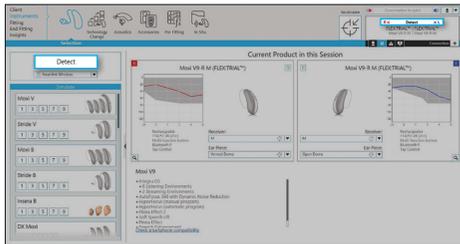




FLEX:UPGRADE™ is the only globally offered solution that allows you to easily upgrade your client’s current hearing instruments to a higher technology level. When your clients are ready to invest in greater performance you can give them the opportunity to try a higher technology level with no obligation or upfront cost. If they decide to keep their upgrade, they only pay the difference between their new and current technology levels with no need to purchase new hearing instruments.

Programming hearing instruments for the trial period

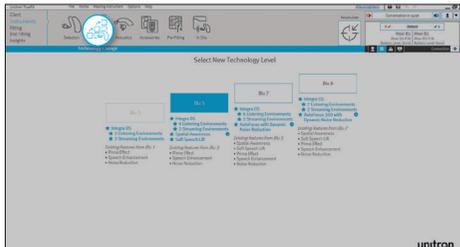
Step 1: Detect hearing instrument(s)



- Connect the hearing instrument(s) to Unitron TrueFit™ fitting software
- Click on the **Detect** button
- The detection dialog will indicate when the hearing instrument(s) have been successfully detected

From the **Instruments > Selection** screen, click on **Detect**

Step 2: Select and apply technology level



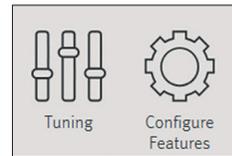
- Once the hearing instrument(s) are detected, go to the **Instruments > Technology Change** screen
- The current technology level of the hearing instrument(s) is shown on this screen along with all of the technology levels that are available for this product
- Click on the desired technology level button to launch the **Technology Change** wizard

From the **Instruments > Technology Change** screen, select the desired higher technology level

Note: ensure that you remove the hearing instrument(s) from your client’s ears before starting this process.

The wizard will guide you through the steps to upgrade the hearing instrument(s). During the upgrade process, you will have the choice of using the existing fitting as a starting point or creating a new fitting.

Step 3: Fit the hearing instrument(s)



- The new features of the upgraded hearing instrument(s) will be set to their default settings
- If required, perform additional fine tuning

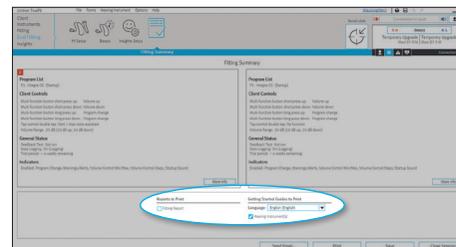
Make adjustments to new features on the **Fitting > Tuning** or **Configure Features** screens

Step 4: Save the fitting and start the trial period



Set the trial duration from the **End Fitting > Beeps** screen

- You can define the length of the trial period in the **End Fitting > Beeps** screen
- After saving the fitting, the temporarily upgraded hearing instruments are ready for an at-home trial
- The hearing instrument(s) will play a repeated beep when the trial period expires – the repeated beep is designed to render the hearing instruments unusable and can only be turned off by saving to the hearing instrument(s) from within the fitting software

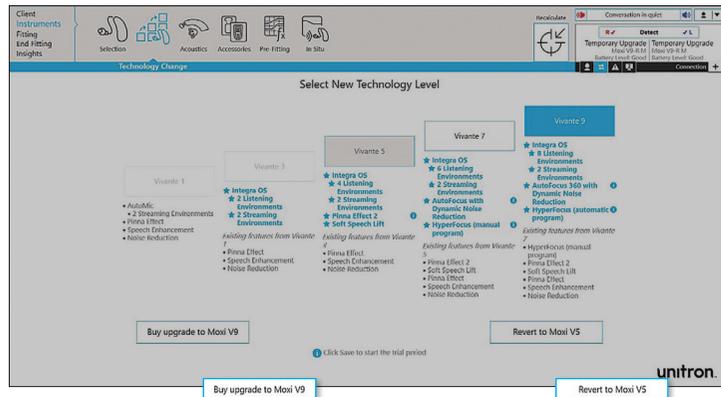


Print a Getting Started Guide from the **End Fitting > Fitting Summary** screen

- Print out the Getting Started Guide for your client. It will reflect the higher technology level

Purchasing the new technology level

Once your client has decided to purchase the upgraded technology level, use the purchase wizard in Unitron TrueFit™ fitting software.



After detecting the hearing instrument(s), go to the [Instruments](#) > [Technology Change](#) screen and select the [Buy upgrade](#) button

- The [Buy upgrade](#) button will start the Purchase wizard
- In the Purchase wizard, you will be prompted to perform the purchase online or offline



Note: if your client chooses not to purchase the upgrade, then select the [Revert](#) button and follow the instructions on the screen.



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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029-5912-48/V2.01/2024-09/jb

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FLEX:UPGRADE quick start guide



For online purchases:

- Once you log in, the wizard will guide you through the rest of the purchase process
- You must confirm the serial number(s), which are shown with information about both the previous technology level and the upgraded technology level
- After you have confirmed this information, your order will be transferred to Unitron



For offline / phone purchases:

- The wizard will ask you to call your customer service representative to obtain the necessary code(s) for this purchase. Please have your account number ready and the wizard will provide you with information that needs to be given to the customer service representative, including:
 - Your account number
 - Client's name
 - Version of software you are using
 - Previous technology level
 - Upgraded technology level
 - Serial number(s)
 - Purchase request code
- Click [Continue](#) in the fitting software in order to proceed.
- Enter the purchase code(s) you have received from your customer service representative; your purchase will be finalised when you click [Continue](#)



Confirmation:

- The last step shows the summary of your purchase; it is recommended that you print the information for your records
- The upgraded technology level is now successfully purchased and the hearing instrument(s) are no longer in trial mode



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