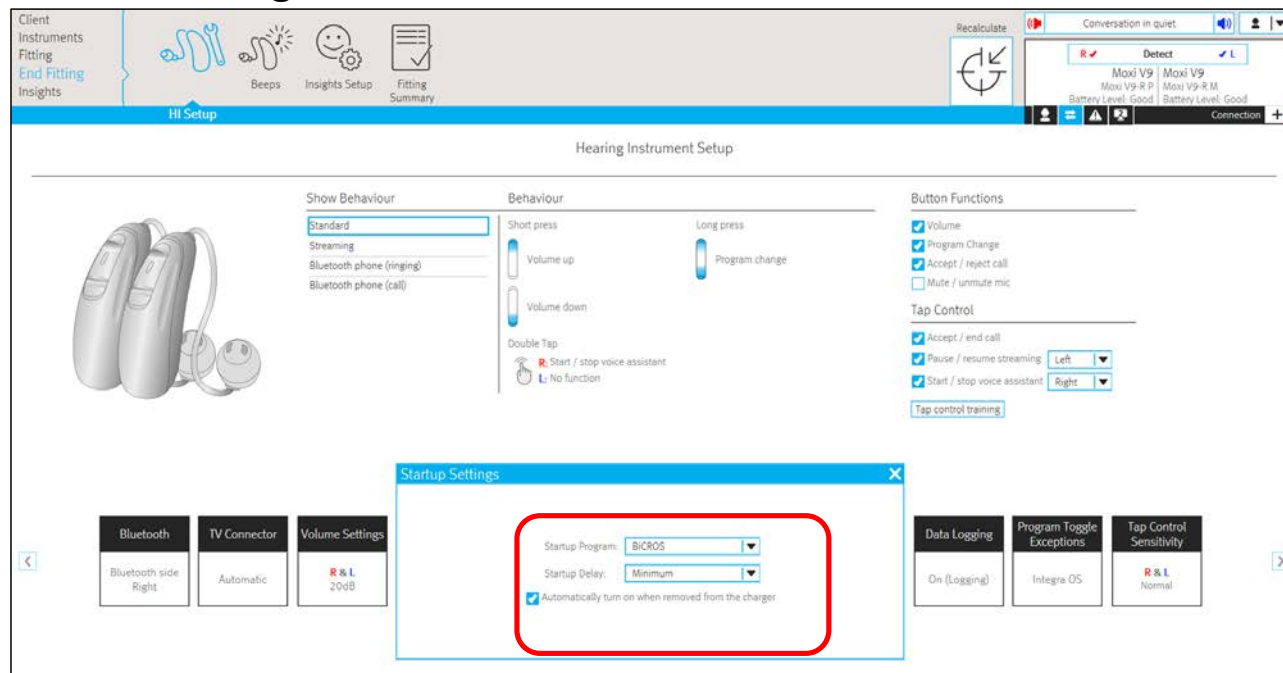
Step 4:

- Under Fitting > Tuning
- Select All Programs
- Click on Soft/Mod/Loud Controls and unlink the right & left
- Click on the word “All” for unaidable side
- Reduce gain completely in all bands



Step 5:

- Under End Fitting > HI Setup
- Click on Startup Settings
- Change the Startup Program to program 2 (in this example the BiCROS program)
- Save and close TrueFit fitting software



When your patient says...

“My phone picks up in the car and not in my hearing instruments?”



Call routing

iPhone

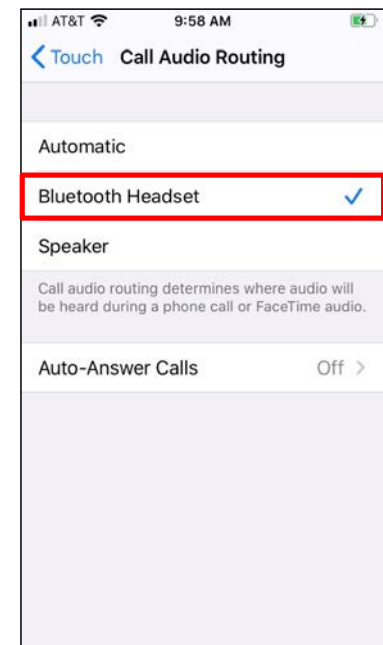
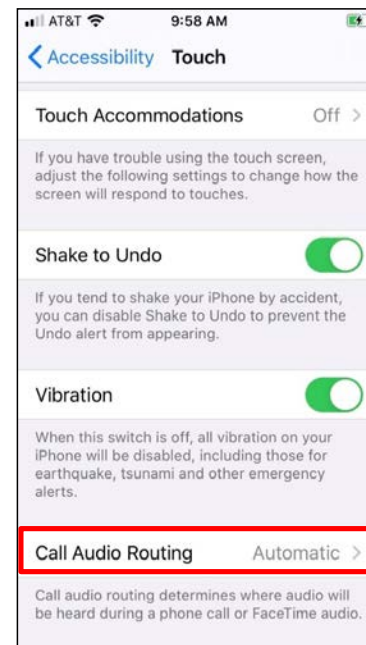
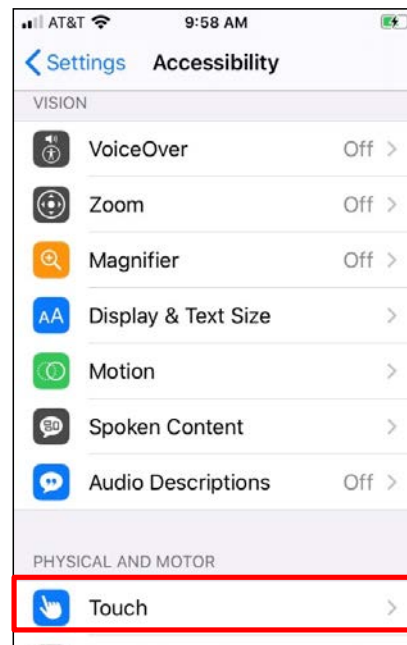
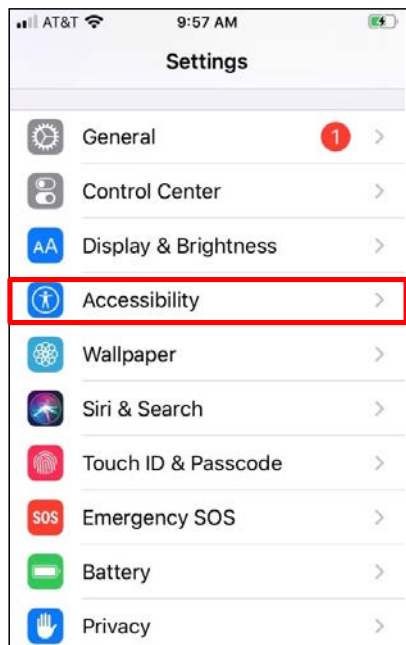
Incoming call audio will route based on how the call is answered:

- Answer the call on the hearing instruments > hear call in the hearing instruments
- Answer the call on the vehicle > hear call on vehicle's Bluetooth
- Answer the call from the phone > hear call on the phone's handset

Changing call routing

To change call routing to always route to the hearing instruments for iPhones:

Settings > Accessibility > Touch > Call Audio Routing > Bluetooth Headset



on™

When your patient says...

“The hearing aids are going in and out”

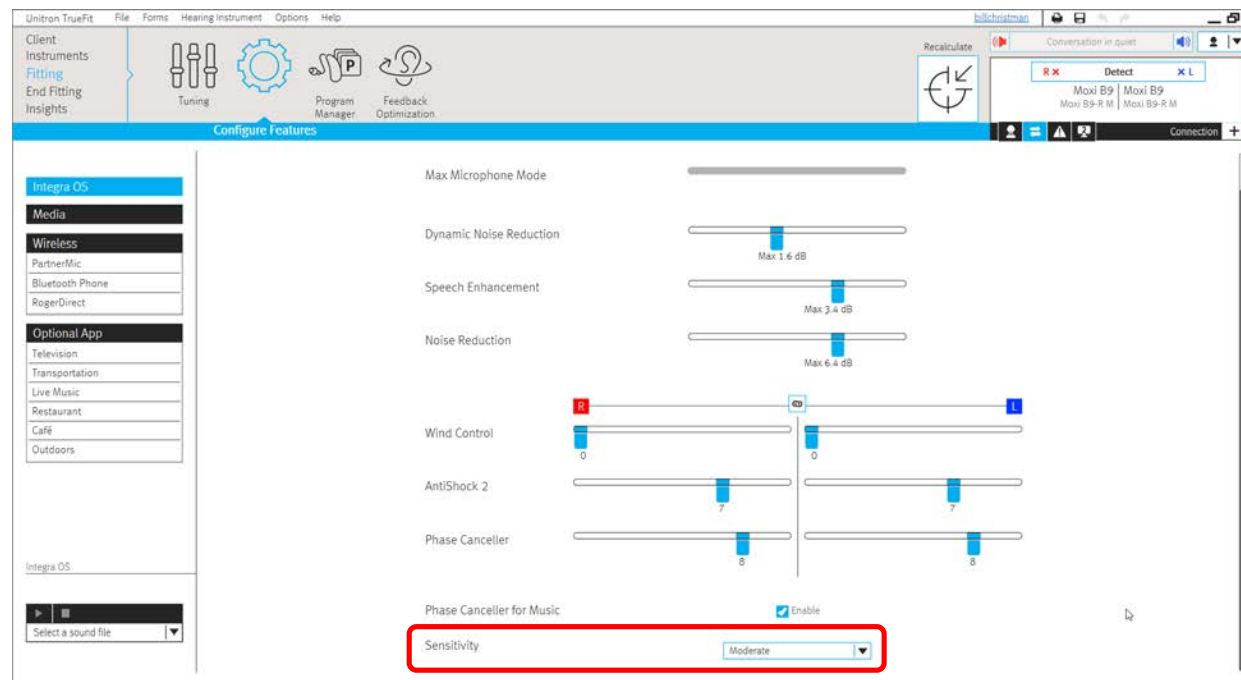
Intermittency - verify gain settings within Integra OS

Make sure the gain difference between the different programs are within 2-3dB



Intermittency – adjust the sensitivity of Integra OS

Decreasing the sensitivity of Integra OS will make the system less reactive to changes in the environment



unitron™

Event driven sound systems

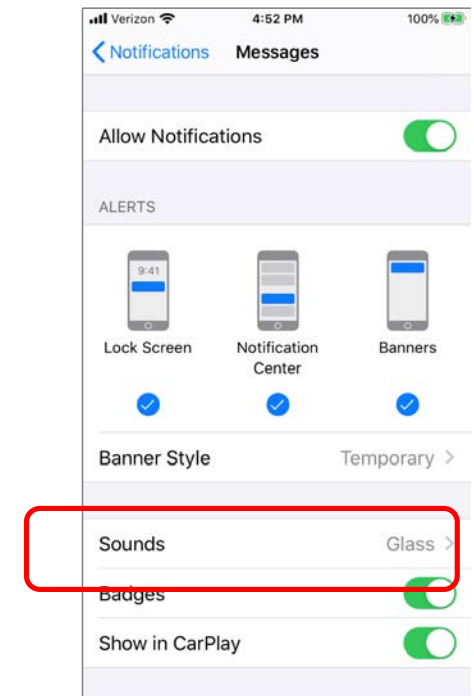
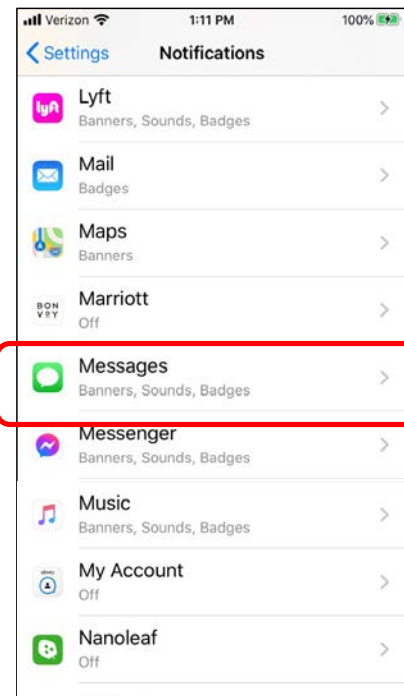
Keyboard, notifications, lock screens and sounds & haptics can trigger the hearing instruments to switch to the streaming programs.

Disable Notifications:

- Settings > Notifications
- Disable notifications by app (can disable just the sound)

Disable System Sounds:

- Settings > Sounds and haptics (iPhone)
- Settings > Sounds and vibrations > System sounds (Samsung)



When your patient says...

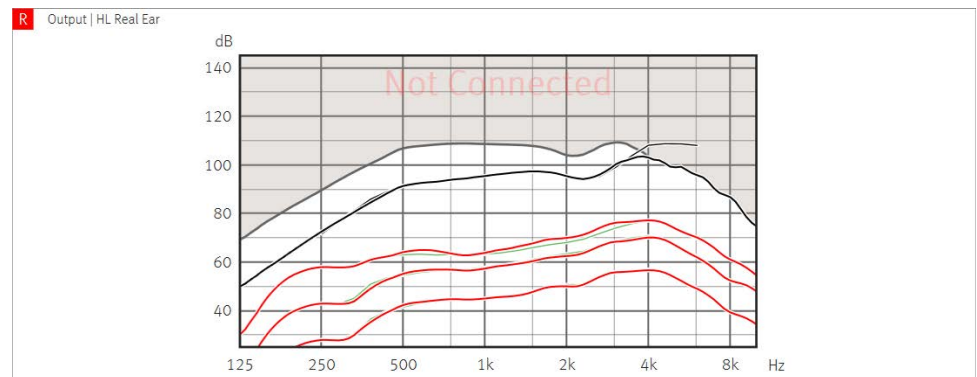
**“It sounds like my voice is
boomy/echoing”**

Improve the occlusion effect

MPOs have ~30-40 dB spread between MPO line and aided output (80dB speech) curve causing artificial occlusion

Switch to **Output HL real ear** view

Lower MPOs so there is a 20dB spread between MPO line and aided output



When your patient says...

“My hearing aids are whistling”

A photograph of two women sitting on a wooden pier, looking at a tablet together. The woman on the left is wearing a white cardigan and glasses, while the woman on the right is wearing a red poncho. They are both smiling. The background shows a body of water with boats and buildings in the distance. The image has a semi-transparent dark overlay.

Feedback options in TrueFit



How to adjust for feedback

What are the two parts to Unitron's Feedback Management System?

Phase Canceller

The Phase Canceller is designed to control dynamic instability or changes in the acoustic near-field and the strength can be adjusted to address sound quality concerns

Feedback Optimization (Static Test)

The static test is designed to control fit-related feedback, and is used to establish a maximum stable gain limit across frequencies for the hearing instrument

Client
Instruments
Fitting
End Fitting
Insights

Tuning

Configure Features

Program Manager

Feedback Optimization

Recalculate

Conversation in quiet

R ✓ Detect L ✓

FLEX:TRIAL™ Moxi B9-R M FLEX:TRIAL™ Moxi B9-R M

Battery Level: Good Battery Level: Good

Connection +

Integra OS

Media

Wireless

PartnerMic

Bluetooth Phone

RogerDirect

Optional App

Television

Transportation

Live Music

Restaurant

Café

Outdoors

Integra OS

Select a sound file

AutoFocus 360

Max Microphone Mode

Dynamic Noise Reduction

Speech Enhancement

Noise Reduction

Wind Control

AntiShock 2

Phase Cancellor

Phase Cancellor for Music

Enable

Max 1.6 dB

Max 3.4 dB

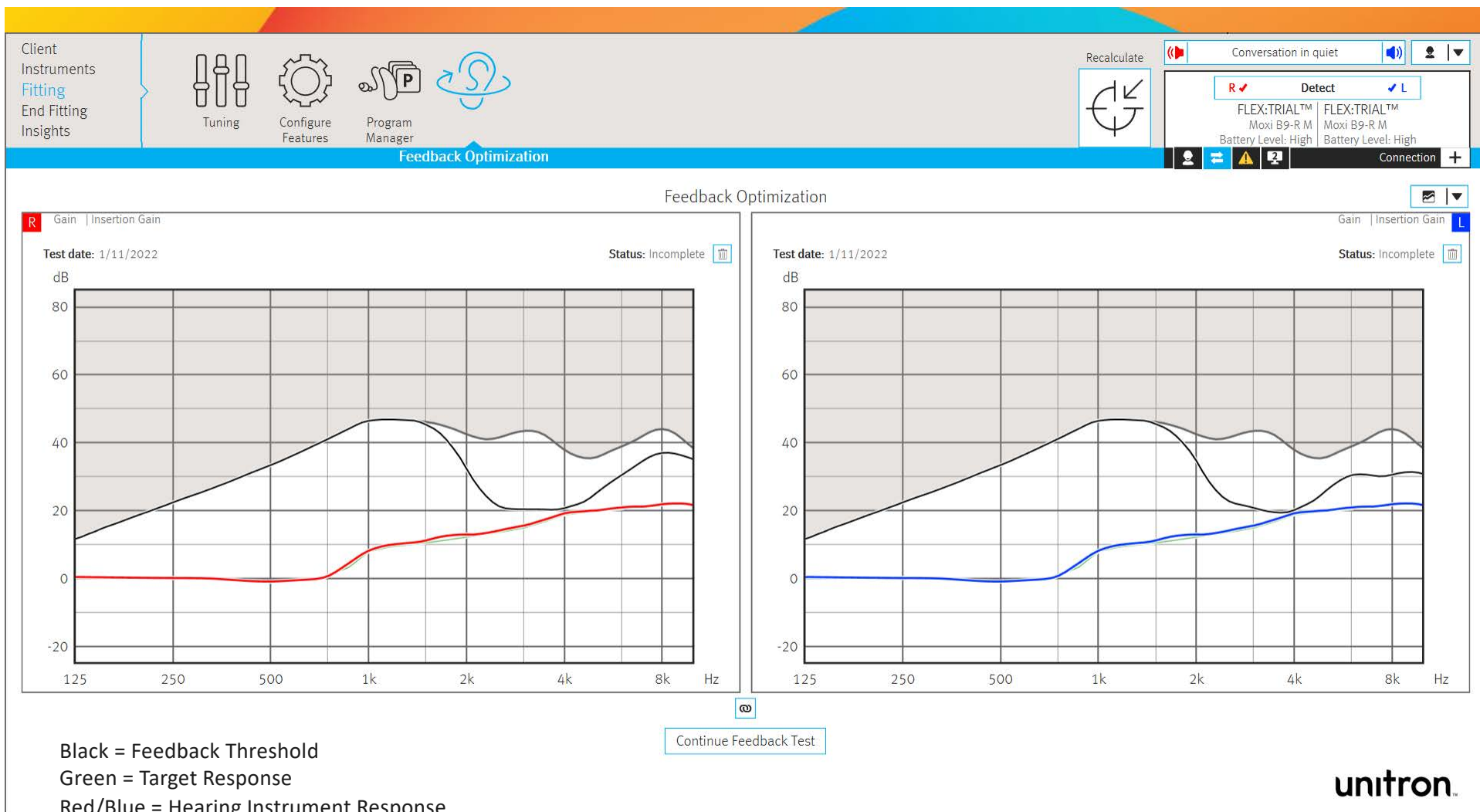
Max 6.4 dB

R 0 0 L

7 7

8 8

Enable



Feedback Optimization

R

Gain | Insertion Gain

Test date: 1/11/2022

Status: Incomplete

L

Gain | Insertion Gain

Test date: 1/11/2022

Status: Incomplete

Black = Feedback Threshold

Green = Target Response

Red/Blue = Hearing Instrument Response

Continue Feedback Test

unitron

When your patient says...

“There’s too much noise!”



Difficulty in noise

Bothered by transient noises?

AntiShock™ 2

Other, more “steady state” type noises?

Noise reduction

directionality through Autofocus 360 and Dynamic Noise Reduction

Difficulty in background noise?

HyperFocus

If impulse noise increase AntiShock™

The screenshot displays the Integra OS software interface. The top navigation bar includes 'Client Instruments', 'Fitting', 'End Fitting', and 'Insights'. The 'Configure Features' menu is highlighted with a red box. The main settings area shows various audio features with sliders and checkboxes. The 'AntiShock 2' feature is highlighted with a red box. The interface also includes a sidebar with 'Integra OS', 'Media', 'Wireless', and 'Optional App' sections. The bottom status bar shows 'Integra OS' and a 'Select a sound file' dropdown.

Configure Features

- AutoFocus 360 ☒ Enable
- Max Microphone Mode
- Dynamic Noise Reduction Max 1.6 dB
- Speech Enhancement Max 3.4 dB
- Noise Reduction Max 6.4 dB
- Wind Control R L
- AntiShock 2**
- Phase Cancellor
- Phase Cancellor for Music ☒ Enable

Optional App

- Television
- Transportation
- Live Music
- Restaurant
- Café
- Outdoors

Status Bar

Integra OS

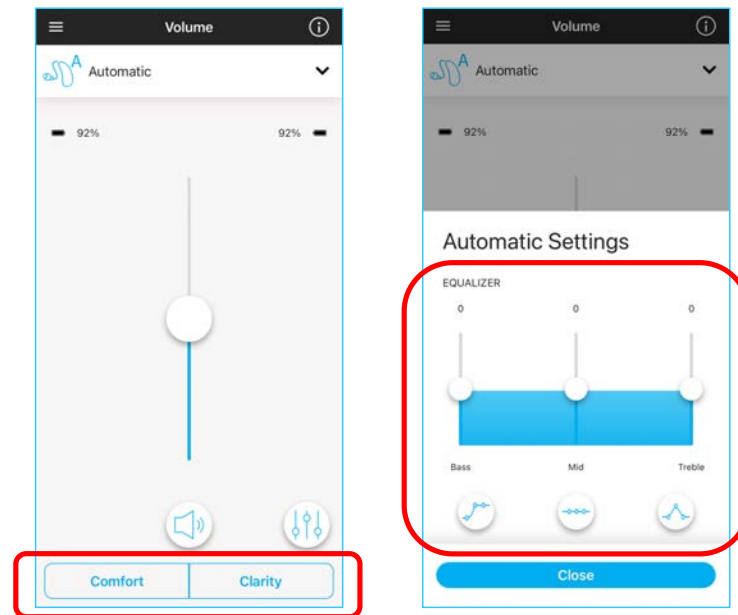
Select a sound file

Steady state and/or speech in noise adjustments

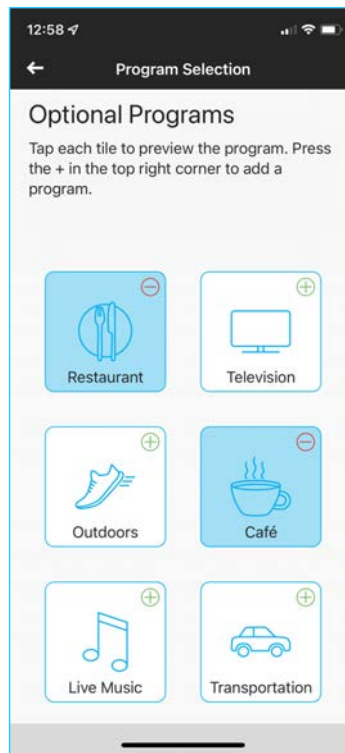
The screenshot displays the Integra OS software interface, which is used for configuring audio equipment. The interface is divided into several sections:

- Top Bar:** Contains icons for Tuning, Configure Features (highlighted with a red box), Program Manager, and Feedback Optimization. It also includes a Recalculate button and a status bar showing "Conversation in quiet" and battery levels for FLEX:TRIAL™ Moxi B9-R M.
- Left Sidebar:** Lists various settings categories: Integra OS, Media, Wireless (PartnerMic, Bluetooth Phone, RogerDirect), and Optional App (Television, Transportation, Live Music, Restaurant, Café, Outdoors).
- Main Content Area:** Displays a list of adjustable features with sliders and checkboxes:
 - AutoFocus 360:** Enabled (checkbox checked).
 - Max Microphone Mode:** Slider set to the maximum value.
 - Dynamic Noise Reduction:** Slider set to 1.6 dB, with a maximum value of 1.6 dB.
 - Speech Enhancement:** Slider set to 3.4 dB, with a maximum value of 3.4 dB.
 - Noise Reduction:** Slider set to 6.4 dB, with a maximum value of 6.4 dB.
 - Wind Control:** Sliders for Right (R) and Left (L) channels, both set to 0.
 - AntiShock 2:** Sliders for Right (R) and Left (L) channels, both set to 7.
 - Phase Canceller:** Sliders for Right (R) and Left (L) channels, both set to 8.
 - Phase Canceller for Music:** Enabled (checkbox checked).

Use the app to personalize noise adjustments

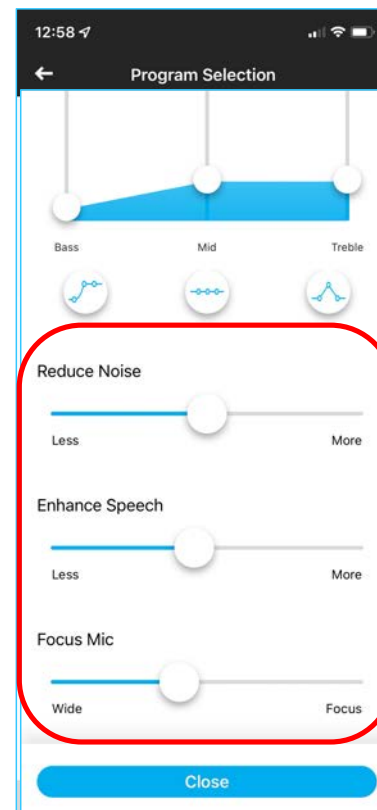
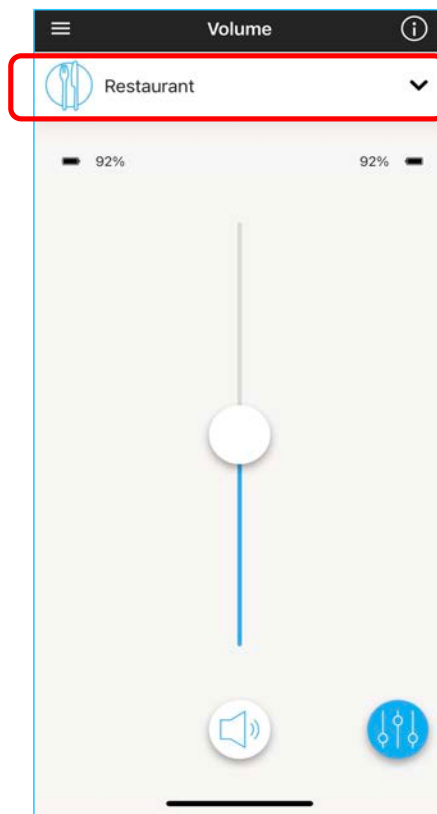


Using optional app programs – Café and Restaurant presets



unitron™

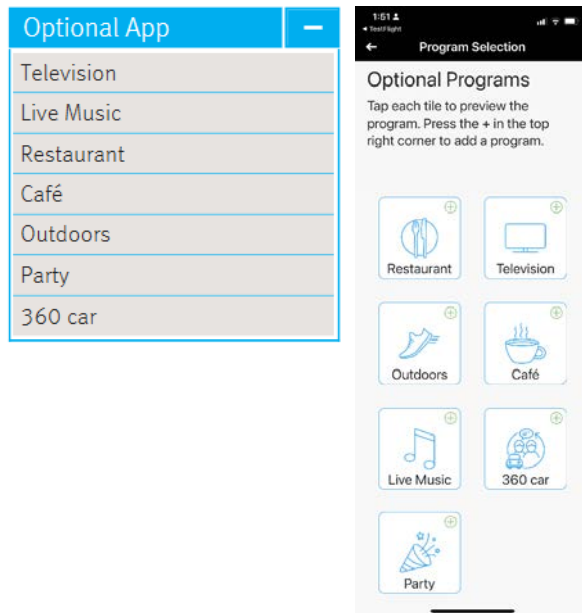
Using optional app programs – Café and Restaurant presets



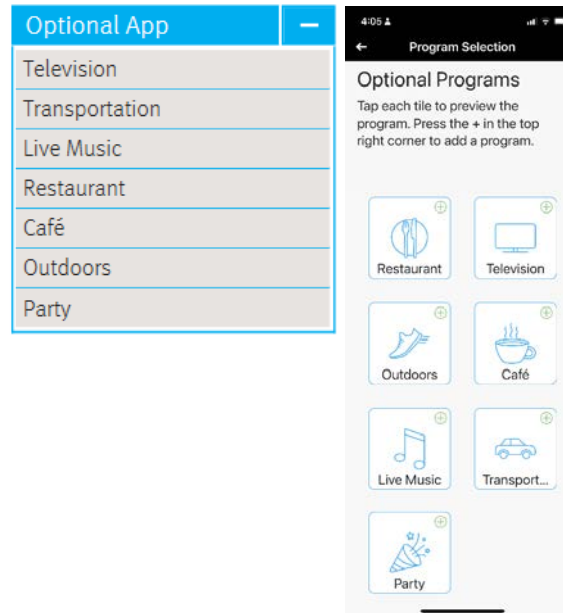
unitron™

Order of Optional App Programs

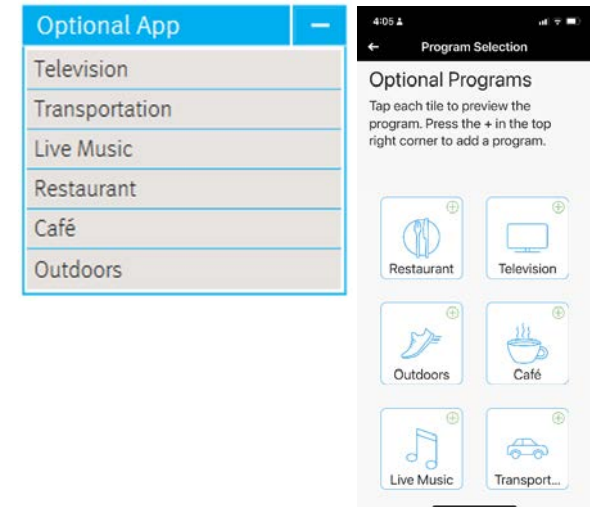
Vivante – level 9



Vivante – level 7



Vivante – Level 5 & 3



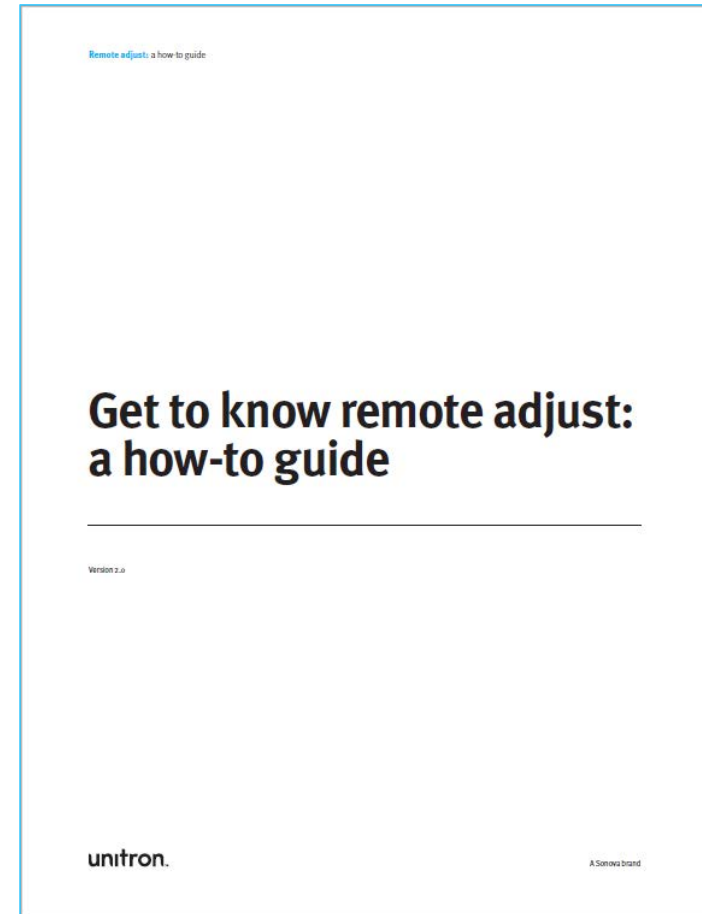
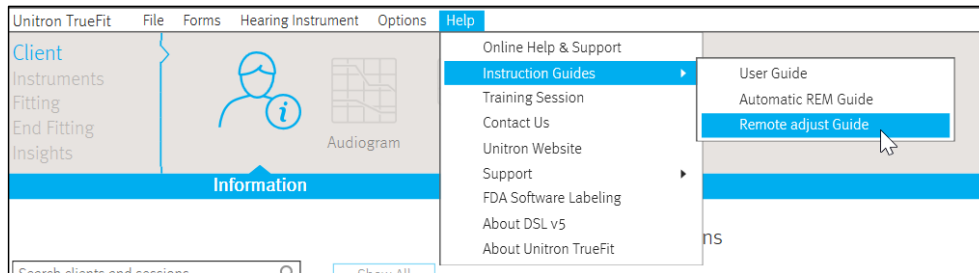
Additional Fitting Resources

Remote Adjust “how-to” guide

Easily found within TrueFit fitting software:

Under Help > Instruction Guides

Opens a pdf and can be saved for easy
access in the future



CROS/BiCROS compatibility

1. Vivante products offer CROS/BiCROS compatibility in all technology levels
2. Updated CROS/BiCROS setup instructions to include Blu products

Programming a CROS or BiCROS using wireless streaming

Vivante platform products

Vivante 3, 5, 7, 9

Use this guide to program any of the Vivante platform products that have a binaural phone feature as a wireless CROS or BiCROS. In this example, the right ear is the unaidable ear and the left ear is the better ear with some hearing loss.

Step 1: Detect the hearing instruments

- During initial configuration prompts, choose "long term" user.



Step 2: Fitting/Program Manager screen

- Add an Acoustic Telephone Program.
- Change the program name to CROS or BiCROS if desired. Highlight the word "Acoustic Telephone" under Manual and type "CROS or BiCROS."



Step 3: Fitting/Configure Features screen

- From the menu on the left, select Manual; then under Manual Programs, select your newly-created CROS or BiCROS program.
- Preferred Phone Ear – unaidable ear or transmitter.
- "H Push button selects phone ear" should be unchecked.



A Sonovox brand
© 2014 Sonovox, Inc. All rights reserved.

unitron. Love the experience

Pairing and programming guide

- Unitron has created a comprehensive piece which includes information about:
 - How to pair to Android and iPhones
 - How to pair to the Remote Plus app
 - Functionality of the Remote Plus app
 - Remote adjust
 - Equalizer
 - Coach
 - How to pair to accessories
 - How to create a remote adjust session in TrueFit



Tear off pad

The Tear off pad is a leave behind to assist patients with the process of pairing their hearing instruments to their smartphone and to the Remote Plus app.

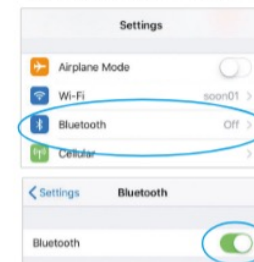
This offers step-by-step instructions for patients to pair their hearing instruments to their phone.

Connecting to your mobile phone

Vivante™ hearing instruments

1 Bluetooth menu

Open the Bluetooth® menu on your phone (often found in "Settings" or "Tools"). Make sure Bluetooth is on.



2 Pairing

Your hearing aid name:

For hearing aids with a battery door, restart the (R or L) hearing aid by opening and closing the battery door.

For hearing aids without a battery door, turn the (R or L) hearing aid off by pressing the lower part of the button until the LED turns red (4 sec). Then turn on the (R or L) hearing aid by pressing the same button until the LED blinks green (2 sec).

The name of your hearing aid will appear on the phone. Tap to select, and click "pair" if prompted.



3 Phone calls

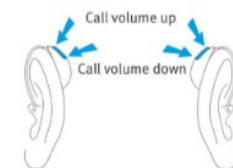
Short push (2 seconds) on button, either ear, or double tap on ear/enable tap control to accept.

Long push (2 seconds) on button, either ear, to reject.



4 Adjust

Press the top button to increase and the bottom button to decrease Bluetooth® streaming volume. This can also be done with the volume buttons on the side of your phone.



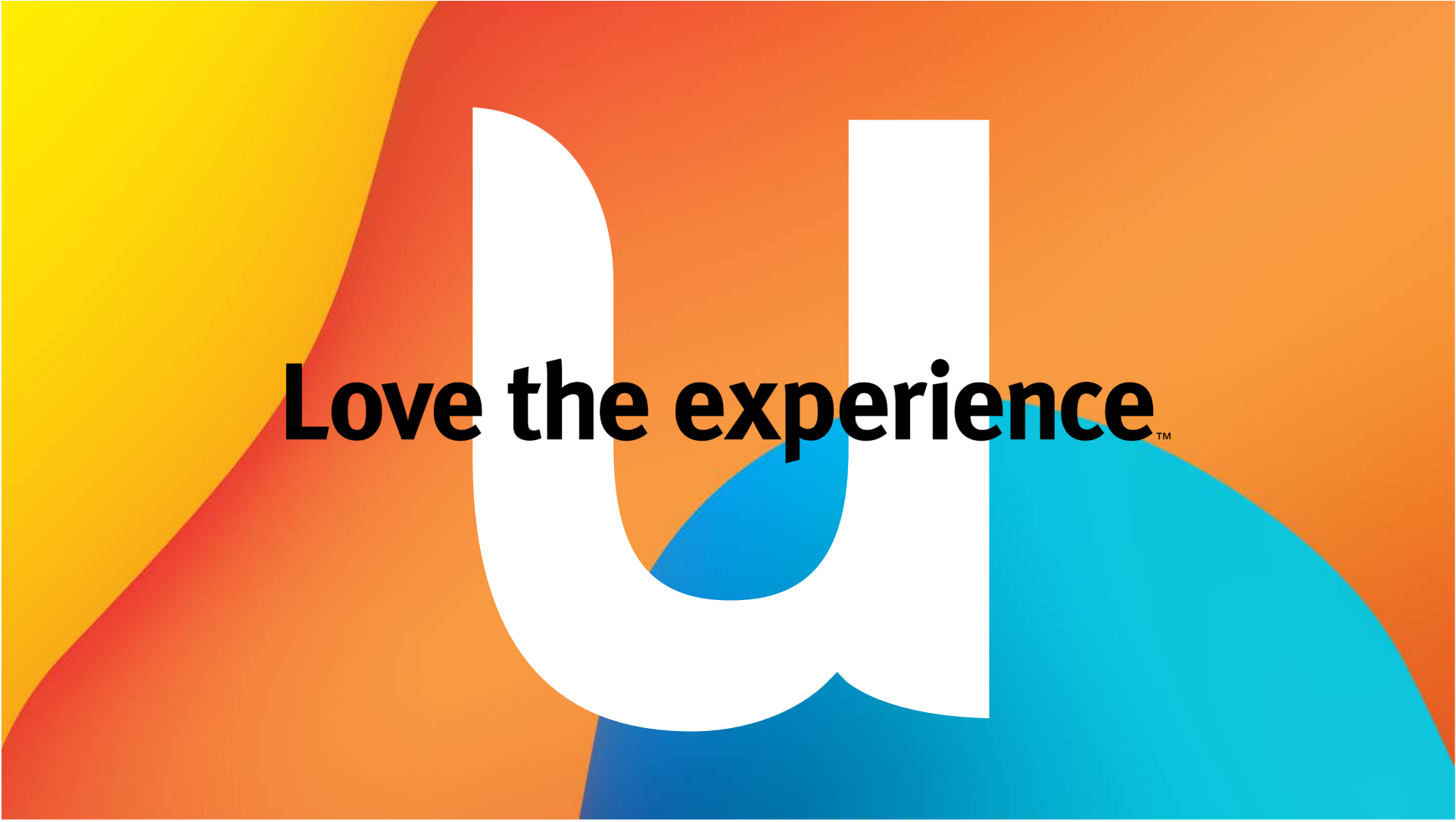
A Sonova brand

unitron.

In summary

1. Today we reviewed Unitron TrueFit fitting software and outlined the key updates in Unitron TrueFit v5.1
2. We discussed tips and tricks with the Blu platform which will assist with trouble-shooting Unitron products within Unitron TrueFit v5.1 fitting software
3. Lastly, we conducted an in-depth discussion about remote adjust, where attendees can implement these practices into successful follow up adjustments





Love the experience™