

Remote Plus App Update FAQs

Q) When will the new app be introduced?

A) The updated version of Remote Plus is scheduled to be released on January 3rd 2024.

Q) Why did we refresh the client app?

A) We want to ensure that clients feel empowered to take control of their hearing care journey. This new release of the Remote Plus app allows for just that; with a fresh look and feel, users can easily navigate between programs set up for them by their clinician, adjust these settings based on their individual preferences, and create their own programs. Its intuitive design was created with accessibility in mind, to minimise user effort while optimising experience.

Q) Will the client be notified of the update?

A) For clients who have Insights and notifications activated for the Coach feature, they will receive 2 notifications prior to January 3rd 2024 through the app notifying them of the upcoming update. Otherwise, the first time clients open the app after the update, they will see a pop-up notification within the app to explain the update.

Q) Which hearing devices is the new app compatible with?

A) All platforms and devices that are compatible with the Remote Plus app will be updated and compatible with the new version i.e. all wireless Discover, Discover Next, Blu and Vivante devices.

Q) Will my client need to download a new app?

A) No, the existing Remote Plus app will be updated with a refreshed look and interface.

Q) Can my client revert back to the 'old' app?

A) No, once the app update has been completed there is no way to revert back to the 'old' app.

Q) Will my client need to manually update the app?

A) No, given the client has automatic app updates enabled. If not, then the client will need to manually update the app in the app store/play store.

Q) What would happen if my client never updates their existing app?

A) For the best user experience and improved stability and functionality, it is highly recommended to update the Remote Plus app to the latest version. Clients will continue to be able to use their existing app until compatibility issues arise.

Q) Will my client need to re-pair their hearing aids to the app?

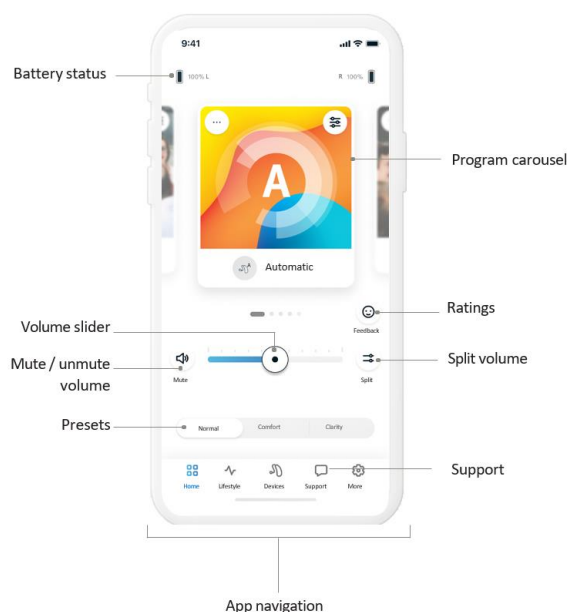
A) No, the client's hearing aid pairing and Insights activation will be maintained with the updated app.

Q) Has the pairing procedure changed for the updated app?

A) No, pairing instructions are exactly the same. Client's Bluetooth pairings (for audio streaming and phone calls) will remain unchanged. The main differences include receiving a "Welcome Back" message introducing them to the new app design, reaccepting the updated privacy notice, and having the option to select between Classic or Advanced modes.

Q) What has been introduced in the new update?

A) The biggest change is the user interface which has been updated with a more modern design. Clients now have the ability to select from an Advanced or Classic mode to accommodate their personalisation needs and lifestyle trackers have been introduced for added functionality.



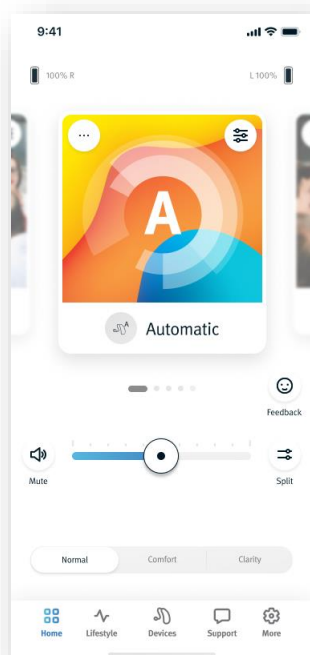
The new app offers faster pairing functionality, reducing the time required for device pairing compared to the old app in a tangible way. This enhancement aims to streamline the initial setup process, providing users with a quicker and more efficient pairing experience.

In the previous app, users needed an activation code, which has now been eliminated. With the new version of the app, the activation within the app is now seamless, eliminating the need for an activation code and ensuring a smoother activation experience for users.

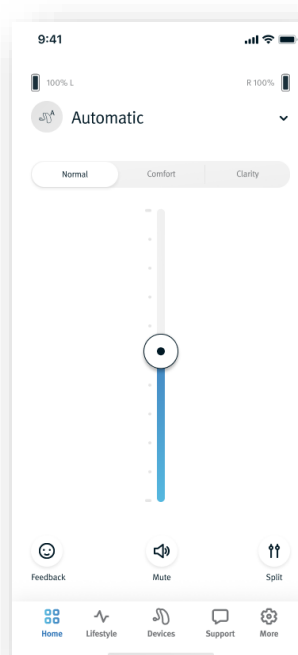
And finally, addressing a previous inconvenience, the split volume button has been enhanced. In the older version, this button was not persistently available on the home screen; users had to navigate to settings to toggle its visibility. Responding to user feedback, this button will now be persistently displayed on the home screen, ensuring easy access for users whenever they need to adjust the volume settings.

Q) What is the difference between Classic and Advanced mode?

A) Features wise, the client will not have access to the App Equalizer or Optional App Programs in Classic mode. Classic mode has been designed based on end-user and clinician feedback who have expressed the need for a simple and straightforward app for those who may not be as tech savvy. For those clients who wish to personalise their experience further, Advanced mode is highly recommended. The Advanced Mode of the Remote Plus app allows for changes to the program equalizer, tinnitus balance, ambient balance, and the ability to modify optional app programs.



Advanced Mode



Classic Mode

Q) Why did we introduce two modes of the app?

A) We introduced the mode selection option based on extensive customer feedback. Many clients and clinician's preferred the simplicity of the current home screen. Also, we wanted to provide an option for users to transition into the new app gradually, using a familiar interface as their starting point.

Q) How can I explain the uses for the equalizer presets?

A) The aim of these labels is to try to communicate to clients that they can change how their hearing aids respond to different inputs depending on what they need at that time.

The one in the centre, labelled "More Clarity" can be seen as their baseline – this is where the clinician who fit their devices has determined they will get the most benefit in most listening situations. From there, they can adjust the equalizer manually to their preference. Alternatively, the client can choose to use one of the other two presets to help them get started in discovering how these customisation features may work best for their individual needs, without always having to wait for an appointment to see their clinician. The centre preset button will always bring them back to their baseline.

Lastly, the equalizer screen may become a handy tool for clients to discuss what changes they want to see applied to their automatic settings by their clinician. In other words, this gives the clients the verbiage to communicate their listening needs more effectively with their clinician.

Q) What are the benefits of displaying the Truefit Log it All view to the client?

A) Users can now see the different listening environments they experience day-to-day on the new Lifestyle screen. This matches what the clinician can see for Log It All in TrueFit fitting software. It works by highlighting which situations the user is in and how their hearing aids interact with these situations. The blue lines next to the numbers indicate which environments are supported by their current technology level. This visualisation can be helpful in demonstrating which technology level is best for them and to assist clinicians in their discussion of potential upgrades. It may also act as a guide for the client on how to discuss further improvements to their hearing aid setting with their clinician and achieving the client's listening goals. The Log It All data is updated when the user navigates to the Lifestyle Tab.

Q) How do the new elements in the Lifestyle section work? How often is the data updated?

A) As mentioned above, the synchronisation of Log It All data between the app and TrueFit helps to facilitate efficient discussions and informed decision-making during appointments. Log It All data in the app is updated each time the user navigates to the Lifestyle tab.

The average daily wearing time is now also visible to the client, calculated from the date of the last fitting.

Towards the bottom of the screen, additional lifestyle information becomes accessible for products with an accelerometer (so not for Moxi V-312 and soon Stride V-UP, due to the lack of an accelerometer in standard battery instruments). This data, updated hourly, includes the step counter and active minutes. The step counter shows the user's total steps for the current day, measured by their hearing instruments. The active minutes widget indicates the duration of medium to high activity levels recorded by the hearing instruments in a day. This encompasses slow and fast walking and running while excluding sedentary and low movement activities. Users can set daily goals for step count and active minutes by interacting with the widget. Steps and activity tracking are exclusively available in the app and are not visible to the clinician in Truefit.

Those wanting to utilise the activity tracking features discussed above do not need to create an account; these features will be available to the user upon downloading the app and connecting their hearing aids.