

Remote adjust: a how-to guide

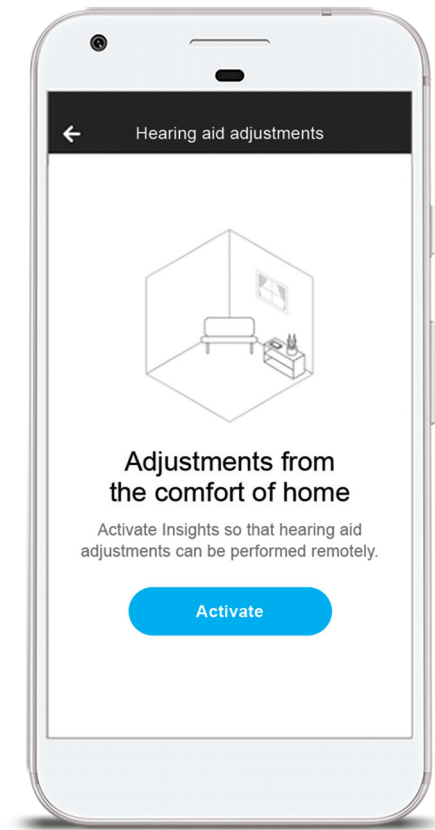
# Get to know remote adjust: a how-to guide

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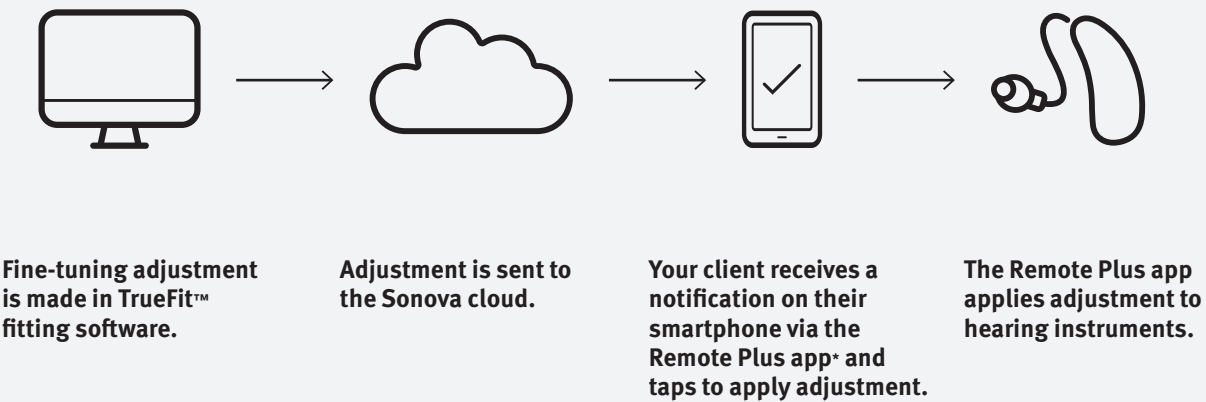
# What is remote adjust?

## It's more flexibility for you and convenience for all

Remote adjust helps you move beyond the traditional way of supporting clients with the option to make fine-tuning adjustments remotely. Launching on our Discover Next platform, it offers you the ability to deliver professional care that's convenient for you and your clients, whether they're at home or on the move. With remote adjust, you can provide a hearing experience that's easy and empowering.



## How remote adjust works: a simple and straightforward experience



Sound good? We think so too.  
Let's take a look at how easy it is to get started.

\*For the use of the Remote Plus app, Unitron hearing aids with Bluetooth® connectivity are required. The Remote Plus app works on Apple smartphones with iOS 12 or newer and Android smartphones with version 7 or newer.

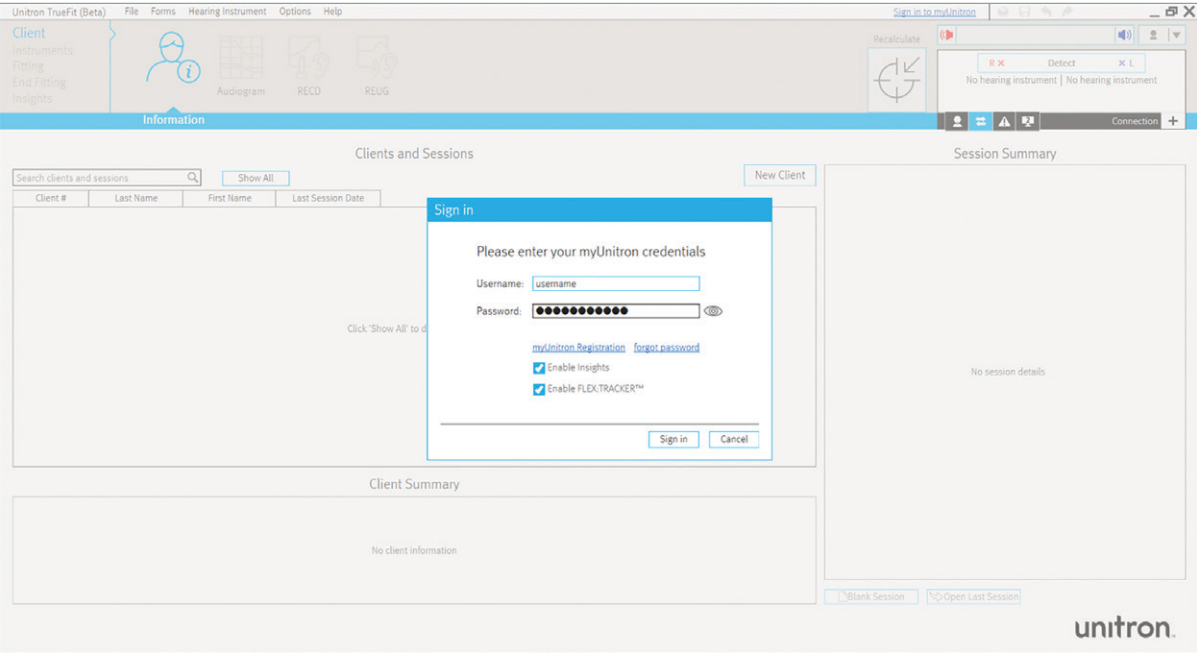
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# Getting started in two simple steps

## Step 1

Log in to your myUnitron account or create one if you’re new to the Unitron family (we’re so happy to welcome you aboard)!

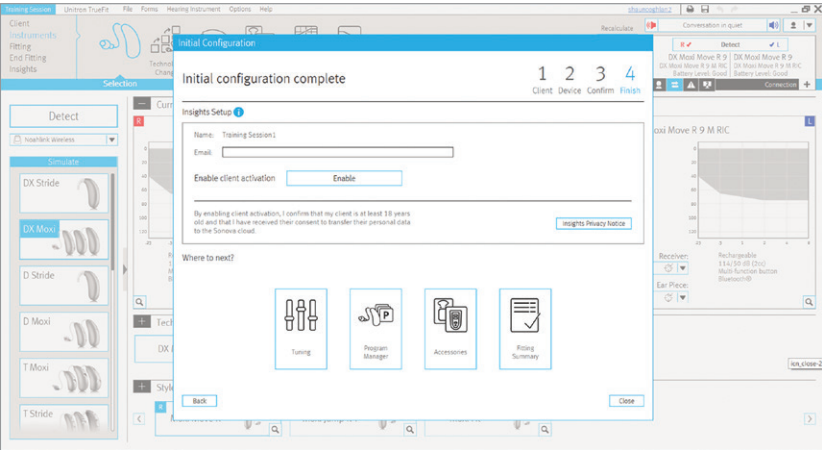
Enable Insights in your Unitron TrueFit fitting software. It’s the last step in the initial setup so it’s almost impossible to miss. If you’re already part of the Unitron family, you’ve probably done this already.



## Step 2

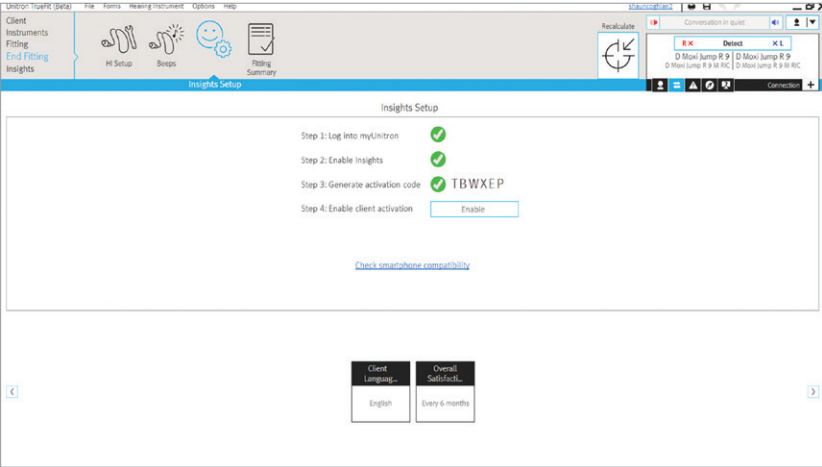
Enable Insights for your client so they can set it up in the Remote Plus app. There are two ways to do this, and both are as easy as clicking a button.

- A After completing the first fit, click the “Enable” button.



- B Go to the Insights Setup screen under the End Fitting menu and click the “Enable” button next to step 4.

Either way, you’ll be prompted to receive consent from your client to store their personal information in the secure Insights cloud system. Once you have consent, you’re done.



 All your client needs to do is pair their hearing instruments with the **Remote Plus app** and activate Insights during the setup process!

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# Performing an adjustment

To perform an adjustment, your client must activate Insights in the Remote Plus app. It's simple, and we walk you through it on page 9.

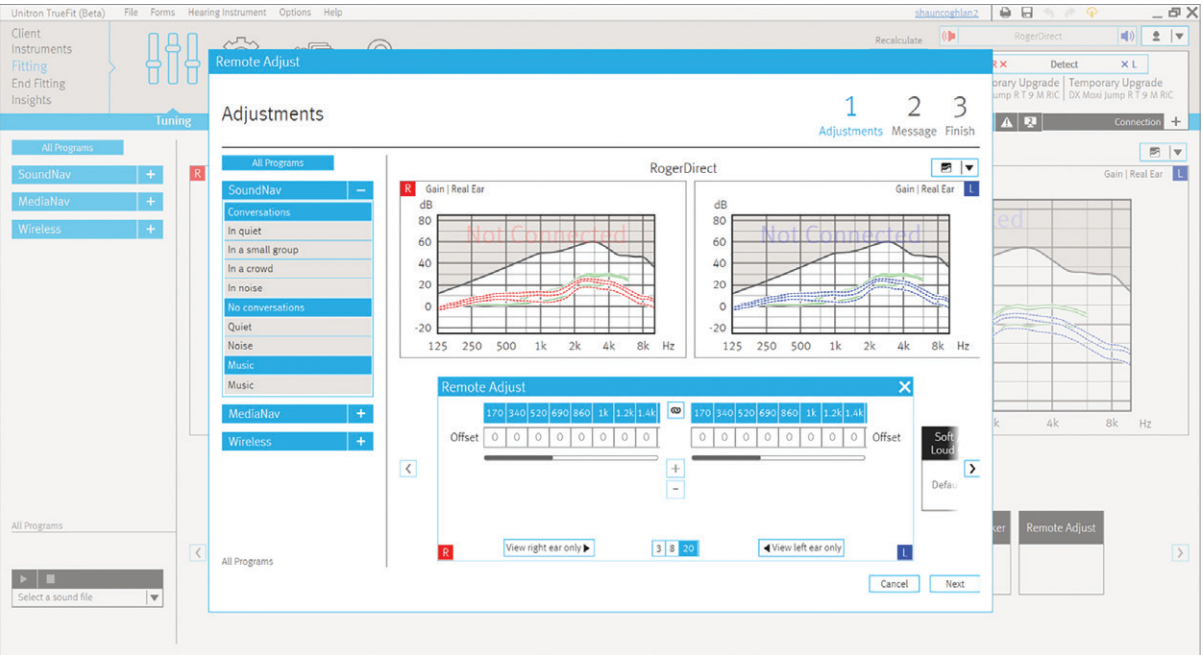
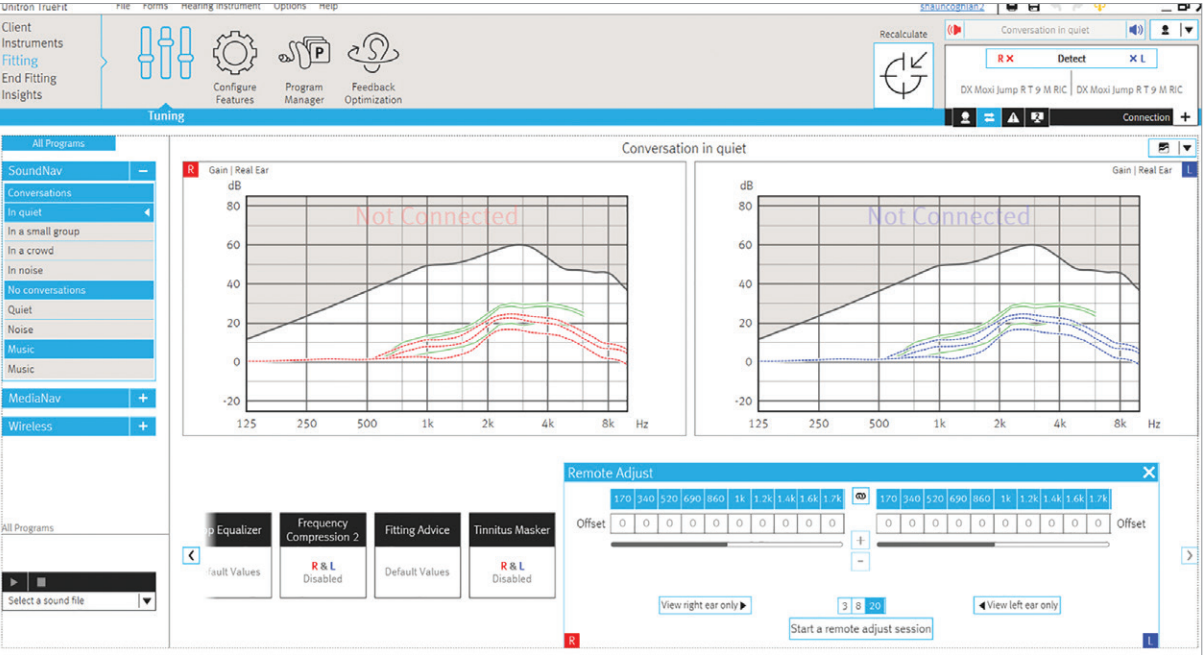
## Step 1

To start a remote adjust session, open your client’s most recent session in TrueFit and go to the Tuning screen in the Fitting menu. Click on the remote adjust panel at the bottom and click the “Start a remote adjust session” button.

## Step 2

TrueFit will guide you through the adjustments you can make to your client’s fitting step by step.

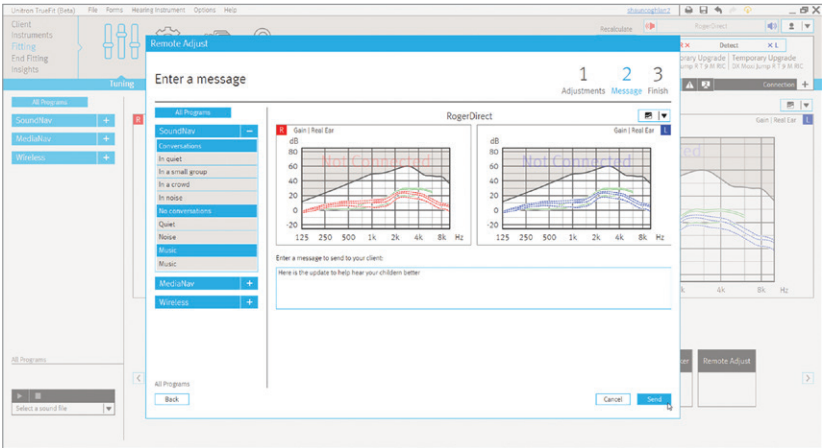
If your client is using different settings than the session you have open in TrueFit, you'll be asked to select which settings to apply the adjustment to. If they are using the same settings, you'll skip this.



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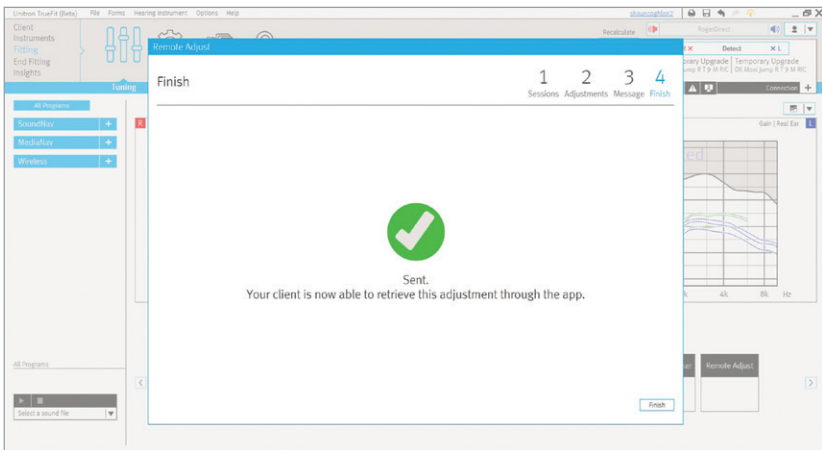
Step 3

After you’ve made the adjustments, you can write a message to your client (they’ll love hearing from you – we just know it).



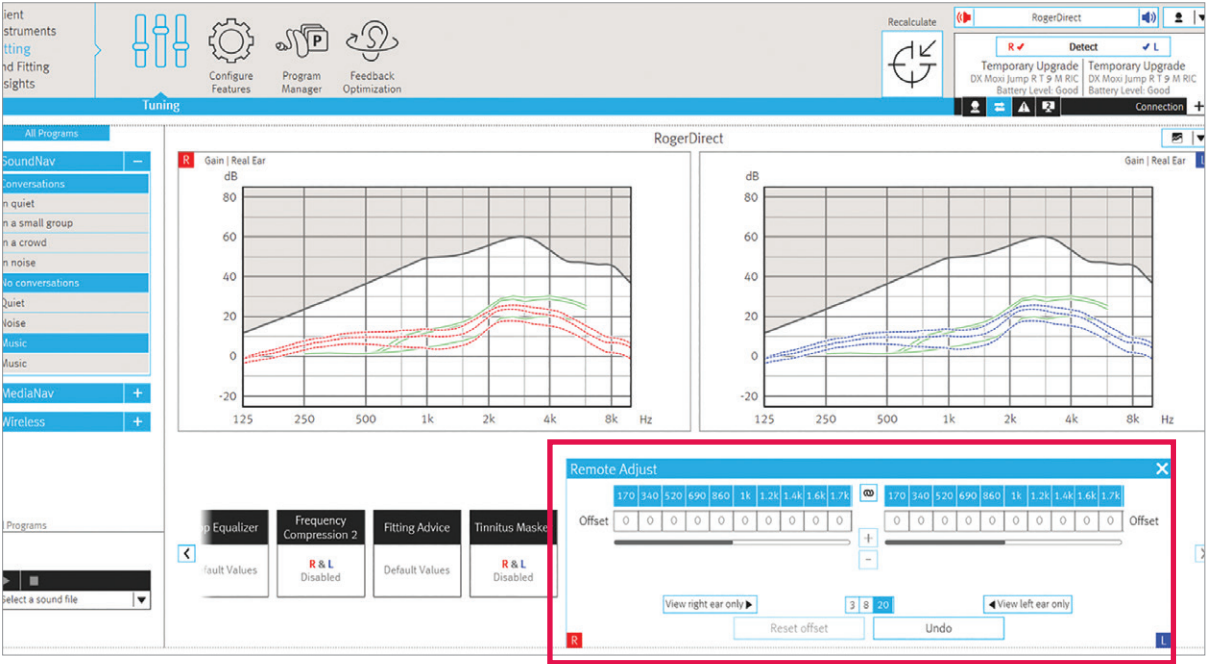
Step 4

When you’re finished, TrueFit will save all the adjustments and confirm that your client has received them (the big green check mark is like getting a fist bump from your fitting software)!



Step 5

At follow-up fittings, after you have detected your client’s devices, you’ll be able to see which remote adjust settings they have applied. You’ll have the option to reset the gain offset values to zero and can always undo this if needed.



Using remote adjust is easy for you and even easier for your clients (just the way it should be). Let’s take a look at the simple steps your clients need to take to set up and start enjoying the benefits of remote adjust.



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# Getting your clients started in three easy steps

## Step 1

First, they need to download the Remote Plus app\* Just search for “Unitron Remote Plus” on the App Store or Google Play.

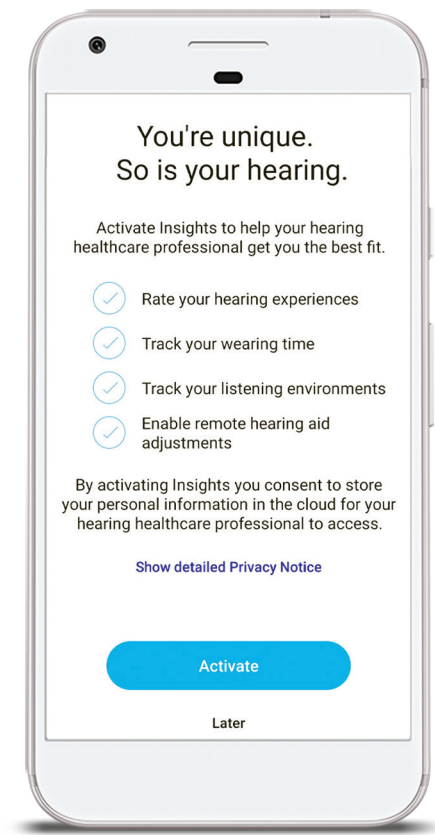


## Step 2

Then, all your client needs to do is follow the easy on-screen prompts to set up the Remote Plus app and pair their hearing instruments to their smartphone.

## Step 3

To enable remote adjust, your client will have to activate Insights. It’s as easy as pushing a button, and once complete, they can start receiving professional remote adjustments from you!



# How your clients receive and apply adjustments

## Step 1

We made it super easy and straightforward to use remote adjust. When you send an adjustment, your client receives a push notification.

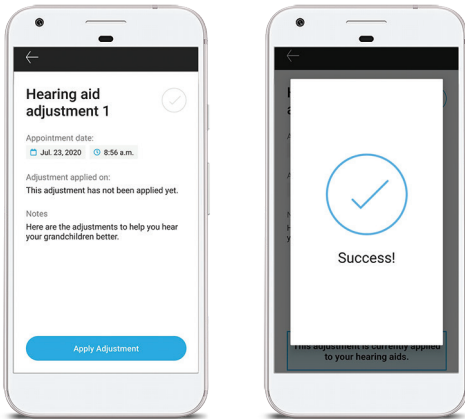
## Step 2

Then it’s as easy as navigating to the adjustment on the Remote Plus app and tapping the “Apply Adjustment” button. Your client will hear a beep confirming the adjustment has been applied. If it were a traditional in-clinic adjustment, this is when your client would be grinning from ear to ear!

## Step 3 (technically not a step, but we’ve come this far!)

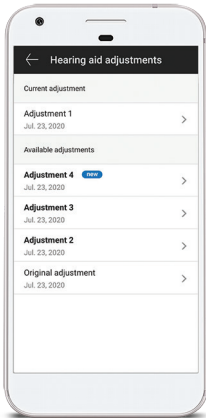
Congrats! You and your client just completed a successful remote adjustment. Now all that’s left to do is enjoy the sound!

Please note that all adjustments are available in the Remote Plus app, and your client has the ability to revert back to the previous settings.



Client taps “Apply Adjustment” button.

› Then all it takes is a few moments and the adjustment is complete!



\*For the use of the Remote Plus app, Unitron hearing aids with Bluetooth connectivity are required. The Remote Plus app works on Apple smartphones with iOS 12 or newer and Android smartphones with version 7 or newer. App Store badge is a trademark of Apple Inc., registered in the U.S. and other countries. Google Play and the Google Play logo are trademarks of Google LLC.

## Questions?

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Check out [unitron.com/helpandsupport](https://unitron.com/helpandsupport)



Unitron is a hearing solution company that believes people should feel really good about the entire hearing care experience, start to finish. Our ingenious products, technologies, services and programs offer a level of personalization you can't get anywhere else. Get ready to Love the experience.

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