FLEX:UPGRADE™

FLEX:UPGRADE™ is the only globally offered solution that allows you to easily upgrade your client's current hearing instruments to a higher technology level.

Keep clients coming back, and extend your care well into the future

Instill confidence with a solution that grows with your clients

You experience:

- An approach to increase your closing rate by addressing clients' initial cost sensitivities with a technology level they find comfortable and affordable today, and the option to upgrade in the future.
- New possibilities for incremental revenue by offering a trial of a higher technology level.
- An easy upgrade process performed in TrueFit fitting software with no need to swap hearing instruments thanks to Unitron's open platform.
- A means to differentiate your clinic.

Clients experience:

- Reassurance they can start with an affordable technology level and increase at a later date.
- Peace of mind that their future needs can be met if their lifestyle or hearing changes.
- The opportunity to try a higher technology level with no obligation or upfront cost.

Get the most from your experience! Contact Unitron to learn more.
Visit www.unitronvivante.com

Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone **deserves to Love the experience.™**

FLEX:UPGRADE™ is the only globally offered solution that allows you to easily upgrade your client's current hearing instruments to a higher technology level. When your clients are ready to invest in greater performance you can give them the the opportunity to try a higher technology level with no obligation or upfront cost. If they decide to keep their upgrade, they only pay the difference between their new and current technology levels with no need to purchase new hearing instruments.

Programming hearing instruments for the trial period

Step 1: Detect hearing instrument(s)
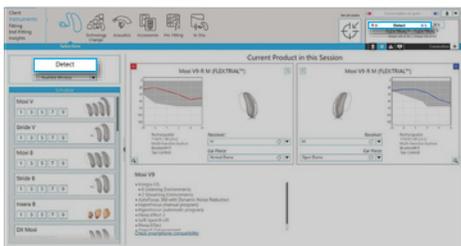
- Connect the hearing instrument(s) to Unitron TrueFit fitting software
- Click on the Detect button
- The detection dialog will indicate when the hearing instrument(s) have been successfully detected

From the Instruments › Selection screen, click on Detect

Step 2: Select and apply technology level

From the Instruments › Technology Change screen, select the desired higher technology level

Note: ensure that you remove the hearing instrument(s) from your clients ear's before starting this process.
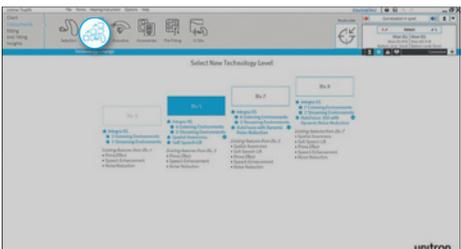
- Once the hearing instrument(s) are detected, go to the Instruments › Technology Change Screen
- The current technology level of the hearing instrument(s) is shown on this screen along with all of the technology levels that are available for this product
- Click on the desired technology level button to launch the Technology Change wizard

The wizard will guide you through the steps to upgrade the hearing instrument(s). During the upgrade process, you will have the choice of using the existing fitting as a starting point or creating a new fitting.

Step 3: Fit the hearing instrument(s)
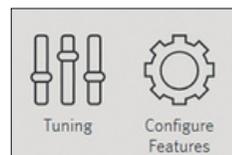
- The new features of the upgraded hearing instrument(s) will be set to their default settings
- If required, perform additional fine tuning

Make adjustments to new features on the Fitting › Tuning or Configure features screens

Step 4: Save the fitting and start the trial period
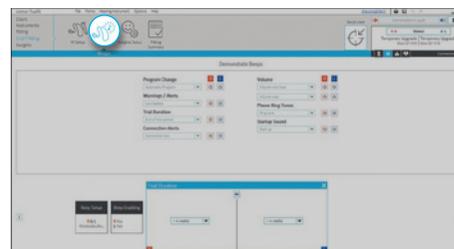
Set the duration of from the End Fitting › Beeps screen

- You can define the length of the trial period in the End Fitting › Beeps screen
- After saving the fitting, the temporarily upgraded hearing instruments are ready for an at-home trial
- The hearing instrument(s) will play a repeated beep when the trial period expires - the repeated beep is designed to render the hearing instrument(s) unusable and can only be turned off by saving to the hearing instrument(s) from within the fitting software.
- Print out the Getting Started Guide for your client. It will reflect the higher level of technology.
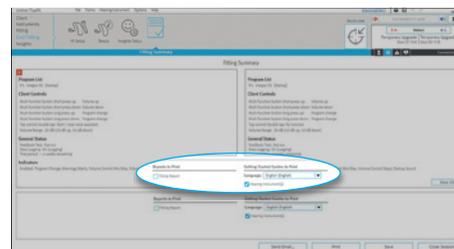
Print a Getting Started Guide from the End Fitting › Fitting Summary screen

Love the experience™

Purchasing the new technology level

Once your client has decided to purchase the upgraded technology level, use the purchase wizard in Unitron TrueFit™ fitting software.
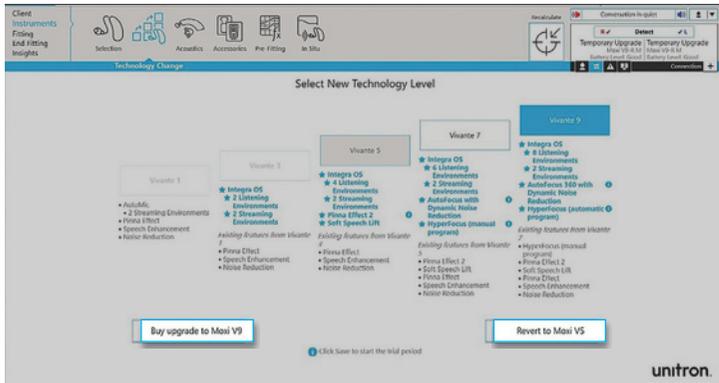
- After detecting the hearing instrument(s), go to the Instruments › Technology Change screen and select the Buy Upgrade button
- The Buy Upgrade button will start the purchase wizard
- In the Purchase Wizard, you will be prompted to perform the purchase

Note: if your client chooses not to purchase the upgrade, then select the Revert button and follow the instructions on the screen.

Online purchases:

- Once you log in, the wizard will guide you through the rest of the purchase process.
- Online purchases require a FLEX:UPGRADE username and code linked to your clinic, if you do not already have one, this can be requested from Unitron (this code is specifically yours and will be used for every upgrade you perform). Please request the code ahead of time as this needs to be set up.
- You must confirm the serial number(s), which are shown with information about both the previous technology level and the upgraded technology level
- After you have confirmed this information, your order will be transferred to Unitron

Confirmation:

- The last step shows the summary of your purchase; it is recommended that you print the information for your records
- The upgraded technology level is now successfully purchase and the hearing instrument(s) are no longer in trial mode

For a more detailed how to guide, please visit www.unitronvivante.com/flex

Love the experience.™

Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone deserves to Love the experience.™