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Team,

Welcome to the **AE Communicator**! Here's your update on what's happening across the company—from key wins and customer impact to team news you won't want to miss.

YTD Goal Sales Update

We are currently at **\$24.8M**, which represents **12.4% progress toward our \$200M growth goal** tied to our **paid Christmas break milestone**.

Thank you to everyone across the organization who contributes to supporting our sales teams and delivering exceptional experiences for our customers.

Company OKRs

Objective 1: Accelerate Sustainable Revenue Growth Across All Divisions

- **KR1: Achieve 10% year-over-year revenue growth**
- **KR2: Increase cross-solution adoption by 10%**
(Example: A customer using Audio, EPIC, and SAFE adds InfoView or VIEWpath.)
- **KR3: Achieve 110% net dollar retention** based on 2025 year-end invoiced sales

Objective 2: Deliver World-Class Customer and Partner Experiences Through Operational Excellence

- **KR1: Achieve an average NPS of 60+** across internal and external surveys, with emphasis on *"Are we easy to work with?"*
 - **KR2: Achieve 85% First Time Right installation and deployment success** across all customer projects *(on time, in scope, no rework)*
 - **KR3: Achieve *85% on-time Opportunity for Improvement (OFI) completion**
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Customer Impact

Breaking Language Barriers in Oceanside Schools

Oceanside Unified School District recently launched **CLEAR Connect's live translation technology**, helping teachers deliver instruction that multilingual learners can fully understand in real time.

By translating classroom instruction into students' native languages, the district is breaking down language barriers and increasing engagement—demonstrating the powerful impact Audio Enhancement solutions are having on student access and learning.

One student, **Giovanni Martinez from Oceanside High School**, shared:

"I don't understand English, the web translating in Spanish help me understand the teacher."

Stories like this highlight how Audio Enhancement technology is creating new opportunities for students to succeed.

Read the full story:

<https://fox5sandiego.com/news/local-news/oceanside-unified-launches-translation-tool/>

HR Update **Welcome New Team Members**

Started March 2, 2026

- Amber Haro — Admin Assistant — UT
- Cat Hoffman — Sales Support — UT
- Ricky Pacheco — Inventory Control Clerk — UT

Starting March 9, 2026


- Thomas Johnson — Tech Support Specialist II — FL

Please join us in welcoming these new team members to Audio Enhancement.

Dress Code Reminder

We appreciate the great work each of you does every day and the pride you bring to representing our team.

As a reminder, please review the company **dress code** to ensure familiarity with expectations. Please pay particular attention to the **footwear guidelines**, as shoes are an important part of both **safety and maintaining a professional appearance**.

If you would like to review the policy in full you can click the link:  [Dress-Code-Policy.pdf](#)

Thank you for helping maintain a positive and professional workplace.

Teams Meeting Etiquette

Thank you for continuing to stay connected and collaborate effectively through **Microsoft Teams meetings**. Please remember the following expectations:

- **Cameras should be on** during meetings to maintain engagement and connection.
- If you are **driving**, please inform meeting participants and keep your camera off.
- Ensure your **background is professional**. An AE background or standard Teams backgrounds are appropriate.
- The **company dress code applies to Teams meetings**, just as it does for in-person meetings.

Thank you for helping maintain a professional and respectful meeting environment.

Customer Chair Reminder

You may have noticed the **chair covers recently added in our conference rooms**. (Chair covers for the **Florida and Georgia offices will be arriving soon**.)

These chairs represent **our customer** and serve as a visual reminder that the customer should always be part of the conversation when we meet and make decisions.

To preserve that reminder, please **leave these chairs empty during meetings**. If additional seating is needed, feel free to **bring in another chair from a nearby office or cubicle**.

Keeping this chair open helps ensure we remember that **every meeting we hold ultimately impacts the customer we serve**.



Quality Update

New Return Drop-Off Form (Effective Immediately)

To improve tracking and accountability for equipment returned in person, a **Return Drop-Off Form** is now required for all **in-person return transactions** across **Utah, Florida, and**

Georgia.

This form ensures returned equipment is properly documented and can be matched with the corresponding **return records in SAP**, helping maintain accurate inventory tracking.

Effective immediately, the form must be completed whenever items are dropped off in person, especially if no one is present to receive the return.

For full details on the process and required information, please review the guide below.

 [In-Person Return Drop-Off Documentation Policy.pdf](#)

 [Return Form Templates](#)

Innovations – Hardware

TDN 229 – SAFE Badge Firmware Update

TDN 229 authorizes **SAFE Badge Firmware 1.0.10** to be programmed into badges for **Lee Summit School District**.

This firmware does **not change badge operation**, but adds **diagnostic information** used for troubleshooting.

Timeline

- Programming has started in the **Warehouse**
- **March 9:** Programming begins at Lee Summit
- **April 6:** Badges currently used by teachers and staff will be updated during **spring break**

ECO 224 – MS-700 Firmware 2.1.2 Beta Test

MS-700 Firmware **2.1.2** has been released for **beta testing**.

Any deployment to a school must be **part of the official beta test and approved by Innovations**.

Fixes Included

- Resolves the “**screeching**” **audio issue** without introducing noise in SIP audio streams
 - Fixes a previous issue where **line-in audio mixed with SIP calls and RTP streams**, causing the screeching issue
 - Fixes an issue in **v2.1.1** that caused **audio delays of up to four seconds**
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Innovations – Software

District View 2.0 Now Available

District View 2.0 is now available.

This upgrade improves the **backend operating system**, allowing District View customers to continue receiving important **product and security updates**, similar to the **EPIC 3.0 upgrade**.

AE’s **Special Projects Team** is reaching out to District View customers to coordinate updates.

Sales Update

Organizational Updates

Several updates have been made to sales processes and personnel.

Quote Expiration Updates

- Quotes now expire after six months
- Sales Support can extend quotes for an additional six months if needed
- Expired quotes automatically move back to the Qualified stage

Large Events

The SAFE Summit was recently held and proved to be a highly successful and impactful event.

Customer Success Updates

- Until CXS requests transition into Salesforce, requests should be emailed directly to April and Millie instead of submitted through the Monday.com form.
- Roylynn Williams will be joining the CXS team in Kansas starting March 16.

Thanks for staying in the loop and for everything you do every day to make Audio Enhancement thrive. Let's keep the momentum going and make great things happen!