

BeyondHearingAids Newsletter



Bringing ALD Solutions to Professionals and Consumers

March/April 2003

The goal of this newsletter is to provide tools, resources and information to help professionals be more successful in recommending ALDs.

Did you Miss Us?

We're sorry we missed publishing the past several issues of the newsletter. We're back on track now!

- New Online Store feature available
- Get the newsletter link
- Product Return procedure reminder
- Easy Recall answering machine
- New Sonic Boom clock
- Conversor info

This is a publication of:
Effective Communication
Solutions, Inc.

Contact: Becky Morris

1030 Clubhouse Dr.
Independence, KY 41051
800-838-1649 (v/tty)
859-371-1363 (fax)
bmorris@one.net email

Exciting New Service is now available for ALD providers with websites

Did you know you can now add a full product line of ALDs on your website?? This can happen in less than a week!

If you already market your practice with a website, you can also offer an ALD Online Store from within your site. The store is under your banner only and provides secure payments.

Adding this feature is the most reasonable cost you will incur in most anything you do this year! We fulfill your orders, assume all the risk, invest in all the inventory and provide the shipping. You get immediate notification of any orders that are created.

This Online Store option is part of the Referral Reimbursement program offered through our No-Fuss ALD Program. This is just one more way to capture a potential browsing customer. Call us to get more info!

ANNOUNCEMENT

This newsletter goes online.

Did you know this newsletter is online in the Resource Center of the website?

Effective April, 2003 we will suspend the printing and snail-mail of the newsletter. Those folks who normally receive a hard-copy of the newsletter will receive a form to switch over to online notification.

You will get an email message with a direct link to the newsletter. One click and you'll be able to access the most current copy as well as all the archived copies.

We hope to save a few trees this way as well as control costs. We want this to remain a free service.

Don't have online access? – Be sure to let us know and we'll make sure you get the newsletter. We won't leave anyone behind.

Returning Equipment? – We Need Your Help

If you find that your client didn't want the equipment you ordered and it needs to be returned, we ask that you do so within 30 days if at all possible. It is imperative if the product is defective. That's a manufacturer issue we need to contend with.

We absolutely need all the original paperwork, packaging, etc. returned in the same condition we sent it so that we can offer a full refund. This includes placing the product in a shipping box (not placing a shipping label on the product box). If we don't have everything, then we get stuck and that sure isn't fair. We may have to ask you to help in the lost revenue of product we can't sell as new.

Many of you know just how hard we try to please your customers and work diligently to make their experience a positive one. Please help us by checking everything when your client is with you and we'll be able to keep everything running smoothly.

Refer to the gold RETURNS page as reference with your client.

www.BeyondHearingAids.com

Featured Products

The Easy Recall Answering Machine



The Ameriphone Easy Recall Answering machine

Features a powerful amplifier and a high fidelity speaker for a louder clearer sound without distortion. It has an adjustable tone control and large easy to see buttons. It is simple to operate and you can begin to take messages right away with its' prerecorded message, or you can create your own.

Perhaps the most useful feature is the adjustable speed control that allows you to replay the message faster or slower. Of course, it can distort sound by going too slow, but it can be very helpful as you try to replay the message.

The retail price is \$99.00.

The Sonic Boom Alarm Clock Changes Colors –

The Sonic Boom alarm clock from Sonic Alert has changed it's color from black to white. The bedshaker plug has been redesigned but the clock still has all the same great features it used to. If you need to order a replacement bedshaker, we'll just need to know what color the clock is. The price remains unchanged.

Conversor FM System – some notes....

You may have heard about a new FM system on the market called the Conversor. It is a high-end FM system with about 55dB gain. It features a small receiver that hangs around your neck and a stylish transmitter. I met the manufacturer of this system when it was introduced last year.

We won't be offering this system yet for two reasons. The first reason is because it is so new to the U.S. The second reason is that the rechargeable batteries cannot be replaced by the user. The system must be sent in for battery replacement. That is not an attractive feature for many of our end-users. We'll keep our eyes and ears open to this system.

On-line Newsletter – This newsletter is in the Resource Center of the BeyondHearingAids.com website. You can subscribe to an email alert when the newest issue is available. To subscribe: <http://www.beyondhearingaids.com/Newsletter.htm>

Effective Communication Solutions, Inc. meets the needs of professionals who work with people with hearing loss. They provide practical, knowledgeable support and training on ALDs. ECS, Inc. leads the industry in technical training, sales and support of ALDs to vocational rehabilitation counselors and hearing professionals who choose and use assistive technology.