



Success Check



Success Check allows you to view your client's usage data, Log It All score, Ratings and more. Receive alerts to successes or barriers without the need to connect hearing instruments to fitting software.



Conveniently access valuable insights about the client experience

You experience:

- The advantage of staying informed about your client's hearing journey which helps with preparation for a follow-up appointment, or when responding to client concerns
- Optional email notifications if there is an issue that we might think needs your attention, like low wearing time or a low satisfaction score.
- More awareness of your client's need for support between appointments.
- Insight into your client's experience helping you know what to expect at their next appointment.



Provide a higher standard of care

Clients experience:

- An automatic way to communicate their lifestyle and listening habits to their hearing care professional.
- Proactive care and peace of mind.
- Knowing they are fully supported in their hearing journey.
- The convenience of receiving support without a visit to the clinic - especially when used with remote adjust.

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.™**



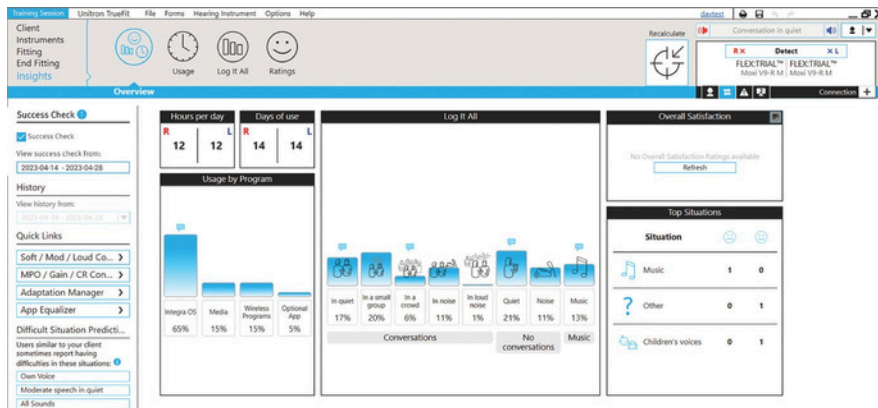
Success Check



Differentiate your practice by providing an additional level of care, based on your client's real-world hearing experience. Success Check allows you to review your client's usage data, Log It All coverage, Ratings and more in Unitron TrueFit™ fitting software without needing to connect to the hearing instruments. These insights can help you proactively prepare for follow-up appointments and determine whether additional counselling or support may be required.

Viewing Success Check data in Unitron TrueFit fitting software

Success Check data will be available in Unitron TrueFit fitting software from 24 hours after your client's fitting, provided they have activated Insights via the Remote Plus app. Simply open their fitting file to access their unique data at any time without needing to connect to the need to connect the hearing instruments.

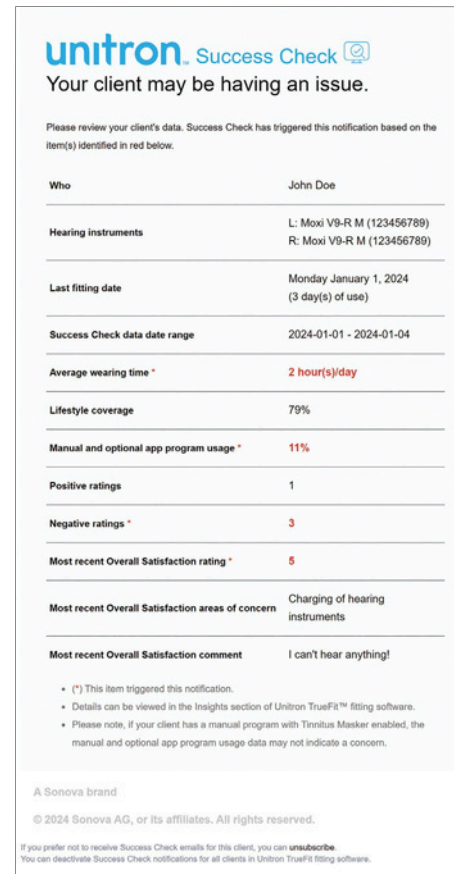


View Success Check data from the [Insights](#) screen

- Success Check is available on all [Insights](#) screens
- **Note:** for Log It All, only coverage data is available
- The data range displayed will be from the last time you connected the hearing instruments to the last date that data was uploaded to the Sonova cloud
- To see a [History](#) session rather than Success Check data, simply uncheck the [Success Check](#) option on the left side of the screen

Receiving Success Check notifications

If you have enabled Success Check notifications, you will receive an email alert when there are items that may need your attention.



A notification may be triggered as a result of any of the following:

- Low wearing time
- High manual program usage
- Negative Ratings - a notification is sent if your client submits two negative ratings
- Low overall satisfaction score

The Success Check email notification includes information about your clients experience. The data that triggered the notification will be in red. The additional information included may provide context.

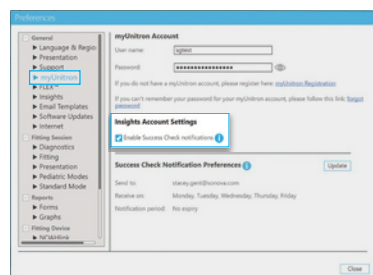


Getting started

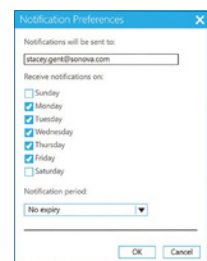
Success Check is automatically enabled if you are using Unitron TrueFit fitting software version 5.6 or newer, and you have Insights enabled. Success Check data is available for Discover hearing instruments and newer, provided your client has activated Insights and occasionally uses the Remote Plus app (v5.1 or newer).

Configure Notification emails

You can receive optional email notifications that will alert you to items that may require your attention. The email notifications can be triggered based on various criteria, including low wearing time, negative ratings, low overall satisfaction ratings as well as high manual program usage. Notifications can be configured to your data and frequency preferences.



- From the Unitron TrueFit fitting software main menu, select [Preference](#) then [myUnitron](#)
- Click the box next to “Enable Success Check notifications”



- Confirm or modify the email address that you would like to receive notifications
- **Note:** changes here will not affect your myUnitron account
- Choose your preferred notification frequency
- Choose your preferred notification period. By default, notifications will continue indefinitely, if the criteria is met, however, you may choose to have the notifications end 30, 60 or 90 days after the initial fitting

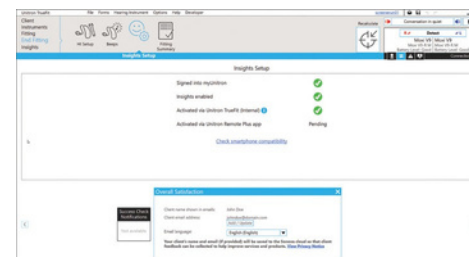


Consider sending notifications to clinic staff who can triage any potential issues

Individual client set up

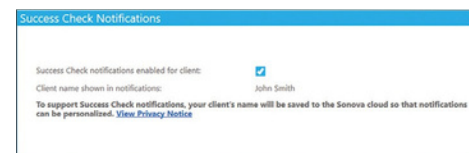
Client satisfaction survey email notifications

Clients will receive satisfaction surveys via Coach notifications. If the client does not complete the survey, and an email address has been provided, Success Check will send an email request to complete the survey.



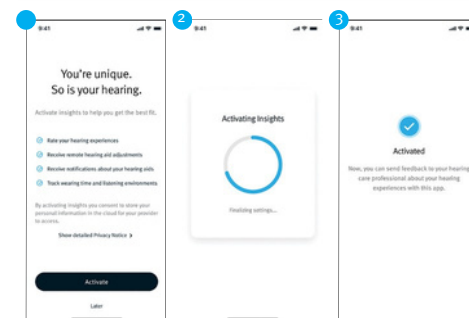
- If the client file does not contain an email address, you can add it by going to [End Fitting > Insights Setup > Client Satisfaction Emails](#) toolbox, and clicking on the [Add/Edit](#) button

Disabling notifications for an individual client



- If you have enabled Success Check notifications, but don't want to receive them for a specific client, you can disable them via the Success Check Notifications toolbox accessible on the [End Fitting > Insights Setup](#) Screen
- Alternatively, you can simply unsubscribe from an email related to this client

Client Insights activation



- Simply download the Remote Plus App
- Pair the hearing instruments
- Activate Insights - don't forget to have them enable notifications and allow location access. This will enable the app to share their data with the Sonova cloud so it can be accessed via Unitron TrueFit Fitting software.