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Fall 2019-Unitron TrueFit v4.1

Recorded Oct 24, 2019

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AudiologyOnline.com Course #34011

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- [Marion] Okay. Well, hello, everyone. Thank you for joining me today. My name is Marion Dellamonica as you can see. I'm an audiologist, and I am one of our regional trainers with Unitron, and I'm very excited to be here today. Today we're gonna be talking about our Fall 2019 launch. So, we have some updated features, products, and some changes to our software as well. So today's talk is about our Unitron's TrueFit software. And our latest edition, latest version is version 4.1. So it's gonna be released on October 28th. Take a look for that. I'll show you how to be able to tell if it's available yet or how you can download it. I'll show you that as we go through. And I will be talking about some basics in TrueFit, because I think that's important before we really start talking about the updates. So we'll talk about that. I'll be highlighting those as we go. And at the end, I will show you guys some additional resources should you want some further training. I'm always up for it. All right, let's get started.

So, our outcomes today, the three items that we really wanna accomplish, and we will, we'll be talking about the key updates in TrueFit version 4.1. You'll be able to understand Insights better, and you can identify some benefits of Insights as part of your fitting process, and you'll learn. I really want everyone to be very confident doing a fitting with Unitron products in our latest software in version 4.1. So to achieve those goals, we'll first, like I said, be talking about TrueFit basics, some background on TrueFit, then go over the 4.1 updates. And I will do a first fit walkthrough so you'll feel really comfortable with software navigation, our first fit workflow if you haven't been using Unitron or you haven't used us in a while. And then we'll summarize everything, crystallize it so it's nice and clear, you'll know what we went over, and that's when I'll show you those additional resource items. Okay, so for our basics with TrueFit, first, we have to program them, right? And we need a program for that for our recent products, which is our Discover platform products. Those were first launched May 17th of 2019, and now we have our new launch with new products being available October 31st. Again, our software is October 28th, so you can get the software a little bit sooner than product. Noahlink Wireless is the programmer for Discover items. It's a really easy plug and play option if you've used it before. I'm sure you have. It's

fantastic, no cords, no cables, no foils, no pills. And the instruments do need to go into pairing mode when programming. So pairing mode is gonna be different if you're using our lithium-ion instruments, our rechargeable instruments on the Discover platform. or disposable batteries. So we have four form factors, and I'll talk about the new ones in a little bit. That'll give you a sneak preview. In May, we launched two styles. We launched our Discover Fit, which is our 312 disposable battery style, it's a RIC, and our our Moxi Jump R, which is our rechargeable lithium-ion RIC. And now we're adding a Moxi Jump RT, which is our rechargeable lithium-ion RIC with Telecoil. Very exciting. And also a new BTE style. We're launching our Discover Stride P R, so a power lithium-ion rechargeable instrument.

So three of those are rechargeable, as you heard, one of them is not. The Moxi Fit uses a 312 batter. And so, to put it in pairing mode, you just open and close the battery door, super simple. Stays in pairing mode for about three minutes. With any of our three lithium-ion instruments, there's two ways to put them in pairing mode. The easiest, quickest way is to just put them in the charger. Of course the charger needs to have a power source connected. Put them in a charger and take them out. That turns them off and on very quickly, and then you can pair. That's also how you take them out of stock mode. So when our instruments are shipped, that's either new instruments or any instruments coming back from a repair replacement, they're shipped in a stock mode, which means it's just a low-power consumption mode, but they seem like they're dead, they're not. Just put them in a charger for 30 seconds, and remove them before programming, then they're ready to go, they wake up. So, when you're manually turning any lithium-ion instruments off and on to put them into pairing mode or just to turn them off an on, what you do is you push and hold the bottom button. Now we have a multi-function button. You can see there's a top and a bottom there. You push and hold the bottom button for three seconds, that turns them off. You'll see a red indicator light there. Let go, push and hold again for about three seconds, and you'll see a green flashing light, meaning that they're turning back on. Okay. So, very simple, easy to use. You just have to put them in pairing mode to program. With our iCube II,

some of our older instruments on previous platforms do use the iCube II. That is with a neck loop. If you don't have it set up and you need to do that, you could go to Options, Preferences, Fitting Devices, iCube, and iCube Configuration. And that's in TrueFit software. This is gonna take you through a really easy quick configuration screen to help you set it up and to do any troubleshooting. You do need batteries in an instrument to program with an iCube II, and the instruments need to be within the neck loop, not outside, so within. And then there's some other instruments that could use a Noahlink or a HiPro for a cabled connection. We use the black four-prong cables for any BTE or RIC products, and then a battery pill for customs, if they're not wireless.

Okay, so a lot of our programmer is Discover. New products use the Noahlink Wireless. For our fitting formula, Unitron really strongly believes in industry standard fitting formulas, so we only use NAL-NL2. Sorry, NAL or DSL. So we have NAL-NL1, NL2, NL Tonal, and we also have DSL v5 adult and pediatric as our options. And I can show you that in the software. NAL-NL2 is different than other fitting formulas. It is the newest, and it's based on speech intelligibility and loudness models. This is from a lot of diverse decades of research, and it's also based on a lot of preferred listening levels for patients. Because NAL-NL2 is our default for most hearing losses, it does fit the majority of hearing losses, so we will prepopulate it for you. But when you're entering client information, either in standalone TrueFit or getting that from Noah integration, be sure that you enter as much client information as possible, because NAL-NL2 take some additional information into account that other formulas don't. So NAL-NL2 uses gender difference, how experienced the user is with amplification. So, early users like different things and later users or more experienced users. Age differences, we have cognitive changes that happen over time. Binaural connection, so a monaural needs a little bit more gain versus a binaural. Language differences, that's why we have NAL Tonal. And then bone conduction scores. And us trainers, we get this question a lot. So I wanted to just mention that NAL-NL2 and NL2 do not use UCL data for their target generation. So if you wanted to enter UCL, it's up to you, but it's not necessary for target generation. Okay, so we have myUnitron, myUnitron is a really powerful web

portal. And if you don't have it, I'm gonna recommend everybody to get one. I'll tell you how. But it has a lot, a lot of different applications, too many to name, but it's great for online ordering. You can see all your account activity, invoices, training modules. Some of our training modules even have continuing education units that you can have, and there's even more. Everything is right at your fingertips, and having a myUnitron account does allow you access to track your Flex:trial instruments. So you don't have to have patient sign anything. You can see which patient has what serial number Flex:trial when they went out. And if you like, at the end of the session with Flex:trials, you can even enter the date of their upcoming appointment, and we'll track that for you too. So you have all of that information right at your fingertips, and you can see our Insights data in TrueFit without your patient even being there. So you have a lot of access to proactive, world-class hearing care through using myUnitron. So, I highly recommend it. When you log into myUnitron in TrueFit, it's very simple, but not everybody knows how to do this. So I wanna show a video on this, so you get a better handle. So we're gonna do that.

Okay. So here we have our TrueFit screen. And at the very top, I'm gonna draw your attention right here. It says Sign in to myUnitron. So, in the video you're gonna see me click and go through the steps. So when we click myUnitron, it brings us to the screen where you type in your username and password. You can see mine is there. You want to leave Enable Insights and Enable Flex Tracker checked, so you have all access. And you'll click Sign In. You do see right there there is a myUnitron registration item that you can click on if you don't have a myUnitron account. You do need a little bit of information for that. You need an invoice, but it walks you through, very simple. So you can see that I'm logged in. And now at the very top where my cursor went, you can see that TrueFit tells you when you're logged in. It has Marion D. That's my Unitron name. So my account is signed in. If you click that, you could also select the Sign Out option, but very simple to do that through the software. All right, so those are all the basics for TrueFit. And now we're gonna start really getting into the updates that you came here for. So we'll start talking about TrueFit version 4.1. Updating TrueFit is very simple to

version 4.1. There's a few ways to do this, and I want to give you options. So you can contact customer service at 1-800-888-8882 in order to get a link. Now this is great especially if you have a really old version of TrueFit or you haven't been fitting Unitron and you love to start with us. We'd love to have you. You can call our customer service, and they can give you a link and walk you through everything. You can also download TrueFit 4.1 through myUnitron. So if you have that myUnitron account that we just talked about, you can log in, and you'll go to My Service, and then click on My Software. We always have our links there. And the easiest way I think is to download from TrueFit itself. In order to get 4.1 though, you do need 3.1.1 or later to be able to download 4.1. So you'll just open the software. You'll click on File, Software Updates, and you'll click on the... So that'll take you to 4.1. That's one way to do it. Now some people, it depends on your firewalls and how you have everything set up, but many users will be able to see kind of, so this is at the very top of the screen TrueFit. All the way to the right, right above the second Detect button, there could be a little yellow icon. It's a little yellow cloud. And if you have that right there, that's where it is, if you see that, that means that we have a newer version for you to install.

So it's already downloaded in the background. You just need to click that and run through the quick prompts to install it. And that only takes a couple minutes. So it's a very quick easy update to do. And for 4.1, what's new? We have a few items. We have our training sessions, which we've updated. We have a few little tiny graphics changes. We have our new Discover instruments available to program. If you download our TrueFit 4.1 on October 28th, you'll see our new Stride option popping up at the very top, which you'll see in just a moment. That's another way you can know you have 4.1 installed. We have an addition or an update improvement really to our recalculate button. We have a new RECD, or real-ear-to-coupler-difference, Wizard, and a change to our overall satisfaction emails. And we'll run through all of these. So, training sessions. You may or may not be familiar with training sessions in TrueFit. It's what I'm gonna use today for the walkthrough, because it allows you to see the full functionality of all of the screens. You can play around, you can select whatever hearing instrument

you want, and you can see about programming. Really great if you haven't used us before, if you haven't used us in a while, or if you have a difficult patient coming up and you want a little practice beforehand. That's what I used to do. So right here is the training session, and you'll see how I get there. It's at the very top in Help, and then you click on Training Session. We have Free Flow Session here. I recommend just clicking on this and clicking Continue. Unless you have an Insights item that you'd like to learn more about, you can select one of these other items. But for any of these items, we will now populate a Discover instrument for you. You have access to that. So that's the difference in 4.1. We have a little graphics change here. So, in our technology chain screen, you can see that we've done just an update on our graphics. This is really the only place that you'll see that difference. So, very small, you may or may not notice.

Then we have our Discover portfolio, which we are very excited about. I'm very excited about it actually. So here we have our instrument selection screen here. And on the very left side, you can see we have our instruments that you can select to run a training session through, or you can select them if you're actually fitting instruments. So, our D instruments are our newest. That's our Discover platform, and you'll see T is below that. That's our previous platform, that's Tempus. And one little quick tip, if you're calling customer service or tech support for any reason, try not to say D or T, try to say Discover or Tempus. It's just a better clarification. No one can hear those phonemes on the phone very well. So say Discover. And then we have our Moxi, which are our RIC products. And we have our Stride, which is our new BTE, very excited about. For the Discover Moxi RIC, we have one new form factor here. So you can see we have three listed at the bottom. Once you click D Moxi, you can then select which technology level. You see we have three here. For Discover, we have three technology levels. We have level three, five, seven, and nine, with nine being the top of the line technology level. Okay, so four levels. And three styles right here for our Moxi. We have the Jump R, which is the rechargeable instrument, the Jump R T, which is the rechargeable instrument with Telecoil. And then the Fit, which is that 312 battery. With our receivers,

when you click on this and you click, excuse me, select your technology level and your style, you can see the features that are available in the instruments. And although it doesn't say it, all of our Discover instruments do have our acoustic phone or binaural phone feature. So you can program them as cross by cross instruments. And you can also see the receiver here. If you click on the down arrow by receiver, you can see the different options, and I'll show you what those receiver options are in just a moment. But we always have our little recommend icon right there, telling you what receiver strength we are recommending for this audio. Same thing for the ear piece. So we recommend receiver and earpiece. So this will be our dome option for our RIC correct. Or you could select the slim tube or a C-shell. For our Discover Stride instruments, same thing. You see our three, excuse me, four different technology levels, with nine being the top of the line, our one form factor style, the P R. Our features listed. Binaural phone, acoustic phone is not listed, but it is present in any Discover instrument. And we have our coupling options, which are gonna be regular tube or slim tube it says. Regular tube is actually filtered ear hook.

And for our earpiece, we have dome options if you select slime tube. If you select regular tube, you won't see that. And we have domes and those ear mold options. Okay. Here are our receivers. Now this is for SDS 4.0. If you see that, SDS means Sound Delivery System. You don't have to remember it. It's just our acoustic coupling. So our 4.0 is for Discover instruments only. This is not backwards compatible. So our receivers for Discover will not fit on Tempus or North instruments. And as you can see, the reason is because of our prongs. We have three prongs for the Discover receivers. I've got some questions about that. The reason being is that the fit really nicely and easily into the housing. You'll love that if you haven't played with them yet. And also, the third prong allows you to check the receiver and provide some electrostatic discharge so you have a more robust life in the receivers. So Discover only, we have four receiver strengths. We have S for standard, M or moderate, P or power, UP is ultra power, and that has to be at the C-shell embedded receiver. And four dome options as well. The power, which is the double-flanged vented, which we used to call closed, it's

vented now. No longer closed, it's vented. Open dome and capped dome. Capped dome is a really tiny, tiny dome, and it's basically an open dome. It's just for really tiny ear canals. So we only recommend our S receiver standard and the cap down only when ear anatomy will not allow for anything else, because our moderate receiver is our new default. It has fantastic headroom. It has a really clean response. It actually has a fitting range closer to the power receiver without putting that much boom in the lows. It sounds fantastic, and it fits a multitude of losses in a multitude of ears. So, that's our recommendation. And selecting. Well, I wanted to show you about smartphone. So, selecting instruments with Discover is really easy because it's a RIC or BTE, and they all have fantastic binaural direct connectivity. And it's not just to one manufacturer, it's to Android phones, iPhones, and even many flip phones. Just great for those people that really will not let go of what flip phone, right? I'm a double checker. When I was fitting, I was always kind of a little fastidious double checker, and recommend doing that with us. Because every now and then, even though we're compatible with all, every now and then, there's gonna be a phone that has a proprietary Bluetooth protocol that's a little bit tricky. And it may not connect to the app very well. It may have some intermittent issues. And it's great to have that information upfront, so you have a transparent consultation, counseling discussion with your patients.

So, right here, in the center of the screen. Actually, I think I have a little icon that's gonna pop up. Right there is the ability to check smartphone compatibility, and clicking on this brings you to a web page, and I'm gonna show you what that web page looks like. So this is our phone compatibility screen. As soon as you click that, it brings you to this website, and you start typing in your phone's make, model. We'll have a list populate, you select your patient's phone. And then when you scroll down, you can see how compatible we are with phone calls, there's a check mark, Remote Plus app, check Mark, because those are two different Bluetooth protocols. So, this person's Samsung Galaxy S9 is completely compatible. So I always like to do that, and I'll recommend that you do that for every patient when you're just having that consultation

discussion about connectivity. Okay. So now we'll go back. And we're gonna talk about the next item which is our Recalculate button. We've improved our Recalculate button, and I personally love this. So, if you're familiar with fitting Unitron or most manufacturers, you know that any time there's kind of a bigger change, possibly an acoustics change, or a fitting formula change, anything big that's really gonna affect the gain output or feature function that we give you a recalculate reminder. So, you see that we have this yellow or orange Recalculate button at the top. That's telling you, "Hey, there's a recalculation that we really wanted you to do based on..." This has an audiogram change. So, currently, what you have the option to do is to reset features, reset your gain, or completely discard the fitting and start fresh. Now every time you would do a change like this, like say you did an audio change, and then you did an acoustic change, and then you did a fitting formula change. That's a lot to do in one appointment. But if you were doing all of those, you would get a lot of pop-ups during the session.

So what we've now done is we've introduced an Ignore option, which a lot of providers are excited about. And so, if you click the Ignore option, right here where it's circled around red, that doesn't mean that we're not gonna tell you that we're still recommending a recalculation. It means that you're not getting a lot of pop-ups. So if you click the Ignore option and this is checked, you click Okay, then you will just have the Recalculate button highlighted. You will not continue to get the pop-up throughout the session. Now it's important to note that this is only during that session. If you need to, the next time you open a session, a different patient, the same patient, if you close out and go back in, you have another recalculation, it will pop-up that first box again. So that Ignore just means ignore this pop-up during this session. Okay. And we have a new RECD, or real-ear-to-coupler-difference, wizard, if you do a lot of real-ear-to-coupler measurements. And the wizard is here. It has a walk through, and it's making sure that you enter all of the information needed for RECD values in TrueFit, and you can't get around it. So that's all the wizard is, and it's really what you need for RECD measurements. So, you select Enter RECD. You click that, and you make the relevant

selections for the earpiece used, the coupler used for the reference measurement, your measurement equipment. We have Audioscan or Other listed, so you can also check that Use As Default button, so that you don't have to click that each time. We need the date of the measurement. And then you can enter your data points. Then you click Okay. Super easy. And you see the data points on the graph. Now, they're not directly editable on the graph itself. You would have to click on Change RECD or Enter RECD over there if you need to enter new ones. It's important to know you can also delete at the top right there if you need to delete the measurements for any reasons. And if you have all of your information that we've just discussed in TrueFit or, sorry, in your Noah, and you're importing it into TrueFit, you don't have to go through the entire wizard. But if you're missing any one of those steps, we will make you go through the wizard and just modify that information to ensure that it is all there. Because all of those pieces are important for RECD measurements.

Okay, the next item that I'm super excited is Insights. So, Insights, if you're not super familiar with us, is our inside view in the hearing aid user's life while wearing the instruments. And it's very unique to Unitron, and it's part of our Flex ecosystem. So at every followup visit, we already bring you right here to our Insight screen. You can see it says Insights and Overview. So we give you an overview of usage, your Log It All information ratings right there at your fingertips. If you click on Usage, this is data logging, you're seeing wear time, you're seeing program and volume use and changes. So that's not super exciting. What is exciting is our Log It All screen. Log It All is Unitron's incredibly powerful tool, my favorite thing in TrueFit actually, which shows you how much time your patient spends in each of their seven different environments, and that's at any technology level. So our three technology level only has two automatic environments, but we will still show you how much time your patient wearing Discover 3 spends in all seven environments. So you have a great counseling tool, great troubleshooting tools, and a great tool to see if your patient is ready and willing to do an upgrade, which you can benefit from as well. Ratings are used through our Remote Plus app, and it allows your patient to rate their experience wearing the

hearing aids in real time. All these tools are accessible through TrueFit, when you're in here, you can see, but also, as I mentioned earlier, through myinsights.myunitron.com. And I'm introducing today, very excited, a new feature, Coach. Coach is a new part of our Insights portfolio I will say. And it uses information. It's integrated through our app, through our Remote Plus app. It's a new coaching tool. And the entire purpose behind it is because you go through so many items. We have to do a lot of followup appointments talking about the same thing, especially with hearing care use maintenance. I know you guys are probably nodding. So, it's designed to help transition your patients to being a lot more self-reliant and help manage their day-to-day hearing aid care and use, because you can't be with them all the time. So, Insights, like I said, is integrated into our Remote Plus app, and it analyzes the performance just like a sports coach would. It analyzes the hearing aid user's performance with the instruments, and we analyze that using our Insights data, that usage ratings and overall satisfaction.

We also help instruct the patients in relevant skills, like insertion, removal, charging, battery use, care, maintenance, wax guards, all of that. And not only that, we provide encouragement. So we're reminding them to consistently wear and use their instruments, because we know consistent use means more patient satisfaction, means more referrals, happier everybody. And things like tips for hearing and noise, give them environmental changes that they can make, you know, sit with your back to the noise, et cetera. And you have a couple of options to enable all of these tools. So the first option is gonna be through our first fit workflow. We've included Insight activation right upfront. All you have to do, we'll walk you through here, anytime you're doing a new fit on a set of instruments. But at the very end, you simply enter your patient's address, their email address, and you click enable. That's it. Enter email address, click Enable, Insights are set up. Easy peasy. The second option is going to be maybe you've clicked out of that and you forgot to enter the email address or this is a followup fit and you now want to enable Insights because they're such powerful tools. What you do is you go to End Fitting, and Insights Setup. You'll see End Fitting right there and then

Insights Setup. So, it's very easy. We show you the check marks to see what step is done. You no longer, if you're used to doing Tempus, you used to have to type in an activation code, you had to write it down somewhere. It was a little bit cumbersome. We've integrated it now. So you don't have to do anything. You just click a button, and the code is prepopulated, it's pre-generated for you, and that goes directly into the hearing instruments, because you're connected to the software at this point. And so, when they open their app and they go through the set up process, it automatically take that from the instruments, and then you just click Enable. Very easy. Here we have that email address that you enter once you click Enable. So enter that, you click Okay, and you see that last check mark at the very bottom there. So, when we're using this app, our Remote Plus app, highly recommended for everybody to have it for Discover instruments.

So, using the little icon here, that's the Unitron icon for Remote Plus app. They need to download it either through Google Play for Android phones or through the App Store for any Apple instruments. So they download that. There's a little click to continue through the welcome screen. They must accept the privacy notice, just like any app. And pairing the hearing aids. We even have a little walkthrough. So if your instruments have, three of our instruments are rechargeable, so without the battery door, you click that, and we'll show you how to put them in pairing mode with the battery door. So you had to put them in pairing mode, which is great. I'm sure you know how to do it by now. But if you're having to help patients repair at home or something like that, which doesn't very happen very often for us. So, once they're in pairing mode, click Continue. It searches for the instruments. Once you find both of them, you click Select. And you need to activate Insights at this point. This is very important. Don't do maybe later. Activate Insights, because then you'll have all those tools to be able to see your Log It All data, ratings, have our Coach be functional when you're not there. And our Coach app is really fantastic because... I don't think I explained what it is yet. It sends notifications, and it's integrated through our app. So as soon as you activate this in our app, Coach is functioning. And in the background, what we'll do, maybe the first day

that they go home with the instruments, the door closes, you went through all of your hearing care maintenance information. It's usually about 26 items, just that first appointment. And the door closes and they forget everything. And they're going to take the hearing instruments out, and they don't remember what to do with them. So we'll send them a notification on their phone that pops up and it says hi. So, it says something like welcome. It's very quick, and it says about charging or kind of shutting down for the night. So, opening a battery door, putting the instruments in the charger, making sure that they're charged ready to go the next day. When they wake up the next day, they'll get another notification saying, "Hey, ready to hear again." right? And so, then we'll show insertion. So we'll give these timely notifications. Because you can't be there 24/7, patients are able to easily transition from that first time user to a great user and experienced user and a happy satisfied patient. Because 90% of patients, this is a 2019 study that was published in JAAA, 90% of patients don't have good basic hearing care maintenance skills, and 50% of them are saying they don't feel that they've gotten enough help from their providers. So we're here to help. The Coach app is here to help. There's more information on this on another audiology online course, on our Fall 2019 products.

Okay, and there's our app screen. Once everything is downloaded, you can see we have volume control. We have that battery indicator, if there's rechargeable instruments. The automatic there is telling you what program you're in. You can select that down arrow and see more programs, and the smiley faces rating. So, patients can make that positive or negative rating right in the office, and you can have the ability to make more proactive collaborative care with your patient, which is what they're expecting and wanting now. So, there is our Insights screen, and we also have a little change to our email address for overall satisfaction emails. So, once your initial configuration is, we're at the end here. This is how our screen used to look. We had Enable and the email in this order. We've swapped it. It's easier. This is the order things should be entered. So we just made that easy workflow change for you for 4.1. We also, because of the release of our coach app, we've replaced the overall

satisfaction email toolbox with a new toolbox allowing you to add or update customer satisfaction email addresses right there. So if it's already entered, you can change it. You can add it if you haven't done that yet. Right there. And I want to show you guys some software. Everybody likes looking at software. So we're gonna switch over to that, so give me just a moment. Okay. So here we have my TrueFit screen, and I have 4.1 downloaded. If you weren't sure if you have 4.1, after October 28th if you don't have it, but October 28th is when it's released, you can click Help and click About Unitron TrueFit. And right here you can see my version is 4.1. That's the new version. That is soon available. The current version is 4.0.2. That's the current version which you guys should all have now, if you didn't have that, you could see the little icon right here, that yellow icon telling you that you have it downloaded in the background. You just need to install it. Or, you can click on File, Software Updates right there. I don't have any updates, because I have 4.1. You can say I've already logged into my Unitron account, because my name is listed right there.

Okay, so we're gonna do a training session today, and I'm gonna click Free Flow. So, let me go back so you'll see. Help, Training Session. And this is the way that we simulate products so we can play with all the features in our software. Free Flow and Continue. And when this loads, we can see all of our instruments. I have 4.1 so I have Discover Moxi listed and our new BTE, the Stride P R, power rechargeable. Most people do RIC, so let's pick a RIC product, our Moxis, and let's do a top of the line, the nine level. I'm gonna select the Moxi Jump R T, which is our rechargeable with Telecoil. T means Telecoil here. And as soon as I click this, you're gonna be able to see my features pop up on my screen. Also, you're gonna see that smartphone compatibility web link that you could click to ensure that your instruments are fully compatible with your patient's phone. You can see the recommended receiver. and if I click down, you can see that we have those four receiver strengths available for programming and the ear piece. The recommended one is the vented. Remember, we're not saying closed, we're saying vented, vented dome now. And I could also use a slim tip or a C-shell. Little FYI about our C-shells, they're fantastic. They're Sonova

C-shells. And with Unitron, if you order these C-shell at the same time, C-shell with an instrument, with a receiver, if you order that at the same time you ordered a hearing instrument, we warranty that C-shell for the of the hearing instruments. So, it's fantastic. Great experience of your patients. We program with the Noahlink Wireless for Discover. So I'll select that and then we'll Detect. And we're gonna pretend like we're actually detecting instruments. So here two instruments pop up, they're pretend. And if you aren't aware of this, of course you can always do the listening beep check. But if you had these instruments in hand, if you press a button, it doesn't matter if it's the top or the bottom on our multifunction button, but press the button, and which every instrument I'm holding will light up blue. So if I press this one and this instrument lights up blue and I have a right receiver on it, well that's my right. So you don't have to do a listening beep check if you don't want. Definitely don't ask the patients. They never know their right and left.

Okay, so continue. And we always have our 132 dB warning, just because we can put a lot of power on all of our instruments. And let's create a new fitting. We also have these eye icons that pop up around the software. And if you hover, you can get a little bit more information about what you're clicking on and making sure that you're clicking on what you're expecting to. Continue. Simulation always takes real time right here. So we have rechargeable lithium-ion instruments, and our battery level says good. This just means it's good for programming. It will say good high. I think it says poor or bad, but I don't usually see that, because people are usually ready. FYI also, a little quick tip, a 30-minute charge on the charge for lithium-ion instruments gives you 30% of that hearing aid's battery life. So if they're pretty low, just pop them on the charger for a little bit. They do charge very quickly for that first little bit. If you had actual instruments, you'll have an audiogram here, but you don't see that for training sessions. I wanna make sure you have your correct transducer used during the audio, because that does affect the frequency response. The age right here is important. Remember again we use NAL-NL2 for the majority of our fittings, and that does take age and gender considerations into account. So make sure that you have as much

client information entered as possible, either through TrueFit standalone software or through Noah. And first time versus long-term user. Long-term means that we're gonna start at 100%. First time means we're gonna start at some percentage based on this patient information and the audio. Okay, so click next. And the hearing aids are muted right now for the patient. Here we have our acoustic coupling screen. You would see audio here again, but in training session you don't. And we have a receiver in earpiece that you can select. Again, we have that recommended receiver. And the moderate is our default recommended for most hearing losses. If you're going to deviate from this, we recommend going stronger, so that you're maintaining excellent streaming sound quality. And we have the Check button, because we want to ensure that whatever you have in the software is what you have on the instrument. Now, in my clinical career, I fit every major manufacturer, and every now and then I would cheat the system. I would say I had a different maybe earpiece on than I really did. I tell the software it was different just to get a little more gain somewhere, keep things tighter or loosen them up a little bit. Don't do that with Unitron. What you have in the software is what we want on ear. It's actually very important for our streaming sound quality and our general acoustics.

We have the earpiece here. You can see our different dome and mold options for this RIC product. Our recommended is noted by that little target icon. For us, if you want to enter wire length and dome size, you can, but that's entirely up to you. It does not affect acoustics. So, click Next. And this screen is the first time that the hearing aids are live for the patient. So, you have the ability to mute if you wanted. They sound great, I don't know why you would, but you could. And here we have access to our fitting formulae. So we have our DSLs v5, adult and pediatric, NAL-NL1, 2, and NL2 Tonal. I get some questions about Tonal. So the NAL-NL2 Tonal has to do with low frequency information. There are some tonal or any tonal language, and the one that always comes to mind is Mandarin. But tonal languages use low-frequency information to differentiate words that we don't really do in English. So for those patients, you wanna

select that tonal. And our Adaptation Manager is here. Love our Adaptation Manager. You have the ability, everybody's familiar with these, right? You have the ability to change this automatically. So for this patient, it's starting at 77%. You can see a lot of variation in this percentage though, depending on the audio and age, and gender considerations. And at a moderate rate, which for this patient is four weeks, it's gonna go from 77 right up to 100. You can turn off automatic and set this wherever you like. But our automatic adaptation manager is fantastic. And it's different than what you see in any other manufacturer, because we increased our rate of change from about the six-month mark to about like a one to six-week mark. Patients don't notice that change and are happier sooner with that. And we have a flatter frequency response versus previous products.

So the Discover has, we did change this for Tempus as well. We reverse fitted that for our Tempus products. Patients are getting a flatter frequency response, so they're getting audibility without tinnines. And then in a very short amount of time, just weeks, they're gonna get to that perfect NAL-NL2 target. You can set a power manual kind of overall gain. So, from 100, you can go all the way up to 120%, a ton of extra gain available, but this is really a very over amplified patient. Even 106% is an over amplified patient. We wanna be at 100% because we're using validated, reliable fitting formulas. We're only using industry standard NAL and DSL. So we wanna be at that 100% mark. So, Unitron has an interesting feature that we had a power automatic adaptation manager. So, for this patient let's say we set them at 113%. They're gonna start here. This is where they're comfortable. Maybe they're a very power hungry user. But we want them to get to 100%, because that's best intelligibility. So they'll go down from 113 to 100% in two weeks. But you can also change that rate right here. So, power adaptation is fantastic. And for Unitron, don't run the feedback test. Every manufacturer says something different, but we have a very strong acting phase canceller always running in the background. You should not be running into a lot of feedback with us. If you do, still don't run the feedback test. I'll show you where to go in a minute. Okay, so you shouldn't really have to click around a whole lot. I just

showed you all the possibilities here. And that's it. This is a training session, so I can't enter an email, but you'd be able to enter the email here and then click Enable and have Insights enabled, and then you'll see that check mark. At this point, a great option is to go to our fitting summary and print this. It has a lot of information. You can select many different languages, a lot of different languages. And you can print or you can send an email in whatever language that you select. And I like to show you what this looks like. So, this is our screen that shows you in very patient-friendly language, very quick easy directions, turning hearing aids on and off, what our multifunction button does for their instruments, charging or changing batteries, depending on what instrument they're in, even insertion which I love, pairing, flight mode, which you don't typically have to actually go into. And then using the phone with the hearing aid, so calling, accepting, rejecting, ending calls. So very quick, easy, patient-friendly language. Very, very good for patient starting off. And then of course with our Coach feature enabled, they'll get those reminders that are very timely as well, so helping them along in that, especially in those first one to two months.

Okay, so that's a lot of information I know. There's more that we can go into that I'm going to touch on very briefly because we have a couple minutes left, a little bit more time. So, let's go to our Insights screen. Now I'm gonna generate them because we're playing. But any time that you open up a followup session, so not an initial fit, but any followup sessions, again we bring you right here. This is the first screen that you'll see. So you can easily hours use per day, why do they have such a... Why are they only using it nine hours a day? That's okay. I want 10 plus. 30 days use. You can see your data logging information right here, you don't really even have to click on that tab. Log It All is your most powerful Insights features. And right here we selected a nine level, so you can see all of the seven different classification environments. And at Unitron, we have four just for conversation that are available in their automatic program. This is how often this patient is in these environments. Okay. So all of their acoustic environments. If I select a level five, I can still see the exact same percentages. They're just whited out, the ones that they don't have available in their automatic program, and

their sound nav automatic program. But of course you can upgrade to a seven, and get most of those covered. You can upgrade to a nine and get everything covered for that patient. So this is great for counseling, troubleshooting. When a patient comes in and they often don't know their environment that they live in. Right? So I don't know how many times I had patients come in and say, "Oh, I'm not really around a lot of noise. "I don't do anything. "I lead a quiet life. "I'm never around people." So, okay, I'll have to take you at your word, fine. So we use a technology level based on that, and they come back and they say, maybe six months later, maybe two years later. And at some point with amplification, we're hoping that their lives get busier because they can communicate better. They're not self-isolating, right? But they came back and they say, "You know, I'm not satisfied. "I like these in the beginning, "I was hearing better, "but really now I'm not hearing that well." And upon further questioning, they're not hearing that great in noise, but they told you in the beginning they're not in noise. How would you know? You have no way to know.

So with Unitron, we have the only way to really be able to see what that patient's lifestyle environments are. So you can make that initial consultation go very quickly by using Flex:trials and having patients try the instruments when they come back and you view this information with them. Or, at followup fits, because we bring you hear immediately anyway. It's very quick to look at this and say, "Okay, well you've been around a lot of noise. "You've been in a crowd a lot. "What were those situations?" "Oh, that was when I went to this wedding." "Oh, is that an important part of your life?" "That sounds like it was really interesting. "what happened there? "Who did you get to see? "Who did you get to talk to? "What was frustrating? "What was great?" And that can be a discussion to say, "Well, it sounds like you'd actually "really be doing a lot better if we upgraded "to a nine level, "because that's where you have full access "to hearing as best as possible in that environment." So, great option there. You click on Technology Change and go through our walkthroughs. We do have some walkthroughs on that on myLearning, and I'll show you that. That's through your myUnitron account here we have our ratings. So when patients are using the app and

they click on that happy face sign just like this, in the app, they are directed to another smiley face or frowny face so they can get a positive or negative rating. And the patient can describe the situation they think they're in, and they can give any additional comments. "I'm happy, I'm watching TV, sounds clear." Or, "I'm not that happy, "everything is buzzing, and I don't know what's happening. "I'm trying to watch TV." For that negative rating, maybe they're in a loop program and they didn't know it. That's a counseling opportunity. And you have the data behind that. So right here if I click. So the patient was very happy, overwhelmingly happy, they can hear music. If we have a negative rating, the patient says they're in their TV program, and they've tried their second program to minimize background sounds, and they're having difficulty with the TV. So, you can see that they're watching TV. We're noting that they're working through that kind of basic. They're working on their second program, and then you can make your adjustments right there.

So you get a lot of interesting information. Sometimes you can see that patients keep going in the wrong program. Let's have a counseling point on that or maybe I don't need that program. Maybe the automatic program is gonna be best for them. Maybe we need to upgrade technology to get them there. A lot of different opportunities. If you do have recalculate option, we will tell you right here what we're recommending. Here we have some negative ratings or some mismatches between their program and the Log It All environment. So the patient is choosing the wrong program, which happens so often, which is why I love automatic functionality in hearing aids. And our End Fitting screen, we looked at the Fitting Summary. Here we have the hearing instruments, HI. hearing instrument setup. You can see all of our button behavior, it's very clearly indicated, love that. And we have our Bluetooth down here where you can select the side. We default to the right. It should be the right ear for the majority of cases in the US, because we drive on the right side of the road. So we want that phone ear, because we have a truly hands-free experience. We want the hearing aid that's acting to pick up the hearing aid user's voice for phone calls to be a away from the car window, so the right side. If someone's always a passenger, you can select left right

there. And I love naming these. So I would name it maybe Alex's right or Alex's left. So that when you're pairing instruments and their phone, you can very easily see, okay, well, that's the hearing aids, I just named them that. Pair them away. And our Insights setup screen here in End Fitting, that's where you can see this information and enable Insights if you haven't already. And you can add and update the client email address right there. And then I wanna show you one other thing in software today. So in Unitron, because we have bet-in-industry sound classification, we're very comparable to young normal hearing listeners. So it's very close to how people remember hearing when they're hearing was ideal. And because we use industry standard fitting formulas, we don't play around in our fine tuning screen very much, because everything is already set pretty well. You can change your Adaptation Manager if someone's having, they're saying maybe it's too tinny or it's too loud, you can just bump that down and have it automatically adapt again. Changes can be made there. And in our Configure Feature screen, you have the ability, if you have that feedback that I mentioned earlier, instead of running a feedback test, because feedback test cut gain and they cut gain in the highs and the soft highs, and that's exactly where people or patients are coming to us needing help. They need that soft high frequency information.

So we don't wanna cut that. We don't wanna cut intelligibility. Instead, you can click Phase Cancellor. We always default to Moderate. You can just increase these to Max. So, we'll cut the gain before, sorry, we'll cut the feedback before you have to start cutting gain. And if you increase to Max and you still have feedback, it's likely you're having some slit leaks or some venting issues, really need more occlusion. So I'll recommend that first. And if you do that and you're still having feedback or you're waiting on an ear mold to come in, you can run the feedback optimization. You just click Start, it runs. If you don't like it, you can delete it. You can rerun it if they, delete and rerun if they talk. They always talk during it, right? So those are just some little quick tips. We do have more information. We have a lot of extra training tools, which I'm going to show you a slide on that, so you have that. You have that easily accessible in the PowerPoint. Okay, so we talked about a lot today. We talked about our

programmer being Noahlink Wireless. We've talked about our default fitting formula, that's NAL-NL2 for most losses. Not all, but most. Our new Discover products, we have the Moxi Jump R T, which is our Telecoil RIC that's rechargeable and has direct binaural connectivity to all, and our Stripe P R, again rechargeable lithium-ion, direct connectivity to all, does not have Telecoil. MyUnitron account, if you don't have it, get it. Call our customer service number. We talked about Insights, we have a new feature there, Coach, which is fantastic. It really does a lot of the hearing care maintenance for you. When patients come back and say, "You never told me that," they'll have help. So they'll have those reminders, because we tell them the important information. We looked at a first fit walkthrough. And then for additional training if you have any additional training needs, we'd love to work with you, and we have a lot of different ways that you can approach training. So, Audiology Online, we have several courses. We have an advanced software training. If you're looking for more of an in-depth dive into software, we'd love to do that through Audiology Online. You can also do that through our live web-based training.

So, all of our trainers, including me, we provide web-based training, and it's private, individual, or small group events, whoever you like. And it's focusing on whatever you need, if you wanna talk about cross by cross, if you wanna talk about our super power products, if you wanna have a review of overall walkthroughs, troubleshooting patients, anything like that, we can do on a live web-based training. Just click on the link right there or type it in, and you can schedule with any one of our trainers for a one hour session. If you'd like longer, you can just let us know, and we can try to accommodate that as well. Our myLearning on myUnitron.com, we have those CEU courses. We have a lot of non-CEU courses. You can learn more about our features, cover anything that we talked about today. And you do have the ability to download some PDF guide. That'll be available through Audiology Online for some quick fitting recommendations and pairing guides. Okay. Well, I appreciate everyone taking the time to join me today. I've enjoyed presenting, and have fun with Unitron. Have fun with Discover, and we know that you'll really love the experience.