



Unitron Troubleshooting and Advanced Features

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Feedback optimization

Feedback optimization

The Feedback only recommended with North products in the presence of persistent feedback

Each ear has unique characteristics that affect maximum stable gain for the hearing instrument

Ear specific feedback thresholds for each patient must be performed because ear canal size, shape, venting and physical fit of the hearing instrument can vary greatly from patient to patient and ear to ear

*Feedback Optimization test is only recommended for Unitron products when persistent feedback is present.

Feedback optimization

What are the two parts to Unitron's Feedback Management System?

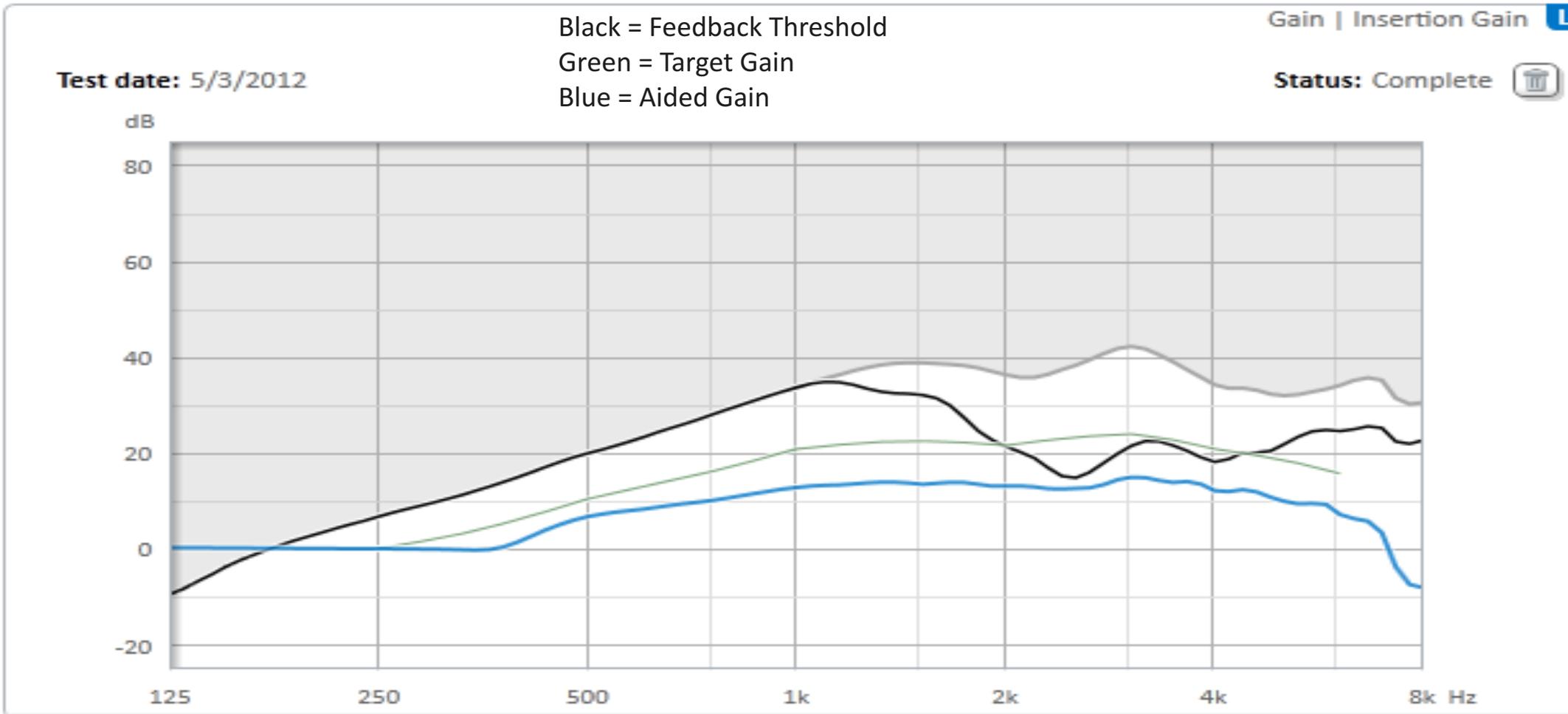
Static Test

The static test is designed to control fit-related feedback, and is used to establish a maximum stable gain limit across frequencies for the hearing instrument

Phase Cancellor

The Phase Cancellor is designed to control dynamic instability or changes in the acoustic near-field and the strength can be adjusted to address sound quality concerns

Feedback optimization



Sounds far away are louder than sounds close by

Select 'Fitting' then choose 'Fine Tuning'

Select 'MPO/Gain/CR Controls'

Decrease compression ratios and make more linear

Select 'Soft/Mod/Loud Controls'

Decrease overall gain to lower gain for soft sounds

Sound quality
of own voice

Sound quality: own voice

Too much or too little low frequency amplification

Too much gain or MPO

Physical occlusion

Sound quality: own voice

Fundamental frequency male voice is 80-190 Hz

Fundamental frequency of female voice is 150-260Hz

Decrease gain at 160Hz in 3dB steps

Soft / Mod / Loud Controls

	Low	Mid	High
Loud	0	1	3
Mod	3	2	7
Soft	5	3	9
CR	1.5	1.1	1.4

⊞

	Low	Mid	High	All
Loud	0	1	2	Loud
Mod	3	2	5	Mod
Soft	5	3	7	Soft

+
-

Reduce gain within the selected frequency and input level range by 3 dB.

3 dB ▾

3 8 20

View right ear only ▶

◀ View left ear only

Sound quality: own voice

Some patients may suffer with the occlusion effect but require more low-frequency amplification

Increase gain low frequencies

Soft / Mod / Loud Controls

All	Low	Mid	High
Loud	0	1	3
Mod	3	2	7
Soft	5	3	9

CR 1.5 1.1 1.4

All	Low	Mid	High	All
Loud	0	1	2	Loud
Mod	3	2	5	Mod

CR 1.5 1.1 1.3

3 dB ▼

3 8 20

View right ear only ▶

◀ View left ear only

Increase gain within the selected frequency and input level range by 3 dB.

Sound quality: own voice

Gain or MPO may be too high

Decrease overall gain

Use Automatic Adaptation Manager to decrease gain

The screenshot shows the 'Adaptation Manager' window with two sliders for the right (R) and left (L) ears. Both sliders are set to 70% current gain, with an end value of 100% and a rate of 5% per month. The time remaining for both is approximately 6 months. The right ear slider is being interacted with by a mouse cursor.

Ear	Automatic	Rate	End Value	Current	Time Remaining
R	Checked	5% per month	100 %	70 %	~ 6 months
L	Checked	5% per month	100 %	70 %	~ 6 months

Sound quality: own voice

Perform occlusion test with probe-microphone measurements

Have patient compare own voice with hearing instruments muted vs. hearing instruments turned on. If the patient reports no difference physical occlusion has been confirmed.

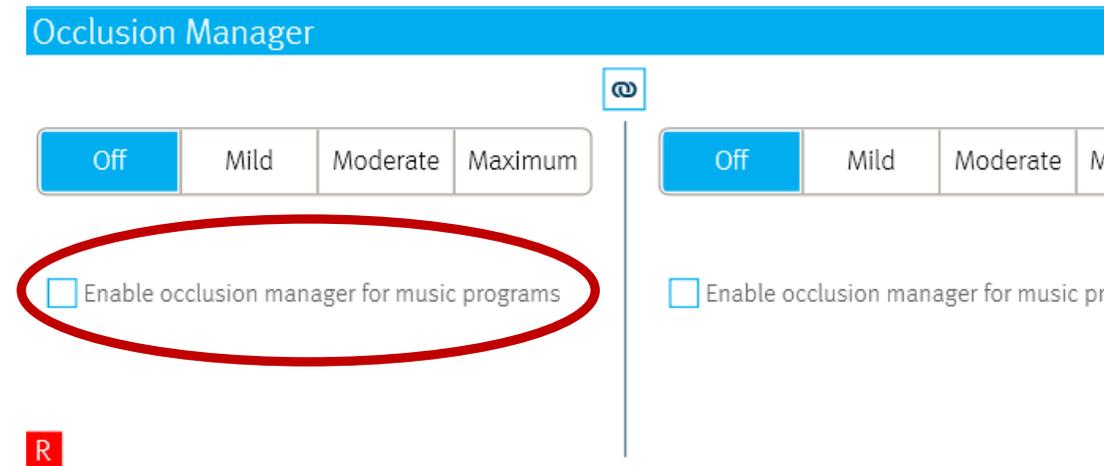
Reduce hearing instrument physical contact with the bony portion of ear canal

Remake with increased canal taper and possibly stepped back vent or increase vent diameter (if acoustically appropriate)

Things to Remember- Occlusion Manager

Occlusion Manager & Music

- Occlusion manager defaults off for Music in order to keep music sounding natural.
- With low frequencies hearing losses and closed fittings, patient may hear difference fluctuations in sound when going into music program.
- To fix this problem, use the “enable occlusion manager for music programs” button.



Difficulty in noise

Difficulty in noise

First, identify **impulse** noise or **steady state** noise

If impulse noise increase **AntiShock™**

If steady state noise change **Sound Conductor™ settings**

Hearing instrument
intermittency

Intermittency

1. Check for moisture in the hearing instrument. If corrosion was found, you may need to counsel patient on benefits of a hearing instrument dryer (Dry&Store Global)
2. Verify gain differences between destinations are not greater than 2-3 dB
3. Verify the SmartFocus settings are not drastically different between destinations
4. Ensure MPO not too low
5. Verify compression ratios are not too high
6. Double check that the feedback manager not limiting gain
7. Try using different batteries/ leave battery tab off for 4 minutes
8. If true intermittency can be duplicated, send for repair

Music
sounds distorted

Music sounds distorted

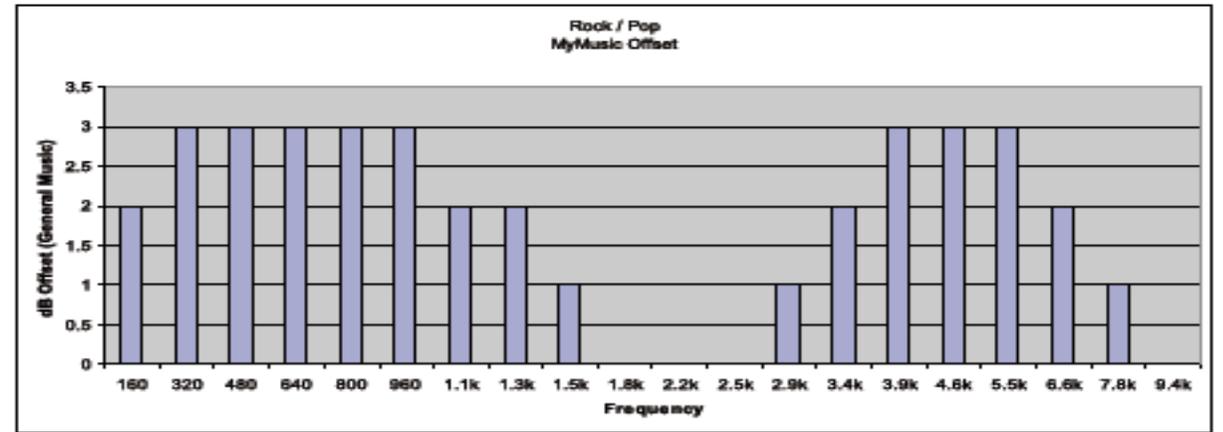
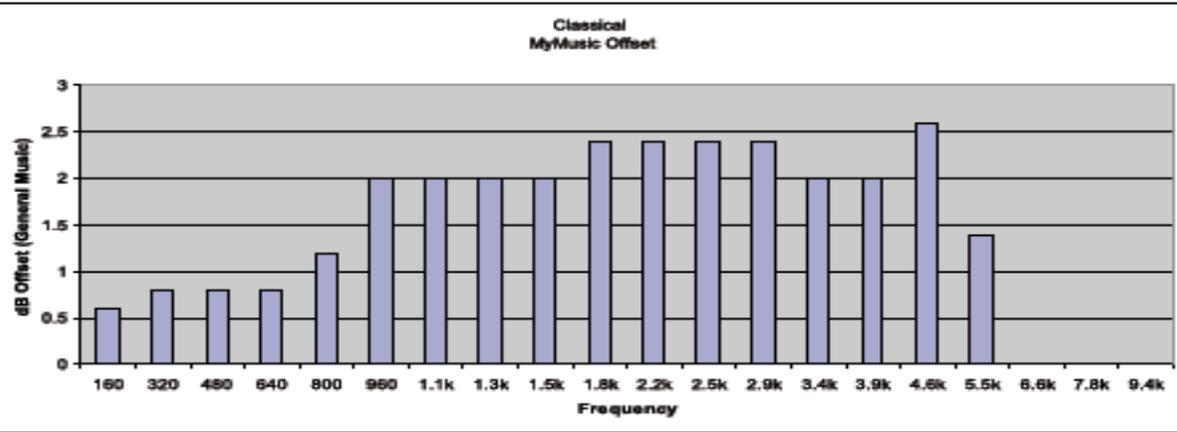
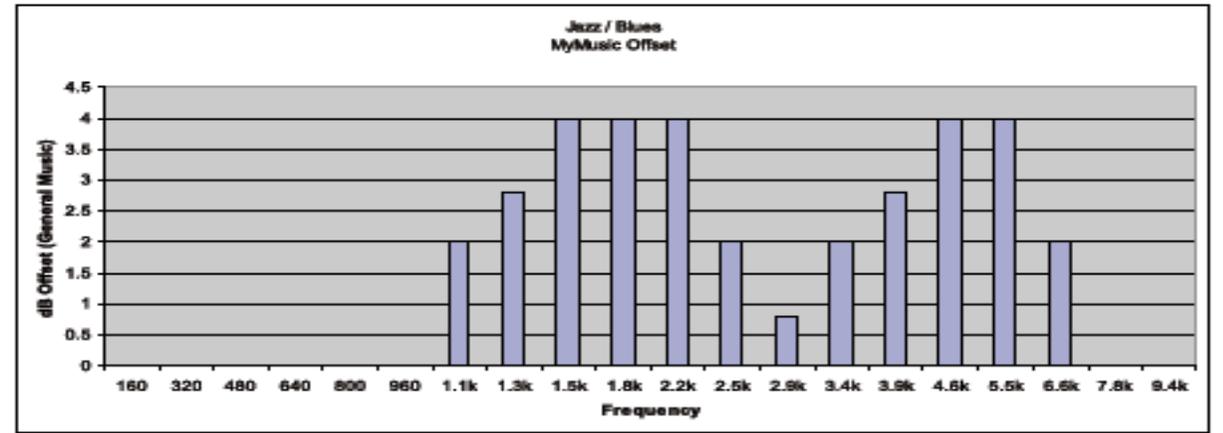
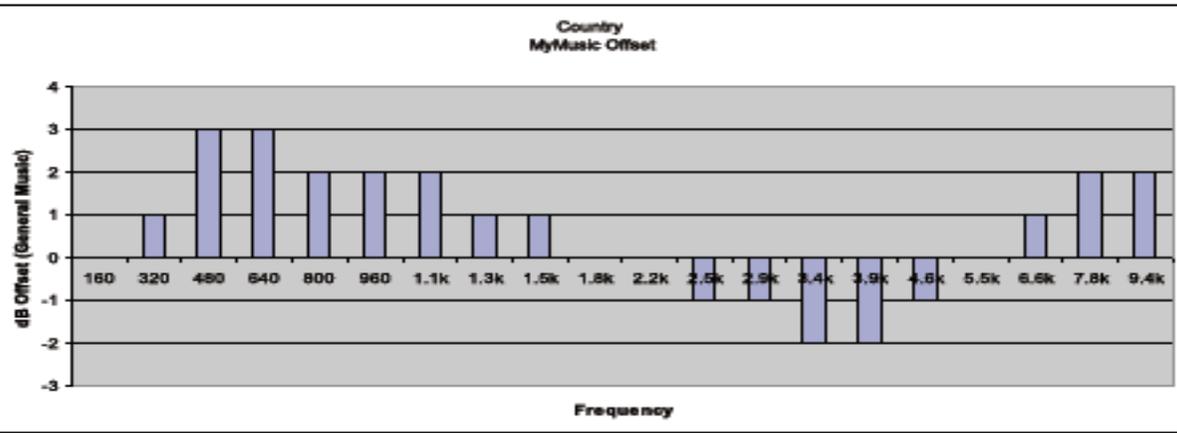
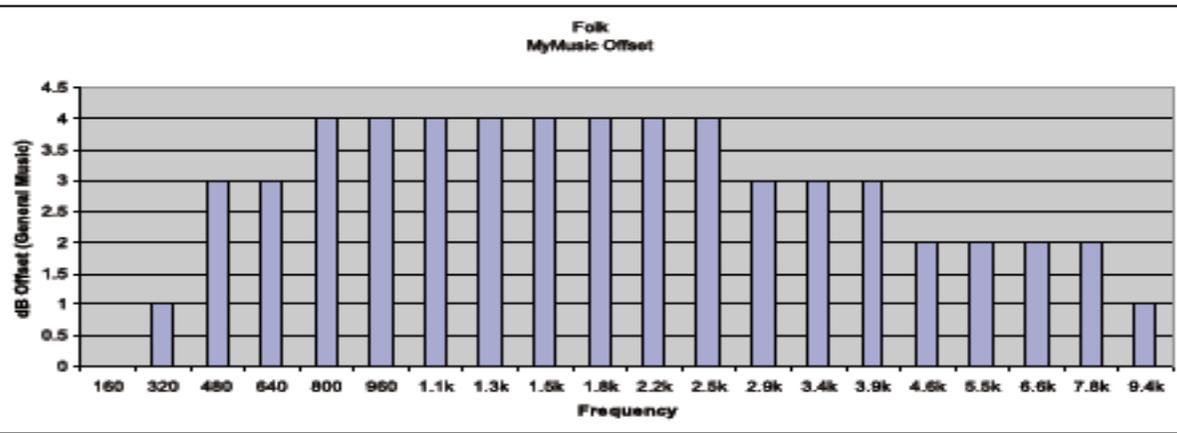
Turn the Phase Canceller off in music program

Adjust the compression ratios close to 1.0

Use frequency specific UCLs to determine the level of the MPOs

Customize for patient music preferences with myMusic

MyMusic offsets



Things to Remember:
General Sound Quality

Sound Quality: Adaptation Manager

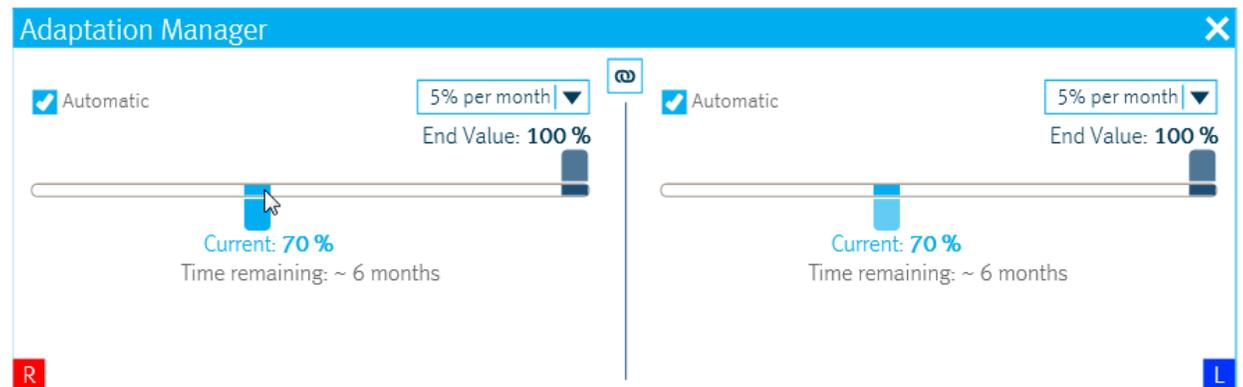
Adaptation manager current setting takes into account:

- Patient's age
- Experience level
- Audiogram

Always defaults “on”

Check to make sure “current setting” is at an appropriate level for the patient

- May need to increase to target

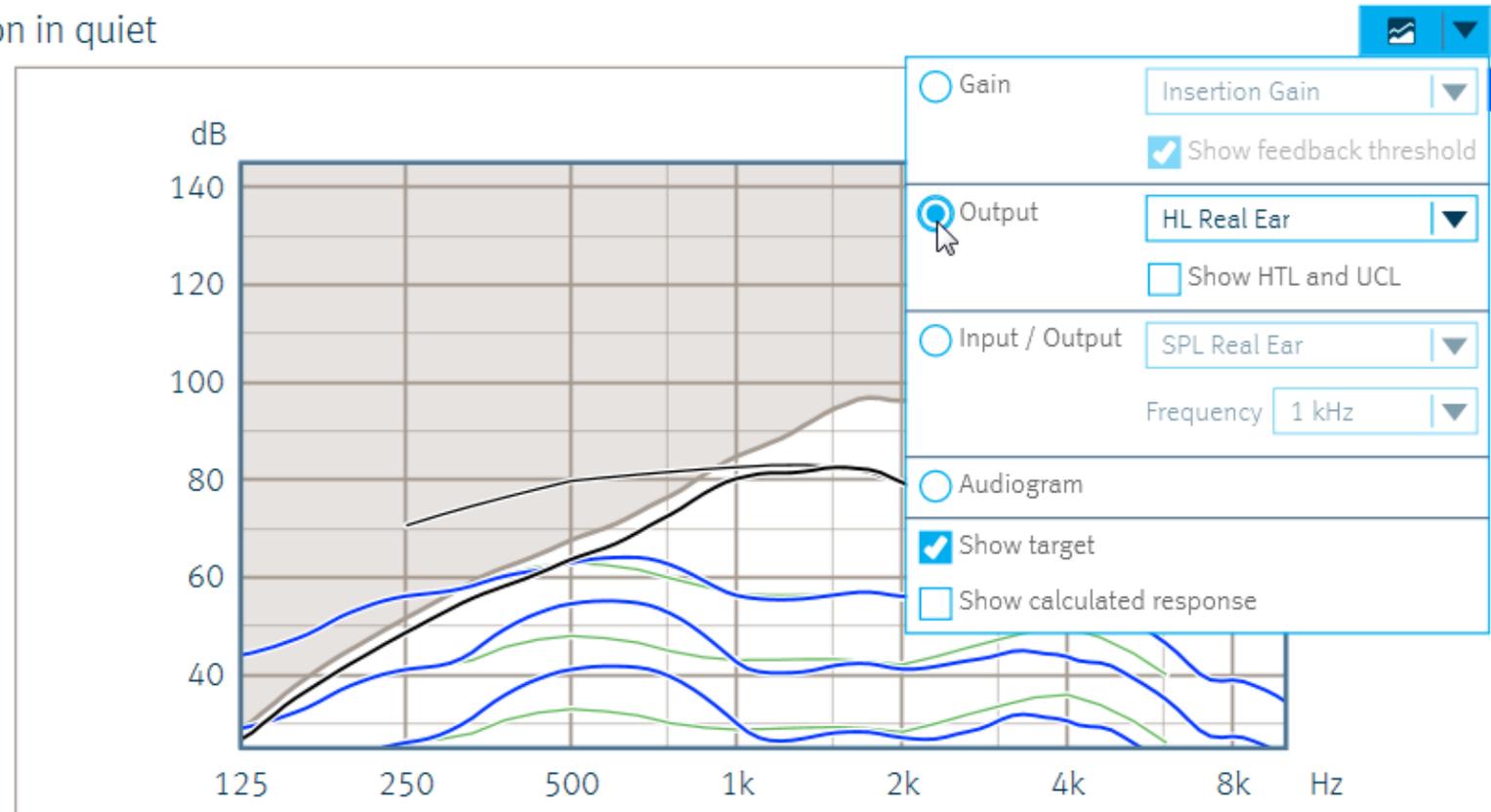


Sound Quality: Output view

Switch to output view

If output curves are touching or close to MPO switch to power or SP receiver

on in quiet

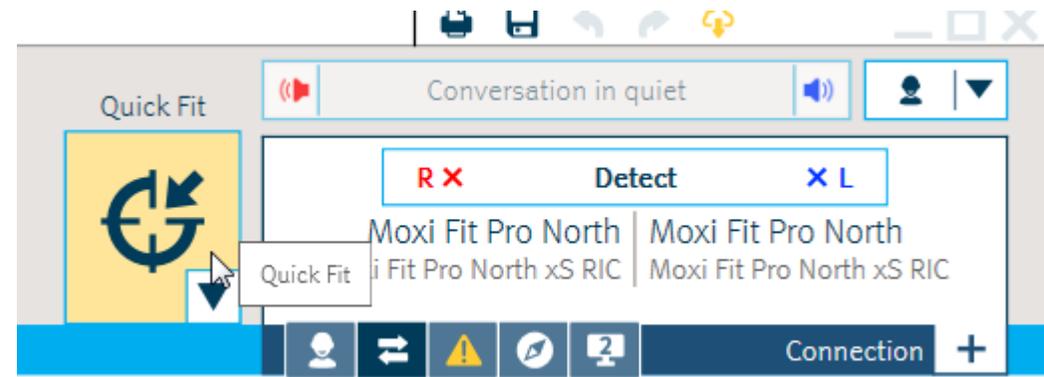


Sound Quality: Acoustics Screen

Instruments/Acoustics

Verify vent, receiver
and dome/custom
mold are in
agreement with
hearing instrument

If changes are made to
the Acoustics
screen, the Quick Fit
button will
illuminate in
orange. Please click
on it to conduct a
Quick Fit



Sound Quality- AAM

Client Instruments
Fitting
End Fitting



Feedback Optimization



Program Manager



Configure Features



Tuning



Patient Insights

Quit



All Programs

- SoundNav
- Conversations
 - In quiet
 - In a small group
 - In a crowd
 - In noise
- No conversations
- Quiet
- Noise
- Music
- Music

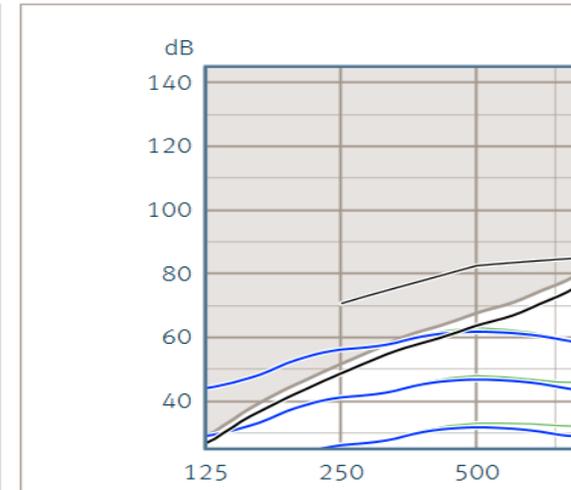
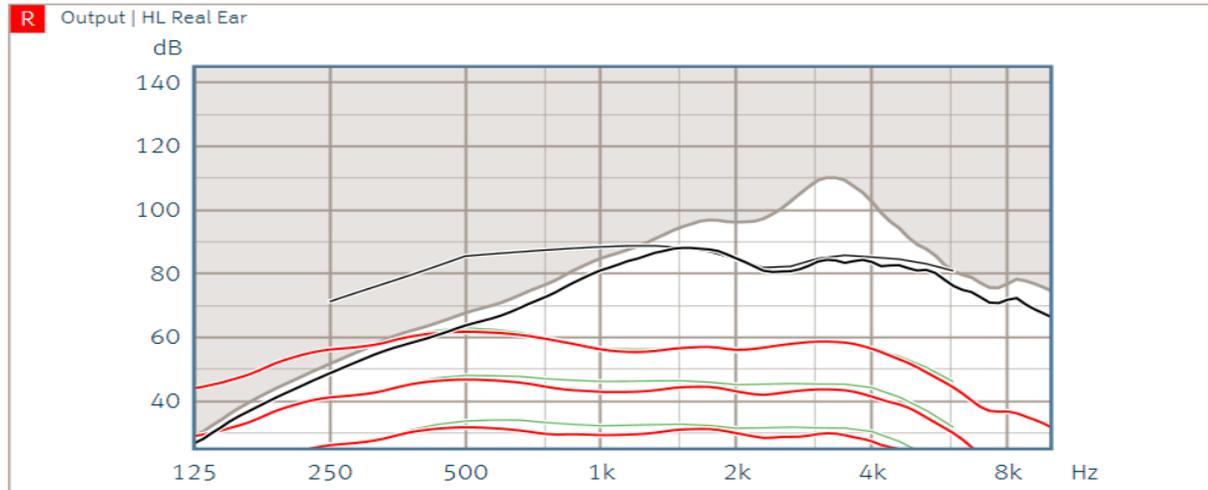
Manual

Wireless

All Programs

Select a sound file

Conversation in quiet



Adaptation Manager

Automatic

5% per month

End Value: 100 %

Current: 75 %

Time remaining: ~ 5 months

Automatic

5% per month

End Value: 100 %

Current: 75 %

Time remaining: ~ 5 months

Occlusion Manager

R & L
Off

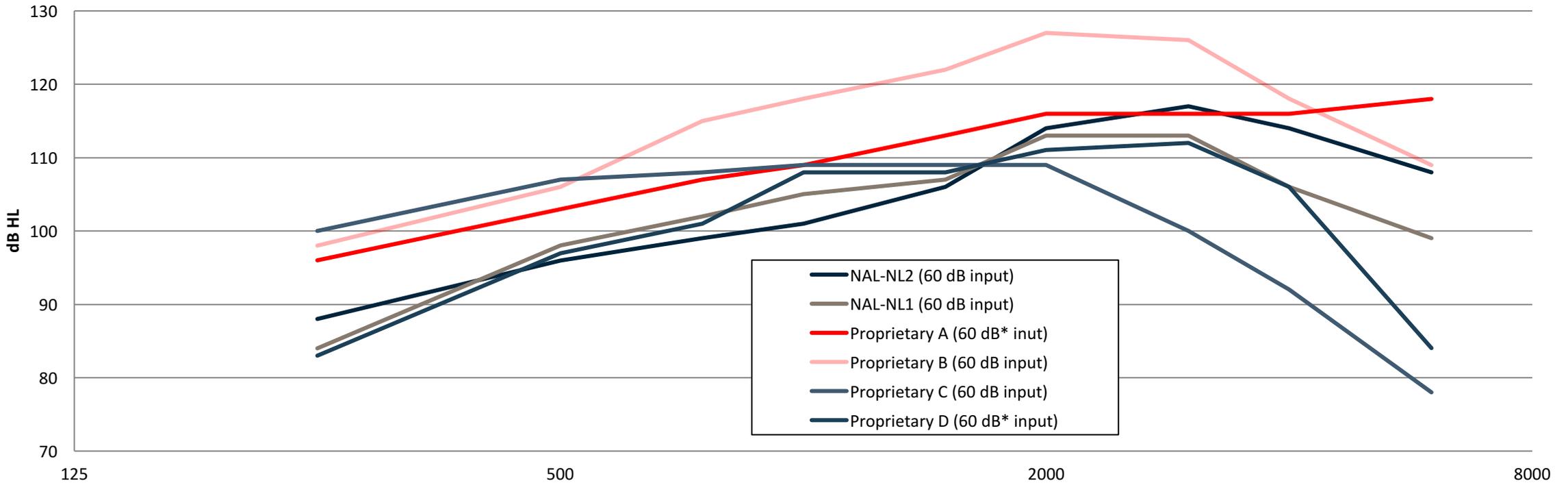
Soft / Med
Loud Control

Default Value

Fitting Formulas

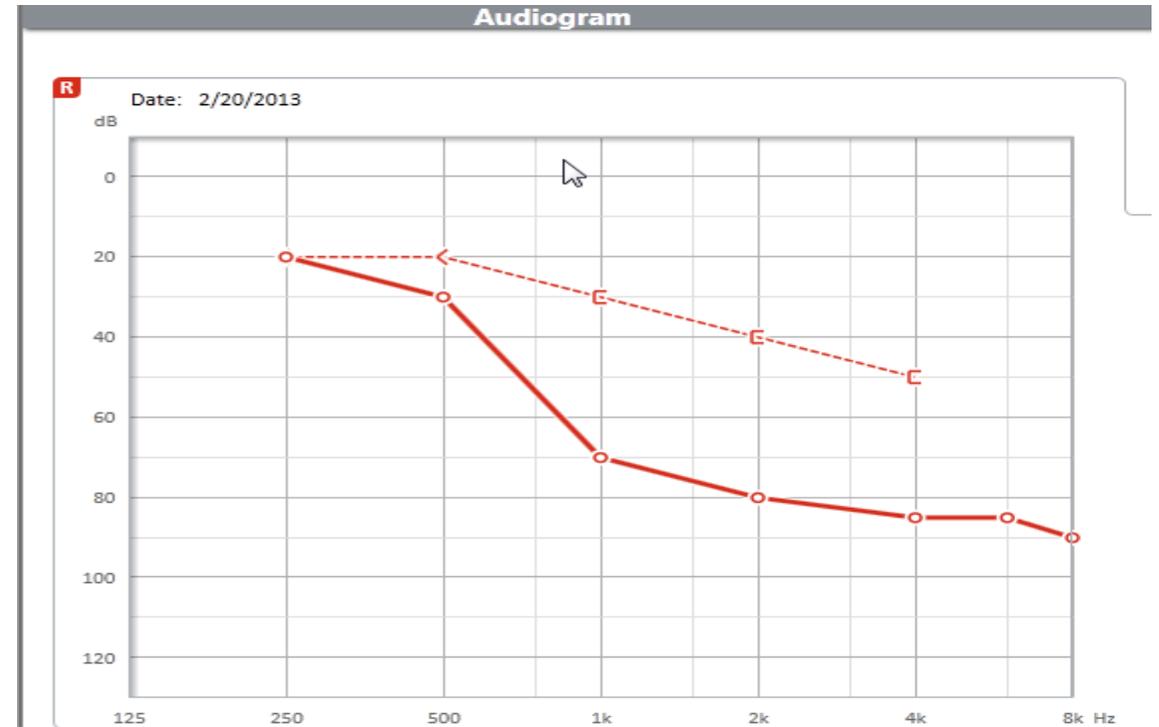
Industry standard formulas

Predicted Output SPL Real Ear



Fitting Formulas

NAL-NL1, NAL-NL2, and DSL take into account **Masked** bone conduction thresholds



NAL-NL2

Default in TrueFit 3.4

NAL-NL2 vs. NAL-NL1

Similarities include:

- Goal: maximize speech intelligibility and comfort over input range
- Uses speech intelligibility and loudness models to generate targets
- Uses loudness equalization approach (vs. loudness normalization)

Differences include:

- Updated speech intelligibility model ('effective audibility')
- Considers additional patient-specific factors that impact preferred (optimal) gain/frequency response
- Considers current state of HI technology (additional channels)

Results in:

- Different frequency response / shape than NAL-NL1
- Flatter response (less mids, more highs and lows)
- Higher CRs for many losses

NAL-NL2

Similar to NAL-NL1, attempts to maximize speech intelligibility and comfort across inputs

Uses models of speech intelligibility and loudness to achieve this goal

Takes into consideration number of new factors since NAL-NL1 was released

- Gender

- Amplification experience

- Age

- Binaural correction

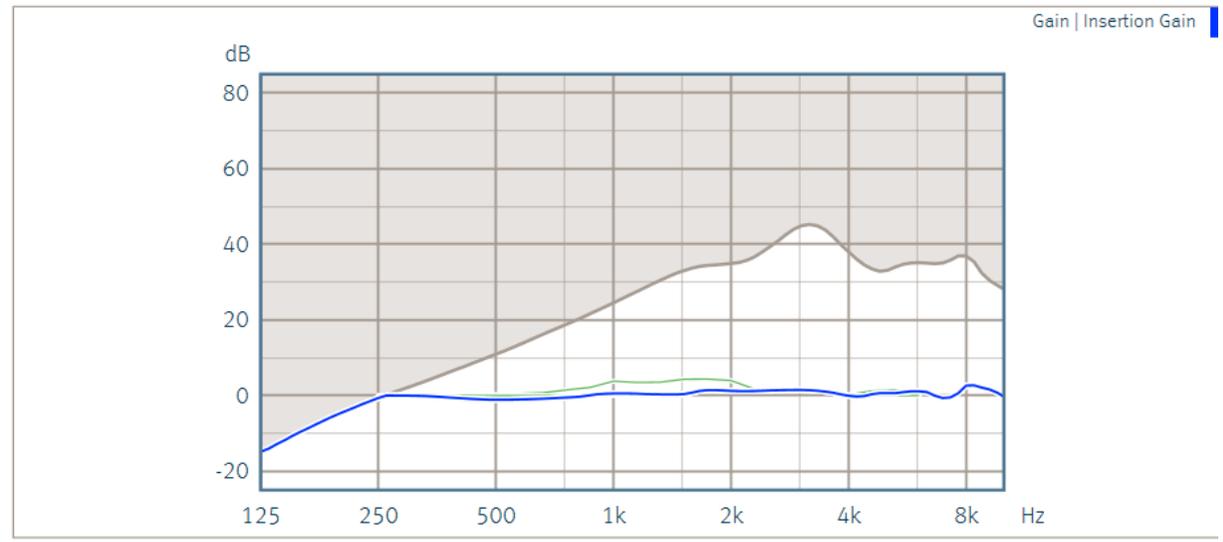
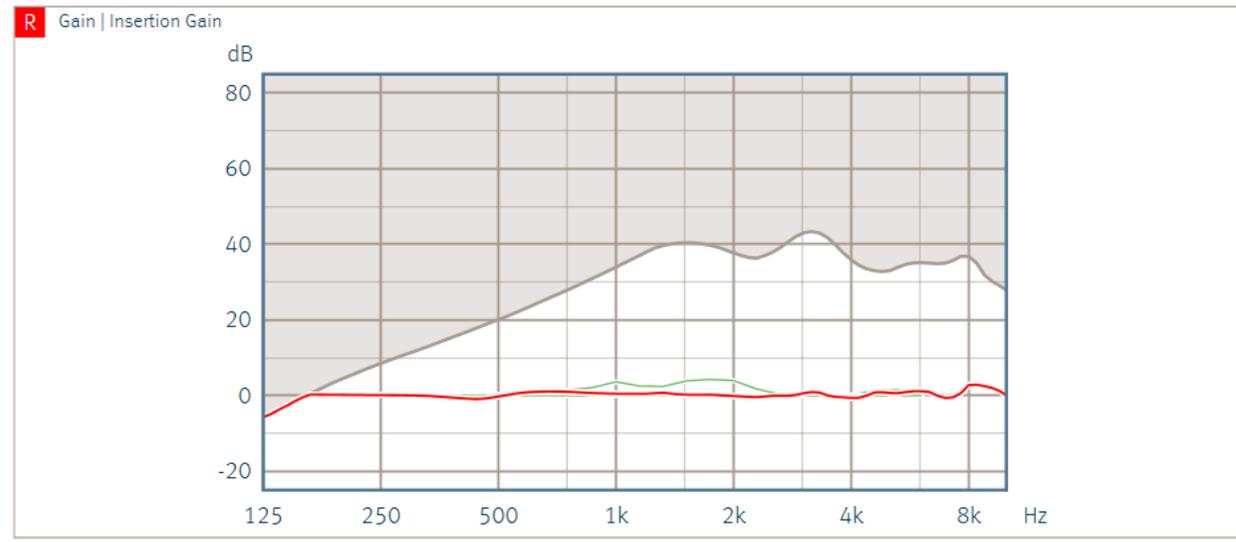
- Bone conduction

NAL-NL2 provides fitters with another option to meet the listening needs of their clients based on solid, peer-reviewed evidence



Pre-Fitting

Graph for 'Conversation in quiet'



Fitting Formula

NAL-NL1

DSL v5 Adult

DSL v5 Pediatric

NAL-NL1

NAL-NL2

NAL-NL2 Tonal Language

NAL-NL1

Processing Strategy

R & L

WDRC

Tinnitus Masker Strategy

R & L

Audiogram-ba...



Preferences

- General
 - ▶ Language & Regional
 - ▶ Presentation
 - ▶ Support
 - ▶ Flex
 - ▶ Patient Ratings
 - ▶ Email Templates
 - ▶ Welcome Screen
- Fitting Session
 - ▶ Diagnostics
 - ▶ Fitting
 - ▶ Presentation
 - ▶ Pediatric Modes
 - ▶ **Standard Mode**
- Reports
 - ▶ Forms
 - ▶ Graphs
- Fitting Device
 - ▶ Communication
 - ▶ NOAHlink
 - ▶ HI-PRO
 - ▶ iCube
- Sound System
 - ▶ Sound Output
 - ▶ Calibration

Standard Mode

Settings	Standard
- Fitting formula	
Default fitting formula: NAL-NL2	
+ Global parameters	
+ Hearing instrument options	
+ Program settings	
+ Program options	

- NAL-NL2
- DSL v5 Adult
- DSL v5 Pediatric
- NAL-NL1
- NAL-NL2**
- NAL-NL2 Tonal Language
- Product Default

Restore Defaults

Close

Things to Remember:
Fine Tuning

Tuning

Unitron TrueFit File Forms Hearing Instrument Options Help

Client Instruments Fitting End Fitting

Feedback Optimization Program Manager Configure Features **Tuning** Data Logging

Conversation in quiet

R X Detect X L

Flex:trial Flex:trial

Moxi Fit Pro North xS RIC Moxi Fit Pro North xS RIC

Connection +

All Programs

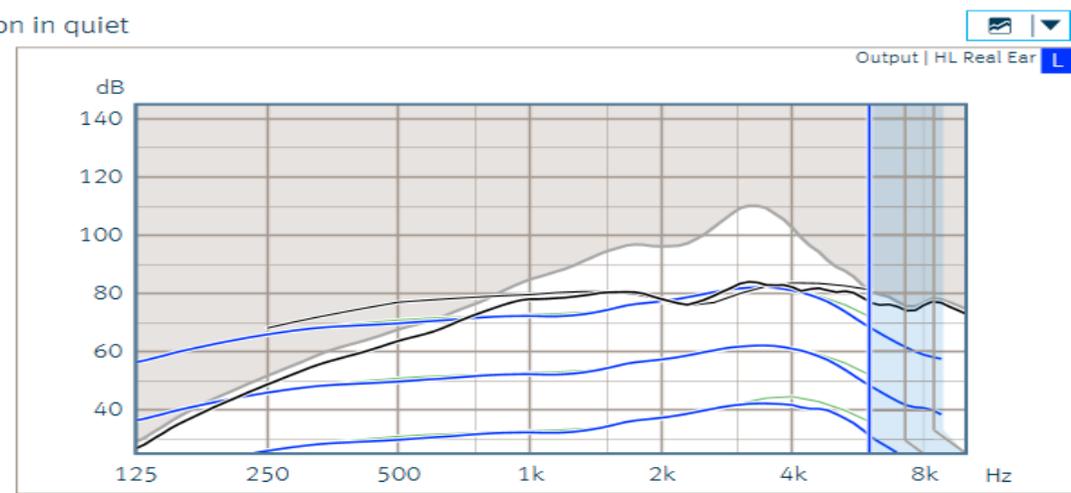
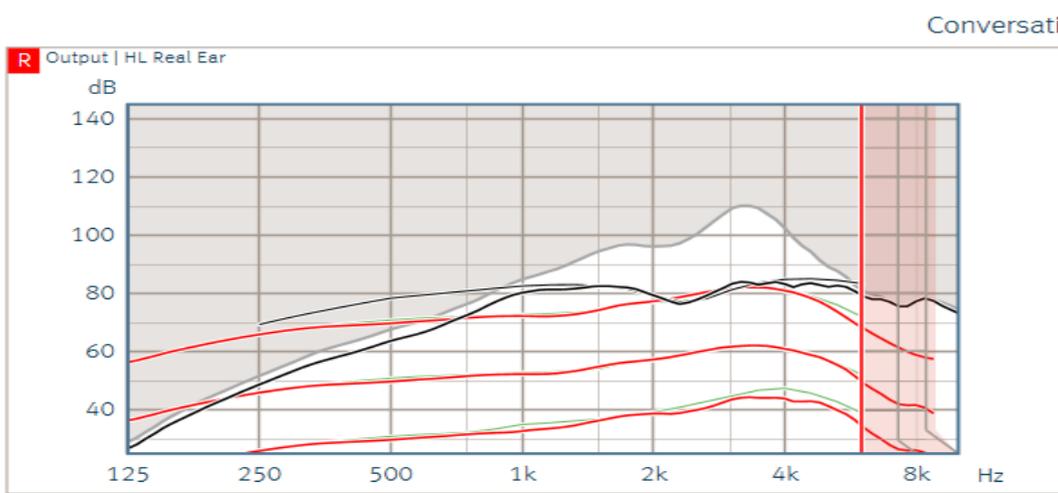
SoundNav

- Conversations
 - In quiet
 - In a small group
 - In a crowd
 - In noise
 - No conversations
- Quiet
- Noise
- Music
- Music

Manual +

Wireless +

Conversation in quiet



Select a sound file

Adaptation Manager	Occlusion Manager	Soft / Mod / Loud Controls	MPO / Gain / CR Controls	Frequency Compression	Fitting Advice	Tinnitus Masker
R & L Auto(100%)	R & L Off	Adjusted Values	Adjusted Values	R & L Enabled	Adjusted Values	R & L Disabled

Configure Features

Client Instruments Fitting End Fitting

Feedback Optimization Program Manager **Configure Features** Tuning Patient Insights

Quick Fit

Conversation in quiet

R Detect L

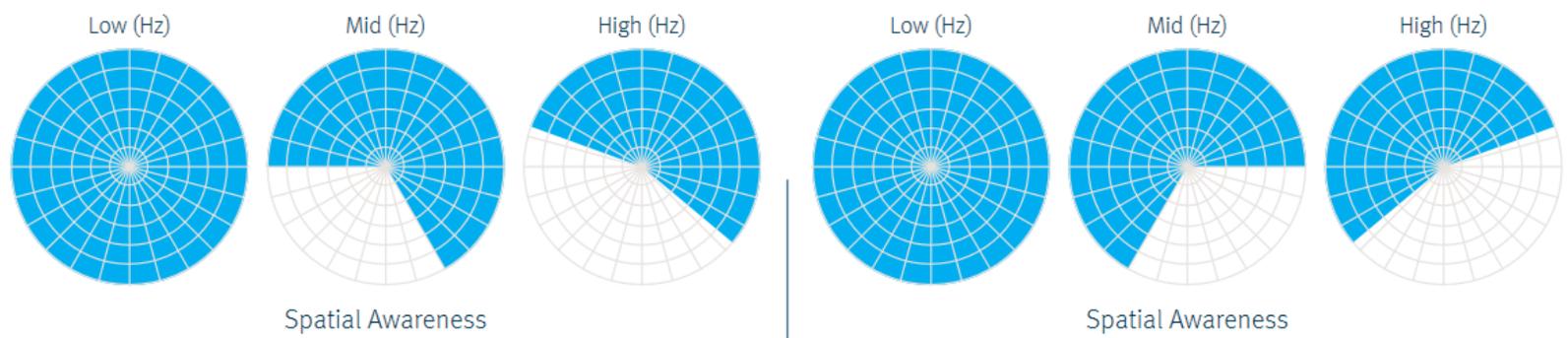
T Moxi Fit Pro T Moxi Fit Pro
T Moxi Fit Pro xS RIC T Moxi Fit Pro xS RIC

Connection

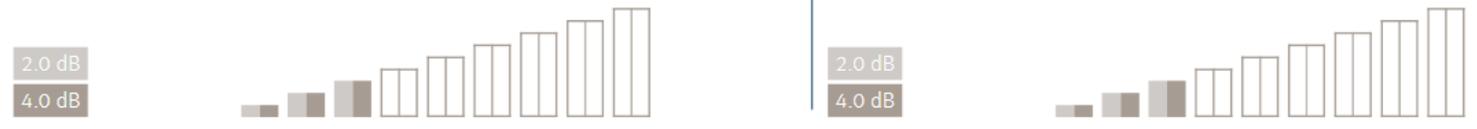
- Universal
- Sound Conductor**
- Input
- Wind Control
- AntiShock 2
- Phase Canceller
- Specific
- Binaural Phone
- MyMusic
- Automatic Controls

Sound Conductor

Feature Details



Speech Enhancement
Noise Reduction



R Conversation in quiet L

2

2

+ SoundNav

Conversation in quiet	Quiet	Music
Conversation in a small group	Noise	
Conversation in a crowd		

Tuning

Client Instruments Fitting End Fitting

Feedback Optimization Program Manager Configure Features **Tuning** Data Logging

Conversation in quiet

Flex:trial Flex:trial
Moxi Fit Pro North xS RIC Moxi Fit Pro North xS RIC

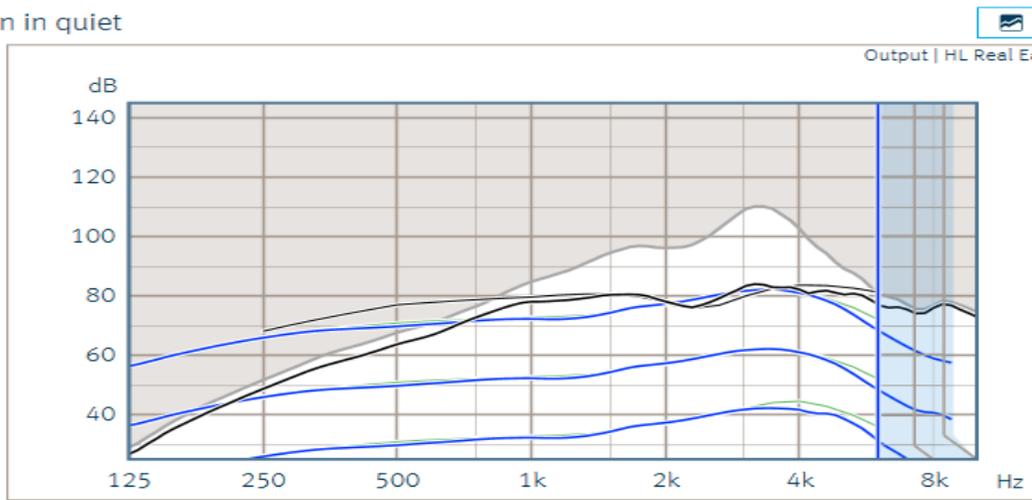
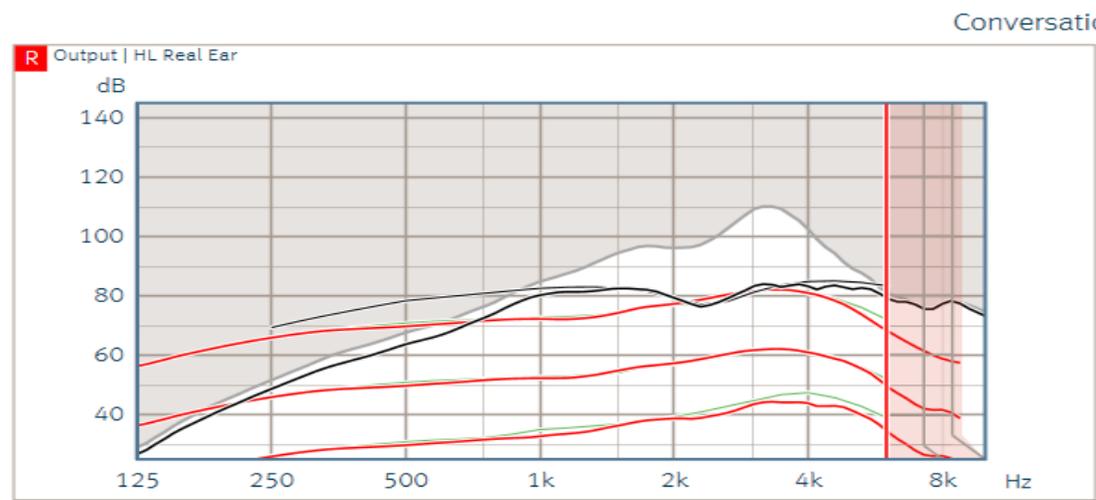
Connection

All Programs

SoundNav

- Conversations
 - In quiet
 - In a small group
 - In a crowd
 - In noise
 - No conversations
 - Quiet
 - Noise
 - Music
 - Music
- Manual
- Wireless

All Programs



Adaptation Manager R & L Auto(100%)	Occlusion Manager R & L Off	Soft / Mod / Loud Controls Adjusted Values	MPO / Gain / CR Controls Adjusted Values	Frequency Compression R & L Enabled	Fitting Advice Adjusted Values	Tinnitus Masker R & L Disabled
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Things to Remember:

Sound Conductor

Sound Conductor- Conversation in a Crowd

Configure Features

Sound Conductor

Feature Details

Universal

Sound Conductor

Input

Wind Control

AntiShock 2

Phase Canceller

Specific

Binaural Phone

MyMusic

Automatic Controls

Speech Enhancement

Noise Reduction

Fixed Wide with SpeechPro

Fixed Wide with SpeechPro

Conversation in a crowd

SoundNav

Conversation in quiet	Quiet	Music
Conversation in a small group	Noise	
Conversation in a crowd		
Conversation in noise		

The screenshot displays the 'Sound Conductor' software interface. On the left is a navigation menu with 'Sound Conductor' selected. The main area shows 'Feature Details' for 'Conversation in a crowd'. It features two identical circular frequency response plots, each with a bar chart below it. The bar charts show two data series: 'Speech Enhancement' (lighter bars) and 'Noise Reduction' (darker bars). The top two bars are labeled '2.8 dB' and '5.2 dB'. Below the plots are two sliders, one for the right ear (R) and one for the left ear (L), both set to a value of 4. At the bottom, a 'SoundNav' menu is open, showing 'Conversation in a crowd' as the selected option.

Personalized Spatial Awareness

Personalized Spatial Awareness

- Pro/800 technology levels only
- Applies only to the conversations in quiet and small group, quiet, and music environments
- Collapsed by default
- Parameters (tool tip on button hover over)
 - High (2600 Hz)
 - Average (2400 Hz)
 - Low (1500 Hz)

The screenshot displays the software interface for hearing aid configuration. At the top, a navigation bar includes 'Client Instruments', 'Fitting', 'End Fitting', 'Feedback Optimization', 'Program Manager', 'Configure Features' (highlighted), 'Tuning', and 'Patient Insights'. A 'Quick Fit' button is also visible. The main area shows the 'Input' section with a 'Spatial Awareness' feature selected. A tooltip is displayed over the 'Spatial Awareness' button, containing the text: 'Personalized Spatial Awareness experience for those whose ear canal resonances differ from average'. Below the tooltip, there are three radio button options: 'High', 'Average' (selected), and 'Low'. The interface also shows a 'Conversation in quiet' status indicator and a 'Detect' button for the right and left ears.

Car Program

Car program (Only Available with Pro)

- Car with Speech
- The Automatic Program has a blended approach; when riding in a car the desire may be to have a fixed configuration
- The manual program offers an asymmetric directional strategy (“Car Directional”) and can be configured for the driver or passenger:
 - Driver – fixed directional on the left, omni directional on the right
 - Passenger - fixed directional on the right, omni directional on the left

HI Repair/ Reset

What is the Hearing Instrument Repair?

HI Repair is a tool in Unitron TrueFit Fitting software that can be used to repair hearing instruments that have corrupted data.

When do I run the HI repair tool in the software?

The Hi Repair tool should be used when an error message occurs prompting a repair/ reset.

It is highly recommended to be hardwired in to NoahLink or HiPro when doing a HI Update/Repair

How do I perform a HI Repair/Reset?

The screenshot displays the Unitron TrueFit software interface, specifically the 'Configure Features' section. A 'Hearing Instrument Repair' dialog box is open, showing a four-step process: 1. Preparation, 2. Selection, 3. Repair, and 4. Finish. The 'Preparation' step is currently active, and the user is prompted to 'Choose the fitting device to which the hearing instruments are connected:'. The dropdown menu shows 'NOAHlink' selected. Below the dialog box, the 'Binaural' section is visible, with 'Enable Binaural Phone' checked and 'Preferred Phone Ear' set to 'Right'. The 'Push button selects phone ear' option is also checked. The background interface shows various settings for the hearing instrument, including 'Automatic 4', 'Manual', and 'Telephone' modes, and a graph showing 'Gain | Insertion' in dB versus frequency in Hz (1k, 2k, 4k, 8k).

Unitron TrueFit 2.0 Max Penguin

File Edit Window Help

Unitron TrueFit File Hearing Instrument Options Help

Client Instruments Fitting End Fitting

Feedback Optimization Program Manager Tuning Data Logging

Configure Features

Hearing Instrument Repair

Selection

1 Preparation 2 Selection 3 Repair 4 Finish

Detecting connected hearing instruments...

Continue Cancel

Gain | Insertion dB

80

60

40

20

0

-20

125

Gain | Insertion Gain L

1k 2k 4k 8k Hz

Automatic 4

Quiet

Speech in Noise

Noise

Music

Manual

Telephone

Wireless

uPhone

uAudio

uFM

Telephone

Select a sound file

Binaural

Enable Binaural Phone

Preferred Phone Ear: Right

Push button selects phone ear

Phase Canceller

AntiShock

SmartFocus Configuration

Wind Noise Manager

Input

R & L Maximum

R & L Moderate

R & L Clarity +1

R & L Off

MT+M+St

R X DETECT X L

Moxi Pro Moxi Pro XS CRT

Moxi Pro Moxi Pro XS CRT

CONNECTION

File Edit Window Help

Unitron TrueFit File Hearing Instrument Options Help

Client Instruments Fitting End Fitting

Feedback Optimization Program Manager Tuning Data Logging

Configure Features

Hearing Instrument Repair

Selection

1 Preparation 2 Selection 3 Repair 4 Finish

Select the hearing instrument to be repaired.

Select the hearing instrument to be repaired.

Moxi Pro CRT (067-6234, SN: 1149X0M2C)

Continue Cancel

Gain | Insertion

dB

80

60

40

20

0

-20

125

1k 2k 4k 8k Hz

Gain | Insertion Gain

1k 2k 4k 8k Hz

Telephone

Automatic 4
Quiet
Speech in Noise
Noise
Music

Manual
Telephone

Wireless
uPhone
uAudio
uFM

Telephone

Binaural

Enable Binaural Phone

Preferred Phone Ear: Right

Push button selects phone ear

Phase Canceller
R & L
Maximum

AntiShock
R & L
Moderate

SmartFocus Configuration
R & L
Clarity +1

Wind Noise Manager
R & L
Off

Input
MT→M+St

Tinnitus Masker

Go to Tuning > Program Manager

The screenshot displays the Unitron TrueFit 3.0.2 software interface. The title bar reads "Unitron TrueFit 3.0.2 Sarah Carls". The menu bar includes "File", "Edit", "Window", and "Help". Below the menu bar is a toolbar with icons for "Feedback Optimization", "Configure Features", "Tuning", and "Data Logging". The "Program Manager" window is open, showing two columns: "Available Programs" and "Selected Programs".

Available Programs:

- Conversation in quiet
- Conversation in a small group
- Conversation in a crowd
- Conversation in noise
- Car with Speech
- Quiet
- Noise
- Car / Plane
- Music
- Place of Worship
- Telephone
- Loop System
- Acoustic Telephone
- Mute

Selected Programs:

- SoundNav
- Conversation in quiet
- Conversation in a small group
- Conversation in a crowd
- Conversation in noise
- Quiet
- Noise
- Music
- Manual
- Telephone

The "Manual" section includes an "Easy-t" checkbox which is checked, and a trash icon. The interface also shows a "Patient View" window in the top right corner with a "Detect" button and checkboxes for "Show Patient View" and "Show Screensaver".

Add manual program: Quiet/ Mute

Unitron TrueFit 3.0.2 Sarah Carls

File Edit Window Help

Unitron TrueFit File Forms Hearing Instrument Options Help

Client Instruments Fitting End Fitting

Feedback Optimization Configure Features Tuning Data Logging

Program Manager

Available Programs

- Conversation in quiet
- Conversation in a small group
- Conversation in a crowd
- Conversation in noise
- Car with Speech
- Quiet
- Noise
- Car / Plane
- Music
- Place of Worship
- Telephone
- Loop System
- Acoustic Telephone
- Mute

Selected Programs

SoundNav

- Conversation in quiet
- Conversation in a small group
- Conversation in a crowd
- Conversation in noise
- Quiet
- Noise
- Music

Manual

	Easy-t	
Telephone	<input checked="" type="checkbox"/>	
Quiet 1		

Ready

Change name to "Tinnitus"

Unitron TrueFit File Forms Hearing Instrument Options Help

Client Instruments Fitting End Fitting

Feedback Optimization Configure Features Tuning Data Logging

Program Manager

Conversation in quiet

Conversation in a small group

Conversation in a crowd

Conversation in noise

Car with Speech

Quiet

Noise

Car / Plane

Music

Place of Worship

Telephone

Loop System

Acoustic Telephone

Mute

Selected Programs

SoundNav

Conversation in quiet

Conversation in a small group

Conversation in a crowd

Conversation in noise

Quiet

Noise

Music

Manual

Telephone

Tinnitus

Easy-t

Go to Fitting > Tuning > Enable Tinnitus Masker

The screenshot displays the Unitron TrueFit 3.0.2 software interface. The main window is titled "Unitron TrueFit 3.0.2 Sarah Carls" and has a menu bar with "File", "Edit", "Window", and "Help". Below the menu bar is a toolbar with icons for "Feedback Optimization", "Program Manager", "Configure Features", and "Data Logging". The "Tuning" tab is selected, and the "Tinnitus" program is active. The interface is divided into several sections:

- Left Panel:** A list of programs including "Conversations", "No conversations", "Quiet", "Noise", "Music", "Manual", "Telephone", "Tinnitus", "Wireless", "uPhone", "uAudio", and "uFM". The "Tinnitus" program is selected.
- Top Right:** A "Patient View" window showing a photo of a family and checkboxes for "Show Patient View" and "Show Screensaver".
- Center:** Two frequency response graphs. The left graph is labeled "R Output | HL Real Ear" and the right graph is labeled "L Output | HL Real Ear". Both graphs show dB on the y-axis (40 to 140) and Hz on the x-axis (125 to 8k). Multiple colored lines represent different audio signals.
- Bottom Left:** A row of control buttons: "Occlusion Manager" (R & L Off), "Soft / Mod / Loud Controls" (Default Values), "MPO / Gain / CR / TK Controls" (Default Values), "Frequency Compression" (R & L Disabled), and "Fitting Advice" (Default Values).
- Bottom Right:** A "Tinnitus Masker" control panel. It includes checkboxes for "Enable Tinnitus Masker" (checked) and "Use client control to adjust noise level" (unchecked). Below these are two noise level sliders. The right ear slider is set to 41 dB(A) and the left ear slider is set to 32 dB(A). Frequency selection buttons (170, 340, 520, 690, 860, 1k, 1.2k, 1.4k, 1.6k, 1.7k) are present for both ears. The right ear noise level is currently set to 8 dB.

To give patient control of tinnitus masker level > Click “use client control to adjust noise level.”

The screenshot shows the Uniron TrueFit 3.0.2 software interface. The main window is titled "Tinnitus" and displays two frequency response graphs for the right (R) and left (L) ears. The graphs plot dB (40 to 140) against frequency (125 to 8k Hz). Below the graphs are several control panels: Occlusion Manager (R & L Off), Soft / Mod / Loud Controls (Default Values), MPO / Gain / CR / TK Controls (Default Values), Frequency Compression (R & L Disabled), and Fitting Advice (Default Values). The "Tinnitus Masker" panel is open, showing "Enable Tinnitus Masker" checked. A checkbox labeled "Use client control to adjust noise level" is highlighted with a mouse cursor. Below this, there are two noise level sliders: one for the right ear (Noise level: 41 dB(A)) and one for the left ear (Noise level: 32 dB(A)). The sliders are set to 1 dB. At the bottom, there are buttons for "View right ear only" and "View left ear only".

Push Button Options

Push Button Options

Client Instruments Fitting End Fitting

HI Setup

Beeps Fitting Summary

Conversation in quiet

R X Detect X L

Flex:trial Flex:trial

Moxi Fit Pro North xS RIC Moxi Fit Pro North xS RIC

Connection +

Hearing Instrument Setup

R L



Push Button

- Program change
- Off
- Program change
- Volume up
- Volume down
- Right louder/left softer
- Volume up / Program change
- Program change / Volume down



Volume Settings

R & L
30dB

Startup Settings

SoundNav
Minimum

Data Logging

On (Logging)

Program Toggle

SoundNav
Easy-t

Software update/ Forms

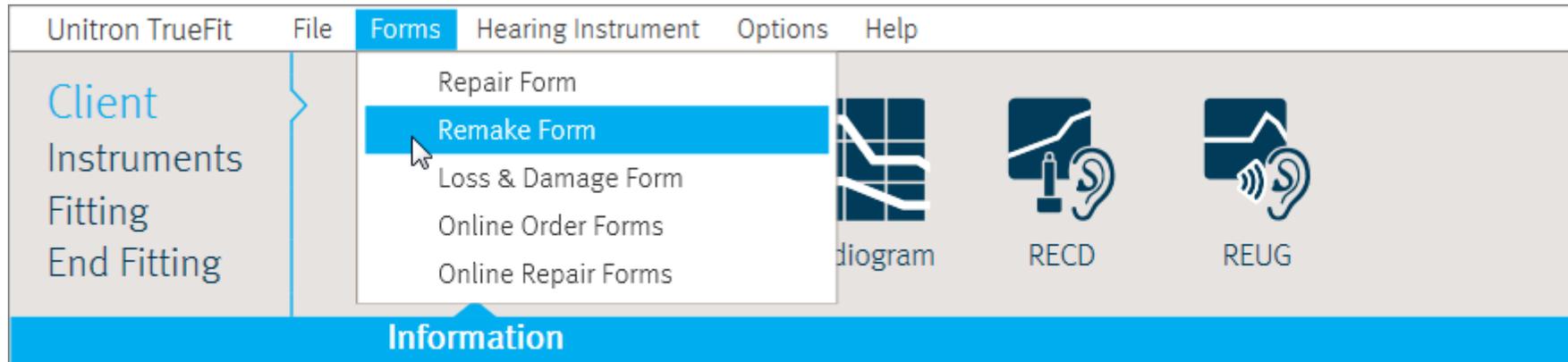
Easy Access to Forms

Form> Repair, Remake, Loss and damage

Pre-populates patient data

Forms> Online Order Forms, Online Repair forms

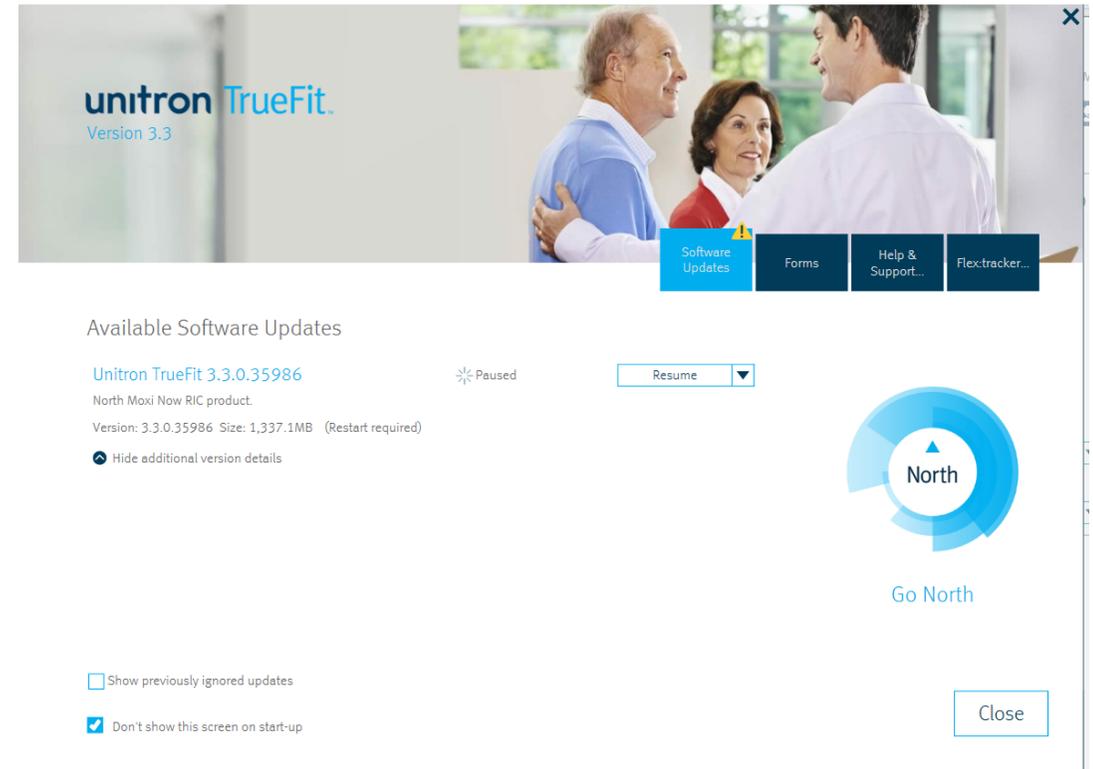
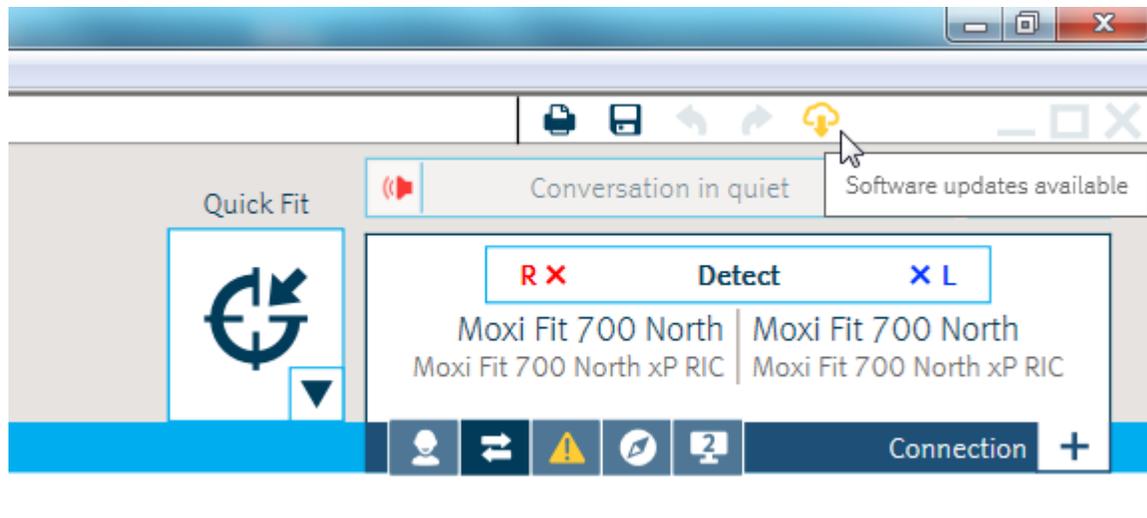
Directs you to online forms to be printed



Clients and Sessions

Software update

Anytime a new version of software is available you will see a yellow cloud symbol in the upper right corner of the screen indicating an update is needed.



Patient Email



HI Setup



Beeps



Fitting Summary

Conversation in quiet

Detect

Flex:trial Flex:trial

Moxi Fit Pro North xS RIC Moxi Fit Pro North xS RIC

Connection +

Fitting Summary

R

Program List
P1: SoundNav (Startup)
P2: Telephone

Client Controls
Push Button: Program change
DuoLink: Off
Volume Range: 30 dB (10 dB up; 20 dB down)

General Status
Feedback Test: Not run
Data Logging: On (Logging)
Automatic Adaptation Manager: On
Trial period: ~ 4 weeks remaining

Indicators
Enabled: Program Change, Easy/Automatic Events, Warnings/Alerts, Volume Control Min/Max, Volume Control Steps, Startup Sound

[More Info](#)

L

Program List
P1: SoundNav (Startup)
P2: Telephone

Client Controls
Push Button: Program change
DuoLink: Off
Volume Range: 30 dB (10 dB up; 20 dB down)

General Status
Feedback Test: Not run
Data Logging: On (Logging)
Automatic Adaptation Manager: On
Trial period: ~ 4 weeks remaining

Indicators
Enabled: Program Change, Easy/Automatic Events, Warnings/Alerts, Volume Control Min/Max, Volume Control Steps, Startup Sound

[More Info](#)

Reports to Print

Fitting Report

Getting Started Guides to Print

Language: English (English)

Hearing Instrument(s)



[Send Email](#)

[Print](#)

[Save](#)

[Close Session](#)

— Email Information

Recipients Email(s): * john.smith@testemail.moc

Your Email: * bill.christman@unitron.com

 Send copy to my email address

Language: English (English) ▼

+ Personal Messages

+ Getting Started Guides

The Unitron logo is displayed in a dark blue, sans-serif font.

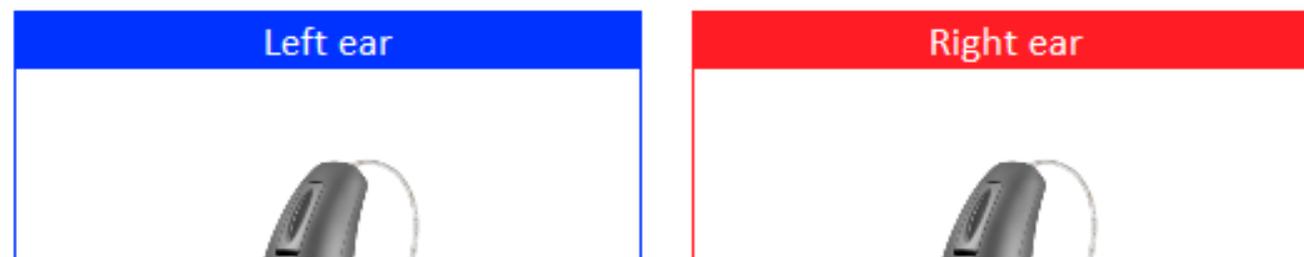
Hello ,

It was great to see you in my office today. As promised here are some extra materials I think you will find helpful as you are getting adjusted to your new hearing aids.

Your hearing aid(s)

Below is your specific product style and model

Hearing aid(s) fitted for: John Smith



* @Required information

Update Preview

Send

Cancel

Recipients Email(s): * john.smith@testemail.moc

Your Email: * bill.christman@unitron.com

 Send copy to my email address

Language: English (English)

Personal Messages

Subject: Getting started with your hearing aid(s)

Greeting: Hello <NAME>,
It was great to see you in my office today. As promised here are some extra materials I think you will find helpful as you are getting adjusted to your new hearing aids.Signoff: I will see you here at the office for your follow up appointment on <DATE>. Of course, if you have questions or need assistance before your scheduled appointment, please call our office.
All the best,**Getting Started Guides**

* @Required information

Update Preview

unitron.

Hello ,

It was great to see you in my office today. As promised here are some extra materials I think you will find helpful as you are getting adjusted to your new hearing aids.

Your hearing aid(s)

Below is your specific product style and model

Hearing aid(s) fitted for: John Smith

Left ear



Right ear



Send

Cancel

— Email Information

Recipients Email(s): * john.smith@testemail.moc

Your Email: * bill.christman@unitron.com

Send copy to my email address

Language: English (English)

+ Personal Messages

— Getting Started Guides

Include Getting Started Guides

Language: English (English)

Hearing Instrument(s)

Smart Control

uDirect 2

* @Required information

Update Preview

Your hearing aid(s)

Below is your specific product style and model

Hearing aid(s) fitted for: John Smith

Left ear



Hearing aid: Moxi² Dura Pro
Battery size: 13
Dome: Power Dome

Right ear



Hearing aid: Moxi² Dura Pro
Battery size: 13
Dome: Power Dome

[Learn more about your hearing aid\(s\)](#)

Send

Cancel

Client Instruments Fitting End Fitting



Fitting Summary

Quiet

R X DETECT X L

Moxi² Dura Pro
Moxi² Dura Pro xS RIC

Moxi² Dura Pro
Moxi² Dura Pro xS RIC

CONNECTION

Fitting Summary

R

Program List

P1: Automatic 4 (Startup)
P2: Telephone

- uPhone
- uAudio
- uFM

Client Controls

Push Button: Program change
DuoLink: On
Volume Range: 30 dB (10 dB up; 20 dB down)

General Status

Feedback Test: Not run
Data Logging: On (LearnNow)
Automatic Adaptation Manager: On

Accessories

Smart Control
uDirect 2

More Info

L

Program List

P1: Automatic 4 (Startup)
P2: Telephone

- uPhone
- uAudio
- uFM

Client Controls

Push Button: Program change
DuoLink: On
Volume Range: 30 dB (10 dB up; 20 dB down)

General Status

Feedback Test: Not run
Data Logging: On (LearnNow)
Automatic Adaptation Manager: On

Accessories

Smart Control
uDirect 2

More Info

Unitron TrueFit (Internal)

Email send completed.
Email message successfully sent.

OK

Reports to Print

Fitting Report

Getting Started Guides to Print

Language: English (English)

Hearing Instrument(s)

Smart Control

uDirect 2

Send Email Print & Save Close Session

Getting started with your hearing aid(s) - Message (HTML)

File Message Adobe PDF

Ignore X Reply Reply All Forward Delete Junk Delete Respond Quick Steps Move Rules OneNote Actions Mark Unread Categorize Follow Up Translate Zoom

From: Bill Christman <bill.christman@unitron.com> Sent: Tue 4/15/2014 10:31 AM
To: [Redacted]
Cc: [Redacted]
Subject: Getting started with your hearing aid(s)

Message Smart Control Guide.pdf (149 KB) Hearing Aid Guide.pdf (218 KB) uDirect2 Guide.pdf (483 KB)

unitron.

Hello John,

It was great to see you in my office today. As promised here are some extra materials I think you will find helpful as you are getting adjusted to your new hearing aids.

Your hearing aid(s)

Below is your specific product style and model
Hearing aid(s) fitted for: John Smith

Left ear	Right ear
	

File Message Adobe PDF

Ignore X Reply Reply All Forward Junk Delete Respond Quick Steps Move Rules OneNote Actions Mark Unread Categorize Follow Up Translate Zoom

From: Bill Christman <bill.christman@unitron.com> Sent: Tue 4/15/2014 10:31 AM
 To: [Redacted]
 Cc:
 Subject: Getting started with your hearing aid(s)

Message Smart Control Guide.pdf (149 KB) Hearing Aid Guide.pdf (218 KB) uDirect2 Guide.pdf (483 KB)



Hearing aid: Moxi² Dura Pro
 Battery size: 13
 Dome: Power Dome



Hearing aid: Moxi² Dura Pro
 Battery size: 13
 Dome: Power Dome

Learn more about your hearing aid(s)

Attached is some information to help you get started hearing better with your new aid(s). Below are links to short instructional videos which offer handy tips to using and maintaining your hearing aid(s). Please click on the link below.



Watch your Moxi² Dura Pro instructional videos online.

I will see you here at the office for your follow up appointment on May 10th at 2:00pm. Of course, if you have questions or need assistance before your scheduled appointment, please call our office.

All the best,
 Bill
 Bill Christman, Au.D.
 ABC Hearing
 1234 Any St
 Everytown, MN 12345

Set it up once

references

- [-] General
 - ▶ Language & Regio
 - ▶ Presentation
 - ▶ Support
 - ▶ Flex
 - ▶ **Email Template**
- [-] Fitting Session
 - ▶ Diagnostics
 - ▶ Fitting
 - ▶ Presentation
 - ▶ Pediatric Modes
 - ▶ Standard Mode
- [-] Reports
 - ▶ Forms
 - ▶ Graphs
- [-] Fitting Device
 - ▶ Communication
 - ▶ NOAHlink
 - ▶ HI-PRO
 - ▶ iCube
- [-] Sound System
 - ▶ Sound Output
 - ▶ Calibration

Default Greeting

Hello,
Great to see you today.

Default Signoff

If you require an assistance please contact our office.
All the best,
Tricia

Picture in Signature

None Use personal picture



Signature

Tricia "Test" G
My company name here
20 Beasley Drive
Kitchener, ON
N2P 2k6

Close

Remote Control

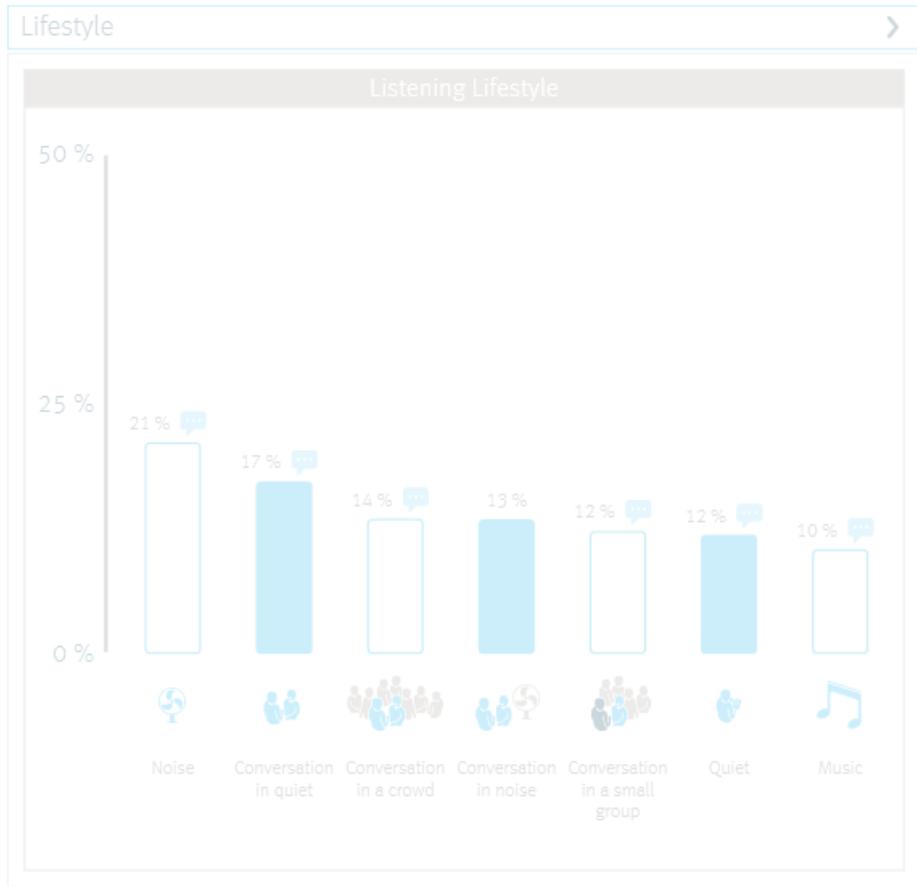
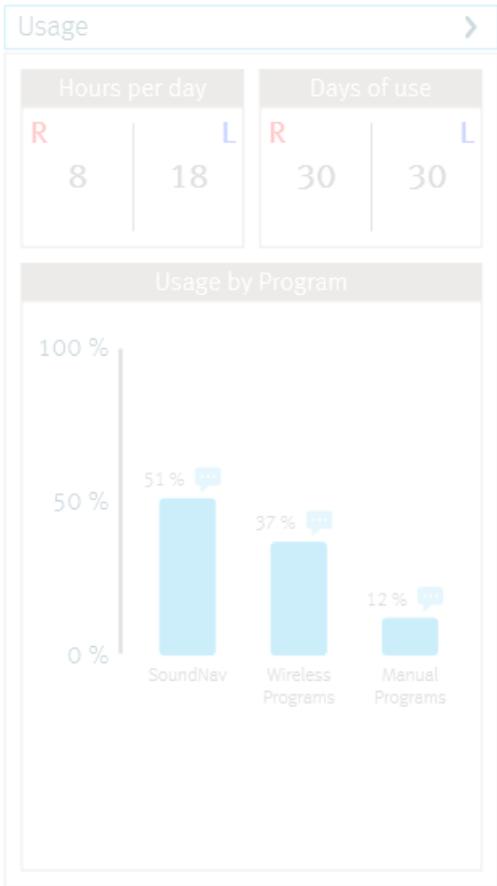
Patient insights
user interface
improvements

- Overview
- Usage
- Lifestyle
- 68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016



Patient Ratings

Overall Satisfaction

Latest rating: 11/17/2016 at 1:02 PM

Satisfied? 0 1 2 3 4 5 6 7 8 9 10

Recommend? 0 1 2 3 4 5 6 7 8 9 10

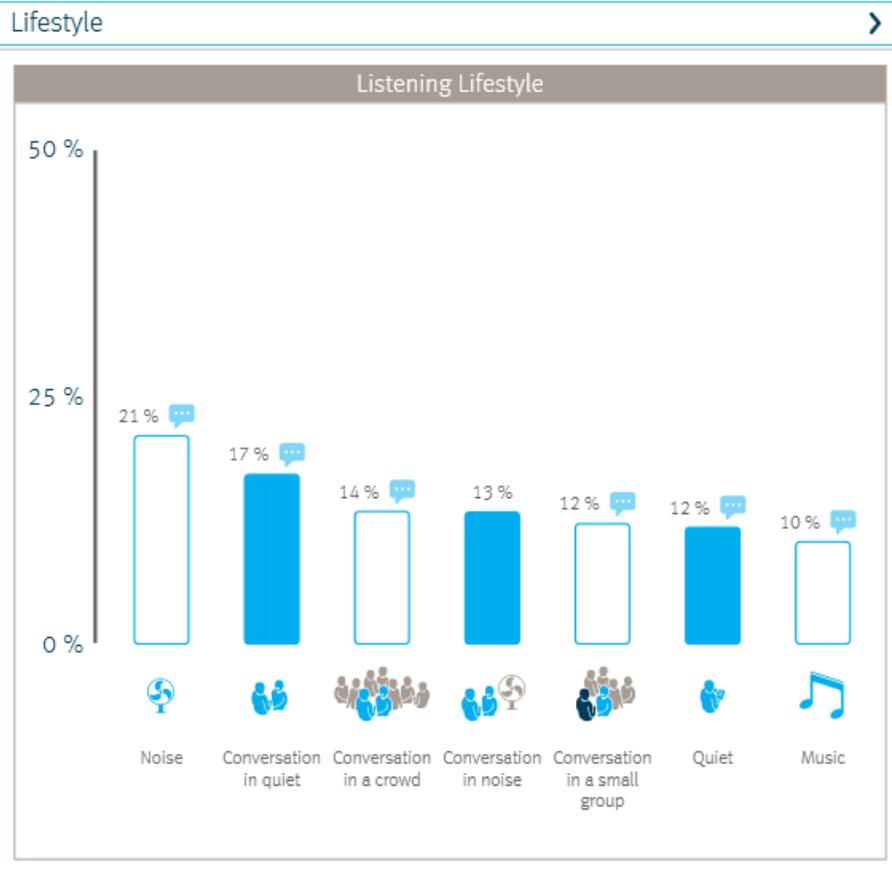
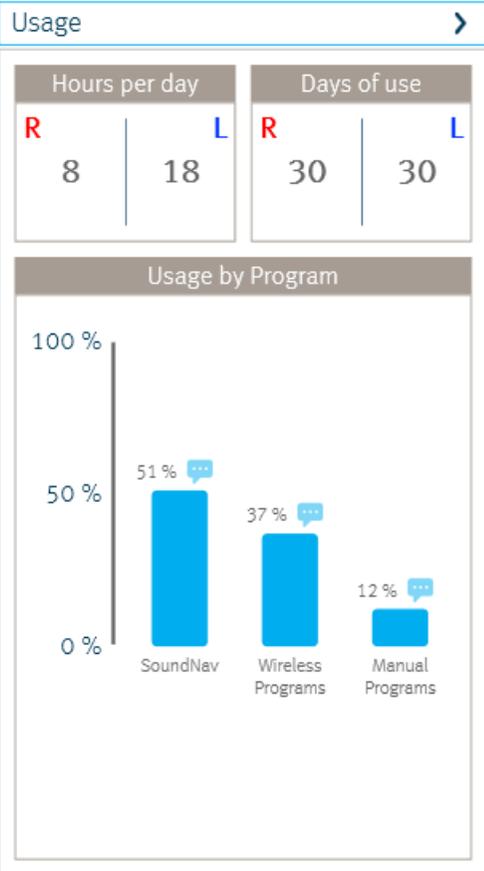
Top Situations

Situation	Unhappy	Happy
Other	6	6
TV	4	4
Car	4	2

Patient Insights

- Overview
- Usage
- Lifestyle
- 68 Patient Ratings

History
View Data Logging history from:
Current - 13/12/2016



Patient Ratings

Overall Satisfaction

Latest rating: 11/17/2016 at 1:02 PM

Satisfied? 0 1 2 3 4 5 6 7 8 9 10

Recommend? 0 1 2 3 4 5 6 7 8 9 10

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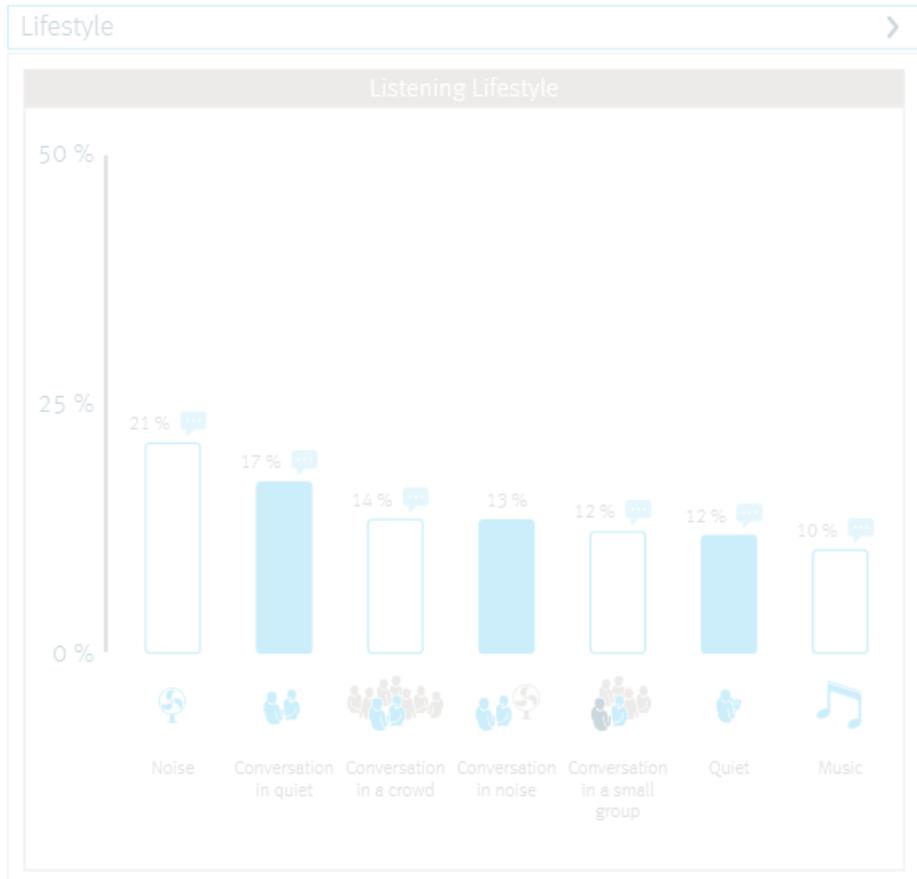
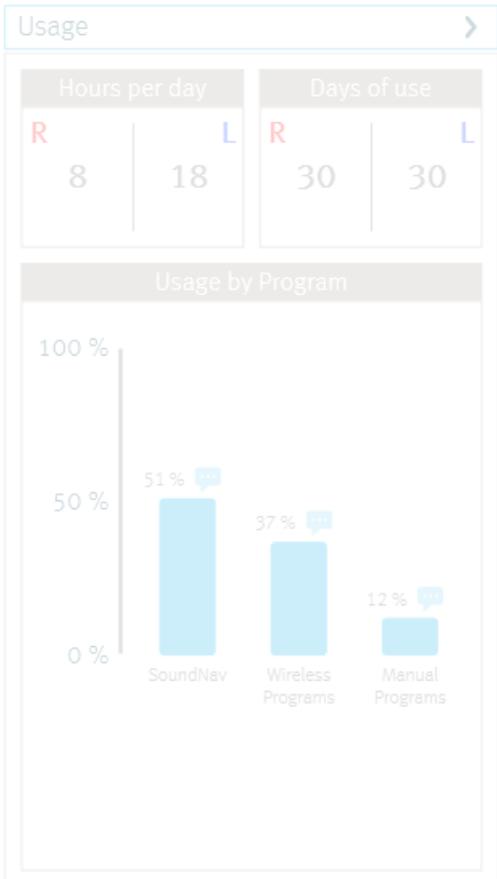
Patient Insights

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- Lifestyle
- 68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016



Patient Ratings

Overall Satisfaction

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Satisfied? 0 1 2 3 4 5 6 7 8 9 10

Recommend? 0 1 2 3 4 5 6 7 8 9 10

Top Situations

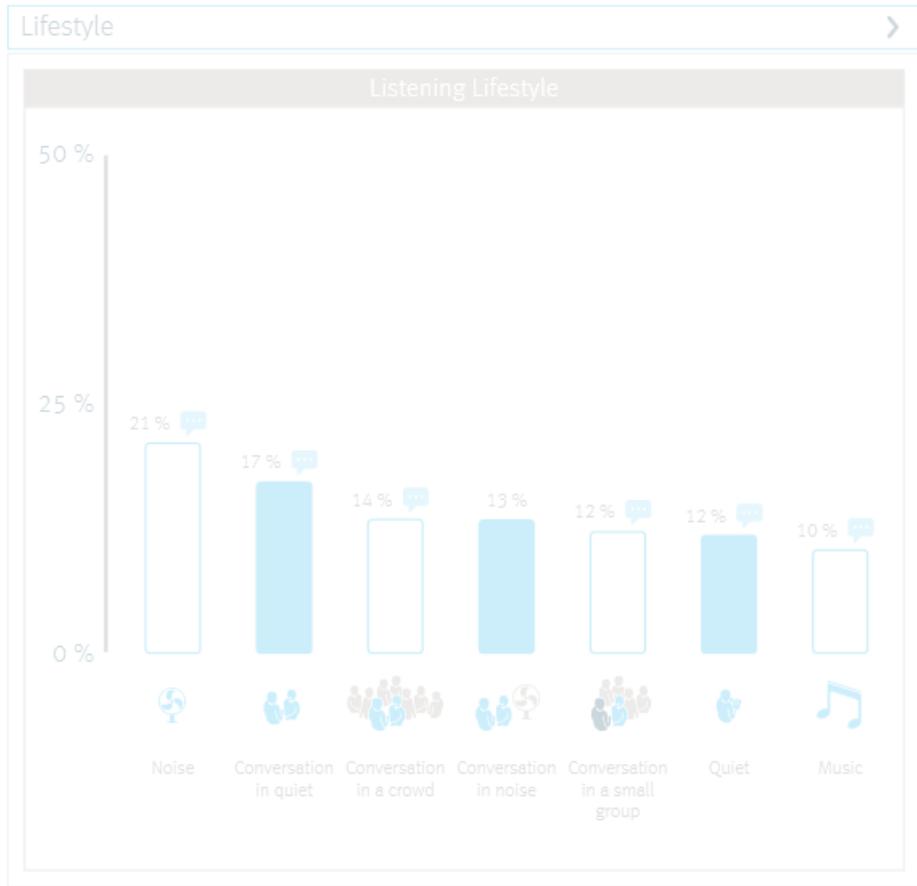
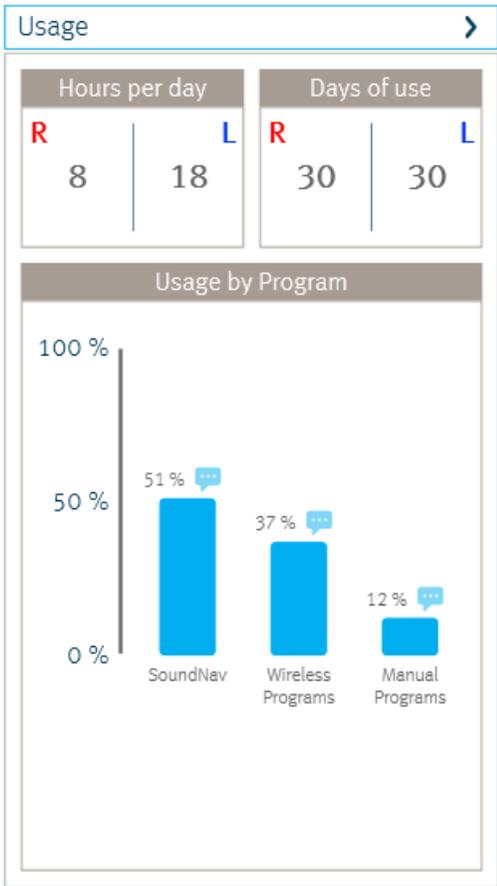
Situation	Unhappy	Happy
Other	6	6
TV	4	4
Car	4	2

- Overview
- Usage
- Lifestyle
- 68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016



Patient Ratings

Overall Satisfaction

Latest rating: 11/17/2016 at 1:02 PM

Satisfied? 0 1 2 3 4 5 6 7 8 9 10

Recommend? 0 1 2 3 4 5 6 7 8 9 10

Top Situations

Situation	Unhappy	Happy
Other	6	6
TV	4	4
Car	4	2

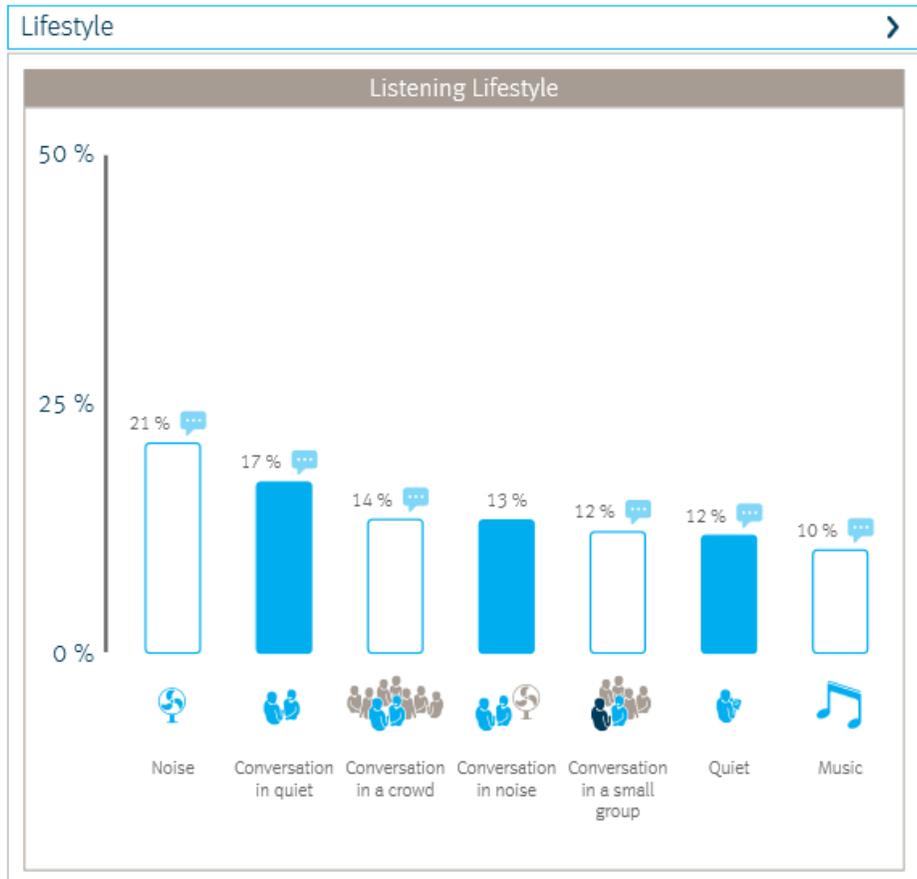
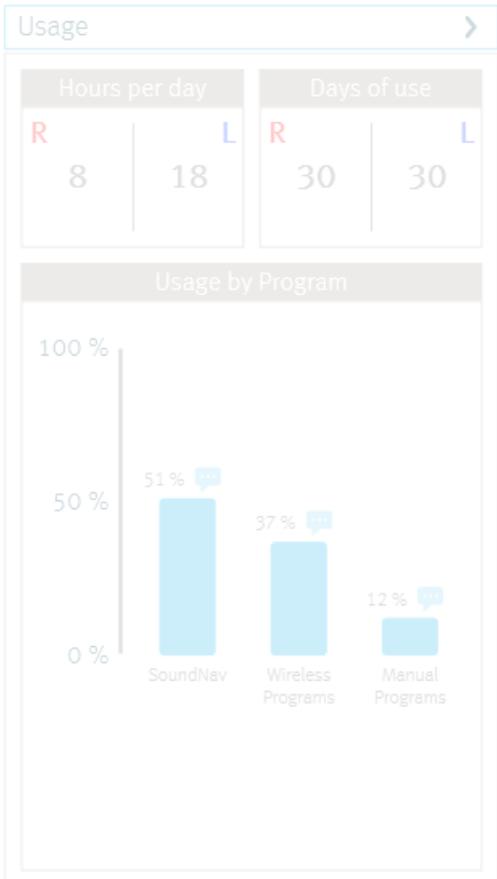
Patient Insights

- Overview
- Usage
- Lifestyle
- 68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016



Patient Ratings

Overall Satisfaction

Latest rating: 11/17/2016 at 1:02 PM

Satisfied? 0 1 2 3 4 5 6 7 8 9 10

Recommend? 0 1 2 3 4 5 6 7 8 9 10

Top Situations

Situation	Unhappy	Happy
Other	6	6
TV	4	4
Car	4	2



Log It All environment: Conversation in quiet

- Overview
- Usage
- Lifestyle
- 68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016

- 11/15/2016 at 7:17 PM Patient situation: Other
 HI program: Acoustic Telephone Log It All environment: Conversation in quiet

Whenever I am near a dimmer switch I can hear a buzz in my aids like electrical interference
- 11/16/2016 at 2:13 PM Patient situation: Quiet conversations
 HI program: SoundNav - Conversation in quiet Log It All environment: Conversation in quiet

I'm in a quiet place and can clearly hear my daughter
- 11/18/2016 at 7:24 PM Patient situation: TV
 HI program: SoundNav - Conversation in quiet Log It All environment: Conversation in quiet

Watching tv and all is going well . Hearing aid are doing good and no problems with feedback or anything else. For some reason can't get voice to text to work. Will do some reading up
- 12/10/2016 at 8:25 AM Patient situation: Other
 HI program: SoundNav - Conversation in quiet Log It All environment: Conversation in quiet

Figured out how to use Udirect 3 for voice to text message & found the end result to be accurate and easy to use.
- Today at 7:14 AM Patient situation: Quiet conversations
 HI program: SoundNav - Conversation in quiet Log It All environment: Conversation in quiet

Still sounding good

Preview Print Save to pdf Close

R X Detect X L

T Moxi Now 600 | T Moxi Now 600
 Moxi Now 600 xS RIC | T Moxi Now 600 xS RIC

Connection +

Overall Satisfaction +

11/17/2016 at 1:02 PM

2 3 4 5 6 7 8 9 10

2 3 4 5 6 7 8 9 10

Top Situations

Situation		
er	6	6
	4	4
	4	2

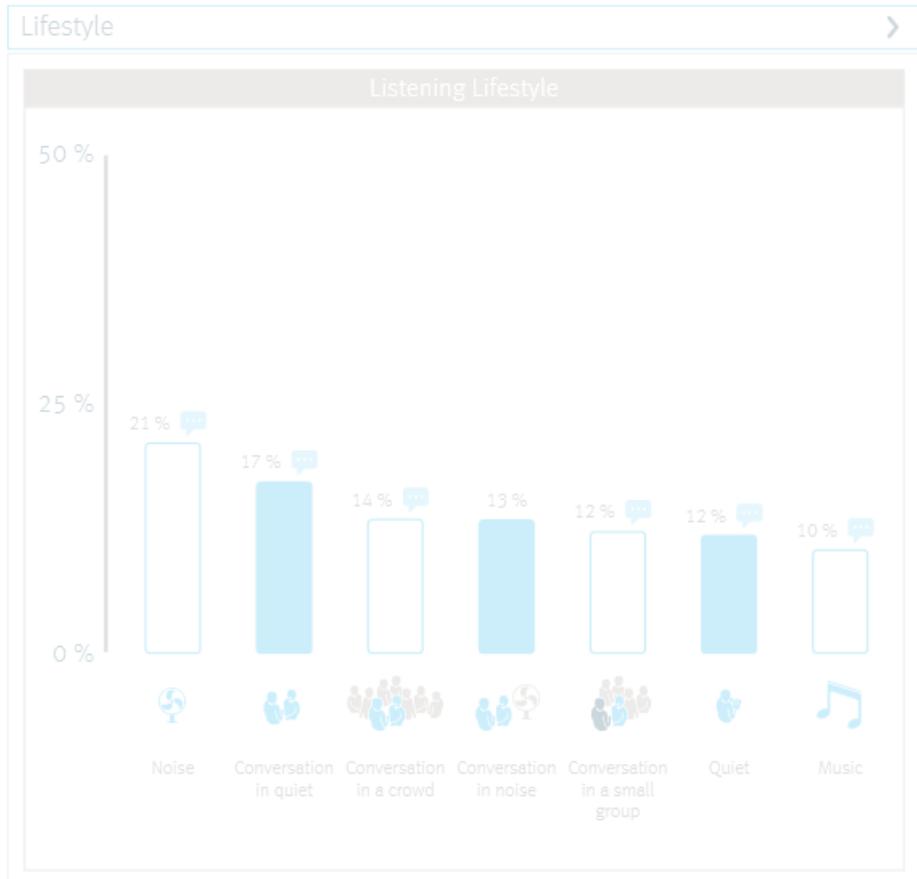
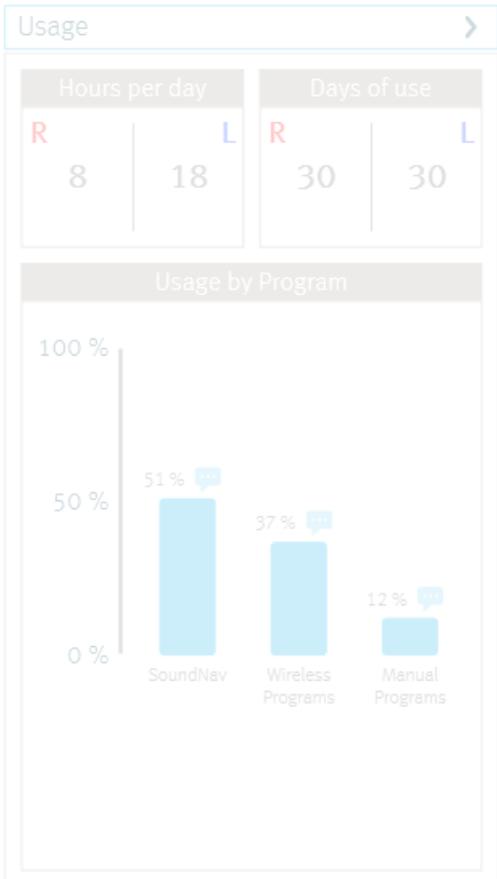
Patient Insights

- Overview
- Usage
- Lifestyle
- 68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016



Patient Ratings

Overall Satisfaction +

Latest rating: 11/17/2016 at 1:02 PM

Satisfied? i

0 1 2 3 4 5 6 7 8 **9** 10

Recommend? i

0 1 2 3 4 5 6 7 **8** 9 10

Top Situations

Situation		
Other	6	6
TV	4	4
Car	4	2

Quick Fit | Conversation in quiet | Detect | T Moxi Now 600 | T Moxi Now 600 | T Moxi Now 600 xS RIC | T Moxi Now 600 xS RIC | Connection

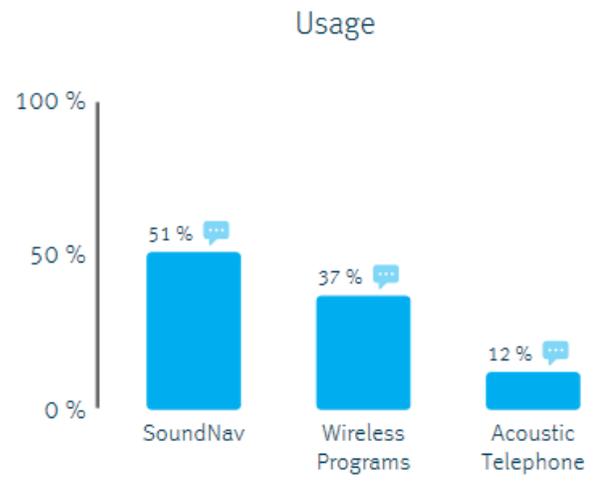
- Overview
- Usage**
- Lifestyle
- 68 Patient Ratings

History

View Data Logging history from: Current - 13/12/2016

Usage

Hours per day	
8	18
Total days	
30	30



	Volume Control	Average Usage	PROGRAM	Average Usage	Volume Control
-	SoundNav				
	Conversations				
	0 dB	21 %	In quiet	26 %	+ 8 dB
	+ 6 dB	11 %	In noise	15 %	+ 6 dB
	No conversations				
	- 2 dB	17 %	Quiet	12 %	+ 4 dB
+	Manual Programs				Apply
+	Wireless Programs				Apply

Feedback Optimization | Program Manager | Configure Features | Tuning | Patient Insights

Quick Fit | Conversation in quiet | Detect | T Moxi Now 600 | T Moxi Now 600 | T Moxi Now 600 xS RIC | T Moxi Now 600 xS RIC | Connection

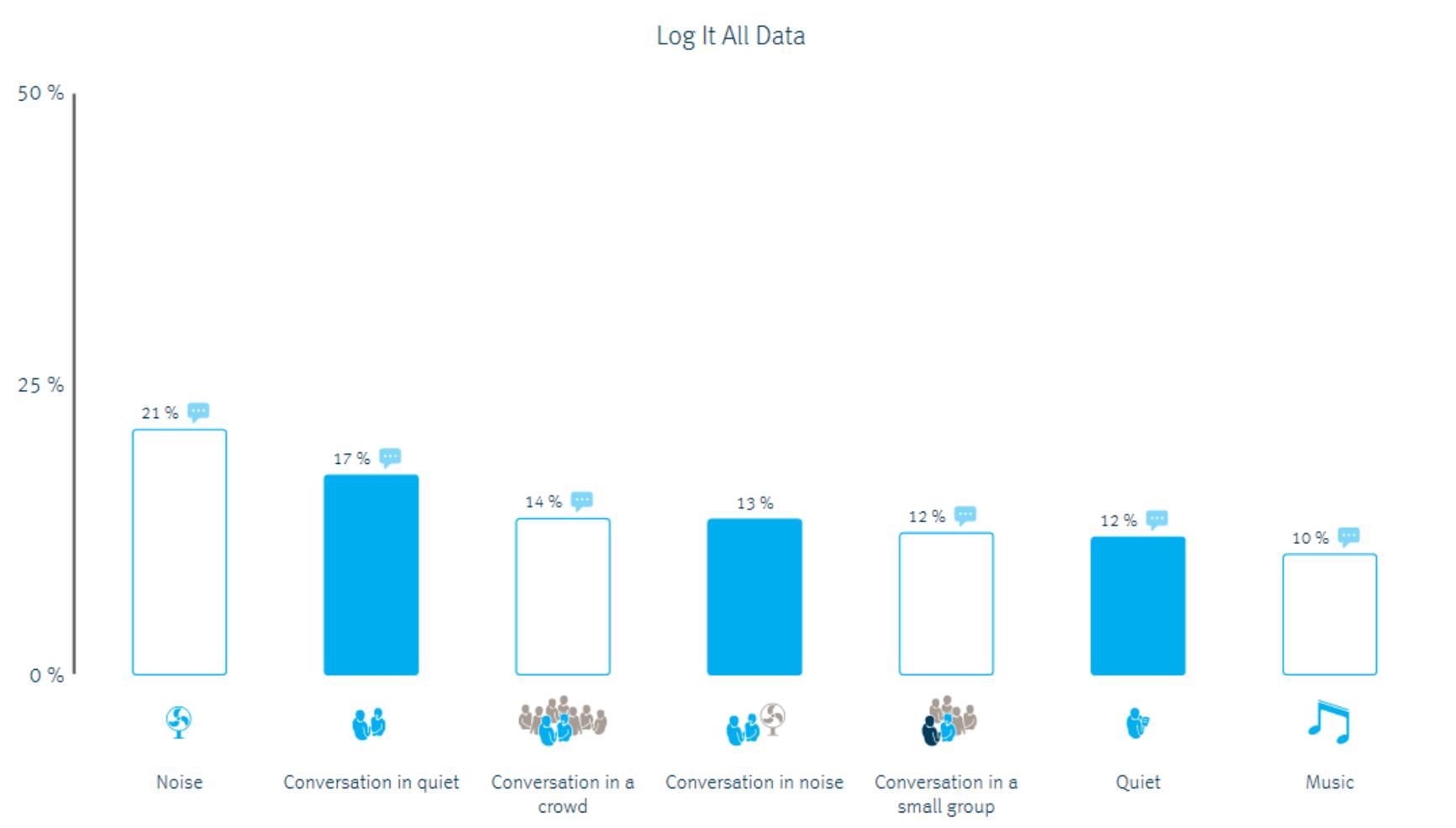
Overview | Usage | **Lifestyle** | 68 Patient Ratings

History
 View Data Logging history from:
Current - 13/12/2016

Technology Level
 Select to compare
Pro | 800 | 700 | **600**

Technology Change | **Flex**

Comparative Listening Data
 Show Comparative Listening Data



- ### 600 Key Features
- Automatic
 - SoundNav (3 Environments)
 - Pinna Effect
 - Sound Conductor
 - Adaptive Directionality (Multiband)
 - MyMusic
 - Binaural Phone

Feedback Optimization |
 Program Manager |
 Configure Features |
 Tuning |
 Patient Insights

Quick Fit |
 Conversation in quiet |
 R x Detect x L |
 T Moxi Now 600 | T Moxi Now 600 |
 T Moxi Now 600 xS RIC | T Moxi Now 600 xS RIC

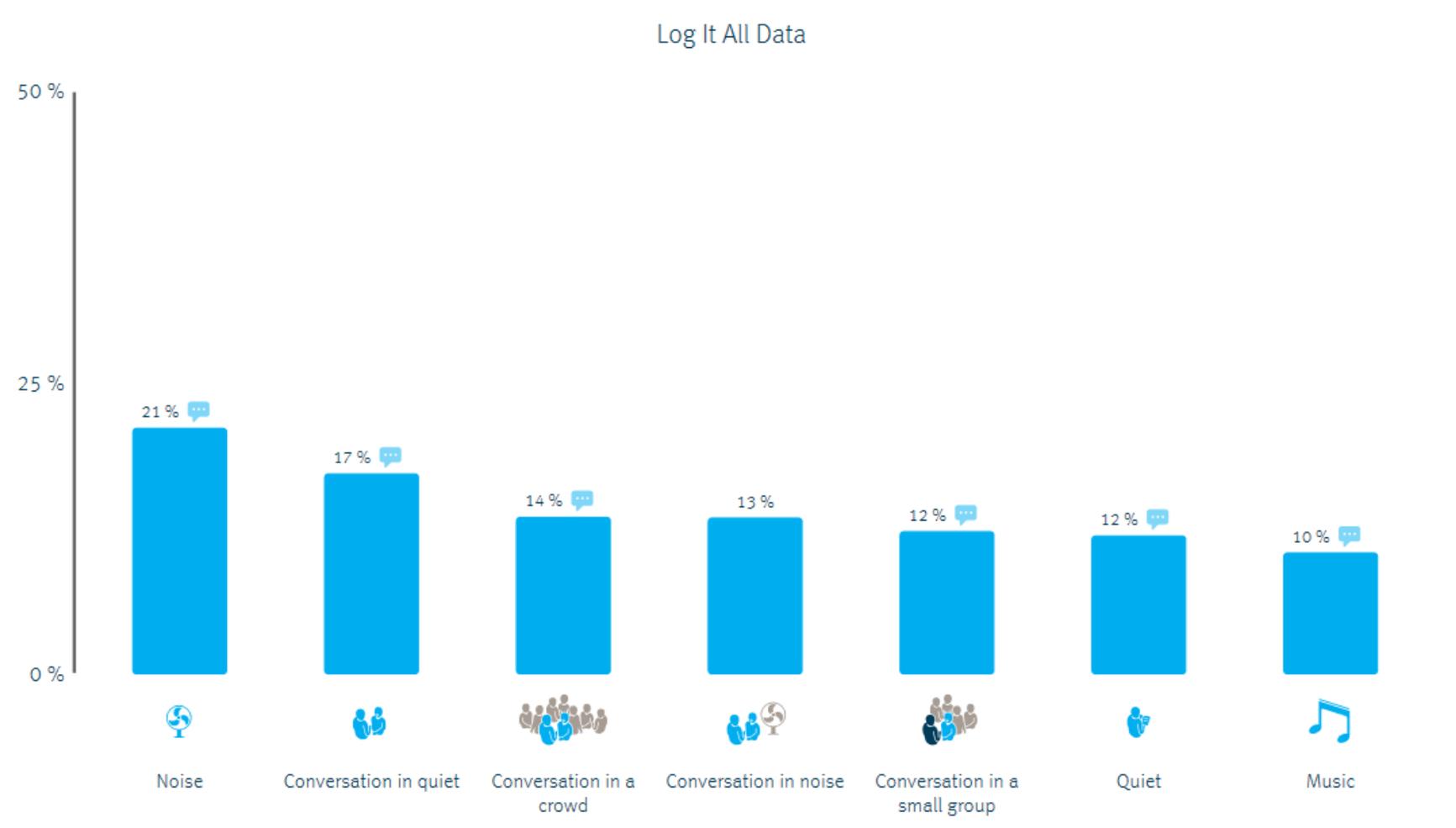
Overview |
 Usage |
 Lifestyle |
 68 Patient Ratings

History
 View Data Logging history from:
 Current - 13/12/2016

Technology Level
 Select to compare
Pro | 800 | 700 | 600

Technology Change |
 Flex

Comparative Listening Data
 Show Comparative Listening Data



- ### Pro Key Features
- Premium binaural processing intelligently focuses on speech and improves sense of where sound is coming from
 - SoundNav (7 Environments)
 - SpeechPro
 - Speech Locator
 - Speech Focus
 - Spatial Awareness (Dynamic)
 - Sound Conductor
 - Adaptive Directionality (Multiband)
 - Binaural MyMusic
 - Binaural Phone



Overview

Usage

Lifestyle

68 Patient Ratings

History

View Data Logging history from:

Current - 14/12/2016

Technology Level

Select to compare

Pro 800 700 600 **500**

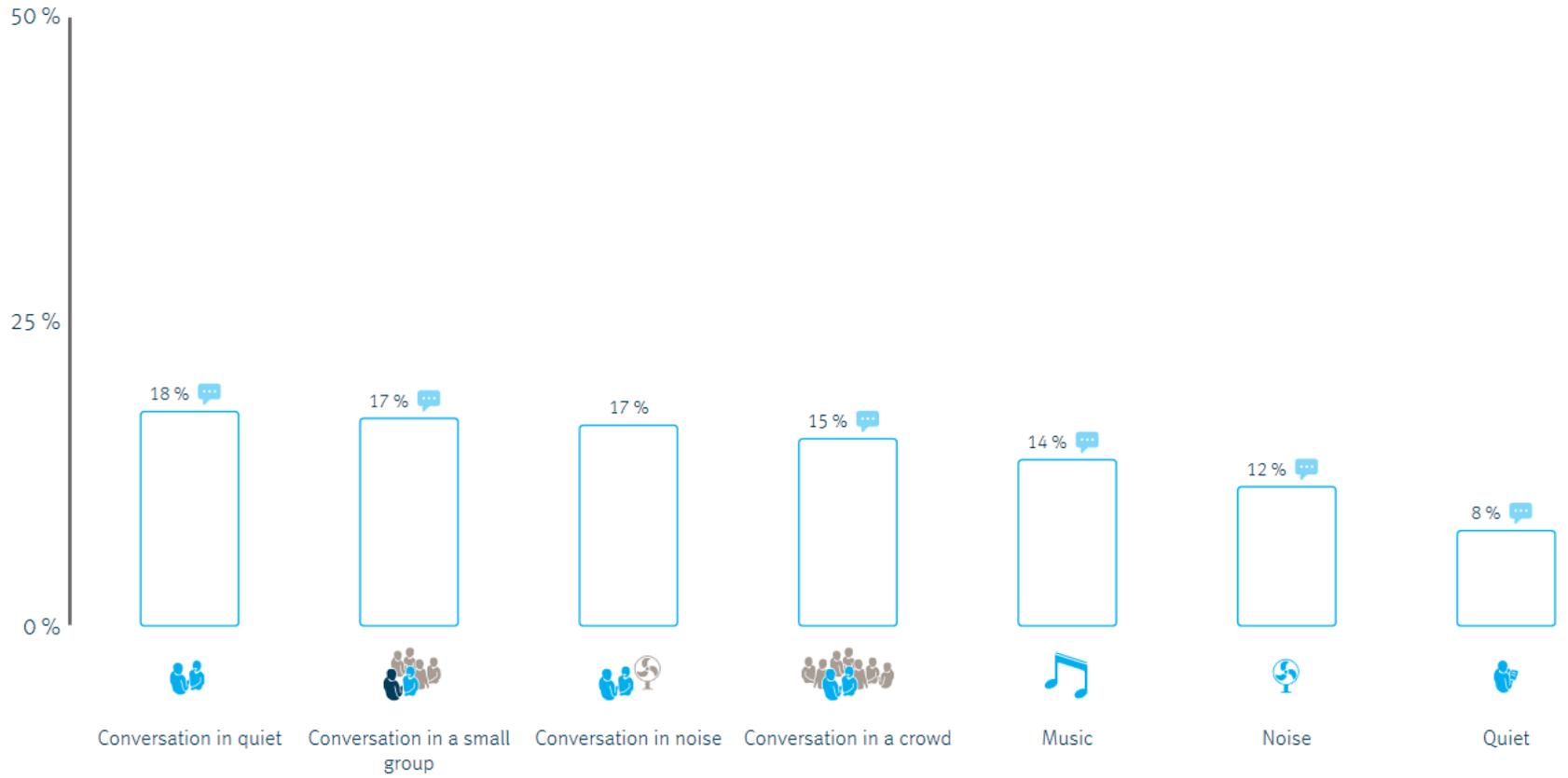
Technology Change >

Flex

Comparative Listening Data

Show Comparative Listening Data

Log It All Data



500 Key Features

- Manual
- AutoMic
- Pinna Effect
- Sound Conductor
- Adaptive Directionality
- MyMusic



Selection



Acoustics



Accessories



Pre-Fitting



In Situ

Quick Fit



Technology Change is only available if hearing instruments are connected.

[Ignore](#)

Technology Change



Connection +



Select New Technology Level



T Moxi Fit Pro

- Premium binaural processing intelligently focuses on speech and improves sense of where sound is coming from
- SoundNav (7 Environments)
- SpeechPro
- Speech Locator
- Speech Focus
- Spatial Awareness (Dynamic)
- Sound Conductor
- Adaptive Directionality (Multiband)
- Binaural MyMusic
- Binaural Phone

T Moxi Fit 800

- Binaural approach to music, and speech in challenging environments
- SoundNav (7 Environments)
- SpeechZone 2
- Speech Locator
- Spatial Awareness (Personal)
- Sound Conductor
- Adaptive Directionality (Multiband)
- Binaural MyMusic
- Binaural Phone

T Moxi Fit 700

- Binaural system helps separate speech from noise
- SoundNav (6 Environments)
- SpeechZone
- Speech Locator
- Spatial Awareness
- Sound Conductor
- Adaptive Directionality (Multiband)
- MyMusic
- Binaural Phone

T Moxi Fit 600

- Automatic
- SoundNav (3 Environments)
- Pinna Effect
- Sound Conductor
- Adaptive Directionality (Multiband)
- MyMusic
- Binaural Phone

T Moxi Fit 500

- Manual
- AutoMic
- Pinna Effect
- Sound Conductor
- Adaptive Directionality
- MyMusic



Key findings from GLES

Conversations are dominant – globally.

Age is not a strong predictor of the time people spend in conversations.

There is greater variability within groups of people of the same age than there is across ages.

There is often a difference between the way a patient reports the nature of a given listening environment and the actual acoustics of that environment.

Patient Insights

- Overview
- Usage
- Lifestyle**
- 68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016

Technology Level

Select to compare

Pro 800 700 600

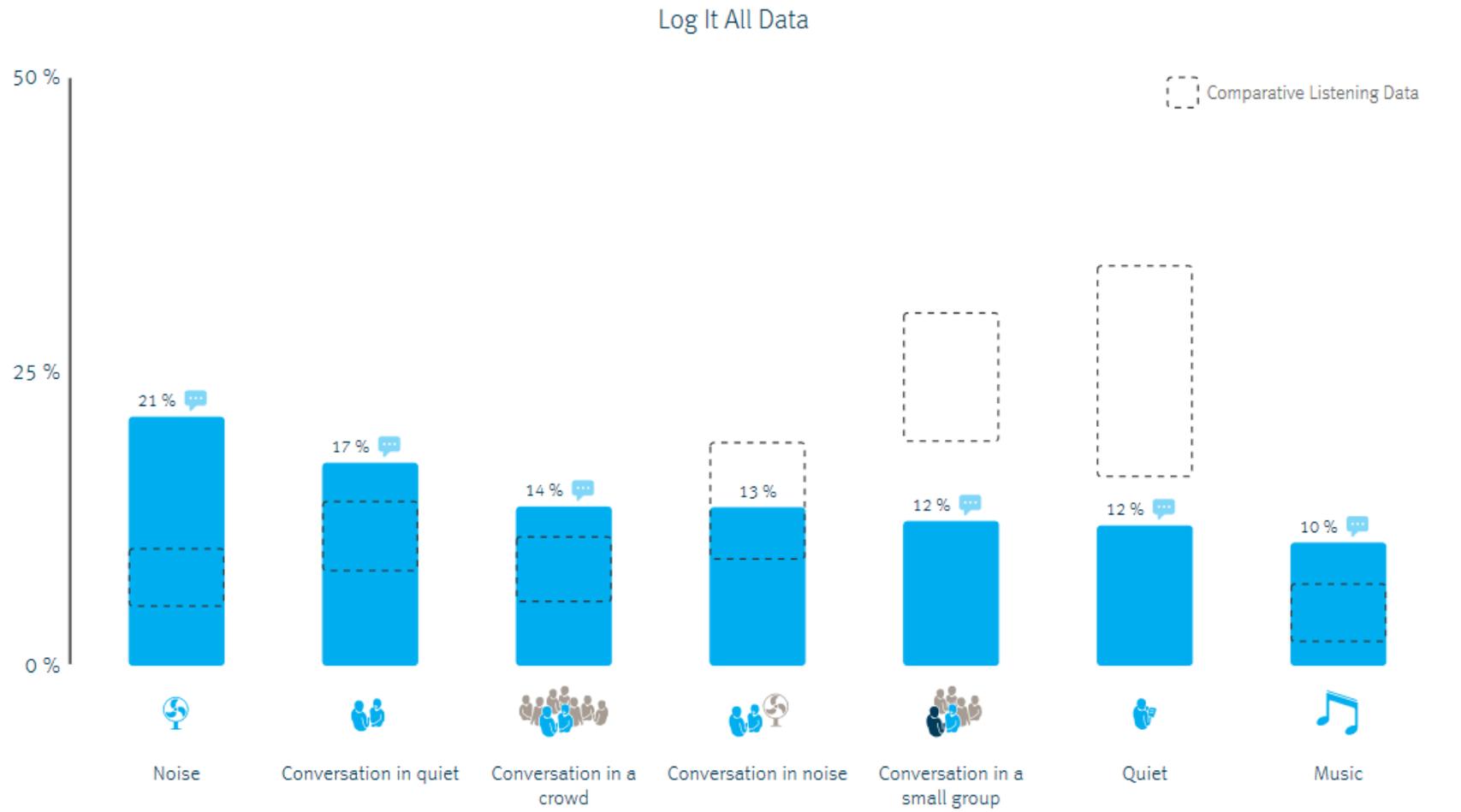
Technology Change

Flex

Comparative Listening Data

Show Comparative Listening Data

@Age Range @50-59



- ### Pro Key Features
- Premium binaural processing intelligently focuses on speech and improves sense of where sound is coming from
 - SoundNav (7 Environments)
 - SpeechPro
 - Speech Locator
 - Speech Focus
 - Spatial Awareness (Dynamic)
 - Sound Conductor
 - Adaptive Directionality (Multiband)
 - Binaural MyMusic
 - Binaural Phone

Overall Satisfaction

New feature in Tempus

- Provides a metric a HHCP can use to
 - Evaluate how individual patients are doing overall with their hearing instrument during their journey from initial visit to first fit to subsequent visits
 - Identify very successful patients to leverage for referrals

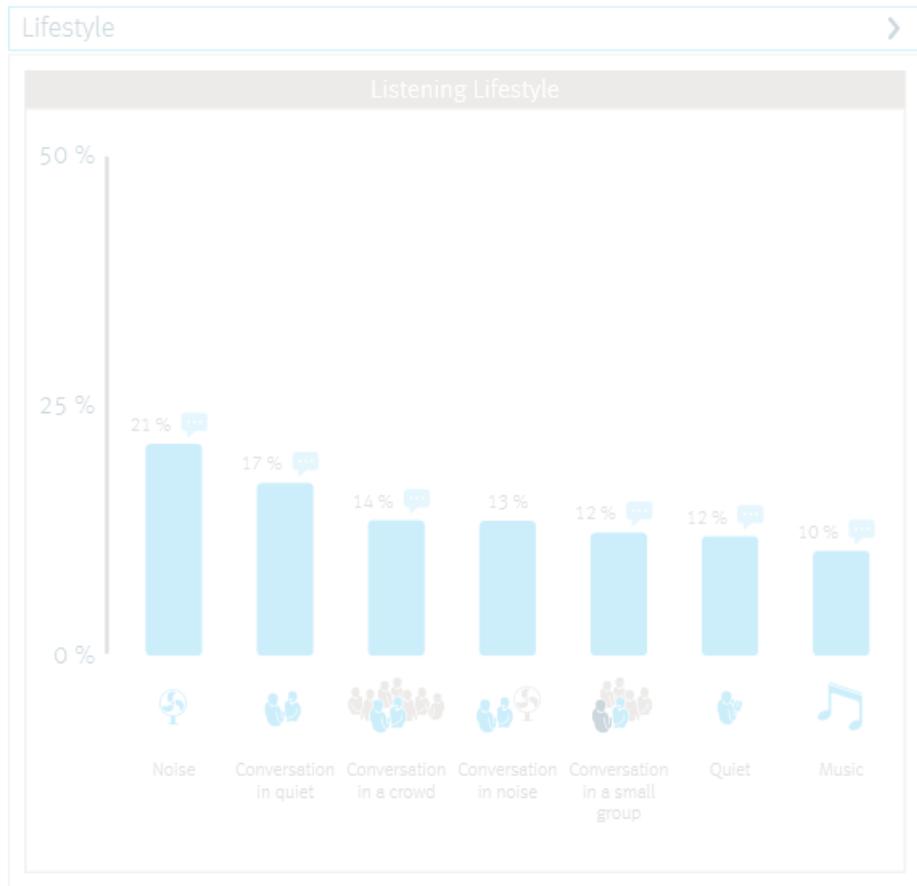
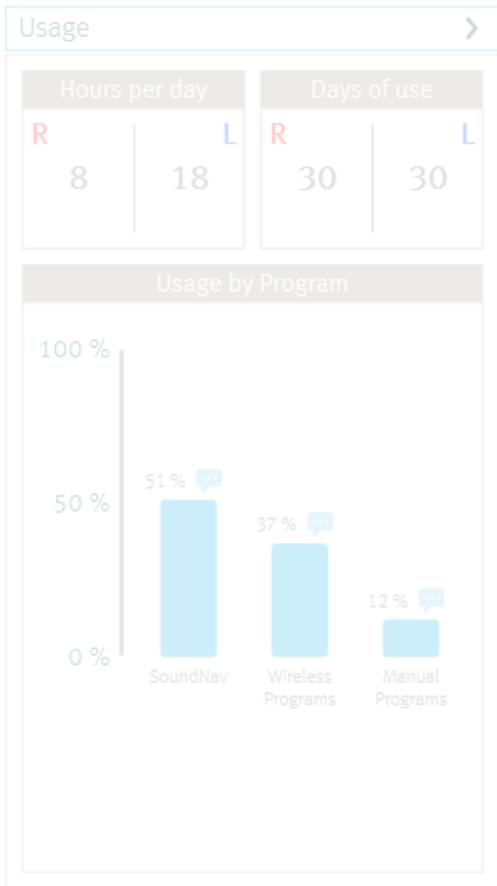
Patient Insights

- Overview
- Usage
- Lifestyle
- 68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016



Patient Ratings

Overall Satisfaction

Latest rating: 11/17/2016 at 1:02 PM

Satisfied? **9**

Recommend? **8**

Top Situations

Situation	Unhappy	Happy
Other	6	6
TV	4	4
Car	4	2



Quick Fit

Conversation in quiet

R × **Detect** × **L**

T Moxi Now 600 | T Moxi Now 600
T Moxi Now 600 xS RIC | T Moxi Now 600 xS RIC

Connection

Patient Insights

- Overview
- Usage
- Lifestyle
- 68 Patient Ratings

History
View Data Logging history from:
Current - 13/12/2016

Usage >

Hours per day		Days of use	
R	L	R	L
8	18	30	30

Lifestyle >

Listening Lifestyle

50 %

Patient Ratings >

Overall Satisfaction

Latest rating: 11/17/2016 at 1:02 PM

Satisfied?

2 3 4 5 6 7 8 **9** 10

?

2 3 4 5 6 7 **8** 9 10

Top Situations

Situation	Rating	Rating
er	6	6
TV	4	4
Car	4	2

0 %

SoundNav Wireless Programs Manual Programs

0 %

Noise Conversation in quiet Conversation in a crowd Conversation in noise Conversation in a small group Quiet Music

Submit Rating

Satisfaction

How would you rate the perceived benefit of these hearing aids? Not at all satisfied 0 1 2 3 4 5 6 7 8 9 10 Extremely satisfied

Recommendation

How likely would you be to recommend these hearing aids to friends or family with a similar hearing loss to yours? Not at all likely 0 1 2 3 4 5 6 7 8 9 10 Extremely likely



Feedback Optimization



Program Manager



Configure Features



Tuning



Patient Insights



R X Detect X L

T Moxi Now 600 | T Moxi Now 600

T Moxi Now 600 xS RIC | T Moxi Now 600 xS RIC

Overview

Usage

Lifestyle

68 Patient Ratings

History

View Data Logging history from:

Current - 13/12/2016

Usage

Hours per day Days of use

Lifestyle

Listening Lifestyle

Patient Ratings

Overall Satisfaction

Overall Satisfaction Rating History

@Date	Satisfied? ⓘ	Recommend? ⓘ
11/17/2016 at 1:02 PM	0 1 2 3 4 5 6 7 8 9 10	0 1 2 3 4 5 6 7 8 9 10
6/15/2016 at 9:22 AM	0 1 2 3 4 5 6 7 8 9 10	0 1 2 3 4 5 6 7 8 9 10
5/16/2016 at 3:43 PM	0 1 2 3 4 5 6 7 8 9 10	0 1 2 3 4 5 6 7 8 9 10

Close

Noise Conversation in quiet Conversation in a crowd Conversation in noise Conversation in a small group Quiet Music

Top Situations

Situation	Rating	Rating
er	6	6
	4	4
Car	4	2

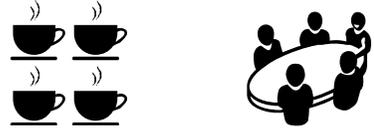
Environments by Technology Level

Environments by Technology Level

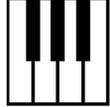
SoundNav	TPro	T800	T700	T600	T500
Music	•	•			
Noise	•	•	•		
Conversation in a crowd	•	•	•		
Conversation in a small group	•	•	•		
Conversation in quiet	•	•	•	•	
Conversation in noise	•	•	•	•	
Quiet	•	•	•	•	
Total environments	7	7	6	3	AutoMic

Product Selection Guide

	Conversation in a crowd	Conversation in noise	Performance features
Situation examples			Effectiveness of performance features is rated on a scale of 1 to 5 stars (1=lowest; 5=highest).
T Pro	★★★★★	★★★★★	SpeechPro Speech Locator Speech Focus Dynamic Spatial Awareness Personalized Spatial Awareness Binaural Phone MyMusic SoundNav with 7 environments
T 800	★★★★☆	★★★★☆	SpeechZone 2 Speech Locator Personalized Spatial Awareness Binaural Phone MyMusic SoundNav with 7 environments
T 700	★★★☆☆	★★★☆☆	SpeechZone Speech Locator Spatial Awareness Binaural Phone
T 600	★★☆☆☆	★★☆☆☆	Binaural Phone SoundNav with environments
T 500	★☆☆☆☆	★☆☆☆☆	AutoMic

	Conversation in a small group	Conversation in quiet	Performance features
Situation examples			Effectiveness of performance features is rated on a scale of 1 to 5 stars (1=lowest; 5=highest).
T Pro	★★★★★	★★★★★	SpeechPro Speech Locator Speech Focus Dynamic Spatial Awareness Personalized Spatial Awareness Binaural Phone MyMusic SoundNav with 7 environments
T 800	★★★★★	★★★★★	SpeechZone 2 Speech Locator Personalized Spatial Awareness Binaural Phone MyMusic SoundNav with 7 environments
T 700	★★★★★	★★★★★	SpeechZone Speech Locator Spatial Awareness Binaural Phone
T 600	★★★☆☆	★★★★★	Binaural Phone SoundNav with environments
T 500	★★☆☆☆	★★★★★	AutoMic

	Quiet	Noise	Performance features
Situation examples	 	 	Effectiveness of performance features is rated on a scale of 1 to 5 stars (1=lowest; 5=highest).
T Pro	★ ★ ★ ★ ★	★ ★ ★ ★ ★	SpeechPro Speech Locator Speech Focus Dynamic Spatial Awareness Personalized Spatial Awareness Binaural Phone MyMusic SoundNav with 7 environments
T 800	★ ★ ★ ★ ★	★ ★ ★ ★ ★	SpeechZone 2 Speech Locator Personalized Spatial Awareness Binaural Phone MyMusic SoundNav with 7 environments
T 700	★ ★ ★ ★ ★	★ ★ ★ ★ ★	SpeechZone Speech Locator Spatial Awareness Binaural Phone
T 600	★ ★ ★ ★ ★	★ ★ ★ ☆ ☆	Binaural Phone SoundNav with environments
T 500	★ ★ ★ ★ ☆	★ ★ ☆ ☆ ☆	AutoMic

	Music	Performance features
Situation examples	 	Effectiveness of performance features is rated on a scale of 1 to 5 stars (1=lowest; 5=highest).
T Pro	★★★★★	SpeechPro Speech Locator Speech Focus Dynamic Spatial Awareness Personalized Spatial Awareness Binaural Phone MyMusic SoundNav with 7 environments
T 800	★★★★★	SpeechZone 2 Speech Locator Personalized Spatial Awareness Binaural Phone MyMusic SoundNav with 7 environments
T 700	★★★☆☆	SpeechZone Speech Locator Spatial Awareness Binaural Phone
T 600	★★★☆☆	Binaural Phone SoundNav with environments
T 500	★★★☆☆	AutoMic

unitronTM