

Welcome and house keeping

Webinar FAQs

How to ask a question:

Click Q&A, type your question and Send.

Where to get the handout:

Download from Pending Courses

Or Click on link from Chat

How to earn CEUs:

After the webinar, go to your Pending Courses and pass the multiple-choice exam.

For assistance or tech support:

Call 800-753-2160

customerservice@audiologyonline.com

Use the Q&A window



Unitron TrueFit 5.6

Riley Garrone, AuD
Regional Trainer

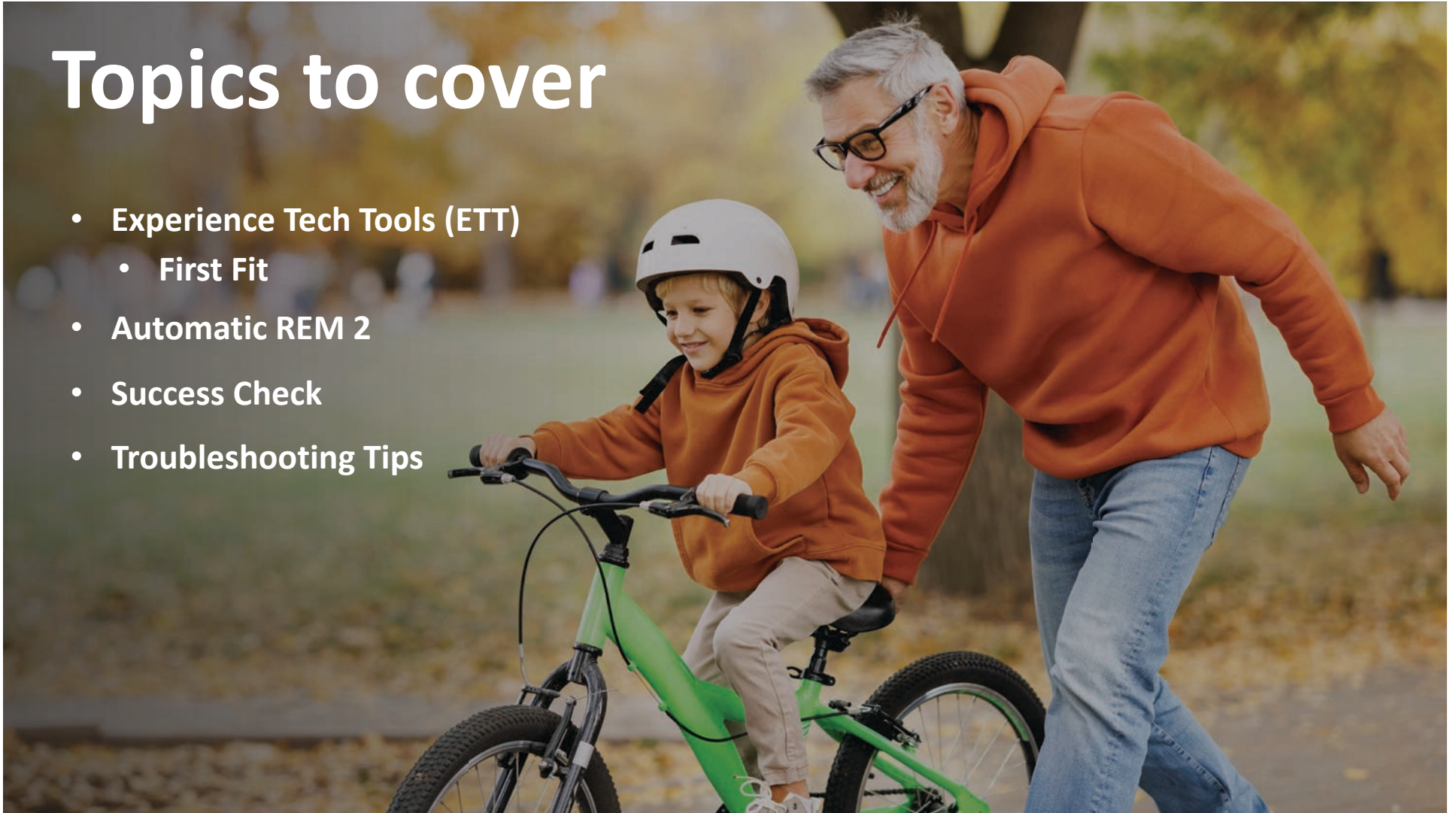
Learning objectives

As a result of this activity, the participants will be able to:

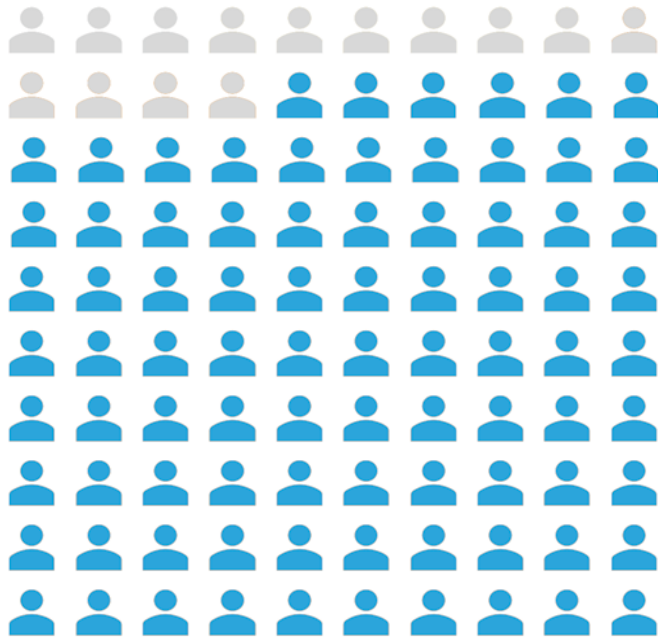
- 1) Identify when to adjust signature features in the Unitron TrueFit fitting software for optimal patient results.
- 2) Implement various Experience Tech Tools into routine clinical care when appropriate.
- 3) Describe methods to successfully address common sound quality issues using Unitron technology.

Topics to cover

- Experience Tech Tools (ETT)
 - First Fit
- Automatic REM 2
- Success Check
- Troubleshooting Tips



Loving the Unitron experience



97%

“...of Unitron providers agree our hearing instruments are easy to fit.”¹

91%

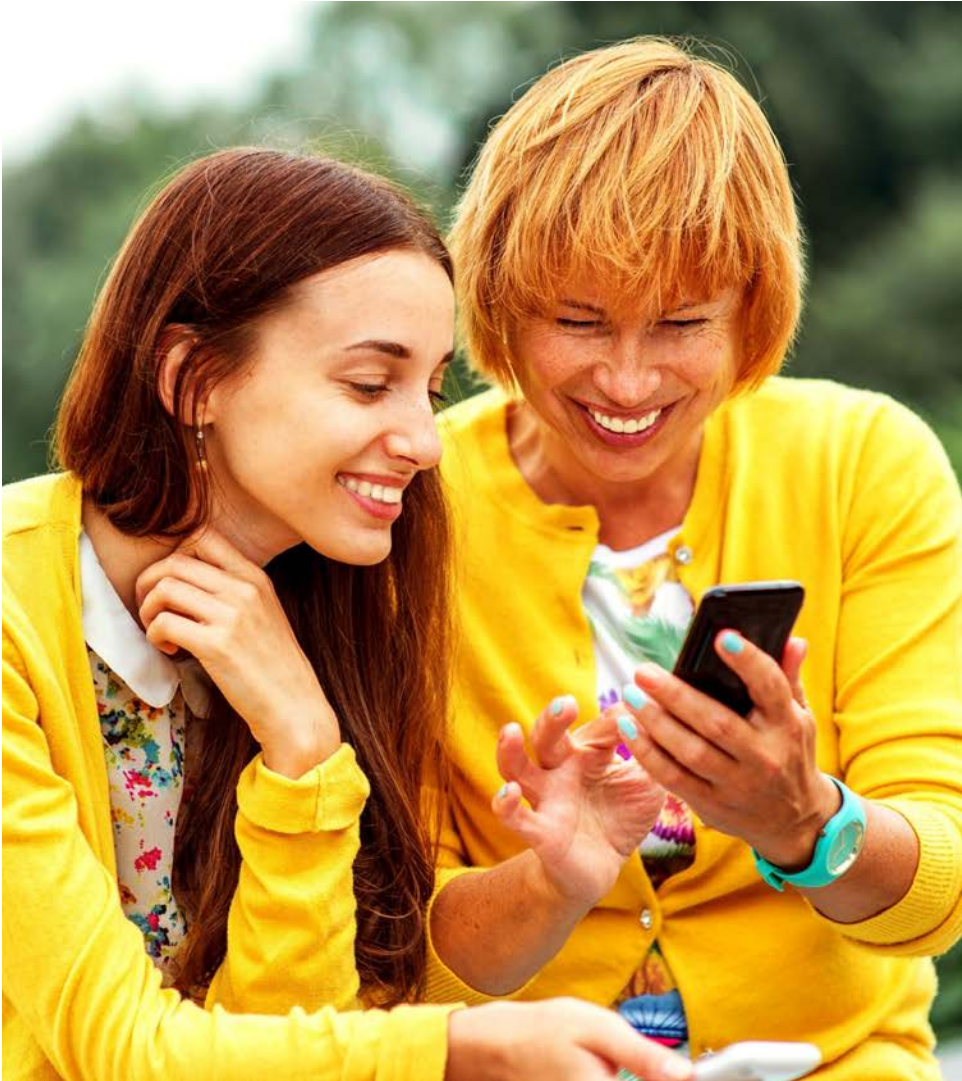
“...of our providers confirm that Unitron gives them the right tools to deliver the best hearing experience.”²

86%

“...of providers believe that Unitron TrueFit™ fitting software provides helpful insights that support a better outcome for clients.”³

1. Buzzback 2023. 2. CSI 2023. 3. Launch Monitor 2023

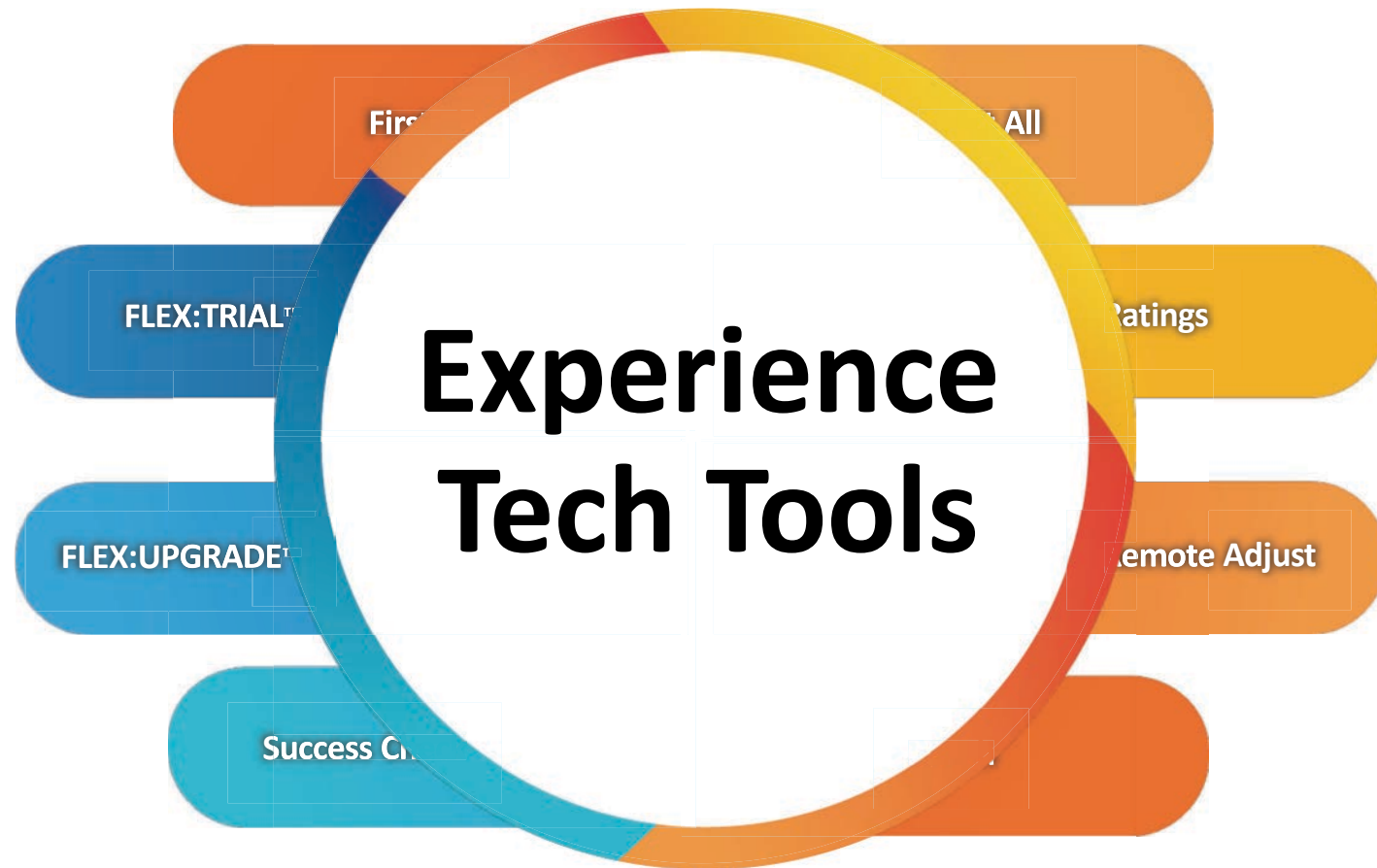
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Experience Tech Tools



Experience Tech Tools allow you to deliver
an easy, personalized hearing journey.





A spotlight on First Fit

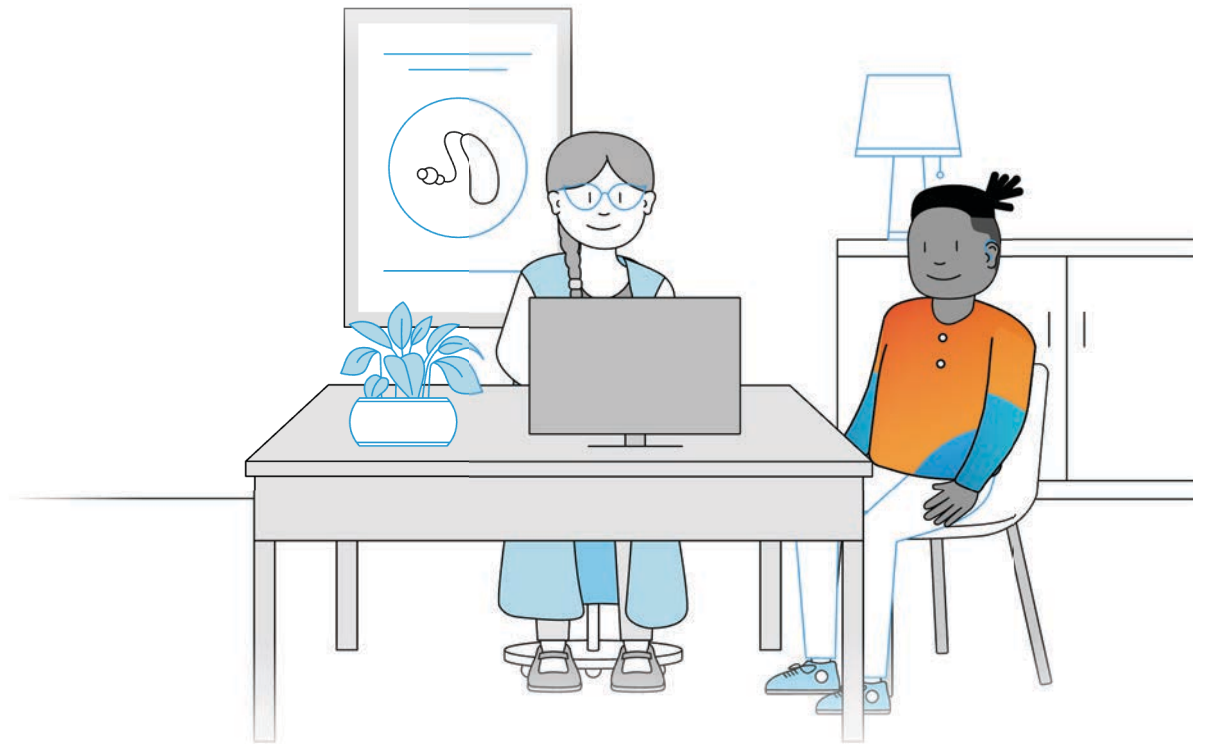
Benefits of First Fit

- Easy configuration in as few as 4 clicks
- Less time in the software so you have more time to focus on client counseling
- Option to further personalize after the First Fit calculation

First Fit and the Automatic Adaptation Manager (AAM)

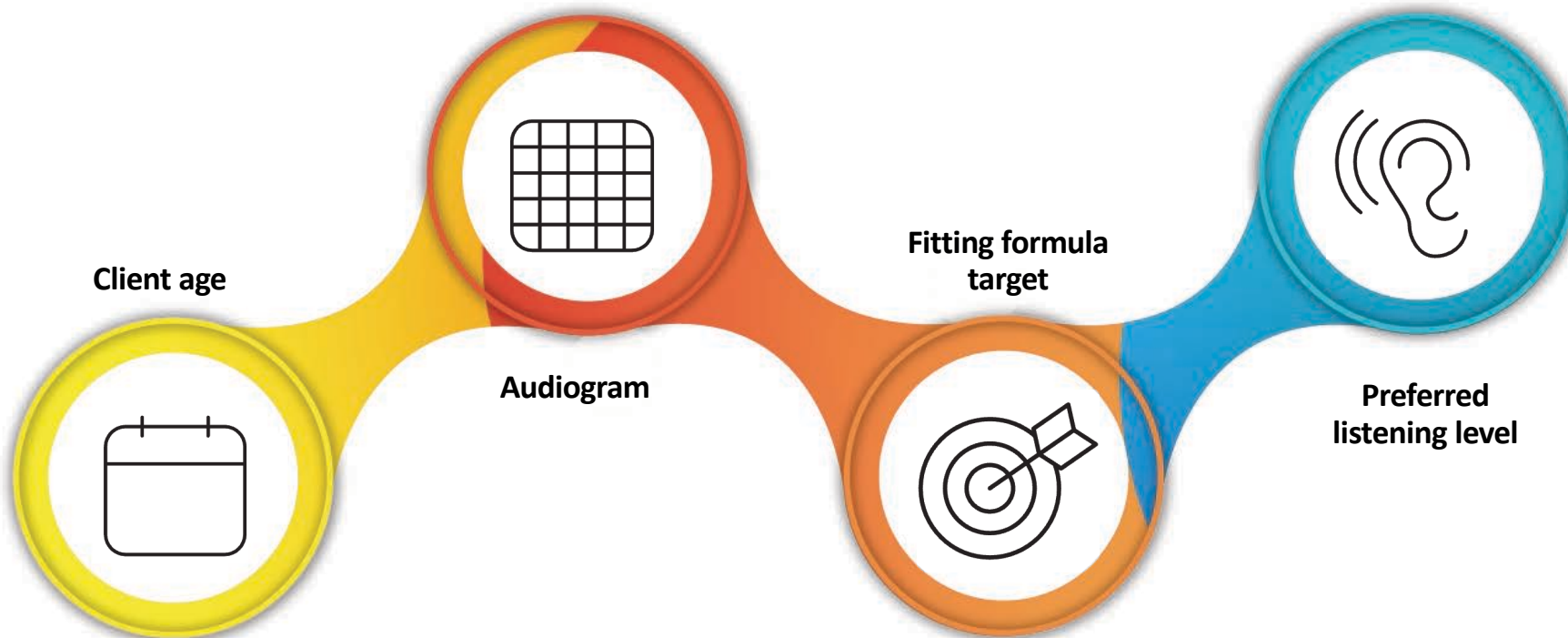


A sophisticated system in an
easy-to-use workflow



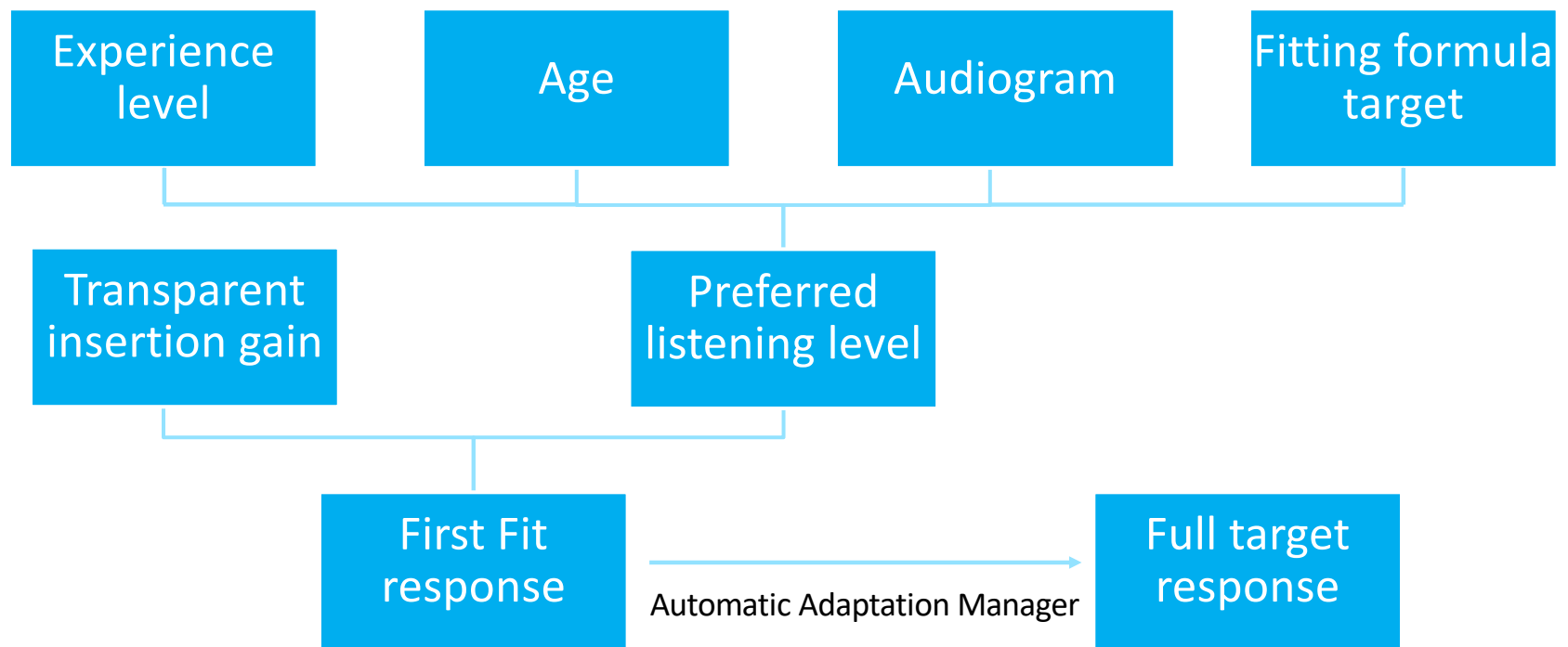
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Getting into the details



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How is the First Fit response calculated?



Preferred listening level

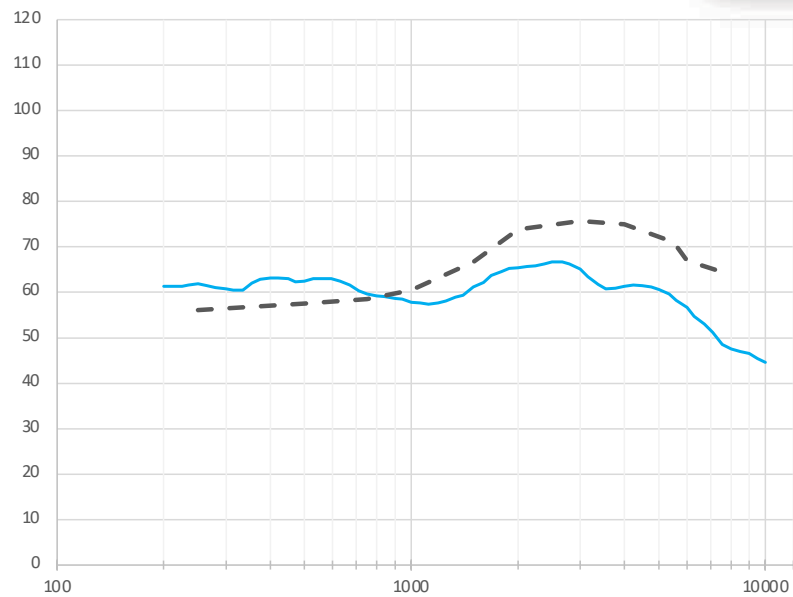
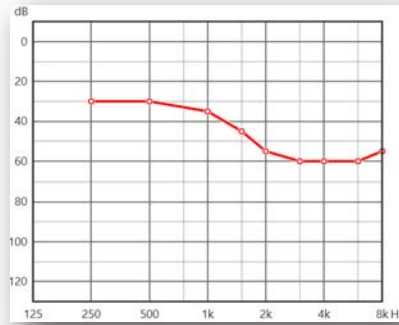
“The listening level chosen by a hearing aid wearer... has a substantial impact on the benefit that the hearing aid can provide.”¹

This can determine:

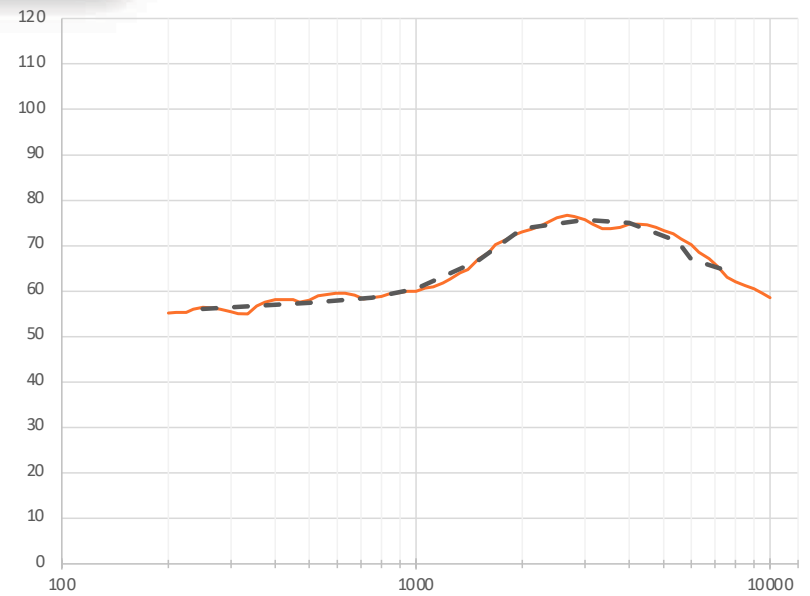
- If speech cues are improved by amplification
- If any distortion is generated by the hearing instrument(s)
- Auditory resolution abilities

1. Cox, R M, and G C Alexander. “Prediction of hearing aid benefit: the role of preferred listening levels.” Ear and hearing vol. 15,1 (1994): 22-9.
Accessed: <https://pubmed.ncbi.nlm.nih.gov/8194677/>

First Fit



— First Fit
— Full Target
- - NL2 Target



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New users

AAM starting point varies based on age, experience level and audiogram

First Fit

Confirm First Fit

1 2 3 4
Client Device Confirm Finish

Fitting Formula

NAL-NL2 NAL-NL2

Adaptation Manager

Automatic Automatic

End: 100% End: 100%

Current: 80% Current: 80%

Time remaining: 28 Days Time remaining: 28 Days

Experiencing feedback?

Start Feedback Test

Back Next

Experienced users

AAM always starts at full target

First Fit

Confirm First Fit

1 2 3 4
Client Device Confirm Finish

Fitting Formula

NAL-NL2 NAL-NL2

Adaptation Manager

Automatic Automatic

End: 100% End: 100%

Current: 100% Current: 100%

Time remaining: 1 Days Time remaining: 1 Days

Experiencing feedback?

Start Feedback Test

Back Next

Build a great fit, one step at a time

The image displays four overlapping screenshots of the Unitron 'First Fit' software interface, illustrating a four-step process for building a great fit.

- Step 1: Confirm client information**
This screen shows fields for 'Date of Birth' (1974-07-11) and 'Age' (49 years). It includes an 'Audiogram' graph and a section for 'Experience with Hearing Instruments' with buttons for 'First Time' and 'Long Term'. A note at the bottom states: 'Client's age, experience with hearing instruments, and unique audiology adaptation manager.'
- Step 2: Confirm device acoustics**
This screen features a large graph showing frequency response. Below the graph, there are dropdown menus for 'IntelliVent', 'Receiver' (M), 'Ear Piece' (Open Dome), 'Wire Length' (0-R), and 'Dome Size' (Small). A 'Back' button is at the bottom.
- Step 3: Confirm First Fit**
This screen shows the 'Fitting Formula' set to 'NAL-NL2'. It includes an 'Adaptation Manager' section with a slider for 'Automatic' (Current: 80%, End: 100%) and a 'Time remaining' of 28 Days. A 'Start Feedback Test' button is present.
- Step 4: First Fit complete**
This screen shows the 'Insights Setup' section with two items: 'Activated via Unitron TrueFit' (status: green checkmark) and 'Activated via Unitron Remote Plus app' (status: Pending). Below this, a 'Where to next?' section offers four options: 'Tuning', 'Program Manager', 'Accessories', and 'Fitting Summary'. 'Back' and 'Close' buttons are at the bottom.

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Love The Experience
Log It All



Log It All matches patients with the technology level that will suit their real-world listening patterns – not just how they remember it

Recalculate

Conversation in quiet

R ✓

Detect

✓ L

FLEX:TRIAL™

Moxi V9-R M

Battery Level: Good

FLEX:TRIAL™

Moxi V9-R M

Battery Level: Good

Connection

+

History

View history from:

4/14/2023 - 4/28/2023

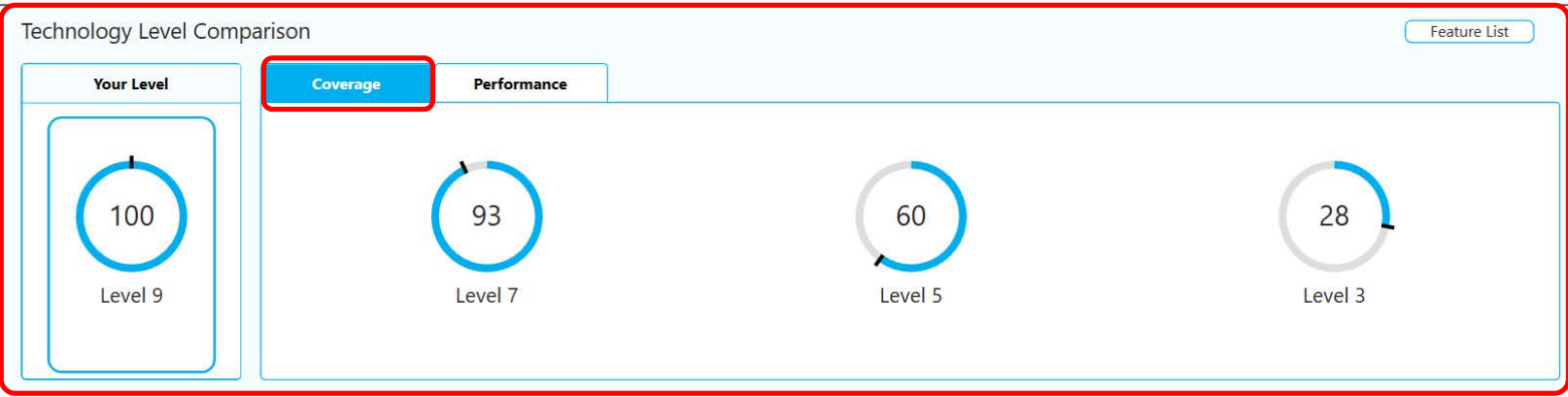
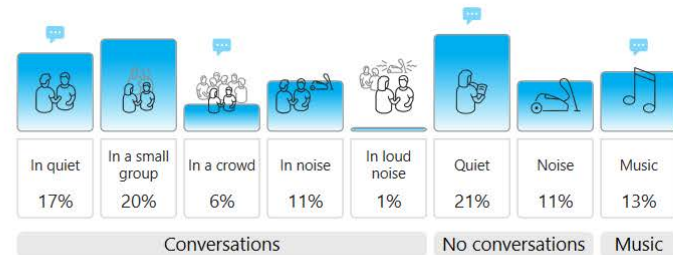
Quick Links

Technology Change >

Your Listening Lifestyle
(April 14, 2023 - April 28, 2023)

Moxi V9

Lifestyle Coverage
Coverage shows how well a technology level matches your listening lifestyle



History

View history from:

4/14/2023 - 4/28/2023

Quick Links

Technology Change

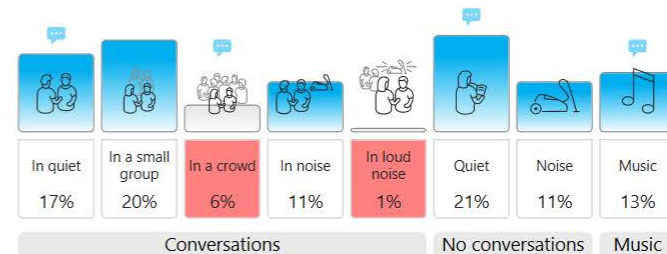
Your Listening Lifestyle

(April 14, 2023 - April 28, 2023)

Moxi V7

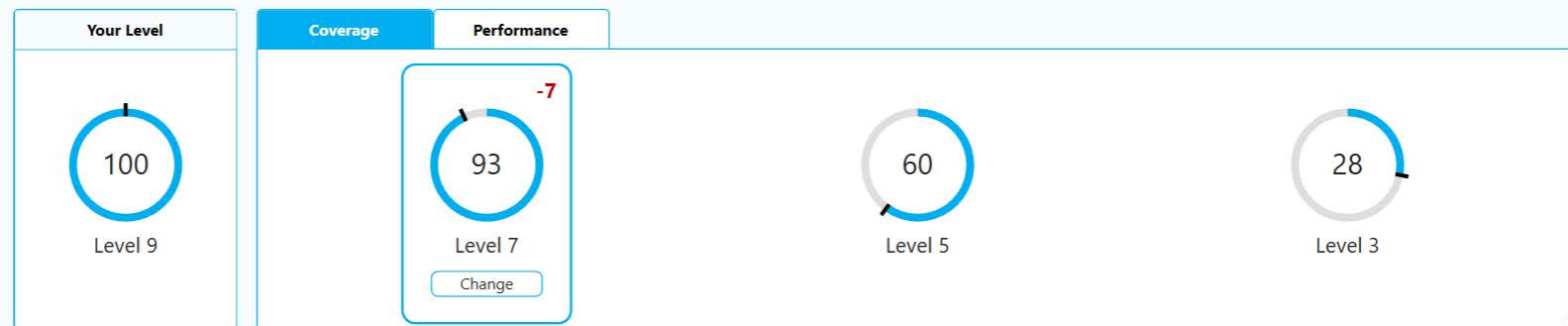
Lifestyle Coverage

Coverage shows how well a technology level matches your listening lifestyle



Technology Level Comparison

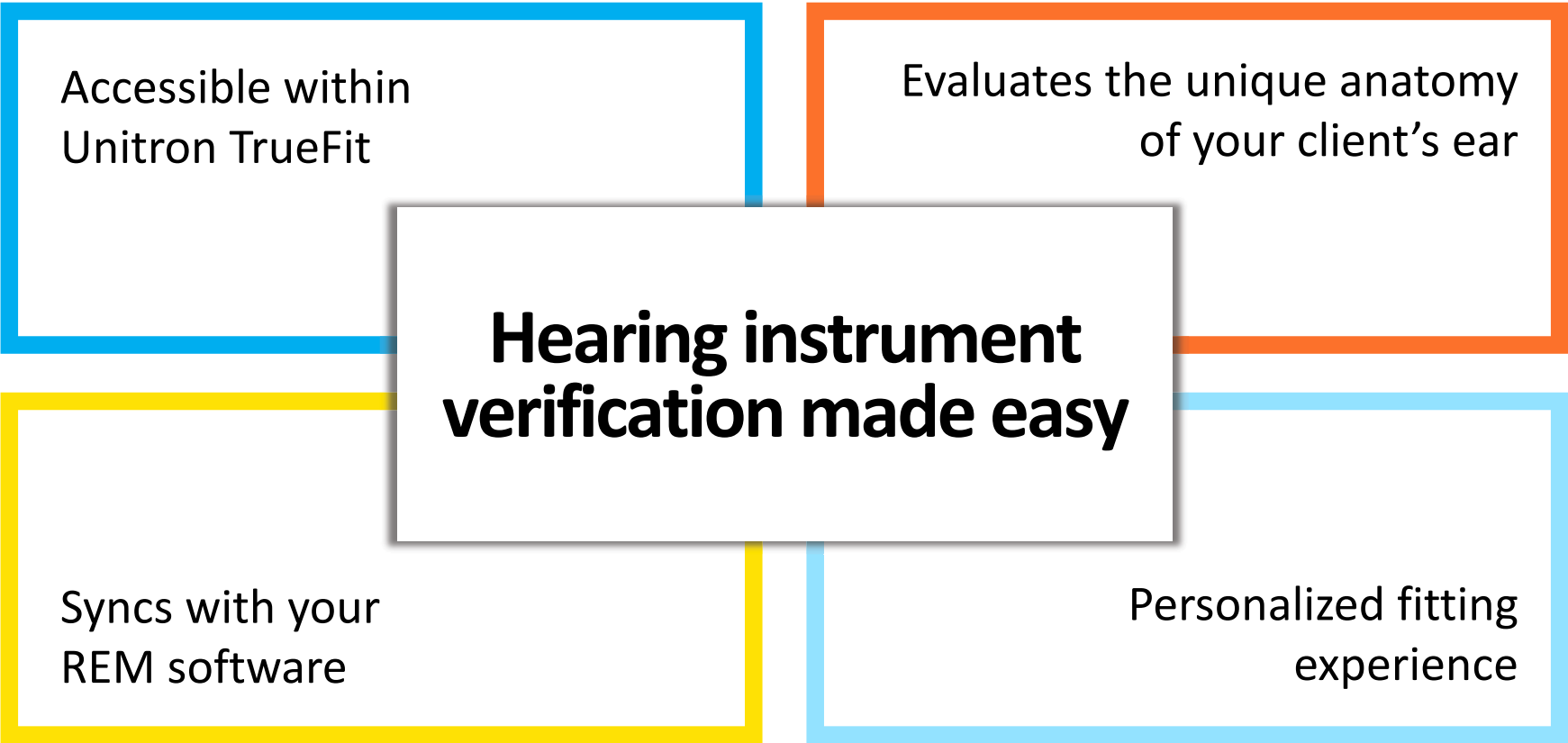
Feature List



Automatic REM 2







Accessible within
Unitron TrueFit

Evaluates the unique anatomy
of your client's ear

**Hearing instrument
verification made easy**

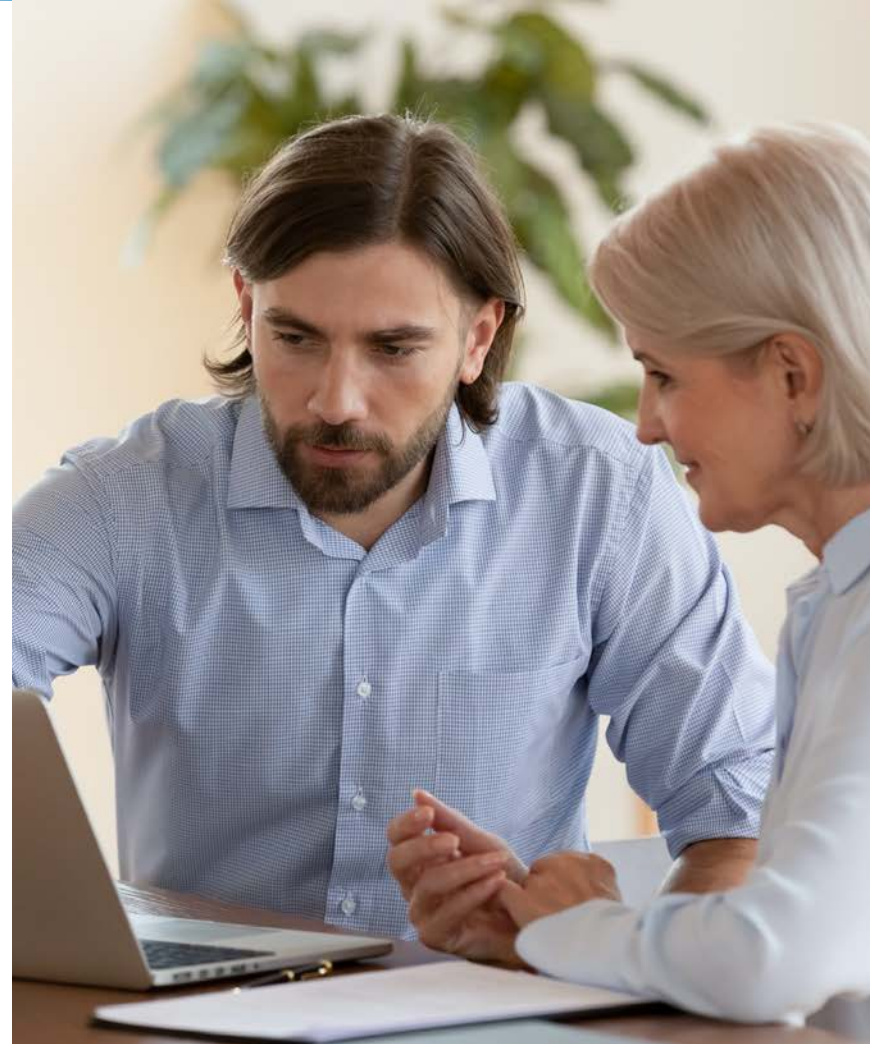
Syncs with your
REM software

Personalized fitting
experience

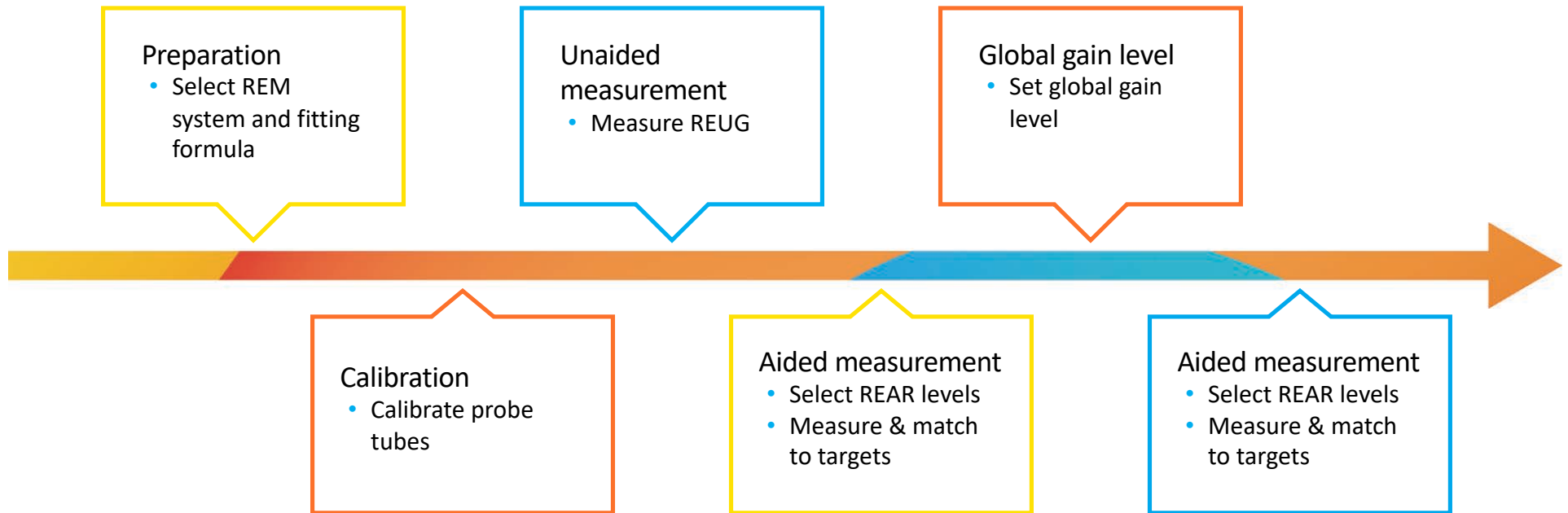
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Recommendations for use

- Initial fittings & follow up appointments
- Significant changes to a client's hearing instrument(s)
- Changes to a client's hearing loss
- Changes in technology level
- To differentiate your practice



The workflow



Fitting system compatibility

Automatic REM

Auricle

Automatic REM 2

Affinity Suite

Primus Pro

Unity 3

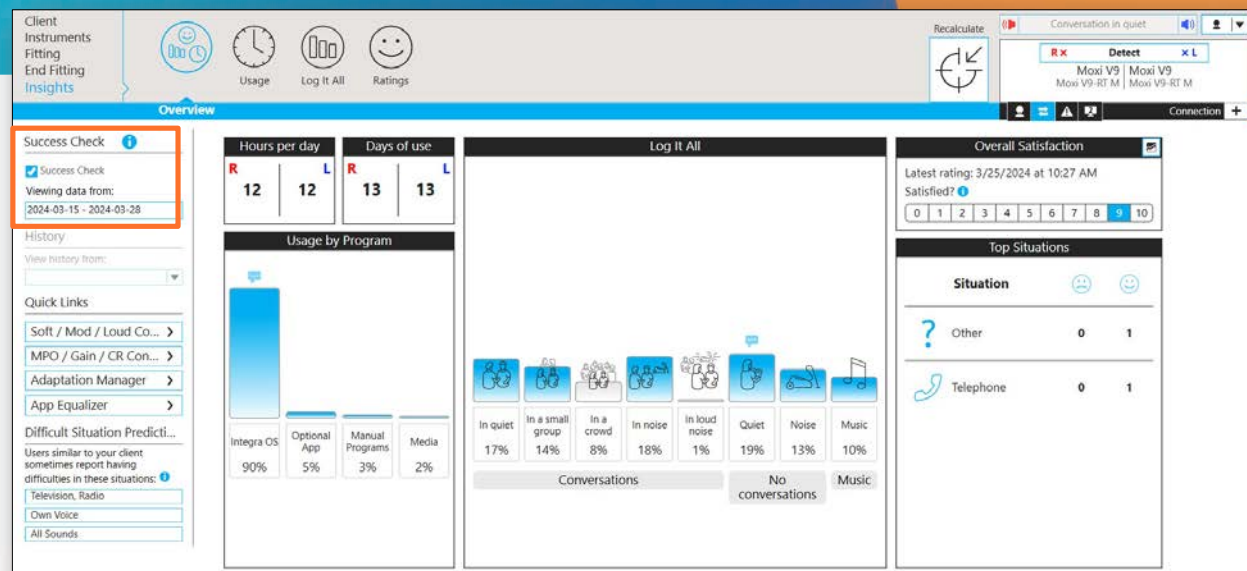
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Success Check



Now presenting: Success Check



What is it?

Success Check allows you to:



View your client's

- Usage data,
- Log It All data,
- Ratings,
- and more



Be alerted to success
and barriers...



...without the need to connect
their hearing instrument to
Unitron TrueFit™ fitting
software.

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Recommendations for use

- Follow up tool for new hearing instrument users
- To facilitate continuous, holistic care
- Start the conversation about when it's time to get new hearing instrument(s)
- Further differentiate your practice



A re-cap on Insights

Success Check provides a comprehensive look at a client's experience, without needing to connect to their instruments.

- First download of Success Check data will occur 24 hours after client activation in the app
- The range will be from the last time you connected the hearing instruments to the date you are viewing the data.

Success Check

☒ Success Check data

Viewing data from:

2024-04-12 - 2024-04-16

History

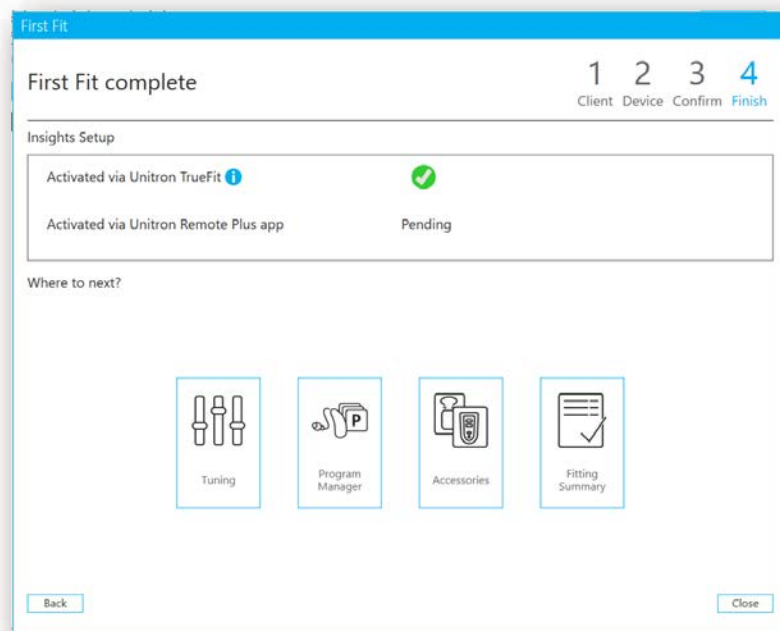
View history from:

2024-04-11 - 2024-04-12



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Activation

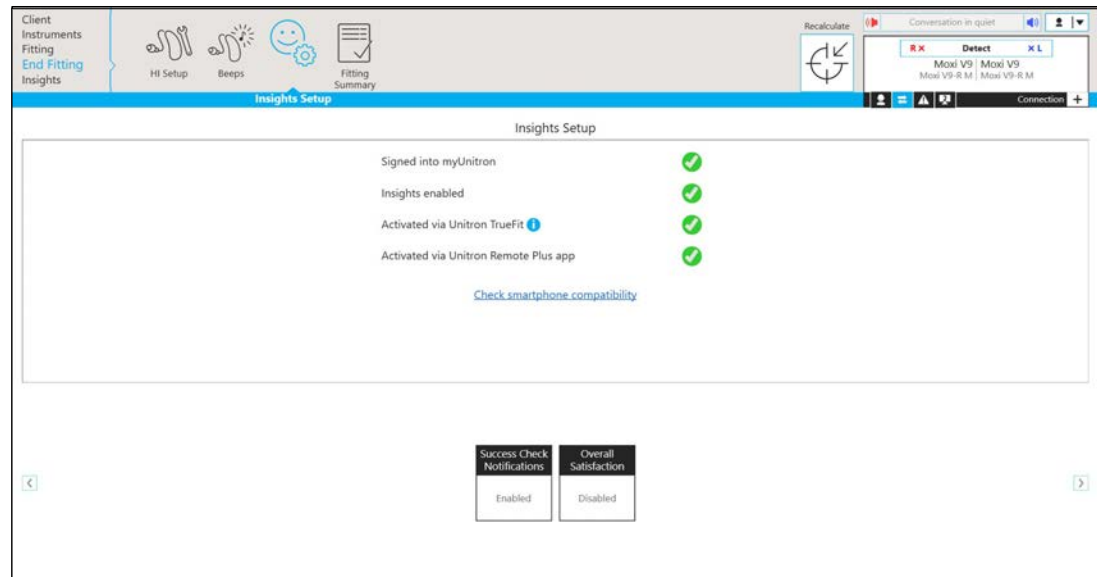


Option 1: Through the First Fit workflow

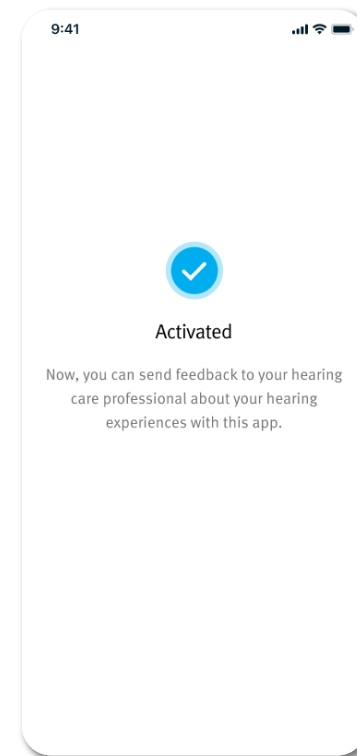
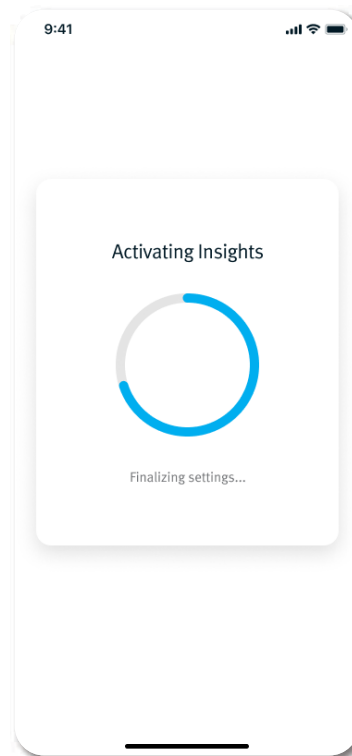
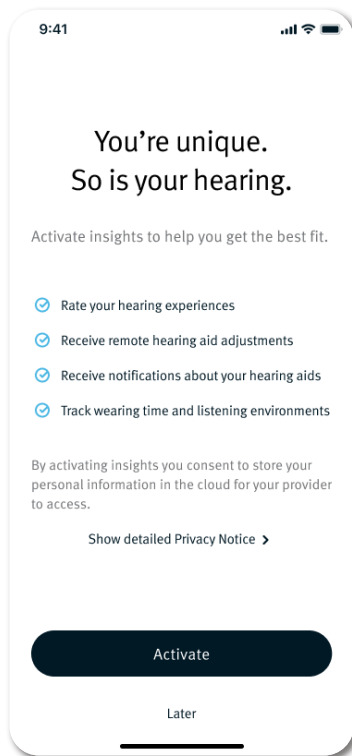
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Activation

Option 2: The Insights Setup page



Client activation in the app



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Client
Instruments
Fitting
End Fitting
Insights

HI Setup

Beeps

Fitting
Summary

Recalculate

Conversation in quiet

Detect

Moxi V9 Moxi V9

Moxi V9-R M Moxi V9-R M

Battery Level: High Battery Level: High

Connection

Insights Setup

Insights Setup

Signed into myUnitron

Insights enabled

Activated via Unitron TrueFit

Activated via Unitron Remote Plus app

[Check smartphone compatibility](#)

Success Check
Notifications

Overall
Satisfaction

Enabled

Disabled

Success Check email notifications

Be alerted about your clients' successes and barriers through email notifications

unitron Success Check 

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) R: Moxi V9-R M (123456789)
Last fitting date	Monday January 1, 2024 (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 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™ 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.

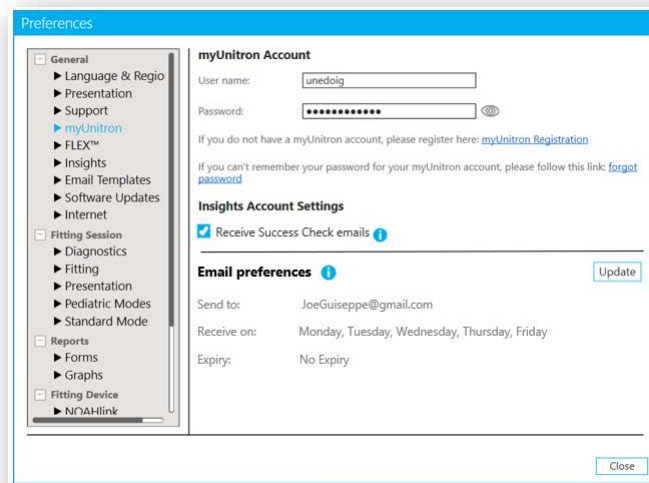
A Sonova brand

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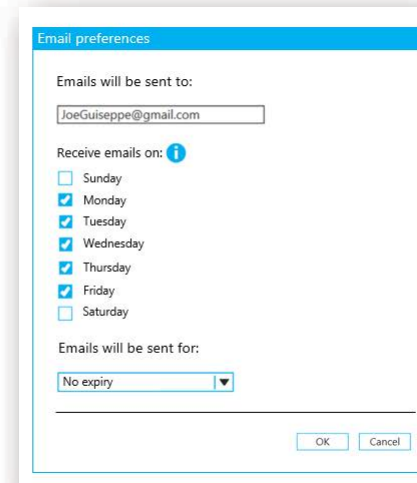
If you prefer not to receive Success Check emails for this client, you can [unsubscribe](#).
You can deactivate Success Check notifications for all clients in Unitron TrueFit fitting software.

Personalization options for email notifications

Customize notifications so they work for your client, and for your clinic.



The screenshot shows the 'Preferences' window for myUnitron. On the left is a sidebar with a tree view containing categories like General, Fitting Session, Reports, and Fitting Device. The 'myUnitron Account' section is active, showing fields for 'User name' (unedoig) and 'Password' (masked with dots). Below these are links for registration and password recovery. The 'Email preferences' section is expanded, showing 'Send to' as JoeGuisepp@gmail.com, 'Receive on' as Monday through Friday, and 'Expiry' as No Expiry. An 'Update' button is next to the email preferences.

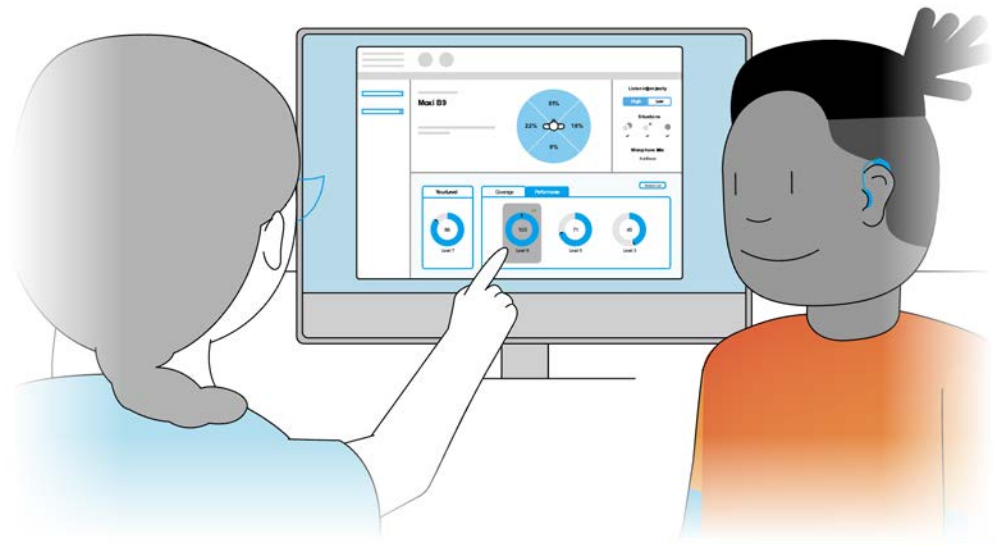


The screenshot shows the 'Email preferences' dialog box. It has a title bar 'Email preferences'. The 'Emails will be sent to:' field contains JoeGuisepp@gmail.com. The 'Receive emails on:' section has a list of days with checkboxes: Sunday (unchecked), Monday (checked), Tuesday (checked), Wednesday (checked), Thursday (checked), Friday (checked), and Saturday (unchecked). The 'Emails will be sent for:' dropdown is set to 'No expiry'. 'OK' and 'Cancel' buttons are at the bottom right.

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How can Success Check help you and your clients?

- Know what to expect at a follow-up appointment, helping you be better prepared
- Intervene early – if needed
- Be more informed when making remote adjustments
- Offer more personalized client support throughout the hearing care journey
- Further differentiate your practice



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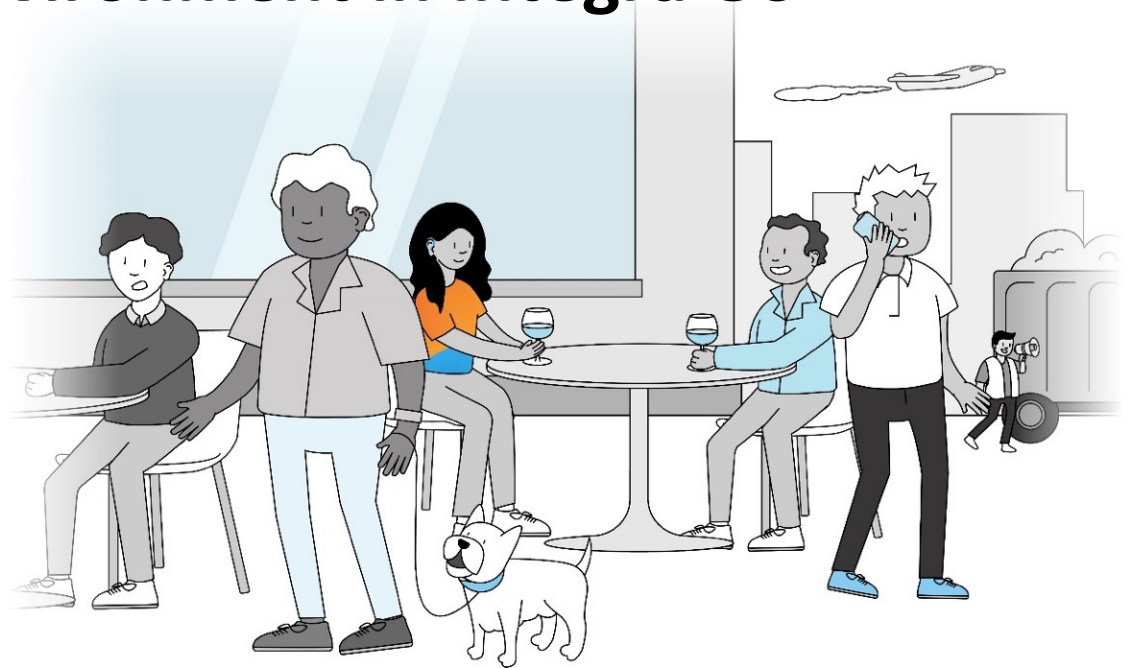
Sound performance

What's new?

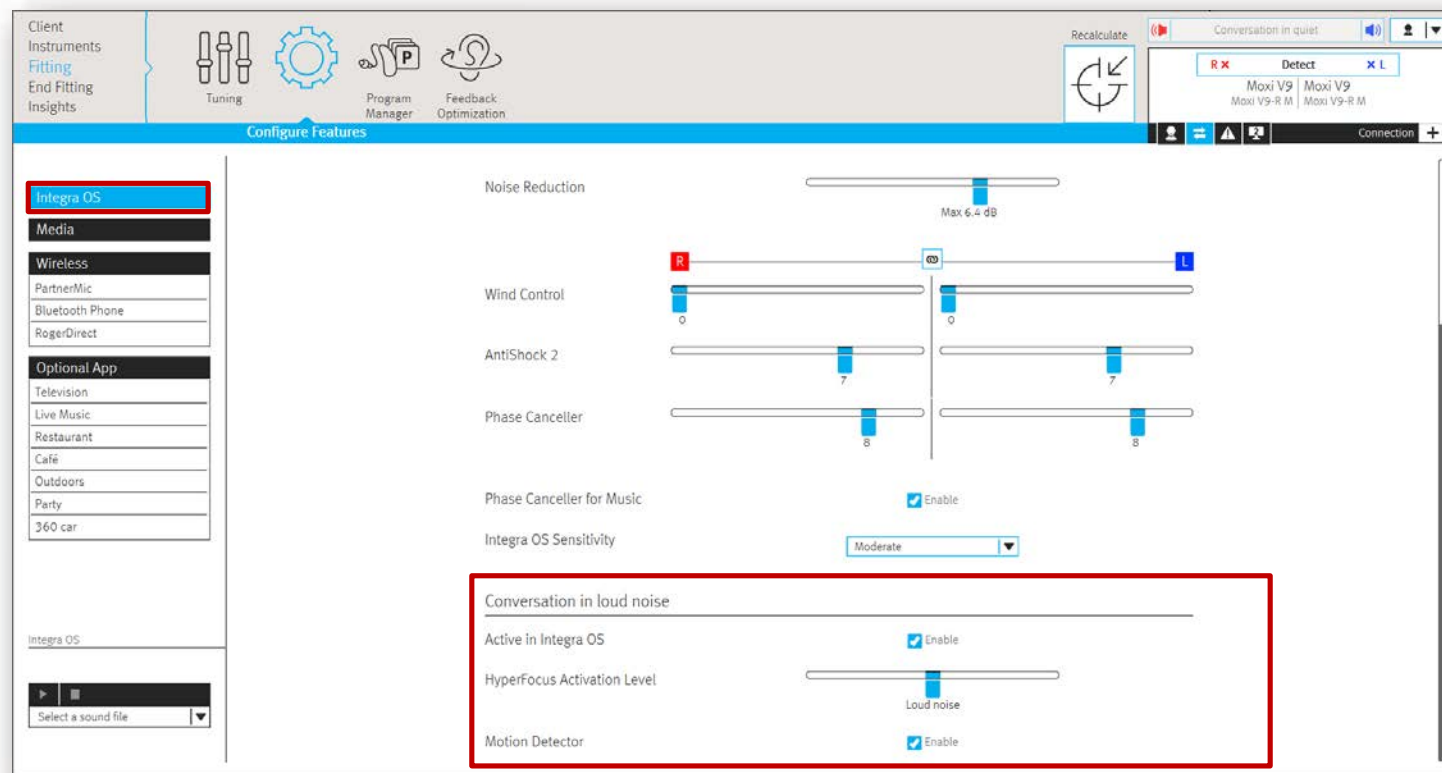
Sound performance

New 8th listening environment in Integra OS

Conversation in loud noise
with **HyperFocus**

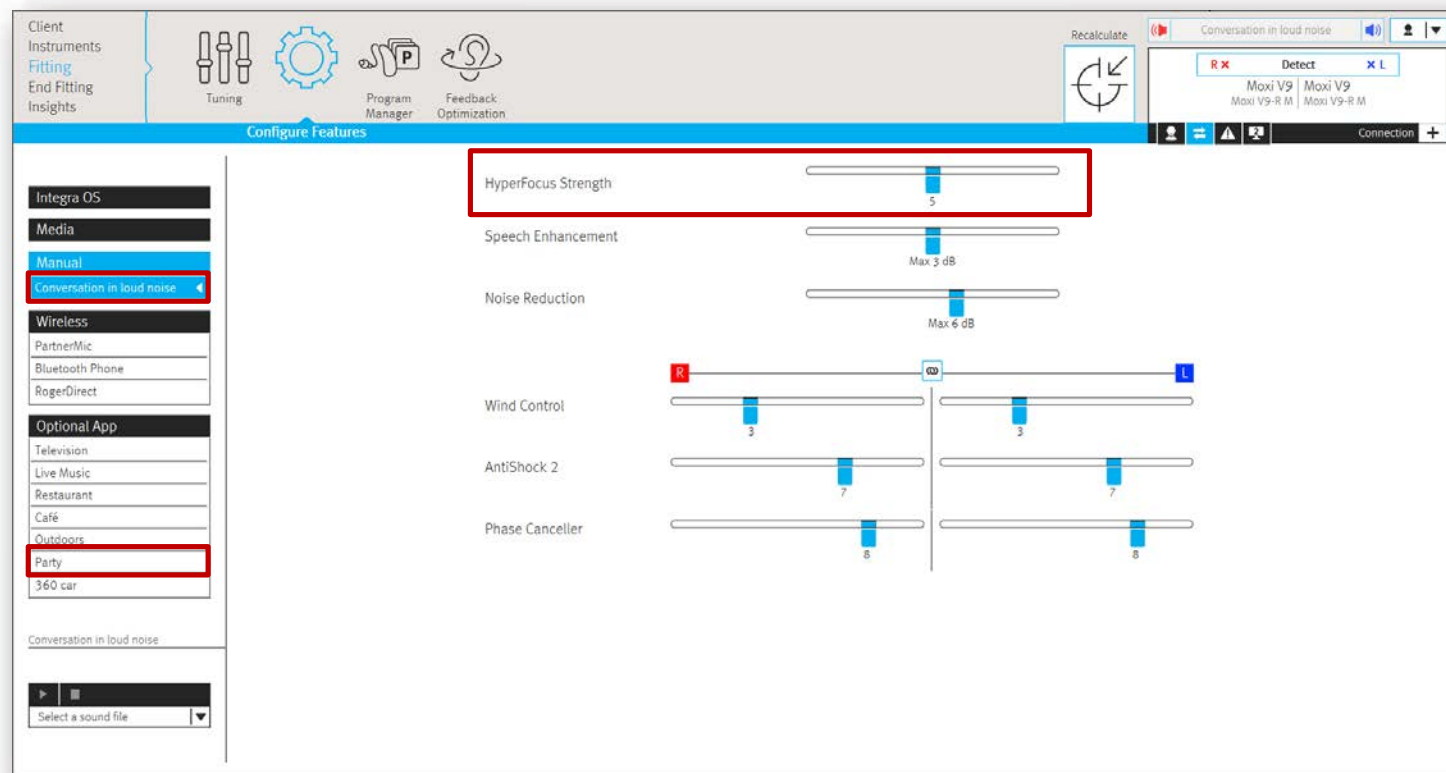


Configure Features Screen: New Conversation in loud noise section



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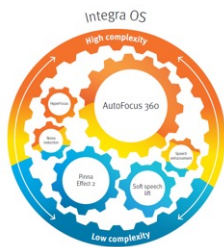
Configure Features options for Conversation in loud noise manual program & OAP



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HyperFocus

Available in Integra OS automatic (conversation in loud noise) **and** manual programs



Integra OS automatic (level 9)



Manual program (levels 9 & 7)



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What's new?

Sound performance

New 360 conversation in car manual program

Automatically focuses on speech, regardless of where passengers are sitting



360 conversation in car in 9 technology level

Binaural, wireless network

- Special detection algorithm for car acoustics
- Location of speech direction
- Automatic focus in that direction
- Configurable in TrueFit
- Optional app program in Remote Plus app



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Car manual programs

Level 9	
Vivante	Blu
Available Programs	Available Programs
Please click the button next to the program you wish to add.	
Conversation in quiet -->	Conversation in quiet -->
Conversation in a small group -->	Conversation in a small group -->
Conversation in a crowd -->	Conversation in a crowd -->
Conversation in noise -->	Conversation in noise -->
Conversation in loud noise -->	Car with Speech -->
360 conversation in car -->	Speech from Mask -->
Car with Speech -->	Quiet -->
Speech from Mask -->	Noise -->
Quiet -->	Car / Plane -->
Noise -->	Music -->
Car / Plane -->	Place of Worship -->
Music -->	Acoustic Telephone -->
Place of Worship -->	Mute -->
Acoustic Telephone -->	
Mute -->	

Level 7	
Vivante	Blu
Available Programs	Available Programs
Please click the button next to the program you wish to add.	
Conversation in quiet -->	Conversation in quiet -->
Conversation in a small group -->	Conversation in a small group -->
Conversation in a crowd -->	Conversation in a crowd -->
Conversation in noise -->	Conversation in noise -->
Conversation in loud noise -->	Speech from Mask -->
Car with Speech -->	Quiet -->
Speech from Mask -->	Noise -->
Quiet -->	Car / Plane -->
Noise -->	Music -->
Car / Plane -->	Place of Worship -->
Music -->	Acoustic Telephone -->
Place of Worship -->	Mute -->
Acoustic Telephone -->	
Mute -->	

Top Audiology Tech Support Questions

When a hearing care professional says...

“My patient’s app is not pairing to the new hearing instruments ?”



Steps to pair to Remote Plus app

1. Begin the pairing with “welcome...pair your hearing aids” screen of the app
2. Close all background running apps
3. Check phone has latest update installed
4. Shut off phone for 15 seconds

Check to see if the instruments will connect or show in the Remote Plus app

If the above does not pair the instruments to the app:

1. Turn off all other BT phones/watches/tablets within vicinity and TrueFit is closed
2. Go into settings on phone > find Remote Plus app settings > clear cache and data

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When your patient says...

“My phone picks up in the car and not in my hearing instruments?”



Call routing

iPhone

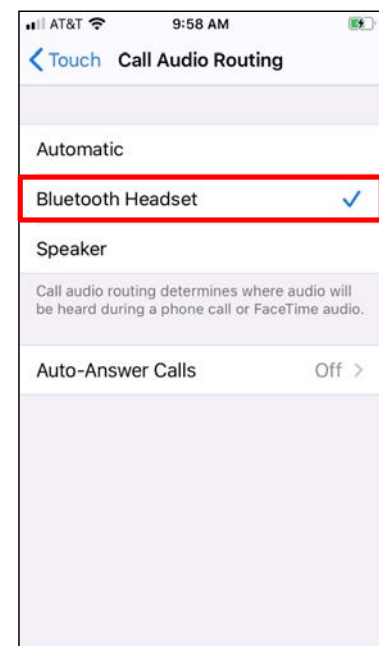
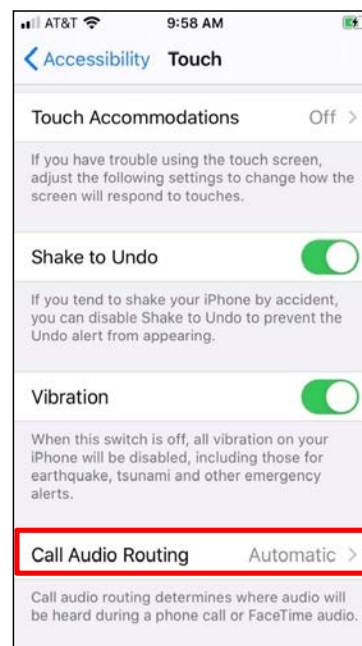
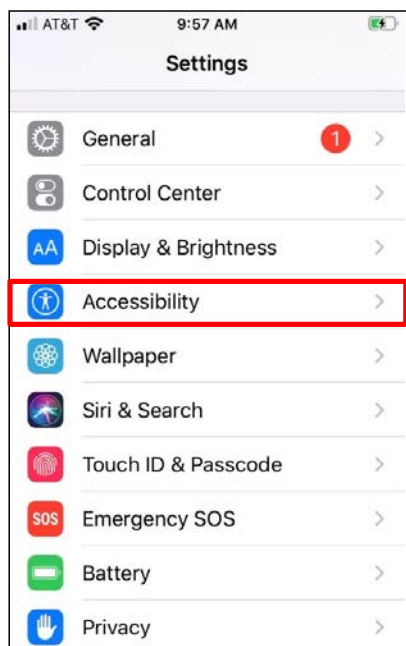
Incoming call audio will route based on how the call is answered:

- Answer the call on the hearing instruments > hear call in the hearing instruments
- Answer the call on the vehicle > hear call on vehicle's Bluetooth
- Answer the call from the phone > hear call on the phone's handset

Changing call routing

To change call routing to always route to the hearing instruments for iPhones:

Settings > Accessibility > Touch > Call Audio Routing > Bluetooth Headset



on™

When your patient says...

“The hearing aids are going in and out”

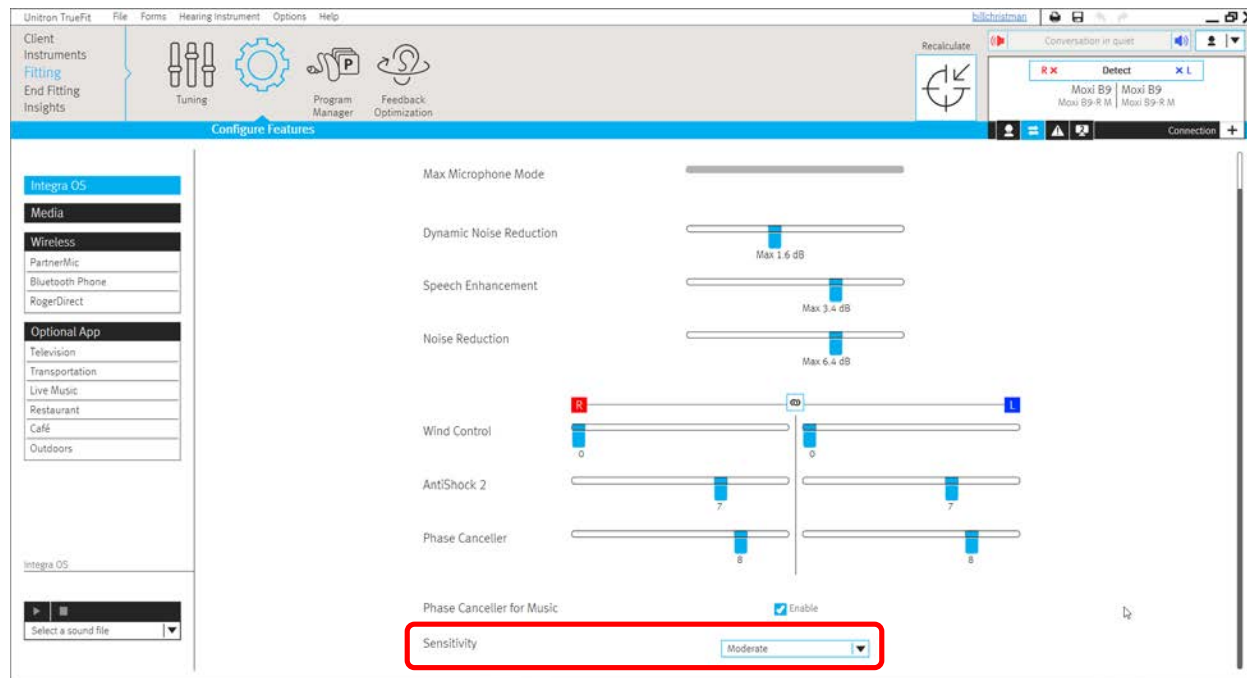
Intermittency - verify gain settings within Integra OS

Make sure the gain difference between the different programs are within 2-3dB



Intermittency – adjust the sensitivity of Integra OS

Decreasing the sensitivity of Integra OS will make the system less reactive to changes in the environment



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Event driven sound systems

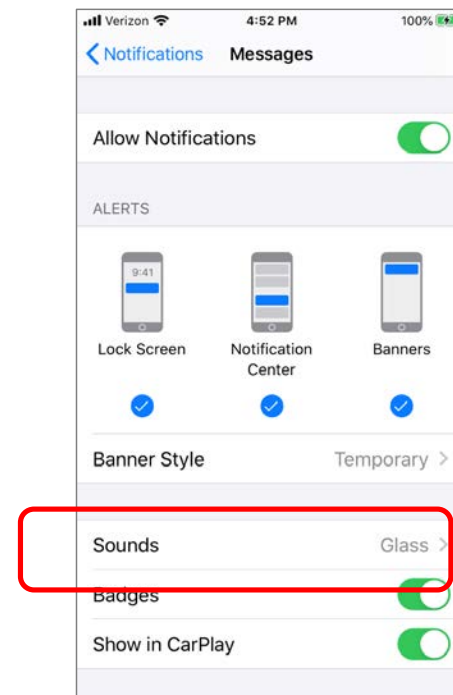
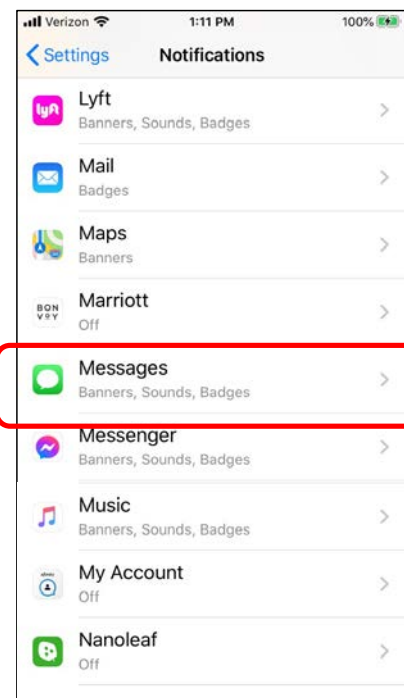
Keyboard, notifications, lock screens and sounds & haptics can trigger the hearing instruments to switch to the streaming programs.

Disable Notifications:

- Settings > Notifications
- Disable notifications by app (can disable just the sound)

Disable System Sounds:

- Settings > Sounds and haptics (iPhone)
- Settings > Sounds and vibrations > System sounds (Samsung)



When your patient says...

“There’s too much noise!”



Difficulty in noise

Bothered by transient noises?

AntiShock™ 2

Other, more “steady state” type noises?

Noise reduction

directionality through Autofocus 360 and Dynamic Noise Reduction

Difficulty in background noise?

HyperFocus

Unitron TrueFit File Forms Hearing Instrument Options Help

Client Instruments Fitting End Fitting Insights

Tuning  Program Manager Feedback Optimization

Configure Feature

Recalculate 

Conversation in quiet 

R x Detect x L

Moxi V9 Moxi V9
Moxi V9-R M Moxi V9-R M

Connection +

- Integra OS
- Media
- Wireless
- PartnerMic
 - Bluetooth Phone
 - RogerDirect
- Optional App
- Television
 - Live Music
 - Restaurant
 - Café
 - Outdoors
 - Party
 - 360 car

Integra OS

Select a sound file

AutoFocus 360

☒ Enable

Max Microphone Mode



Dynamic Noise Reduction



Speech Enhancement



Noise Reduction



Wind Control



AntiShock 2



Soft Sound Reduction



Phase Canceller



A conceptual image featuring a red vintage-style alarm clock and a hand with orange nail polish interacting with a smartwatch in its charging case. Both are placed on a blue circular pedestal against a solid blue background. The entire scene is framed by a thick yellow border.

Devices designed for
life

Welcome to the
Vivante™
experience



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Convenient solutions

TV Connector



Partner Mic



Remote Control



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Proven performance

- Sonova proprietary protocol
- For distance and very loud noise situations

roger



Roger Select



Roger Table Mic II



Roger On

unitron™



Summary

- Experience Tech Tools (ETT)
 - First Fit
- Automatic REM 2
- Success Check
- App update
- General updates & FAQs

