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AUDIO ENHANCEMENT®
COMMUNICATOR

Team,

Welcome to the latest edition of AE Communicator. This update brings together important information from across the organization to help keep everyone aligned and informed as we move into the next stretch of the year.

Human Resources:

Benefits – New Insurance Cards: What to Expect

As part of our transition to new insurance carriers, here's what to expect regarding insurance ID cards:

- **Medical:** Employees enrolled in medical coverage should receive a physical ID card by mail. If you selected the “Go Green” digital option in the UHC app or UHC Rewards program, you may not receive a physical card. Your medical ID card will always be available digitally in the UHC app.
- **Dental & Vision:** UnitedHealthcare does not automatically issue physical ID cards for dental or vision coverage.
 - Dental members may request a physical card through the UHC app or website if desired.
 - Vision cards are not issued, but vision information is available in the UHC app and can be printed if needed.

Tax Season Reminder

Tax forms will be available by the end of January. Please note that tax forms will not be mailed. Employees will be able to access them directly in Paylocity and will receive a notification once they are available.

If you need help locating your tax forms, a step-by-step guide is available on the SharePoint Employee Resources page:
Access Your Tax Forms

As always, please don't hesitate to reach out to the HR team if you have questions — they're happy to help.

QUALITY UPDATE: Centralized Quality Service Desk

To improve visibility, consistency, and trend tracking across the organization, the Quality team has transitioned to a centralized Quality Service Desk for all quality-related concerns.

Effective immediately, all quality-related items should be submitted to Quality first, rather than being routed directly to Engineering. This allows the Quality team to properly track, monitor, and analyze trends across products, systems, and processes before determining any needed escalation or handoff.

Quality Portal:

<https://quality.audioenhancement.com>

What the Quality Service Desk Is Used For

- Software and firmware bugs
- Hardware defects or failures
- Recurring trends or field observations
- Process or workflow concerns
- Product reliability or performance issues

Please note: The Quality Service Desk does not replace Technical Support. For customer troubleshooting or support needs, continue to follow the established Technical Support process.

What You Can Do in the Portal

- Submit quality concerns related to software, firmware, hardware, trends, or processes
- Access a direct link to Technical Support
- View the status of your submitted tickets, including progress, updates, and closure

Email Intake Still Supported

The portal is fully integrated with quality@audioenhancement.com. Internal users may continue submitting quality concerns via email, with all submissions centrally tracked through the Quality Service Desk.

This change strengthens visibility, improves reporting accuracy, and supports data-driven quality improvements across the organization.

ENGINEERING UPDATES: Progress on Products and Processes

Several Engineering Change Orders (ECOs) and Technical Decision Notices (TDNs) have been released to refine products, improve accuracy, and streamline operations. Highlights include:

- **ECO 197 / 203:** Updated CAT6 cable for the ITC-2 from a green 10' cable to a green 50' cable, making installations easier when longer runs are required.

- **ECO 204:** Beta approval for MS-700 firmware version 2.1.1. This authorizes limited beta deployment (not a public release) and includes:
 - Fix for the “screeching” issue without introducing noise in SIP audio streams
 - Resolution of line-in audio mixing with SIP calls and RTP streams
 - Updated Python OS image to a supported version
- **ECO 198:** CZA-1300 Firmware 1.0.11 approved, restoring appropriate base volume levels while maintaining volume control functionality.
- **TDN 176:** Approval for production of 300 Kiosk V2 units using the Inwa microphone. These units are currently shipping.
- **TDN 203:** Added a bumper to the Kiosk speaker/microphone bar (limited to the first 300 units) to improve stability.
- **ECO 193:** Updated wall anchor kit for the MS-700-S with smaller screws to improve ease of installation.
- **ECO 196:** EPIC System version 3.1.5 released, addressing bugs identified in EPIC 3.1.0.
Detailed release notes are available in Confluence.

Thank you for taking the time to stay connected and informed. Your attention to these updates helps keep AE aligned, responsive, and moving forward together.



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