

Discover and Unitron TrueFit v4.0 – a better first fit experience

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Learner objectives

After this course learners will be able to:

1. Identify the key updates in Unitron TrueFit version 4.0.
2. Identify two benefits of using Insights as part of their fitting process.
3. Demonstrate the process to conduct a fitting of Unitron products with Unitron TrueFit v4.0 fitting software.



Agenda

- 1 Interface updates
- 2 Programming Discover
- 3 Better first sound – new first fit strategy
- 4 Faster fitting process – initial configuration
- 5 Insights
- 6 Patient cases



Discover

Fit. Love. Go.

Fit. Love. Go.



Better first sound

new initial frequency response



Faster fitting process

5-click workflow in TrueFit



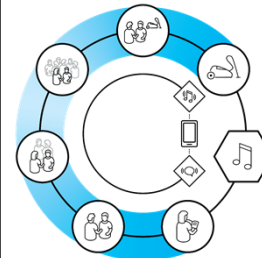
More patient engagement

FLEX real-word assessment

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Fit. Love. Go.

SoundCore



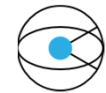
SoundNav 3.0 with MediaNav



Sound Conductor



Spatial Awareness



SpeechPro



Fit. Love. Go.



Direct connectivity

Moxi Jump R



Moxi Fit

Brand new styles



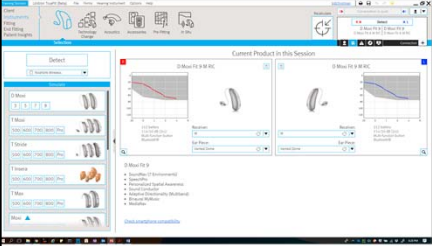
Li-ion rechargeable




Welcome to the FLEX™ experience

A standout solution that delivers the most flexible, empowering and easy hearing experience. Ever.





Programming Discover



Noahlink wireless programming



Stock mode

Moxi Jump R are shipped in an ultra-low-power "stock mode" to prevent battery depletion while in storage and shipping

To exit stock mode prior to fitting, place instruments in the charger and keep them inserted at least until the indicator light blinks after about 30 seconds



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Unitron TrueFit v4.0 & Discover a better first fit experience

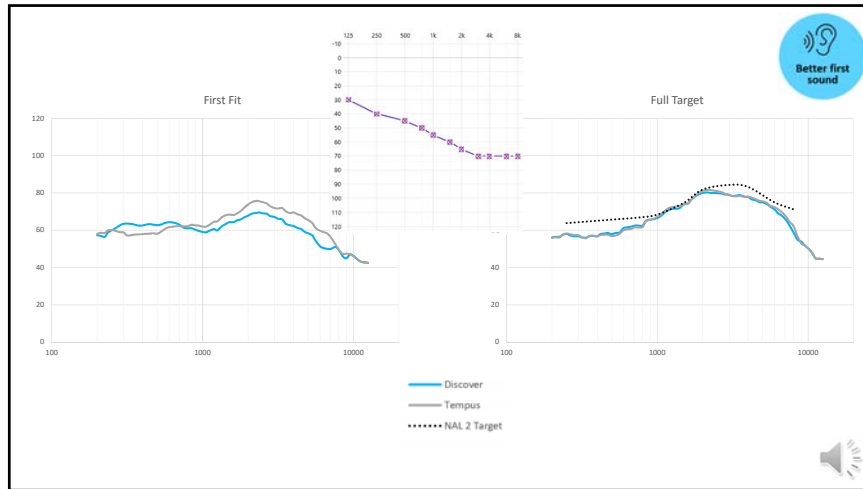


new initial
frequency response



5-click workflow
in TrueFit

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Fitting workflow for **new** patient fitting

The goal is to ensure that your patients have the best first fit experience and the hearing instruments are set up based on the Unitron philosophy.

- Configure appropriate settings for the first fit calculation
- Basic configuration for a quicker fitting
- Ability to further personalize after the first fit calculation



Initial Configuration

Confirm client information

1 2 3 4
Client Device Confirm Finish

Please confirm the following or select Cancel if you need to make any updates to the Age or Audiogram information. Note: Selecting Cancel will disconnect the hearing instruments and require you to detect the units again after you have made your changes.

Date of Birth: 1964-08-28
Age: 52 years

Experience with hearing instruments

First Time
Long Term

Audiogram

Headphones

Headphones

Next

Initial Configuration

Confirm device acoustics

1 2 3 4
Client Device Confirm Finish

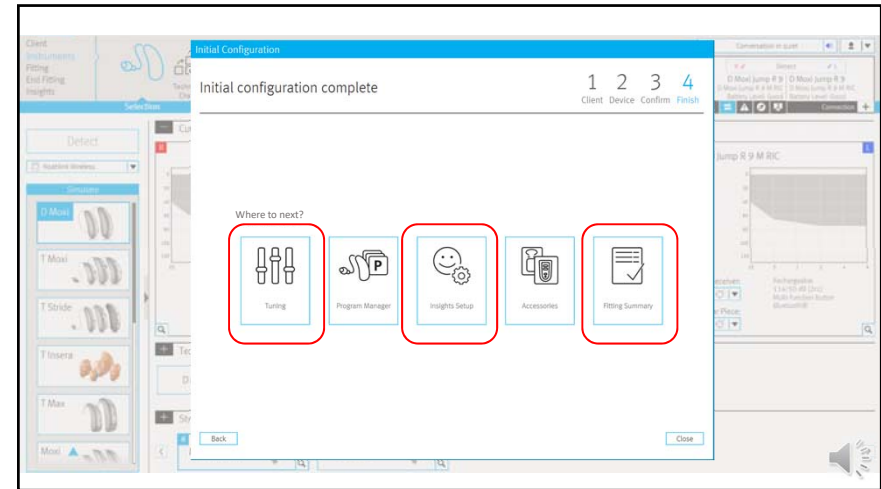
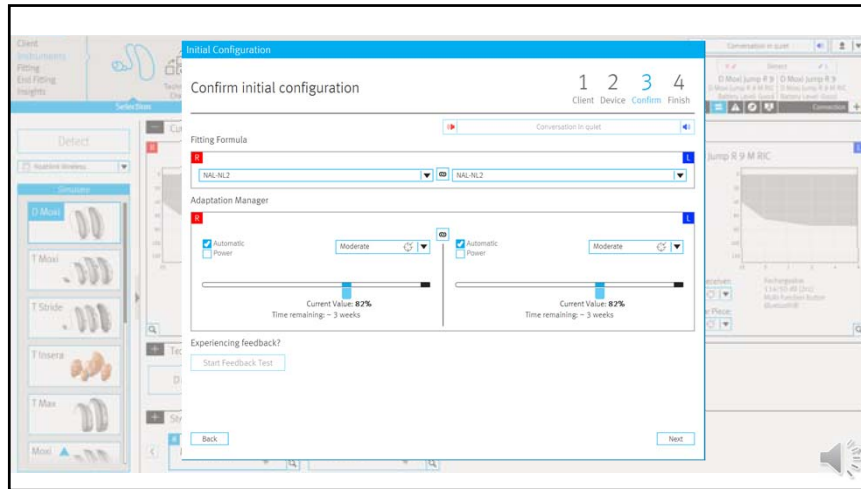
IntelliVent

Receiver: M
Ear Piece: Open Dome
Wire Length: G-R
Dome Size: Small

IntelliVent

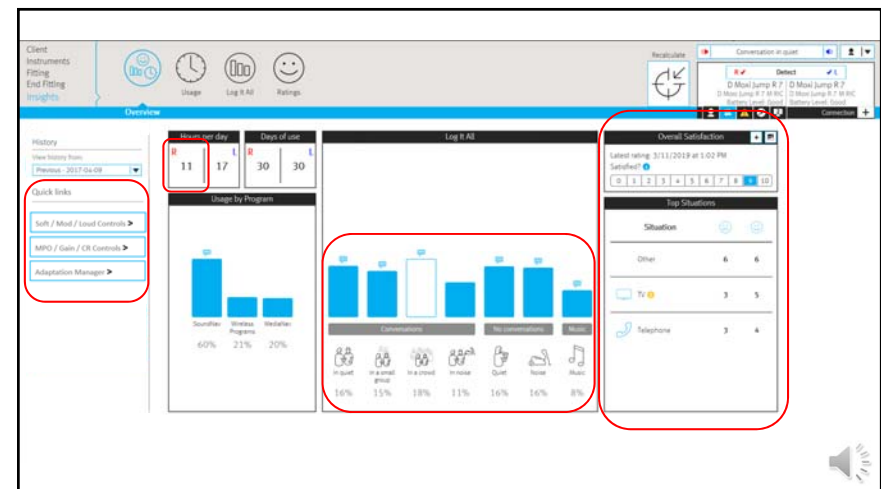
Receiver: M
Ear Piece: Open Dome
Wire Length: G-L
Dome Size: Small

Next



Fitting workflow for returning patients

- Immediately view your patients Insights data
- Quick links to key fitting tools



Discover Insights

Insights



Log It All



Usage



Ratings



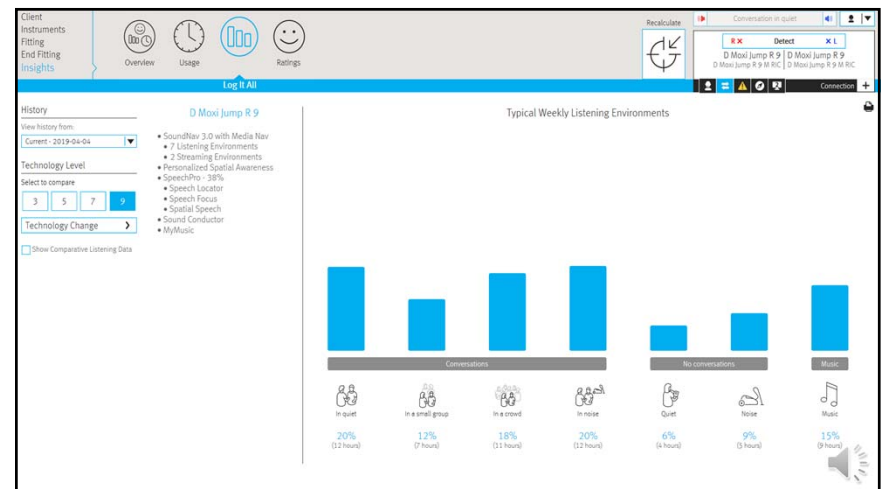
Notifications

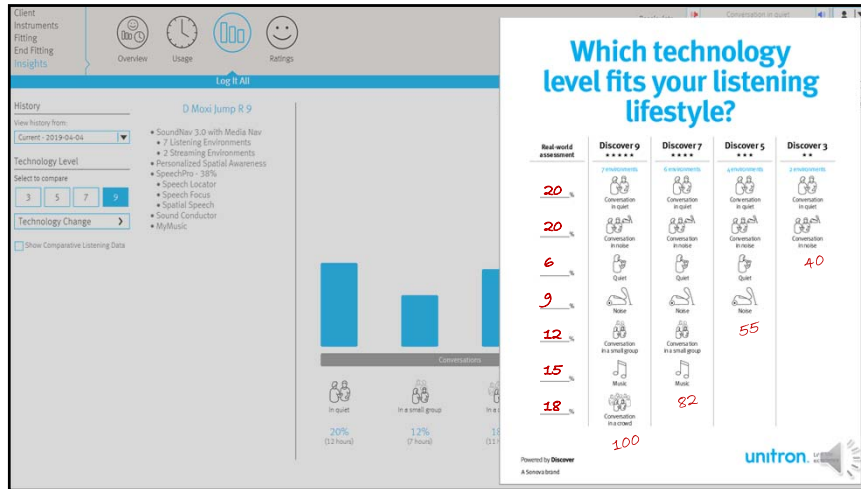


Overall satisfaction

unifon

Log It All





Usage

Use their real **unitron. Love the experience.** **ter results**

Your client may need support with their hearing instruments.

Low wearing time alert

Alex Smith has a low average daily wearing time since the last appointment. This could be an indication they may need some counseling with their hearing instruments.

Who Alex Smith

Date Friday, April 27, 2018

Average wearing time 2.5 hours/day

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Ratings

Your patient v ed




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Your client may be having an issue.

Negative ratings alert

Alex Smith has submitted 3 negative ratings. This could be an indication they are struggling with the hearing instruments. You may want to reach out to offer assistance.

Who [Alex Smith](#)

Date Friday, May 24, 2019

Situation Watching TV


Most recent comment  Couldn't hear my wife while watching the news.

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Notifications




Get notified about your patient

Email notifications will be sent to you based on the behavior of patient when they are out living their life.


There are 4 proactive counseling notifications:

- 1) Low wearing time
- 2) Negative ratings alert
- 3) Potential referral candidate
- 4) Low overall satisfaction

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Overall satisfaction



Survey their satisfaction

How satisfied are you with the performance of your hearing aids?

≥ 7 How likely would you be to recommend our clinic to your family and friends?

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Your client is willing to recommend your clinic.

Potential referral candidate

Alex Smith has a high overall satisfaction and have indicated they would be willing to recommend your clinic to friends and family. You may want to reach out for more information.

Who: [Alex Smith](#)

Date: Monday, May 27, 2019

Overall satisfaction rating: 8

Referral rating: 9

Comment:

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Survey their satisfaction

How satisfied are you with the performance of your hearing aids?

≥ 7 How likely would you be to recommend our clinic to your family and friends?

≤ 6 Please let us know if there is anything else we can do to make you experience better.

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Your client may be having an issue.

Low Overall Satisfaction Alert

Alex Smith has reported a low overall satisfaction. You may want to reach out to offer assistance.

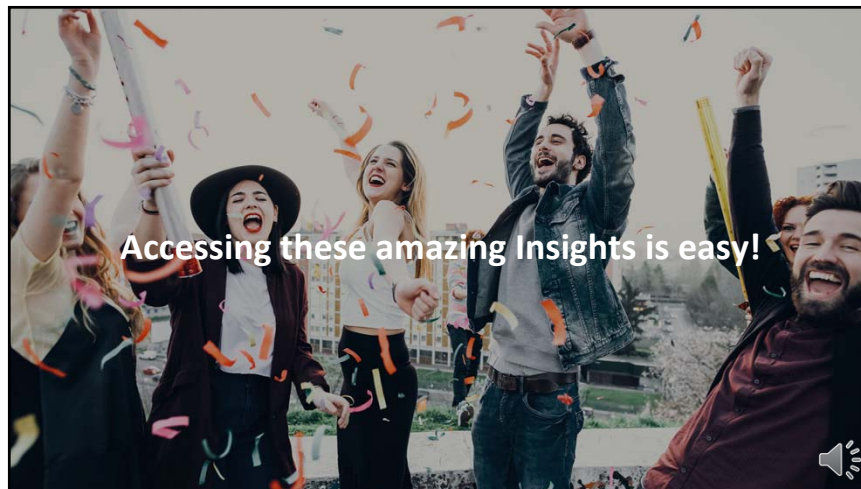
Who: [Alex Smith](#)

Date: Saturday, April 27, 2019

Hearing Instruments: L: T Mod All Pro R: T Mod All Pro

Overall Satisfaction Rating: 5

Areas of concern: Hearing phone calls, Battery / charging



Easily access Insights about all your patient

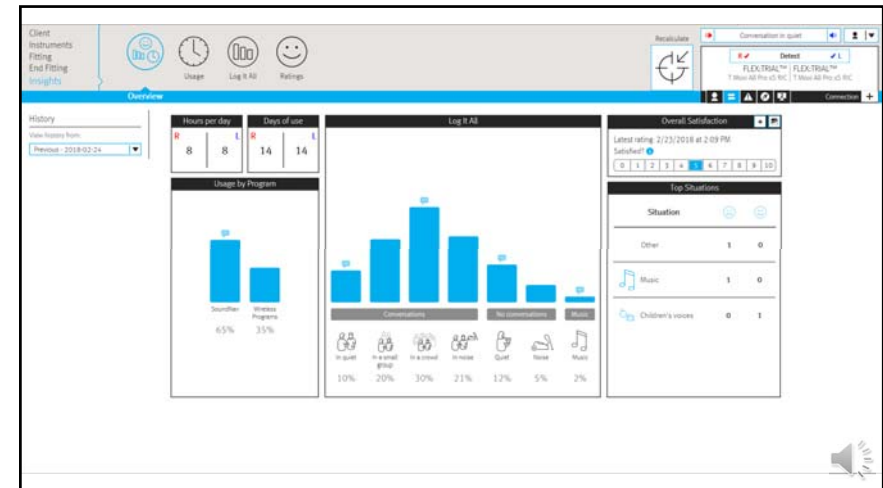
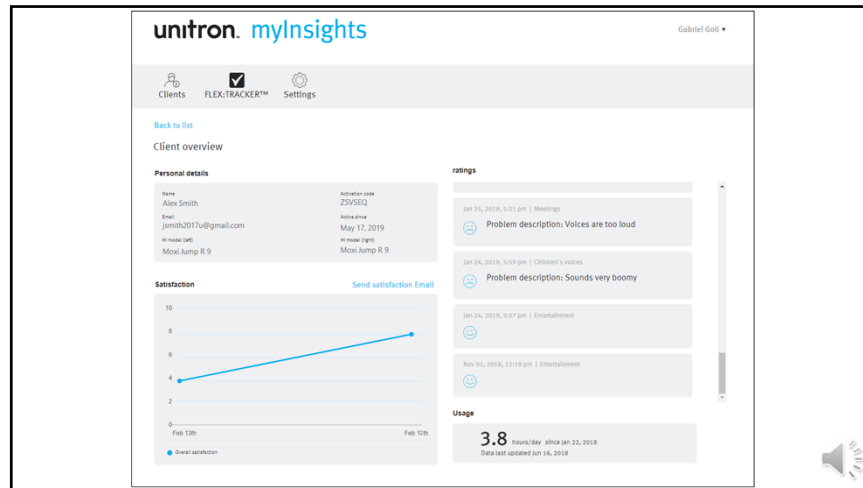
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Clients ☒ FLEXTRACKER™ ☐ Settings

Search

| First name | Last name | Last rating date | 9 | 10 | 11 | 0 |
|------------|-----------|---------------------|---|----|----|---|
| Alex | Smith | 02/19/2019 11:19 AM | 9 | 10 | 11 | 0 |
| Logan | Summers | 02/14/2019 2:56 PM | 0 | 0 | 0 | 4 |
| Sean | Campbell | 10/19/2018 10:19 AM | 2 | 1 | 1 | - |
| Anna | Sonic | 10/16/2018 11:21 AM | 1 | 1 | 0 | - |
| Matt | Heinz | 08/16/2018 10:12 AM | 1 | 1 | 0 | - |
| Mary | Shelley | 02/23/2018 2:09 PM | 6 | 4 | 2 | 5 |

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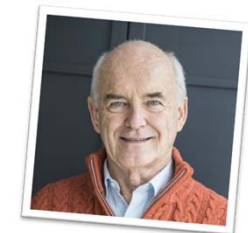


Patient cases

Patient Case #1

New patient to your clinic, interested in new hearing aids. He has heard really good things about you and some of the new technology from two of his friends.

"Changing my batteries in these hearing aids is a real pain. I can't feel which side of the battery is which, I have difficulty with the doors. I would like something that is easy to handle."



Patient Case #2

Patient loves listening to her music playlist while exercising.

During her follow-up visit:

- She loves how her hearing aids work and does not want to change how it sounds.
- She did comment that when she goes to the gym, she would like the music to be louder. She noticed that she turns the volume up to “drown out” some of the noise in the gym



Patient Case #3

The patient loves watching movies, and he bought a TV Connector with his hearing aids.

During his follow-up visit:

- TV and movies sound great! He commented that he is hearing things in the sound track of some movies that he has never noticed before
- He did comment that whenever one of his kids or his spouse turns on the TV, the signal automatically comes on in his hearing aids and he finds this a little annoying.



Consumer Hotline

