



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

### Getting started

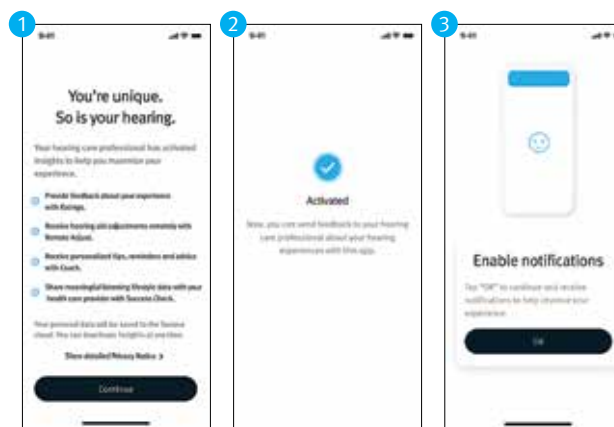
#### Step 1: Activate Insights



- For clients to receive Coach messages, 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
- Enable notifications

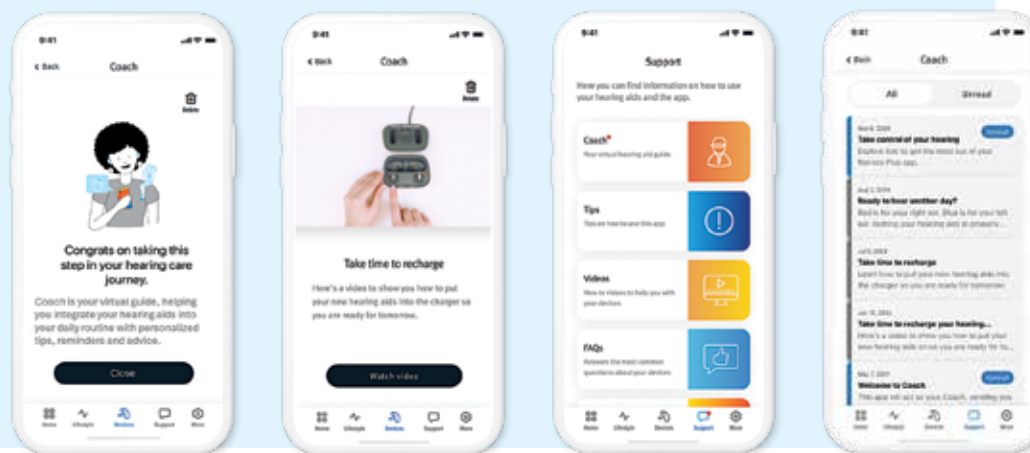


#### Notes:

- Your client can manage their Insights settings by tapping on the **More** tab, then **Insights Settings**
- You can check that your client has activated Insights and if they have made changes to their Insights settings on the [End Fitting](#) > [Insights Setup](#) screen

### How your clients receive Coach messages

Coach uses Insights data, like usage, Ratings, and overall satisfaction to analyse your client's experience and provide meaningful instructions and tips. There are many potential messages that could be sent, from instructional guidance on hearing instrument management, tips on usage, and messages of encouragement. Your client will receive these messages via Coach messages delivered based on their individual journey. They can access these messages at any time by clicking on Coach in the Support tab.



For additional context, please see the sample of messages included on the back of this document



## Sample Coach messages

Outlined below is a sampling of Coach messages in three categories. This is not a comprehensive list, and messages can change over time based on feedback. Tips, advice and reminders are sent based on clients' individual journeys, ensuring they receive a personalised 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.



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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### 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 personalise 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.



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