

Experience Tech Tools

Quick Start Guide

What are Experience Tech Tools?

Our exclusive suite of tech tools is designed to maximise the experience for an enhanced outcome for all. Our intuitive Unitron TrueFit™ fitting software and user-friendly Remote Plus app facilitate the seamless integration of innovative technologies and features into your world and your clients'.

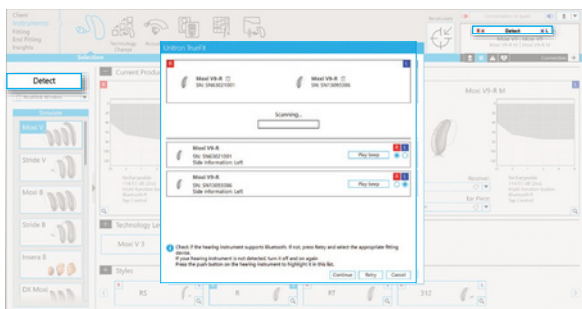




Our First Fit workflow enables you to fit your clients in as few as four clicks. First Fit makes it easy to give your clients a comfortable starting point on their hearing journey that they can feel confident about, and facilitates easier adaptation for new hearing instrument wearers. With this fast and efficient process, you can free up more time to focus on counseling, support and building relationships.

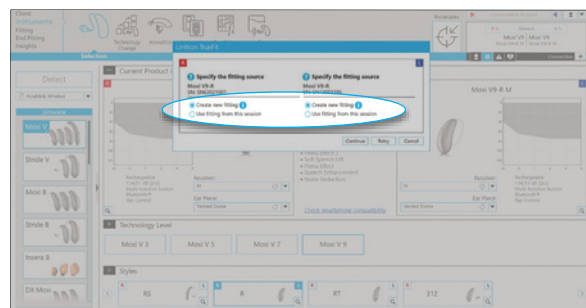
Programming hearing instruments with First Fit

Step 1: Detect the hearing instrument(s)



From the Instruments > Selection screen, click on Detect

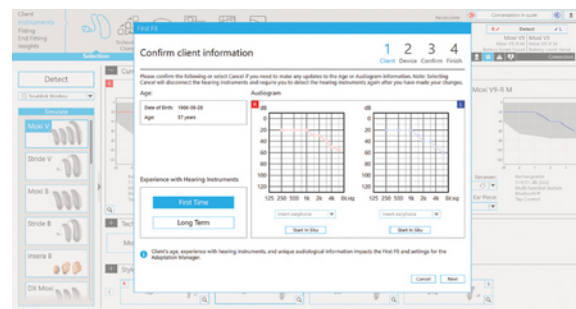
- Connect the hearing instrument(s) to Unitron TrueFit™ fitting software using the compatible programming interface
- Click on the **Detect** button
- The detection dialog will indicate that the hearing instrument(s) have been successfully detected



Select create new fitting

- Ensure the **Create new** fitting option is selected to launch the First Fit workflow

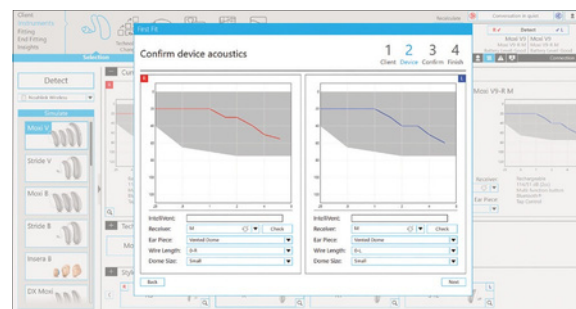
Step 2: Confirm client information



- Confirm details, such as the client's age and audiogram information
- Choose between First Tim and Long Term user depending on the client's hearing instrument experience

» The client's age, experience with hearing instruments and their unique audiological information will all have an impact on the First Fit and Automatic Adaptation Manager settings

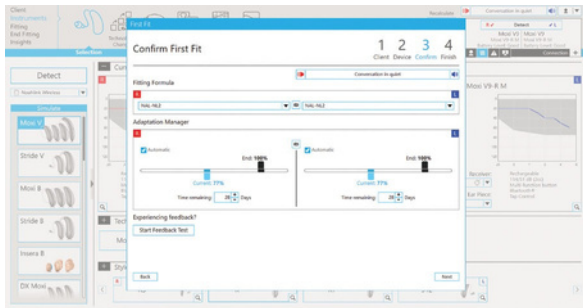
Step 3: Confirm device acoustics



- Ensure the acoustic coupling that you've chosen for the client matches the information here
- Clicking **Next** will perform the First Fit calculation and the hearing instrument will be unmuted



Step 4: Confirm First Fit and Automatic Adaptation Manager settings



- Here you can choose the fitting formula and adjust the Automatic Adaptation Manager settings
- Only run the **Feedback Test** if the client is actively experiencing feedback

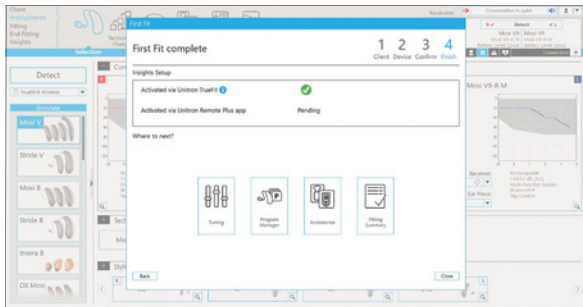
Further adjustments

Once the First Fit workflow is complete, you may choose to save and close the session, or perform further adjustments such as:

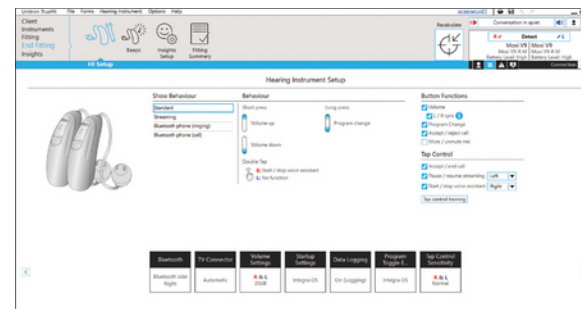


- Ensure Go to **Fitting > Tuning** to manually fine tune the hearing instruments from the default settings
- If necessary, **Fitting Advice** can be used to suggest and apply fine tuning changes

Step 5: First Fit complete



- If you are logged into your myUnitron account, and have Insights enabled, Insights will automatically be activated for this fitting in TrueFit fitting software - here you will be reminded to encourage the client to enable Insights in the Remote Plus App
- Choose where to go next by using the available shortcuts, or close the workflow

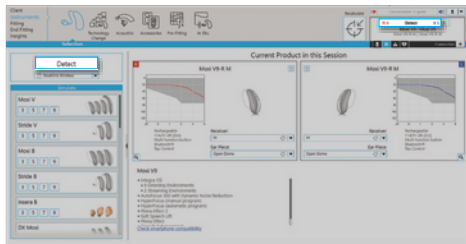


- Go to **End Fitting** to configure the hearing instrument setup, including button functions and tap control (where applicable)
- Adjust and demonstrate beeps on the **End Fitting > Beeps** screen
- Got to **End Fitting > Fitting Summary** to print the Getting Started Guide and to send the Getting Started email



Log It All captures real-life data enabling you to give more personalised recommendations to your clients based on their real-world listening lifestyle. Data is presented using easy-to-understand visuals, showing a breakdown of your client's listening environments and speech direction, making it easy to see how well each technology level will support their individual needs.

Step 1: Detect the hearing instrument(s)



- Here Connect the hearing instrument(s) to Unitron TrueFit™ fitting software using the compatible programming interface
- Click the [Detect](#) button
- The detection dialog will indicate the hearing instrument(s) have been successfully detected

From the Instruments > Selection screen, click on Detect



Note: You can easily view your clients' Log It All information without connecting to their hearing instruments – see the [Success Check](#) quick start guide for more information.

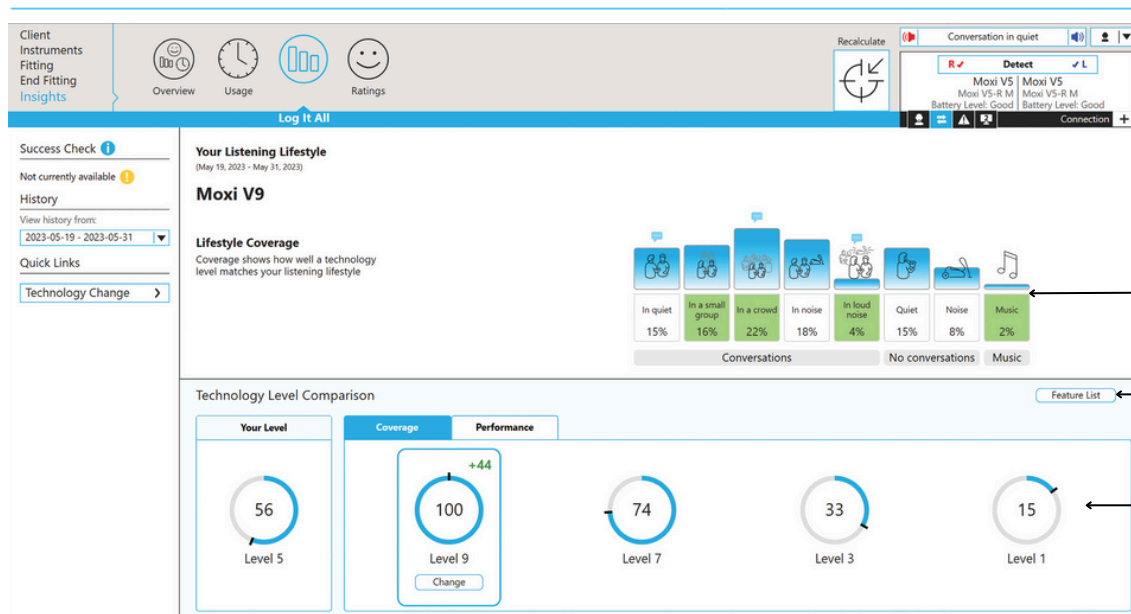
Step 2: View Insights data



- After detection of previously fit hearing instruments, TrueFit will open to the Insights overview screen, or you can navigate to this page by going to [Insights](#)
- Click the [Log It All](#) button to show the client's listening lifestyle details

Go to Insights > Log It All

Step 3: Review the coverage data



- The bars represent how much time a client has spent in each environment
- The bars in blue represent environments that are supported for the technology level being viewed
- Green bars show environments that are added if the technology level is increased, and red bars show environments that are not supported at a lower technology level

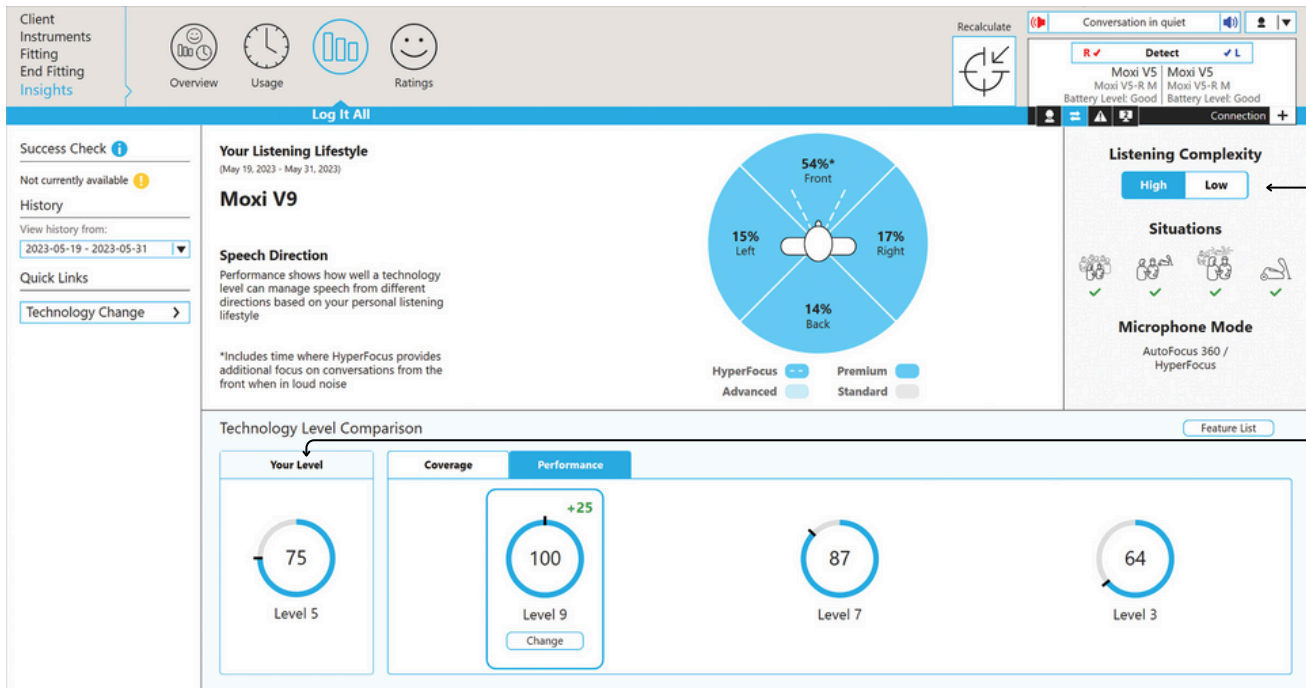
Tip:

Click [Feature List](#) to see a comparison overview between the current technology level and the new technology level, including which features are gained or lost

- Select each technology level at the bottom of the screen to highlight which environments are gained or lost
- The coverage score is the percentage of time spent in environments supported by each technology level



Step 4: Review the performance data



Toggle between high and low complexity to see the speech direction and sound awareness capability, as well as the supported listening environments and the max microphone mode

The performance score is derived from:

- Time spent in high vs. low complexity environments
- How often speech is coming from different directions when in complex listening environments
- Features available at each technology level



Did you know?

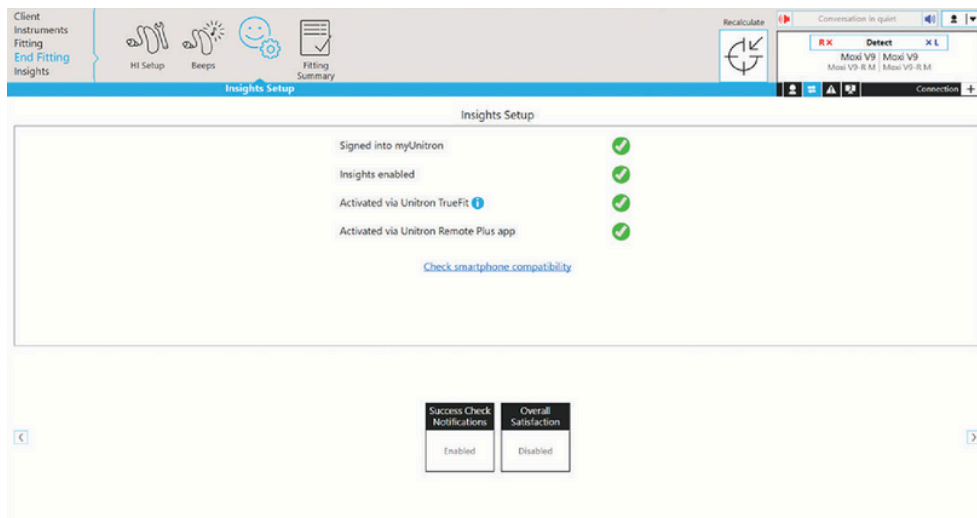
If the client opts to change their technology level, you can click the [Change](#) button to automatically start the technology change process



Integrated into Unitron's Remote Plus app and Unitron TrueFit™ fitting software, Ratings allows clients to provide real-time feedback on their listening experience. Utilising data from their hearing instruments, the cloud system then automatically analyses this feedback and may offer clients suggestions within the app to address any issues detected. Ratings can be viewed in the TrueFit fitting software, where you can also see data about their listening environment and hearing instrument settings at the time of the Rating to provide you with additional context.

How to set up Ratings

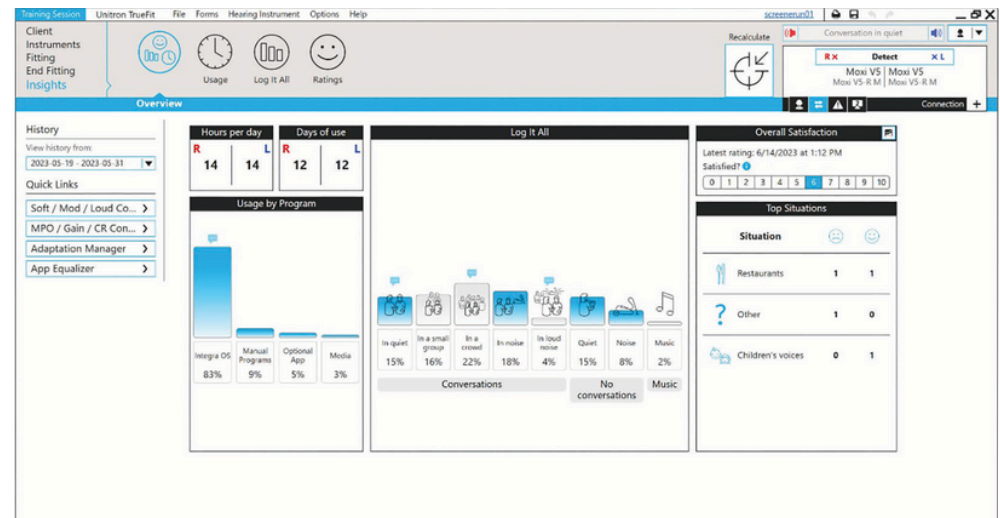
Step 1: Activate Insights



End Fitting > Insights

- To activate Ratings, ensure you are logged into [myUnitron](#) with Insights enabled at the time of the fitting
- Ensure your client installs the Remote Plus app and activates Insights
- You can check that your client has activated Insights on the [End Fitting > Insights Setup](#) screen

Step 2: View your clients' most rated situations

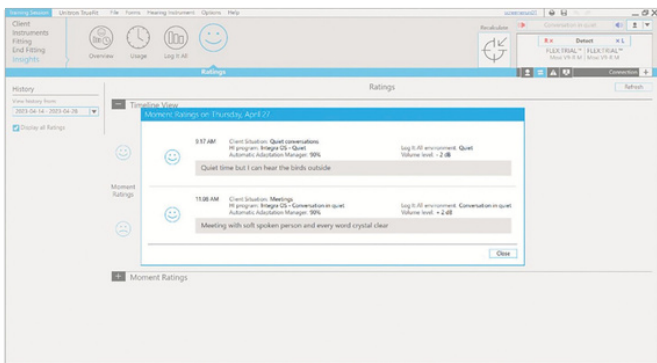


Insights > Overview

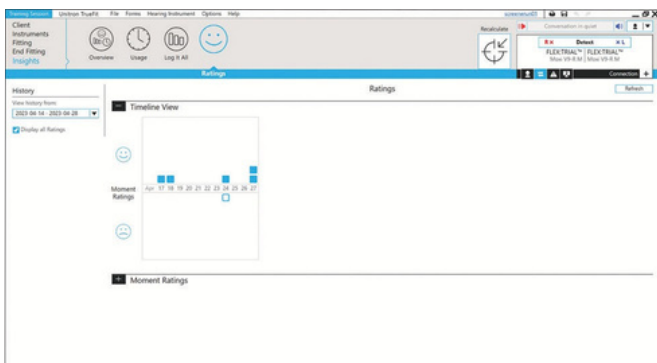
If your client makes Ratings via the Remote Plus app, you will see them in TrueFit fitting software. The [Insights > Overview](#) screen shows a summary of the top situations they have made Ratings about.



Step 3: View your clients' Ratings



- Navigate to **Insights > Ratings** to view your client's Ratings: you can see them on the **Timeline View**, or click on **Moment Ratings** to see them organised by situation
- Click on the date or situation to view the details of each Rating, including the situation identified by the client, and their comments
- The Rating also includes the hearing instrument program, any volume adjustments and the Log It All environment from the time of detection



- You also have access to an overview of your client's history of their Ratings

Did you know?

Success Check will alert you if your client makes two negative Ratings. This can help you to identify if additional support or intervention is needed.

unitron. Success Check

Your client may be having an issue.

Please review your client's data. Success Check has triggered this notification based on the item(s) identified in red below.

Who	John Doe
Hearing instruments	L: Moxi V9-R M (123456789) R: Moxi V9-R M (123456789)
Last fitting date	Monday January 1, 2024 (3 day(s) of use)
Success Check data date range	2024-01-01 - 2024-01-04
Average wearing time *	2 hour(s)/day
Lifestyle coverage	79%
Manual and optional app program usage *	11%
Positive ratings	1
Negative ratings *	3
Most recent Overall Satisfaction rating *	5
Most recent Overall Satisfaction areas of concern	Charging of hearing instruments
Most recent Overall Satisfaction comment	I can't hear anything!

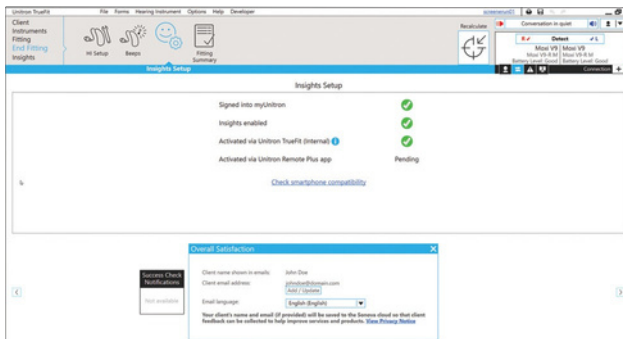
- (*) This item triggered this notification.
- Details can be viewed in the Insights section of Unitron TrueFit™ fitting software.
- Please note, if your client has a manual program with Tinnitus Masker enabled, the manual and optional app program usage data may not indicate a concern.



Coach helps your clients integrate hearing instruments into their lives with personalised, timely and helpful tips, reminders and advice.

Getting started

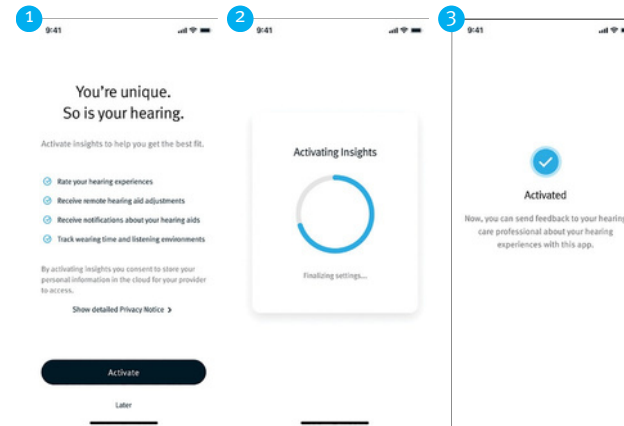
Step 1: Activate Insights



- For clients to receive Coach notifications, ensure you are logged into myUnitron with Insights enabled at the time of the fitting

End Fitting > Insights Setup

Step 2: Client Insights activation



- Simply download the Remote Plus app
- Pair their hearing instruments
- Activate Insights



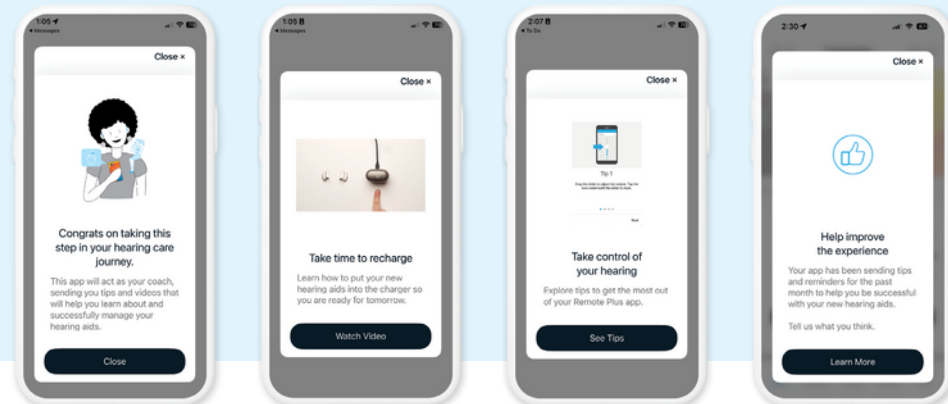
Notes:

- If your client chooses to activate Insights later, they can do so by tapping More in the Remote Plus main menu, then Insights Settings
- You can check that your client has activated Insights on the End Fitting > Insights Setup screen

How your clients receive Coach notifications

Coach uses Insights data, like usage, Ratings, and overall satisfaction to analyse your client's experience and provide meaningful instructions and tips. There are many potential notifications that could be sent, from instructional guidance on hearing instrument management, tips on usage, and messages of encouragement.

For additional context, please see the sample of notifications included on the next page.





Sample Coach notifications

Outlined below is a sampling of Coach notifications in three categories. This is not a comprehensive list, and notifications can change over time based on feedback. Tips, advice and reminders are sent based on clients' individual journeys, ensuring they receive a personalised experience that delivers the most meaningful information to them at the appropriate time.

Encouragement

Ears feel itchy? Your own voice sounds different? Some sounds are overwhelming? This is normal, with time and patience, you will adjust to the new hearing aids.

It's important to wear your hearing aids as much as possible so that you can properly adjust – aim for more than 8 hours per day.

Hearing aids deliver sounds to your ears that you can no longer hear naturally. The more you wear your hearing aids, the more your brain adjusts to these sounds.

Hearing aids can improve quality of life with sounds not heard in a long time. Did you know they also reduce the mental effort required to hear conversations in social situations?



Note: Coach messages can include various types of media, such as a picture, a how-to video, a link, or they can take the client to a specific section within the Remote Plus app.

Tips

Red is for your right ear, blue is for your left ear. Getting your hearing aids in properly ensures you get the best sound and comfort.

Two long beeps tell you that your batteries are very low. Learn more about how to change them.

Don't put hearing aids or chargers in checked luggage as they contain lithium-ion batteries. Some airlines require Bluetooth™ devices like hearing aids to be switched into flight mode.

Ratings can help your hearing care professional better personalise your hearing aid. Submit a Rating to share how well you've been hearing.

If you think your hearing aid isn't working, make sure to visually inspect for wax in the ear piece, or debris in the microphones, and make sure it has fresh batteries.

If you want to learn more, or have questions about your hearing aids, check out the Support section. You will find a list of how-to videos and the most frequently asked questions.

Maintenance

Learn how to put your new hearing aids into the charger so you are ready for tomorrow.

Open the battery door to turn off your hearing aid and store in a safe place overnight.

Sound enters your hearing aids through microphones and exits into your ear canal. Learn more about how to keep microphones and ear pieces clean.

It is normal to have more ear wax than you had before. Your hearing care professional can tell you how to safely clean your ears. Learn how to change your wax guards.

Keep hearing aids in a powered charger when not in use. Your hearing aids automatically turn on when they're removed from the charger or when left in an unpowered charger.

For optimal battery life, wait 1-3 minutes after removing the tab before closing the battery door, and remember to turn hearing aids off when not in use.

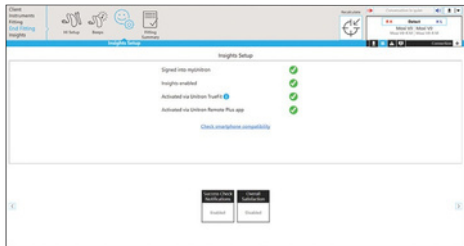
Hearing aids should not be worn in the shower, swimming, or in heavy rain. If hearing aids get wet, do NOT put them in the oven or microwave, using a dry-aid kit is recommended.



Remote Adjust offers convenient support to your clients with fine-tuning adjustments that can be applied whenever needed. It gives you the flexibility to provide professional care regardless of your client's location. With Remote Adjust, you can extend your care beyond the clinic to deliver an enhanced hearing experience that is tailored to your clients' real-world listening needs.

Performing an adjustment

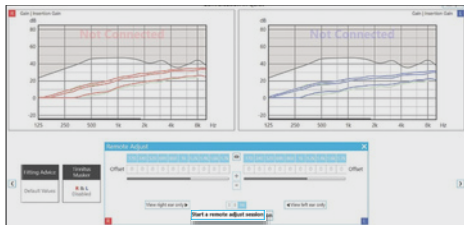
Step 1: Activate Insights



End Fitting > Insights Setup

- To perform an adjustment, ensure you are logged into [myUnitron](#) with Insights enabled at the time of the fitting
- Ensure your client installs the Remote Plus app and activates Insights
- You can check that your client has activated Insights on the [End Fitting > Insights Setup](#) screen

Step 2: Start a Remote Adjust session



From the Tuning screen > Remote Adjust, select Start a Remote Adjust session

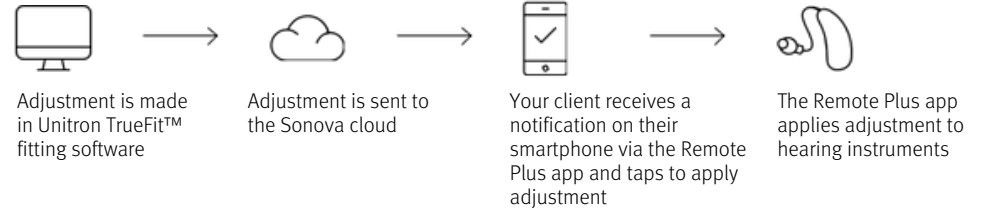
- To start a Remote Adjust session, open your client's most recent session in Unitron TrueFit fitting software
- Go to [Fitting > Tuning](#)
- Click on the Remote Adjust toolbox at the bottom and select the [Start a Remote Adjust session](#) button



Note: You cannot start a Remote Adjust session if you have hearing instruments connected to the fitting software.

How Remote Adjust works

This easy workflow enables you to add simplicity to the hearing journey for you and your client



Step 3: Start adjusting



- TrueFit fitting software will guide you through the adjustments you can make to your client's fitting, step-by-step
- First, make gain offset adjustments as needed



Note: if your client is using different settings than the session you have open in TrueFit fitting software, you'll be asked to select which settings to apply the adjustments to. If they are using the same settings, you will skip this.

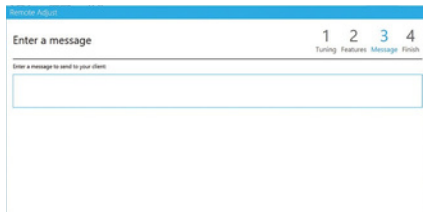
Step 4: Adjust adaptive features



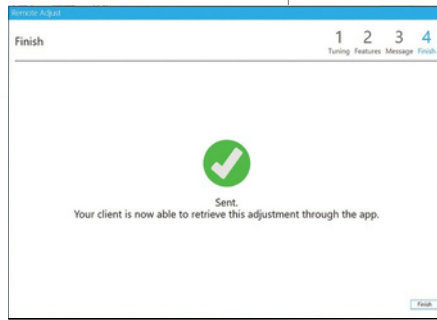
- Next, make adjustments to adaptive features on the [Configure Features](#) screen



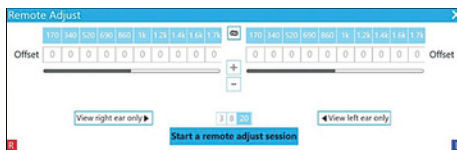
Step 5: Send the adjustment



- Send the adjustment, along with an optional custom message, to your client
- Your client will receive a notification letting them know they have an adjustment available



Step 6: Follow-up appointments



- At follow-up appointments, after you have detected your client's devices, you'll be able to see the gain offset values currently applied
- You'll have the option to reset the gain offset values to zero and can always undo this if needed

How your clients receive and apply adjustments

Step 1: Receive a push notification

We've made it easy and straightforward to use Remote Adjust: when you send an adjustment, your client automatically receives a push notification

Step 2: Apply the adjustment

- Click on the notification or navigate to [Devices > Remote Adjust](#) in the Remote Plus App and tap on the [Apply adjustment](#) button
- Your client will hear a beep confirming the adjustment has been applied
- Your client can easily revert to their previous settings by selecting [Original Adjustment](#)



Note: you can send multiple adjustments. All adjustments are available in the Remote Plus app until the next time the hearing instruments are connected to fitting software.



Success Check

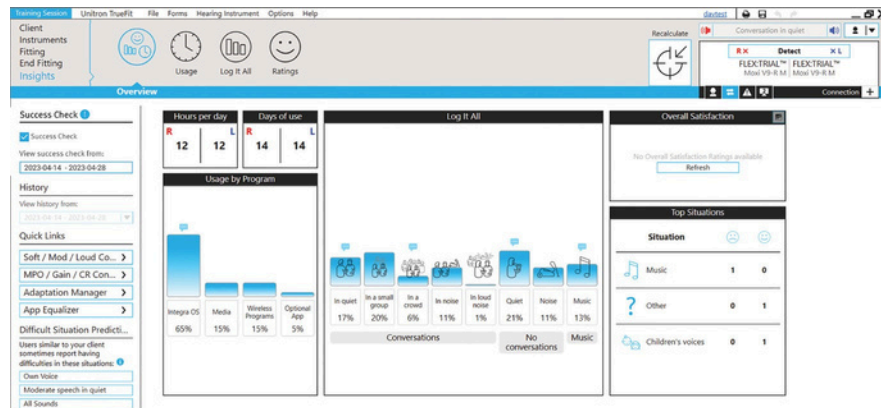
Quick start guide



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.

unitron Success Check

Your client may be having an issue.

Please review your client's data. Success Check has triggered this notification based on the item(s) identified in red below.

Who	John Doe
Hearing instruments	L: Moxi V9-R M (123456789) R: Moxi V9-R M (123456789)
Last fitting date	Monday January 1, 2024 (3 day(s) of use)
Success Check data date range	2024-01-01 - 2024-01-04
Average wearing time *	2 hour(s)/day
Lifestyle coverage	79%
Manual and optional app program usage *	11%
Positive ratings	1
Negative ratings *	3
Most recent Overall Satisfaction rating *	5
Most recent Overall Satisfaction areas of concern	Charging of hearing instruments
Most recent Overall Satisfaction comment	I can't hear anything!

• (*) This item triggered this notification.
 • Details can be viewed in the Insights section of Unitron TrueFit™ fitting software.
 • Please note, if your client has a manual program with Tinnitus Masker enabled, the manual and optional app program usage data may not indicate a concern.

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If you prefer not to receive Success Check emails for this client, you can [unsubscribe](#). You can deactivate Success Check notifications for all clients in Unitron TrueFit fitting software.

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.

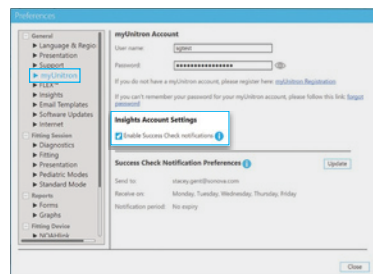


Getting started

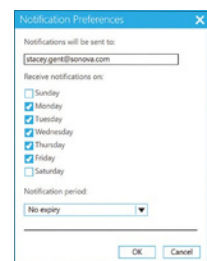
Success Check is automatically enabled if you are using Unitron TrueFit fitting software version 5.6 or newer, and you have Insights enabled. Success Check data is available for Discover hearing instruments and newer, provided your client has activated Insights and occasionally uses the Remote Plus app (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 chose to have the notifications end 30, 60 or 90 days after the initial fitting

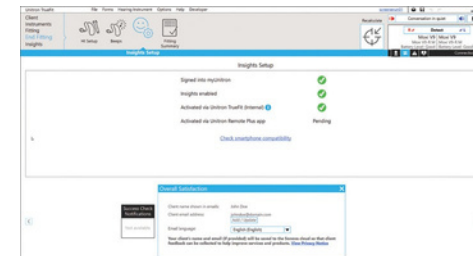


Consider sending notifications to clinic staff who can triage any potential issues

Individual client set up

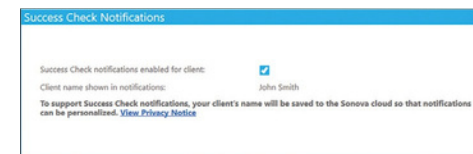
Client satisfaction survey email notifications

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.



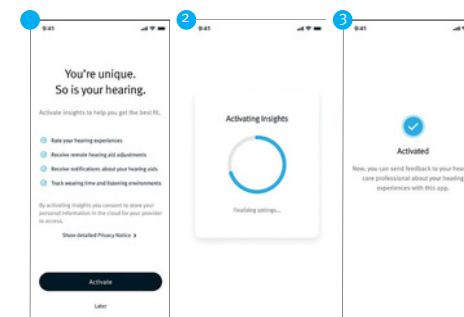
- If the client file does not contain an email address, you can add it by going to [End Fitting > Insights Setup > Client Satisfaction Emails](#) toolbox, and clicking on the [Add/Edit](#) button

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



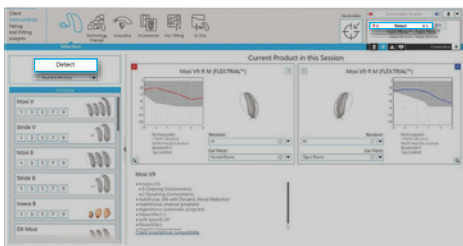
- Simply download the Remote Plus App
- Pair the hearing instruments
- Activate Insights - don't forget to have them enable notifications and allow location access. This will enable the app to share their data with the Sonova cloud so it can be accessed via Unitron TrueFit Fitting software.



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 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

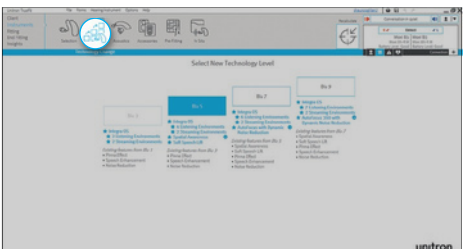
Step 1: Detect hearing instrument(s)



- 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



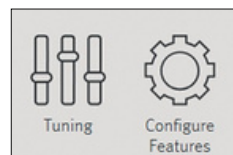
- Once the hearing instrument(s) are detected, go to the Instruments > Technology Change Screen
- The current technology level of the hearing instrument(s) is shown on this screen along with all of the technology levels that are available for this product
- Click on the desired technology level button to launch the Technology Change wizard

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.

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

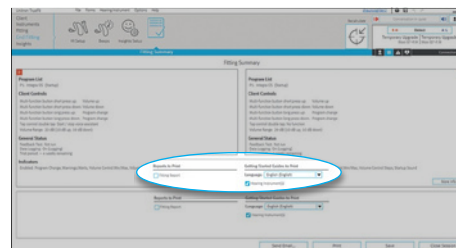
Make adjustments to new features on the Fitting > Tuning or Configure features screens

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.

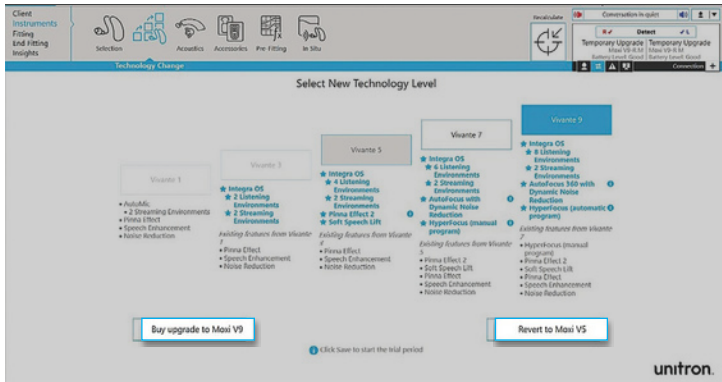


Print a Getting Started Guide from the End Fitting > Fitting Summary screen



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