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Love the New Remote Plus App Experience

Presenter: Riley Garrone

- Hello, everyone. Thank you so much for joining us today to talk about Unitron's new version of our refreshed Remote Plus app. We are very excited to have you all here today and we'll kinda go over some of these updates with the new remote plus app version that I'm sure most of you have seen. So we really wanted to design this app redesign with one goal in mind. We really wanted to be able to empower our patients with personalized control and seamless management of their hearing experience. We have innovative technology that really will help simplify our life but also enhance our daily experience. And that's exactly what our Remote Plus app aims to do. Throughout the presentation today, we'll take an in-depth look at looking at the Remote Plus app, how that can enhance the patient experience.

It's very user-friendly and it has some game-changing features that I'm really excited to dive into today. So I am sure many of you have seen this version of the app as your patients have come in and told you that their app has changed. So a big part of our reason behind wanting to make this redesign and this change was we really wanted to make the app more seamless and efficient with improved icons and fewer clicks for our patients. We really wanted to make this an easier part of their hearing journey and allow for a lot of that customization. So we have some main objectives that we'll go over today. So we're going to obviously outline the workflow of the Remote Plus app, go over what the new version looks like compared to the old version.

We'll also identify not only patient benefits but benefits for you all as the hearing care provider when it comes to the new version of the Remote Plus app. And then we'll talk about, you know, summarizing our features. We have many functions and experience innovations that are involved in the new version of our app that we're really excited about. So we'll touch base in detail on all of those experience innovations and the new format that you'll see. So we're gonna dive in to the new version. So I like this picture that is about to pop up. It really shows a good handle. We'll talk in a second about a comparison side by side between the old version and the new version.

But we know the app in general is going to hold considerable value, right? For not only our patients, but for you all as well. There's really three main reasons why we decided we were going to redesign and refresh the app. So the biggest of those reasons, the first one was the app really empowers our users by granting them control over their hearing aids. And there's three different types of reasons. You know why we want to be able to have an app in general. So the biggest reason that we really want to provide apps to our patients, right? Is this is going to help them have control over their hearing aids. So as the hearing care provider, you'll always have the main control over their hearing aids, but an app does give patients that visibility and that manipulation of their hearing aids for functionalities like volume control, they can mute the hearing aids, maybe they like toggling between that comfort and clarity, different environment that's on the automatic program.

They can adjust the equalizer settings to treble or bass sounds or the mid frequencies. They can modify sound configurations to enhance speech, reduce the background noise, and also change the programs. There's lots of different program options we'll touch base on in the app. They have visibility to change any type of manual program you, as the hearing care provider, has added. And then they can also have access to optional app programs where they can add those on their own on the app as well. Now the second main reason that we do recommend apps for our patients in general is we really want patients to not only be able to control their hearing aids, but we want them to have management and visibility over their hearing aids.

One really important feature is honestly, monitoring their battery life. So with the previous version of the app and the new version of the app, patients are able to see that visibility of their battery life. They can also look at different controls on how tap control might work, how the behavior of the hearing aids respond when they pull out of the charger. So it gives them not only control over their hearing aids, but it really gives

them visibility to important features so they can see what percentage battery life their hearing aids are at. We also know Bluetooth is such an important feature as well and being connected to the app. Well, you can access the Bluetooth streaming features.

In addition, when you aren't connected to the app, it does provide a significant enhancement as they do have some additional adjustments that they can make as well. And then lastly, we really want to provide a resource for patients to stay in touch with you all as the provider and the app can really help kind of manage that and get that bridge. So we have a wealth of resources and experience innovations we will kinda dive into deeper that can really allow the patient to bridge that gap between, okay, when they leave your office and they continue their hearing journey, they can send you ratings to let you know how their experience is going, whether it's positive or there's room for improvement.

And the app does open the doors for some remote adjustment options as well that can be really convenient for not only patients but providers in today's world. So we're gonna do a side-by-side comparison. I wanna kind of talk about the transition of the old version of the app compared to the new one and where you're gonna find various things where we change layout for different areas and categories that you'll have in the app. So you'll see a side-by-side comparison right here of the old version and the new version of the app. What I really like about this side-by-side comparison is it shows you the different functionalities of the new version of the app and then we'll also kinda dive into where you can find everything.

So you can notice with the new version of the app, it's a bit more colorful, it's a bit more lively. We are going to use more of a swiping type of mechanism for patients where they'll swipe between the different programs and it is a bit more intuitive as well. So you'll notice a couple main changes from the old version of the app compared to the new version. So as you can see here, one of the biggest changes you probably

have noticed just from a visual standpoint is the volume slider has gone from a vertical orientation. It now will be in the new version of the app, it will be a horizontal orientation if you like the patients to have the option of separating the volume control between their right and left hearing aid devices.

We do have that option as well. It's no longer hidden within the app and they will have that option on the home screen of the new advanced version of the app to separate the right and the left volume. Battery status indicators are still going to remain in that familiar location at the top where we give your patient total visibility to the percentage of their battery less. Now once significant change that the app underwent was previously in this hamburger menu, if you look at the old version of the app in the top left corner where there's a kind of a hamburger menu and a red dot, that app navigation is now going to be in a different type of format.

It's going to be restructured to a bottom menu format. This provides easier access for our patients and for you all too as providers, whenever you are counseling patients on how to use their app. It's a bit more intuitive. I really like that the whole bottom slider of that little toolbox on the new version is laid out for you. So you can see there's the home tab, lifestyle, devices, support, and more. So it just has everything visually available for you. And our new design will actually also accommodate a classic mode, which we will dive into in a little bit, but the classic mode can be a great transition for patients who maybe they really liked the old version of the app, they just want simplicity, classic will be a bit more of a basic mode of the app compared to the advance, but it can be really great for our patients who really want simplicity.

Another thing you'll notice between the two versions of the app, we do still have that comfort and clarity button as well. We do actually have a normal category on the advanced, the new version, the refreshed version of the Remote Plus app. And that's really nice so then patients know if they aren't in comfort or clarity, it just provides a

little bit more transparency for them. And I do always like to note the comfort and clarity buttons. These are only available in your automatic program in Integra OS they are not available in a manual program or an optional app program. So now looking at the different type of categories that you'll see on the app. So this is kind of a quick reference point showing you what you'll find when you go to different sections.

So when you go to the More tab at the bottom, what you're going to see is you can go to that app mode and then click the classic version if you want to go into the classic version of the app. If the patient maybe doesn't want this new advanced version. You'll also see a couple different categories under that More tab as well, such as demo mode if you want to play around in the app. So when we did this app refresh, we know, you know, there's main reasons behind why we recommend patients use an app in general, but there were also three main reasons behind why we at Unitron decided it was time for an app refresh.

So our past version of our app, it was over five years old. We really wanted to introduce a new modern look and feel and we didn't feel like the old version of the app was aligned with the evolving landscape of Unitron design and technology. You can tell the new version of the app is lively, it's full of color. We do have a bit more of an intuitive design. You'll see a lot of pictures, different icons and different tabs. It makes that swiping mechanism a little bit more intuitive for our patient. And on this branch of it being more intuitive, we really wanted, our second main focus was to make this really an easier navigation that was very intuitive for our patients.

So the aim was to actually reduce the amount of steps that a patient has to take to get to a certain adjustment. So for example, in the previous version of the app, if it took maybe about three to four steps to get a patient to change maybe the equalizer or to rename a program, it now only takes about two to three steps. So we did minimize each process about one to two steps, which makes it a bit easier for your patients as

well. And then the third main reason we decided, okay, here's why we want to do a new refreshed version of our app, is we also put crucial consideration into accessibility. So the new app is more adaptable and it can adapt to increased font sizes for our patients.

It adapts more to their phone settings to help with patients with visual impairments, with the distinguishing various controls available in the app. And we really wanted to focus on this access of accessibility to have that new design a little bit of an easier roadmap to get to certain areas to really, really ease this process for both you and your patient. So all in all, it really was driven and designed by a need to modernize the app's look and feel. And so we're really excited to offer a more intuitive version of the app that is really beneficial for not only you but your patients as well. So there's three main features when it comes to the app, the new version, that will look a little bit different, that will be different than the previous version that you were used to.

So the first of that being is patients will now have access to a comprehensive log it all view. And if you have not heard of Log It All before, we at Unitron have a fabulous data logging system that really breaks down the environments in the hearing aid and how often the patient is in each environment. Now, if you're kind of an expert on Log It All and you've used Log It All in the past, we will not break down the different scores associated with each technology level in the app. That is, the providers will see that in the software and can share that with the patient if they choose. But the patient will now see the different breakdown of the environments they were in.

So you can see in this example, this patient will see that they were in, you know, conversation and quiet 14% of the time, quiet 14% of the time, noise, 17% of the time, music 9% of the time. So it gives them some fun access to their hearing aid data and they also can see the usage and how long they wear their hearing aids per day as well. So it's a fun tool to make them kinda hold them accountable too for hopefully

encouraging them to wear their hearing aids longer. Secondly, you will see some lifestyle physical activity data. So this is going to be under that Lifestyle tab. It will show them the steps per day and then the active minutes per day.

This is something patients might find as a benefit and knowing about their, you know, hearing healthcare journey, but also some of their other healthcare journey as well with this additional data point. However, it just kinda lies in the background so there's not anything additional that you all have to do as the provider with this information. And then our third new feature that you'll see is, like we talked about earlier, is we really did want to provide choices for our patients. So we do have that option if you go into the mower, that little settings type of wheel at the bottom right corner, you can choose between the advanced version of the app which is the one we've been talking about today or that classic mode of the app.

The classic mode of the app, we'll dive into in just a minute. It is a little bit more basic than the previous version you're used to, but it is a little bit more comparable for those patients who might crave more simplicity with their hearing aid controls. So I wanna talk a little bit about our experience innovations because they fit, some of them fit so seamlessly within our app. So we'll dive into a couple that you might see when you and your patients are pairing to the app or patients are getting familiar with their app. So I wanna shine a little bit of a light on our Coach experience innovation. Coach is a wonderful tool that will provide a range of functionalities and it really greatly benefits not only the end user, the patient, but you all as the hearing care provider.

So here on the screen, we actually have some screenshots from the new app version that shows some of the sample coach messages that the patients might encounter. So these messages through Coach, it's really like a virtual coach for their hearing aids. So these messages will guide them through their hearing journey. They provide helpful resources like instructional videos on how to recharge their hearing aids that maybe

some best practices for cleaning. They can view their data, their wear time, and even submit ratings to their provider. So you all have visibility and transparency on how the patient is performing and how they feel like they're doing with their hearing aids. Coach is a really versatile tool. So we continuously strive to innovate and expand its functionalities to better serve you all and your patients as well.

And these screenshots that are up on the screen right now, they really do show you a great glimpse into the diverse capabilities that Coach brings to your patients that really can enhance the overall experience of the app. In terms of numbers, so our latest data when it comes to Coach has actually indicated that we send over 125,000 notifications monthly through Coach, which is quite a bit. So a lot of our patients and our providers are... A lot of our patients are using this and a lot of our providers are counseling, you know, their patients on how to use enable this feature. Additionally, there's nearly about 4,000 activations of our insights per month and for of you who are not as familiar with the app, whenever you activate insights when pairing the patient's hearing aids, that is what gives you access to these exciting features like Coach, Remote Adjust, ratings that we'll talk about in a moment when we dive into more of the experience innovations.

Now, in addition to the experience innovations that are available within the Remote Plus app, ratings is another experience innovation that fits very seamlessly into the app experience for the patient. So what patients can do through ratings is they can share their experience across multiple screens starting... We'll start with selecting whether it's a positive or negative experience with hearing aids. They'll do that by, there's a smiley face or a negative face to reflect their mood, their experience, and then they can also delve into specifics, adding details about their environment, reasons behind the rating. And once your patient completes this, the app will send the feedback directly to the hearing the hearing care professional as you know you all and you all will be able to access that via the rating section in TrueFit.

And this really helps you all see, you know, some insight, gain some insight into the patient's hearing experience so you are able to help them appropriately. And if a patient does send a certain number of negative ratings in a row about three, it will email you all as the provider to let you know that maybe the patient's having a little bit of trouble and we need to get them in for troubleshooting. Ratings can really be an excellent means for our end users, for our patients to communicate with the hearing care providers to really give you all that, share that feedback. In terms of numbers associated with our ratings. So over the past year, about 9,000 patients have utilized this ratings feature and they've sent about 25,000 feedback instances.

What I really like is when you think about ratings, sometimes, providers get a little anxious thinking, okay, it might be lean more on the negative side than positive when you know patients are submitting these ratings, but when we have surveyed all of these ratings, over 60% of them actually do come back positive. So even your patients who are doing great with their hearing aids, they still will utilize this rating feature. It's not just for our patients that maybe are struggling. Now diving into experience innovations just a little bit deeper. Remote adjust is also another one of our experience innovations that we have that fits very seamlessly into the Remote Plus app. And our remote adjust is going to be an asynchronous option, which means you do not have to get on FaceTime or be, you know, live with the patient.

It really involves the hearing care provider sends the adjustment over to the patient's app, patient accepts the adjustment through their app, and then they're also able to go back to their previous adjustment if they didn't like the new adjustment or they can keep the adjustment that the provider sent to them. It's a really convenient solution for both you and your patients when it comes to giving them those troubleshooting and some of those adjustment measures if maybe they can't make it into your office for whatever reason. And one thing I do like to note is if you are interested in using remote

adjust, make sure you're always activating Insights for both your patient and then for yourself when you're logged into the myUnitron account and your software.

And then the last experience innovation that fits really seamlessly into our app, it's my favorite one personally is the Log It all. So Log It All this shows on the screen a really good example of what Log It All looks like in the software. So whenever a patient comes back to see you, the insight screen will be the default screen that pops up right away. And if you click on that third circle at the top that says Log It All, Log It All will actually show you all as the provider how the patient is doing with their hearing aids. It provides four scores to compare the patient's experience in the hearing aid technology that you fit them in and then also the other three levels for comparison as well.

Now while the patient won't see those numbers that are in the middle of those circles at the bottom, they will see the bar graphs. So the bar graphs are going to be the information that the patient has available to them and it can just really make them involved in their hearing journey. It's a really great way to back up, okay, here's my recommendation as a provider and here's actually what your hearing needs are doing for you. So it allows patients to be involved and really trust you all as their hearing care provider when they get access to some of this information as well. And then you'll also see that step counter and that activity tracking buttons, we'll talk about that in just a moment as well.

So I wanna do a little bit of a walkthrough of what the app's going to look like. So we've talked about where all the features might lie, the differences between the old version and the new version, but let's do a little bit of a walkthrough. So on this home top, what you're going to see is you'll see that volume control, you can split it if the patients wish to have individual control of their right and lower left hearing aid. Like I mentioned earlier, the comfort and the clarity buttons will be on this main screen as

their only pre-designed options for the automatic program. They're not offered in a manual or an optional program. We do have the normal category now.

And you all have visibility to if they are not in comfort and clarity, it will be selected as normal. Now diving into the different adjustments that you'll see on the home screen, we kinda just talked about this a little bit, but the split volume control is going to be that main adjustment that you'll see with that horizontal volume control configuration, and then we have those normal comfort and clarity options at the bottom. The program carousel at the top allows patients to swipe through programs. So what will happen is their automatic program will always be the first program that is set there. And then when they swipe over any manual programs you all have added in their hearing aid and the software will show up next and then their optional app programs will show up.

The option to add those will show up at the end under managed programs. So now you can kind of see on the screen right here where there's the plus and the minus button with managed programs. If patients scroll all the way through the program carousel, this is where they can find their optional app programs. And we have a variety of optional app programs that are available. So at all technology levels, you will see these five optional app programs available. So you'll see like five to six. The restaurant, television, outdoors, cafe, and live music. And then you'll see some type of transportation program. As you go up in technology, there is a party in a 360 and car option as well.

These are not something you all have to add for your patient. They always have access to this depending on each technology level and they can add this for themselves in the app. And then we will see the equalizer too. So if they add a manual optional app program, you will have access to the base, middle, and treble so they can adjust the equalizer in those optional app programs. Now one of my favorite changes is they made customization a bit easier and more straightforward with the new refreshed

version of the Remote Plus app. So in the top corner where you see those three dots, if you want to rename a program, maybe they wanna rename it tinnitus restaurant, you know, anything that they want, you just go to that program and you go to those three dots.

So it's a bit easier and straightforward of a process. And then on the flip side, they can also go into those three lines, that hamburger menu on the top right of that program carousel to adjust the equalizer focus mics. One thing I do like to add is if you all as the provider have renamed a program in the patient software, it doesn't stick back over to the app. So you do have to go into these three dots to rename and if you wanna coordinate those names to rename the program. And then under that lifestyle tab, like we talked about previously, this is where you're going to see the average wear time per day. The patients will see that breakdown of their log at all data per environment and then the step counter and the active minutes per day.

They will also have visibility to that information as well. If you dive into the devices screen on the bottom, this is where you can, if you wanna turn on or off the tap control feature, this is where you can find that in the app. You can adjust some Bluetooth settings. You can change the behavior of the hearing aids if you want them to turn. They do default to turn on when you take them out of the charger, but you can change that behavior. And if a patient has any remote adjust options where you've sent a remote adjust troubleshooting or adjustment to them under that hearing aid adjustment with a red dot is where they will go to accept that adjustment that you sent remotely.

And then in our support tab, this is where they can find our patients, can find videos on how to charge their hearing aids, how to clean their hearing aids. There's FAQs, there's tips and trips. So it can be a really wonderful resource you all as the providers can also access these videos on the app on your phone and email them, send them to patients as well. And then if you go into the More tab, this is where you're going to go if you go

up to the app mode if a patient refers that classic version of the app. Now in terms of the classic mode, I know we talked about this a little bit before, but the two main versions of the app are going to be that advanced mode that a defaults to, and then this classic mode.

Classic is going to be very basic for your patients. So if they do want this more classic mode, it will have that vertical volume slider with the split functionality that they're used to from the previous version of the app. They can make adjustments to their manual programs if you've added a manual program for them. That is going to be in addition to the comfort and clarity adjustments on the automatic program, those are going to be the main functions and the main adjustments patients have in the classic mode. If they wish to do more and have access to optional apps, more equalizer type settings, then you know, turning off tap control using remote adjust, they are going to, we do recommend going into that advanced type of option.

Now in terms of patients, their onboarding journey of the new version of the app. So for new users it's going to be the same type of pairing process you were used to for the old version of the app regarding existing users. They don't need to repair their hearing aids if they're already connected to the app. Insights is typically already activated for them and they might receive like a welcome back message introducing them to the new app design, updating their privacy notice and then having the option to switch between the classic and the advanced mode. And so that concludes our presentation today for the Remote Plus refreshed version of the app. We are really excited about this.

It's going to provide a really intuitive experience for your patients in terms of the app and it really enhances that part of their hearing journey. And so we really appreciate y'all's time today. I'm going to open it up for questions if anyone has questions. And again, thank you so much for your time today. All right, I don't see any questions

coming in, so thanks so much, guys. Hope you have a great day and thanks for joining us today.