

signia

Life sounds brilliant.

TeleCare 2.0

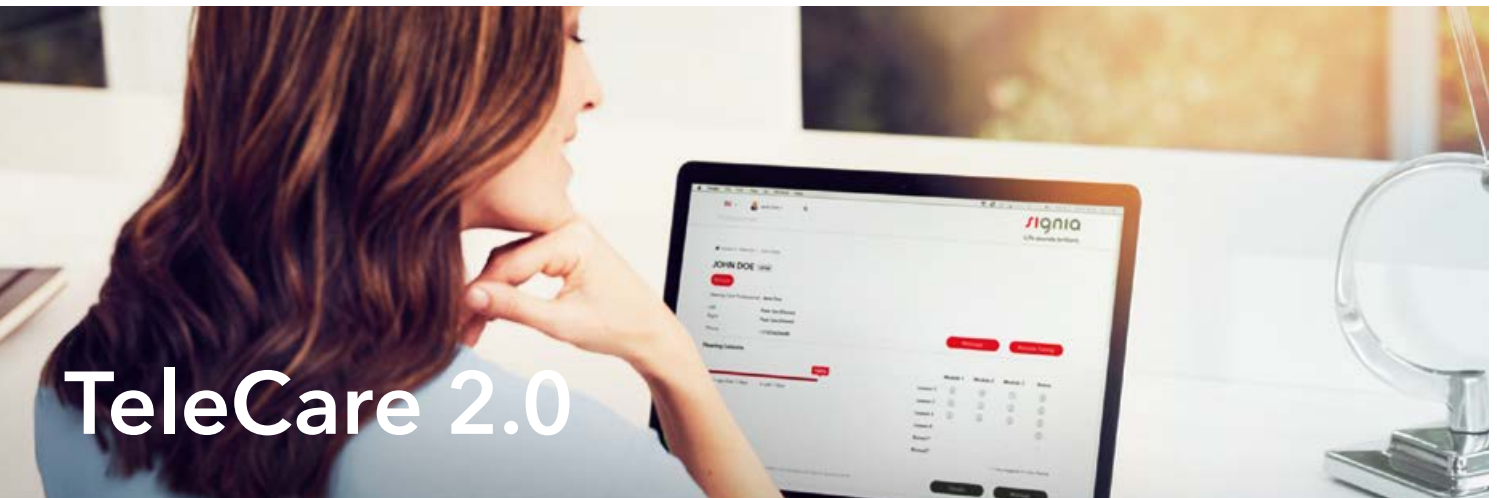
Your personal connection to success.



Hearing
Systems

SIEMENS

signia-pro.com/telecare



TeleCare 2.0

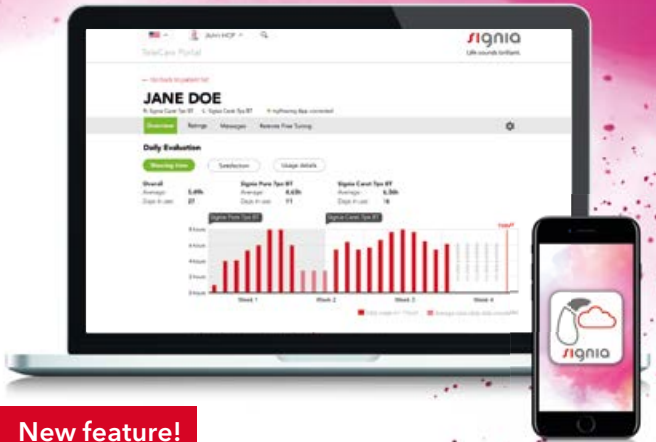
Closer to your customers than ever before.

From your computer or smart device to your customer's smartphone: A business changer, TeleCare 2.0 keeps you in direct contact with your customers and enables advanced remote fine tuning for the best possible conversion success during trials. TeleCare 2.0 is optimized for primax™ star hearing aids and works with all Signia models, delivering the gold standard in customer care.



Your support right at hand:
Via the myHearing App your customers can reach out to you for help with their hearing aids.

Help your customers on the spot - with real-time tracking.



New feature!

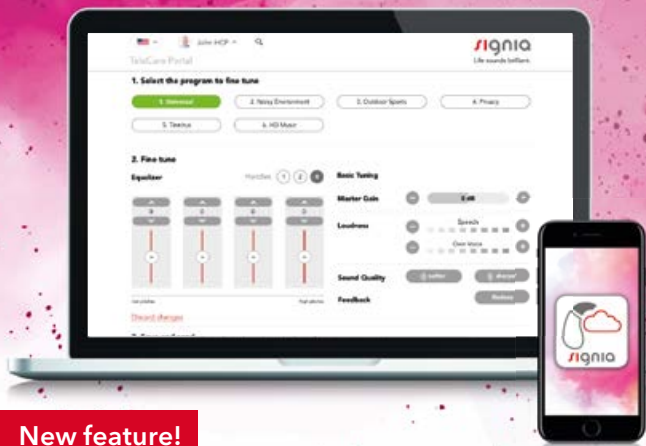
The ability to monitor vital indicators of the patient's trial allows you to better predict successful outcomes and intervene where necessary.

- Tracking of daily satisfaction
- Enables you to react more precisely

Extra benefits with Pure™ 13 BT primax

Wearing time, program use, and situation classification are plotted daily via Bluetooth to give you the most detailed data for a successful trial.

Give your customers the best support – thanks to remote fine tuning.



New feature!

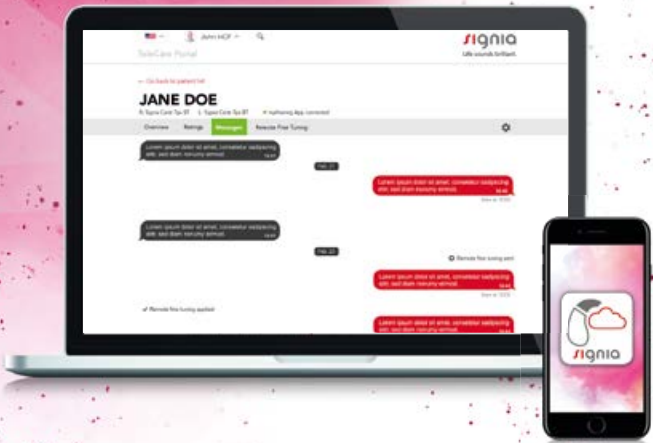
Impress your patients with the ability to make precise remote adjustments in four bands via Signia TeleLink.

- **Reduces interruptions ensuring better trial outcomes**
- **Avoids extra visits**
- **Doesn't let simple issues ruin the trial**

Get more with Pure 13 BT primax

The current instrument status on program, volume, situation classification and noise level helps you to fine tune the hearing aids optimally in any situation.

Stay closer to your customers - via easy communication.



Real-time text, voice and video CareChat capabilities enable easy and direct communication with your customers.

- **Lowers the barrier to communicate**
- **Lets you troubleshoot any problems in the most efficient way**
- **Saves you time and appointments**

Learn more about our game-changing TeleCare solution in detail and what it can do for you at signia-pro.com/telecare

Start connecting to success now!

Market tested success:



Return rate



Length of trial period



Number of follow-up visits



■ Without TeleCare

■ With TeleCare

A field test shows that when using TeleCare, hearing aid trials become smoother, faster and more successful than ever before.*

Start boosting your business now: Register for TeleCare 2.0 today at telecare.signia-pro.com



Your customers can download the myHearing App on the Google Play and Apple App Store.

* See legal note on final page of this document.



myHearing App works with most Android and iOS devices.

The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases and are subject to change without prior notice.

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* Field test conducted in 2016 in the United States and Germany by Sivantos to evaluate the effectiveness of TeleCare with 25 practicing Hearing Care Professionals and 150 of their patients over four months. Results show that when using TeleCare, the average hearing aid return rate, the length of the trial period, and the number of follow-up fitting appointments decreased compared to not using TeleCare. The results of the study are presented within the paper "Signia TeleCare - the Future of Hearing Care Starts Now". Available at signia-pro.com/telecare-field-test

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