



FLEX:UPGRADE programming guide

FLEX:UPGRADE™ is a unique solution for helping you build trust by offering patients flexibility in the future. It offers you the opportunity to delight patients during the continuous care phase of your relationship by addressing their changing needs in their current hearing instruments and taking their satisfaction to the next level.

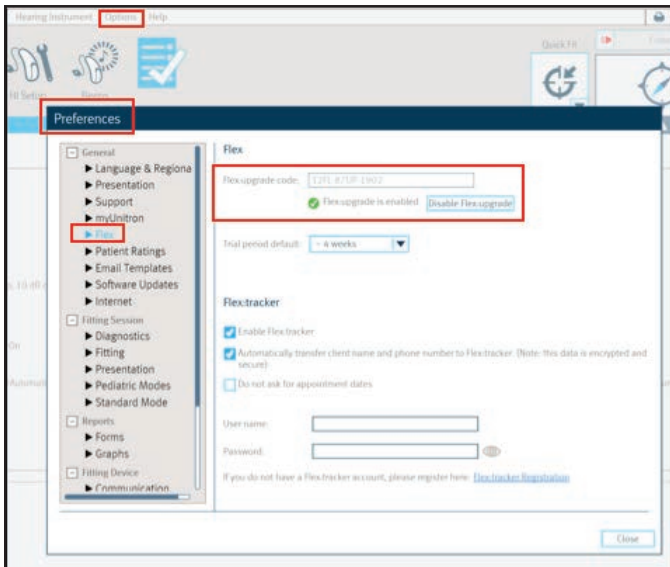
FLEX:UPGRADE is the first fitting solution that allows you to install higher technology levels after the hearing instruments have been purchased. Start patients where they feel most comfortable and provide an instant trial of a higher technology level with a simple software click in Unitron TrueFit™ fitting software.


With FLEX:UPGRADE you can address each patient's enhancing needs with leaps in technology, risk-and obligation-free, while continuing to build trust and strengthen relationships.

Programming FLEX:UPGRADE devices

Step 1: Unlock FLEX:UPGRADE feature in Unitron TrueFit fitting software

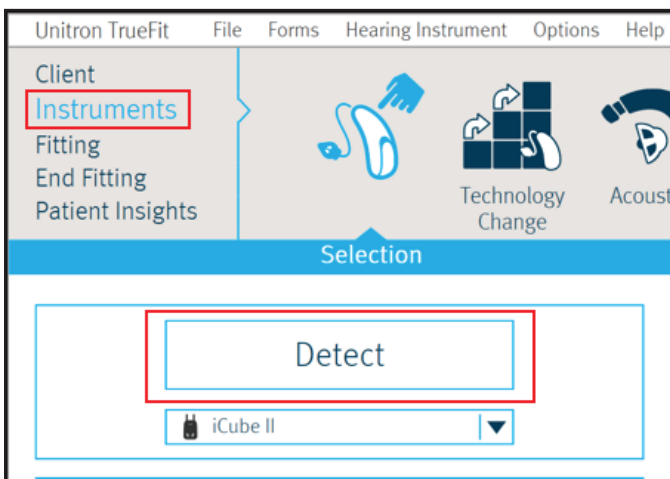
- To enable FLEX:UPGRADE, enter activation code found under [Options> Preferences> Flex](#).
- 12-digit activation code 12FL-87UP-1902 into FLEX:UPGRADE code field indicated below. Green checkmark will appear once activated.



 **Note:** Code only has to be entered once to unlock feature.

Step 2: Detect hearing instrument(s)


- Connect the hearing instrument(s) to Unitron TrueFit fitting software using your preferred programming interface (iCube II, NOAHLink, HI-PRO or Noahlink Wireless).
- From the Instruments>Selection screen, click on the Detect button.
- The detect box will indicate that the hearing instrument(s) has been successfully detected.



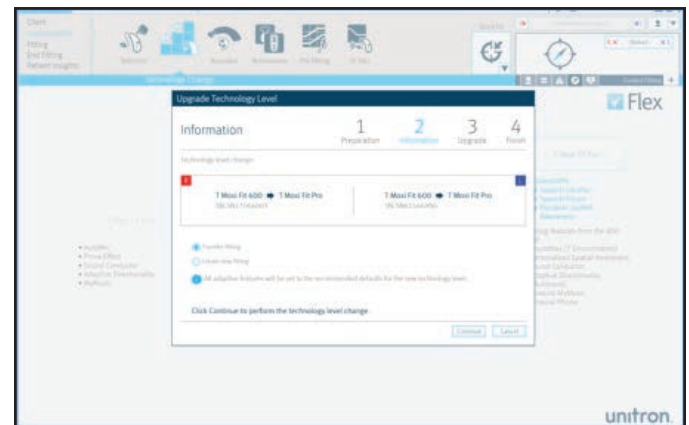
Step 3: Select and upgrade technology level

- Click on the [Technology Change](#) icon under [Instruments](#) to access the [Technology Change](#) screen.
- The current technology level of the hearing instrument(s) is shown in blue on this screen along with the available higher levels of technology.
- Click on the desired technology level button to launch the [Technology Change](#) wizard.




 **Note:** It is only possible to upgrade purchased instruments. Changing to a lower level of technology is NOT possible. Lower levels of technology will appear in gray.

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



 **Note:** Ensure that you remove the hearing instrument(s) from your client's ears before starting this process.

 **Note:** Cabled connections are recommended, but not required. If using on iCube II, verify the iCube II is not older than 12 months and has the latest firmware.

 **Note:** Before purchasing the upgrade, patients can test drive the higher level of technology (Step 4). If ready to purchase, go to step 5.

Step 4: Save the fitting and start the test drive duration.

- You can define the length of the test drive duration in the End Fitting > Beeps screen.



Note: Unitron TrueFit will default trial duration to 4 weeks. From the drop down menu in the trial duration box, you can select a trial duration of 1-6 weeks. Each time a session is saved the test duration resets.

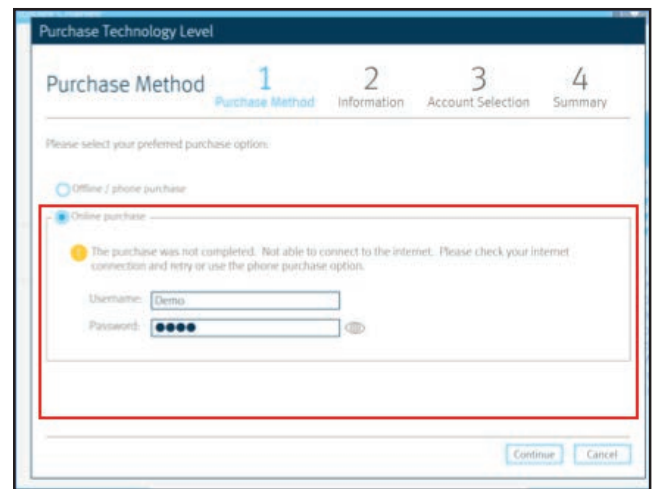
- After saving the fitting settings, the hearing instrument(s) is ready for a test drive.
- The hearing instrument(s) will play a repeated beep when the test drive duration expires. The repeated beep is designed to render the hearing instrument(s) unusable and can only be turned off following reconnection with the fitting software.

Step 5: Purchase the upgrade or revert back to original technology level

- If the patient has decided to purchase after the test drive, select Buy Upgrade at the bottom left of the Technology Change screen.



- If the computer is offline select offline/phone purchase and call customer service for a code at 1-800-888-8882.
- If the computer is online select online purchase and the wizard will guide you through the steps to purchase the upgrade for the hearing instruments using your myunitron.com account.



- If the patient chooses not to purchase the upgrade after the test drive, select Revert at the bottom right of the Technology Change screen.

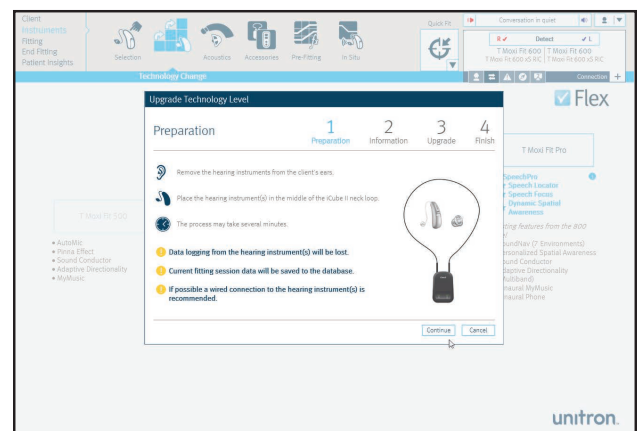


Note: The level of technology will appear in the top right corner of the screen.

- The hearing instruments will be reverted back to the technology level prior to the test drive.

Step 6: Save and close session

- End Fitting>Fitting Summary>close session



If you have any questions, contact Audiology and Technical Services at Unitron at 800.888.8882, ext. 6.