

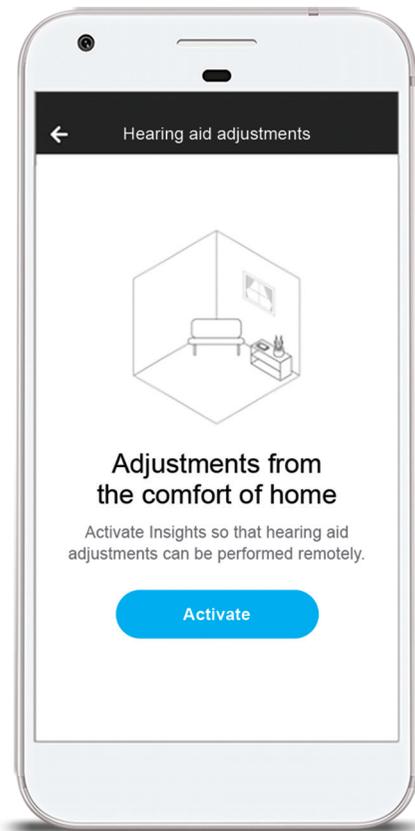
Get to know remote adjust: a how-to guide

Version 2.0

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 and/or adaptive feature* adjustments remotely. Launching on our Discover Next platform and expanded with our Blu 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.



*Adaptive features can only be adjusted through remote adjust for Blu platform products.

How remote adjust works: a simple and straightforward experience



Adjustment is made in TrueFit™ fitting software.

Adjustment is sent to the Sonova cloud.

Your client receives a notification on their smartphone via the Remote Plus app* and taps to apply adjustment.

The Remote Plus app applies adjustment to hearing instruments.

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

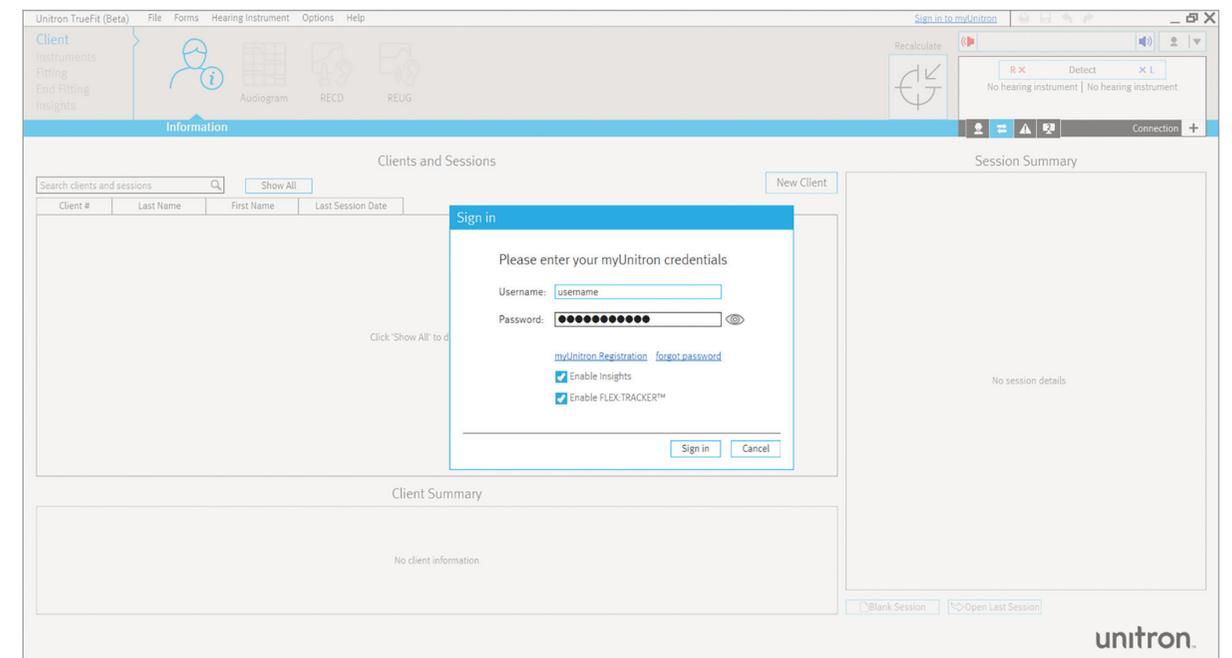
*For the use of the Remote Plus app, Unitron hearing aids with Bluetooth® connectivity are required. The Remote Plus app works on Apple smartphones with iOS 12 or newer and Android smartphones with version 7 or newer.

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Getting started is easier than ever

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)!

Be sure to leave the "Enable Insights" option checked when you sign in to your myUnitron account. If you're already part of the Unitron family, you've probably done this already.



After being detected in TrueFit, the hearing instruments are automatically enabled for Insights activation. Simply save the session and your client can complete the activation via a single click in the Remote Plus app.

 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

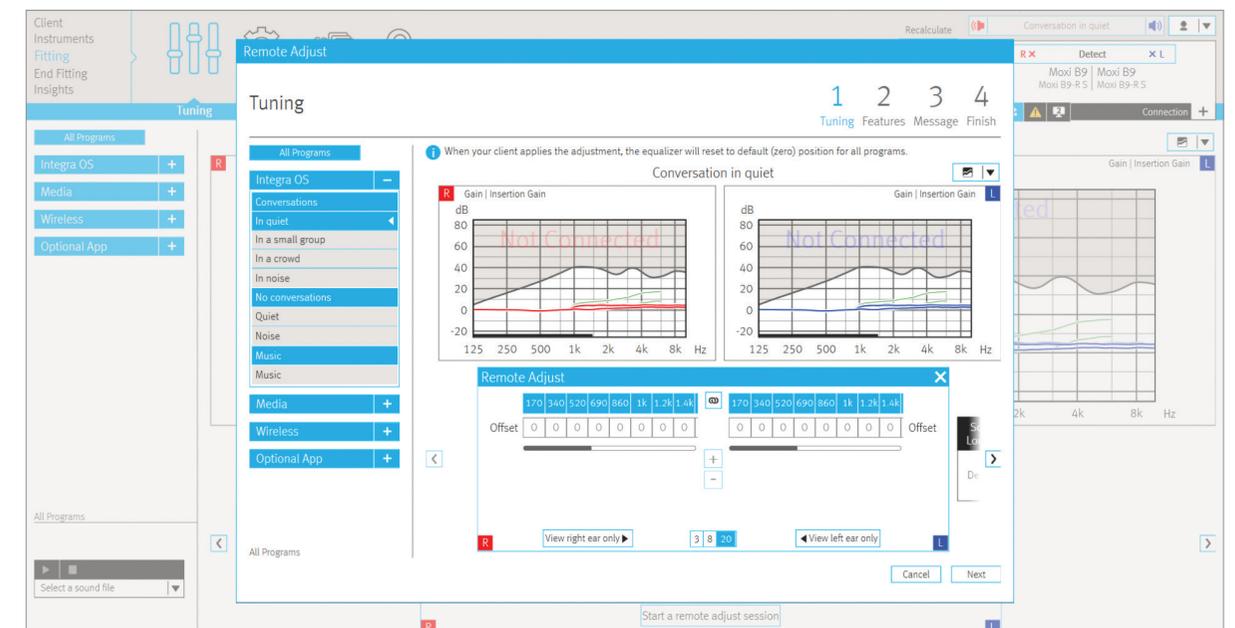
To start a remote adjust session, open your client's most recent session in TrueFit and go to the Tuning screen in the Fitting menu. Click on the remote adjust panel at the bottom and click the "Start a remote adjust session" button.



Step 2

TrueFit will guide you through the adjustments you can make to your client's fitting step by step. First, make offset gain adjustments as needed.

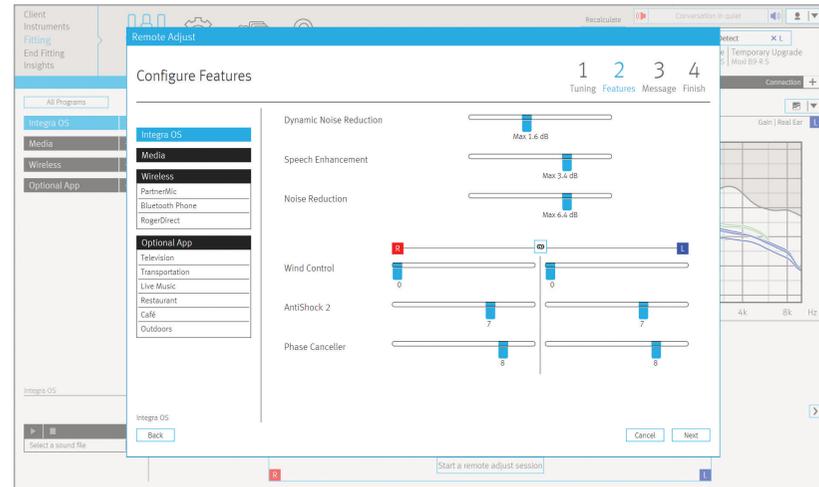
 If your client is using different settings than the session you have open in TrueFit, you'll be asked to select which settings to apply the adjustment to. If they are using the same settings, you'll skip this.



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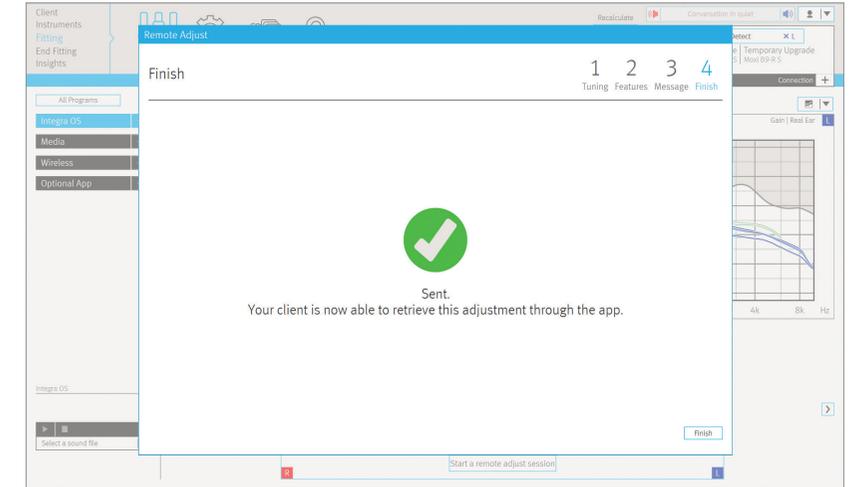
Step 3

Next, make adjustments to adaptive features on the configure features screen.



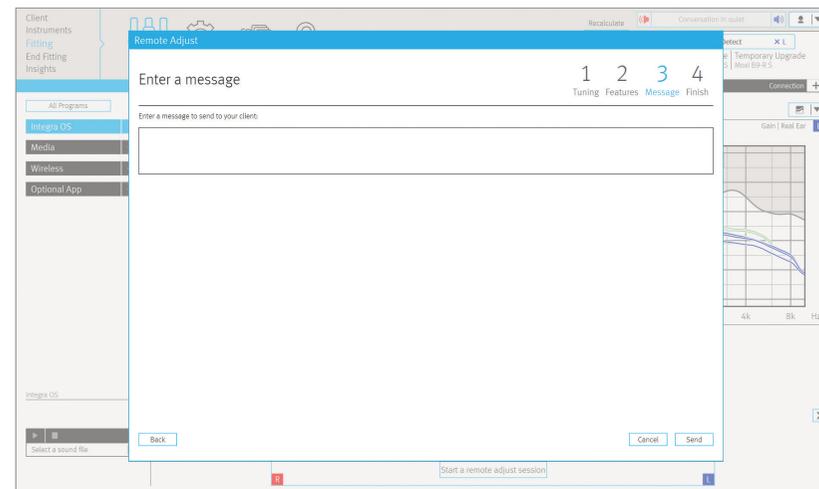
Step 5

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 4

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 6

At follow-up fittings, after you have detected your client's devices, you'll be able to see the gain offset values they currently 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.

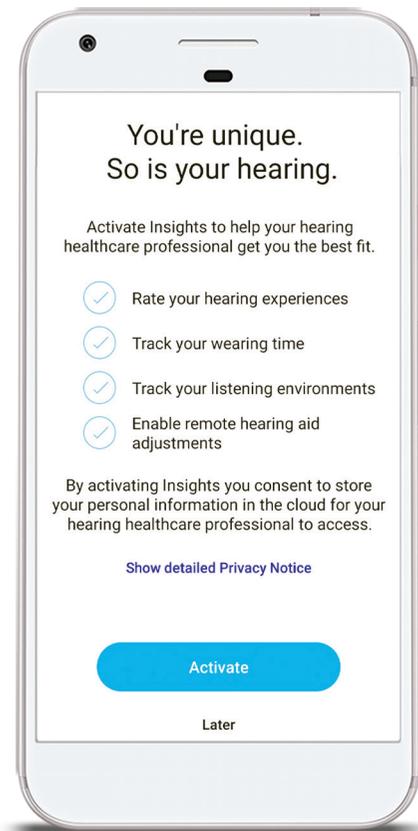


Step 2

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.

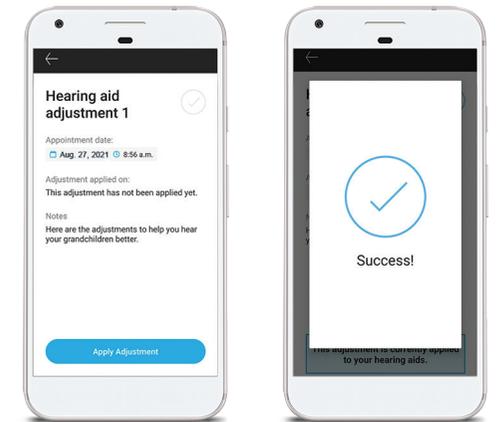
Step 2

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?

Check out 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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