

Integrated into Unitron's Remote Plus app and Unitron TrueFit<sup>™</sup> fitting software, Ratings allows clients to provide real-time feedback on their listening experience. Utilising data from their hearing instruments, the cloud system then automatically analyses this feedback and may offer clients suggestions within the app to address any issues detected. Ratings can be viewed in the TrueFit fitting software, where you can also see data about their listening environment and hearing instrument settings at the time of the Rating to provide you with additional context.

# How to set up Ratings

### Step 1: Activate Insights

Client Instruments Fitting End Fitting Insights HI Setup Beeps	Fitting Sunnary Insights Seture	Recalcular	Conversation in quiet         (a)         (b)           RX         Detect         X L           Moxi V9         Moxi V9-R M         Moxi V9-R M           L         (a)         (b)         (c)
	Insights Setu	p	
	Signed into myUnitron Insights enabled Activated via Unitron TrueFit ① Activated via Unitron Remote Plus app Check smartphone con	o o o npatibility	
٤	Notifications Sate	weralt station sabled	Σ

#### End Fitting > Insights

- To activate Ratings, ensure you are logged into myUnitron with Insights enabled at the time of the fitting
- Ensure your client installs the Remote Plus app and activates Insights
- You can check that your client has activated Insights on the End Fitting > Insights Setup screen

#### Step 2: View your clients' most rated situations

Overvie	w		2 🖻 🛦 🛛 Connection
tory / history from: 23-05-19 - 2023-05-31 🛛 🔻 ck Links	Hours per day Days of use           R         L         R         L           14         14         12         12	Log it Ali	Overall Satisfaction         P           Latest rating: 6/14/2023 at 1:12 PM         Satisfied?         Image: 6/14/2023 at 1:12 PM           (0 1 2 3 4 5 6 7 8 9 10)         Image: 6/14/2023 at 1:12 PM         Image: 6/14/2023 at 1:12 PM
t / Mod / Loud Co > O / Gain / CR Con > aptation Manager >	Usage by Program		Top Situations Situation
Equalizer >			M         Restaurants         1         1           7         Other         1         0
	Integra OS Manual Optional App 83% 9% 5% 3%	In quiet         In a small group         In noise         In locid noise         Quiet         Noise         Music           15%         16%         22%         18%         4%         15%         8%         2%	Children's voices 0 1
		Conversations No Music conversations	

#### Insights > Overview

If your client makes Ratings via the Remote Plus app, you will see them in TrueFit fitting software. The **Insights > Overview** screen shows a summary of the top situations they have made Ratings about.

# Step 3: View your clients' Ratings

d Fitting	10 Usage	Log it All	C			Ψ	R.X Detect FLEX:TRIAL.** FLEX Mosi V9-R.M Mosi	V9-R M
			Rating	5		IE	E A 9	Connection
itory				Rating	s			Refresh
		ine View				-		
23-04-14 - 2023-04-28	N	foment Ratin	ngs on Thu	irsday, April 27				
Display all Ratings								
			9.17 AM	Client Situation: Quiet conversations Hi program: Integra OS - Quiet Automatic Adaptation Manager: 90%	Log It All environment. Quiet Volume levet 2 dB			
			Quiet t	ime but I can hear the birds outside				
	Moment Ratings		11.05 AM	Clevit Situaton: Meetings Hi program Integra OS - Conversation in quiet Automatic Adaptation Manager: 996	Log It All environment. Conve Volume level. + 2 dB	rsation in quet		
			Meetin	g with soft spoken person and every word crystal clear				
						Close		
	+ Mom	ent Ratinos						

- Navigate to Insights > Ratings to view your client's Ratings: you can see them on the Timeline View, or click on Moment Ratings to see them organised by situation
- Click on the date or situation to view the details of each Rating, including the situation identified by the client, and their comments
- The Rating also includes the hearing instrument program, any volume adjustments and the Log It All environment from the time of detection
- Cherring and an and a second s
- You also have access to an overview of your client's history of their Ratings

# Love the experience.

Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone deserves to **Love the experience**...

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Did you know?

Success Check will alert you if your client makes two negative Ratings. This can help you to identify if additional support or intervention is needed.

# Your client may be having an issue.

Please review your client's data. Success Check has triggered this notification based on the item(s) identified in red below.

Who	John Doe				
Hearing instruments	L: Moxi V9-R M (123456789				
Rearing instruments	R: Moxi V9-R M (123456789)				
Last fitting date	Monday January 1, 2024				
Last nung date	(3 day(s) of use)				
Success Check data date range	2024-01-01 - 2024-01-04				
Average wearing time *	2 hour(s)/day				
Lifestyle coverage	79%				
Manual and optional app program usage *	11%				
Positive ratings	1				
Negative ratings *	3				
Most recent Overall Satisfaction rating *	5				
Most recent Overall Satisfaction areas of concern	Charging of hearing				
most recent overall sausidction areas of concern	instruments				
Most recent Overall Satisfaction comment	I can't hear anything!				
(*) This item triggered this notification.					

Details can be viewed in the Insights section of Unitron TrueFit<sup>™</sup> fitting software.

Please note, if your client has a manual program with Tinnitus Masker enabled, the manual and optional app program usage data may not indicate a concern.