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- Go to File > Print (or use Command + P).
- In the Print dialog, click the PDF drop-down menu and select Open PDF in Preview.
- In Preview, go to File > Print.
- In the Layout section, choose the number of pages per sheet (e.g., 2, 4, or 6).
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- In the Print dialog, look for a 'Pages per sheet' option (available in some PDF viewers like Adobe Acrobat).
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Course Information

Limitations/Risks

- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

Mastering Unitron's Digital Solutions

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Learning Objectives

Participants will be able to:

- Identify the latest updates to TrueFit that are available for clinicians to utilize with their patients to enhance outcomes
- Apply Unitron's digital tools to maximize patient support
- Implement Remote Plus App enhancements to expand patient benefit

Unitron Product Portfolio

Unitron's current lineup spans two platform families — Smile and Vivante — with receiver-in-canal, behind-the-ear, and custom ITE options across all major technology levels.

Smile Platform — New Products

Insera S-R: First Rechargeable Custom Instruments

- Next-level sound performance
- Universal connectivity
- Perfect, discreet fit
- Available in all four technology levels: 3, 5, 7, and 9

Insera S-10 NW O

- 10A battery CIC and IIC styles
- Available at all technology levels
- FLEX:UPGRADE compatible
- IP68 rating for the 10 NW O



Diagram of the Unitron product portfolio organized into two platform rows.

Easy Line™ Pro App

The Easy Line™ Pro app is a new clinician-facing diagnostic tool launching on the App Store and Google Play on March 30, 2026. Designed for hearing care professionals to service hearing aids, it improves clinic efficiency and helps triage repairs quickly.

Why Easy Line™ Pro?

- Improves clinic efficiency and troubleshooting
- Triage repairs that are a quick fix and easily identifies hearing aids that need to be sent in
- Frees up clinic time so that providers can spend more time with their patients
- Builds trust between patient and provider

Device and OS Requirements

For the best experience, an iPad or Tablet is recommended.

Device	Operating System	Versions
iPad or iPhone	iOS	18 and newer
Tablet or smartphone	Android	13 and newer

Diagnostic Tests Performed

The Easy Line™ Pro app runs three types of diagnostic tests on connected hearing aids:

What tests are performed?



Acoustic check	Battery check	Circuit check
• 2-second broad spectrum noise burst emitted from the receiver. • 90-100 dB SPL (depending on receiver configuration). • Response measured at front and back microphone. • Deviation from normally functioning receivers and microphones is measured.	• State of health from the hearing instrument: • A calculation displayed in percentage and provides an indicator of the health of the cell. • Considered within specifications between 80-100%. • Only available with rechargeable hearing instruments.	• Confirms the hearing instrument circuit is: • Pairing to devices. • Completing diagnostic check and meeting references.

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Three-column table showing tests performed by the Easy Line Pro app.

Acoustic Check

- Emits a 2-second broad spectrum noise burst from the receiver (90–100 dB SPL, depending on receiver configuration)
- Response measured at front and back microphone
- Deviation from normally functioning receivers and microphones is measured

Battery Check

- Displays state of health as a percentage indicating cell health
- Considered within specifications between 80–100%
- Available only with rechargeable hearing instruments

Circuit Check

- Confirms the hearing instrument circuit is pairing to devices
- Confirms the circuit is completing the diagnostic check and meeting references

Remote Plus App 5.4

The Remote Plus app is Unitron's patient-facing control and insights app, allowing users to adjust volume, change programs, and personalize their hearing experience. Version 5.4 introduces several key enhancements.

Remote Plus App 5.4 — New Features

- One Step Pairing (new for Inera S-R)

- Lifestyle Enhancements
- Find My Devices
- Customized Coach workflows
- Coach message feedback
- Connection Management (Stay Connected)
- Persistency of app controls

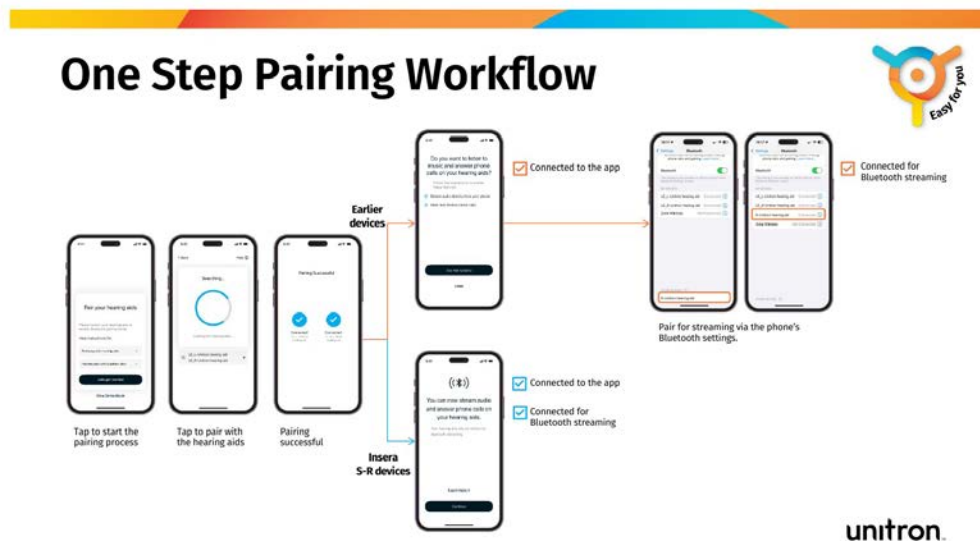
Personalizing the Experience

- Adjust volume and change programs
- Temporarily boost speech or listening comfort in automatic programs
- Customize up to 7 pre-set Optional App Programs
- Personalize manual music programs with pre-set genre options
- Easy equalizer and other adjustments

New One Step Pairing for Inera S-R

The Remote Plus app now pairs hearing instruments with the app and for Bluetooth streaming in a single step for Inera S-R devices.

- Simpler pairing means fewer opportunities for errors
- A new option on the Devices screen allows users to disable or enable streaming if needed
- Earlier devices still require a separate Bluetooth pairing step via phone settings



Flowchart of the One Step Pairing Workflow showing the process beginning with tapping to start pairing, tapping to pair with hearing aids, and reaching pairing successful.

Lifestyle Enhancements

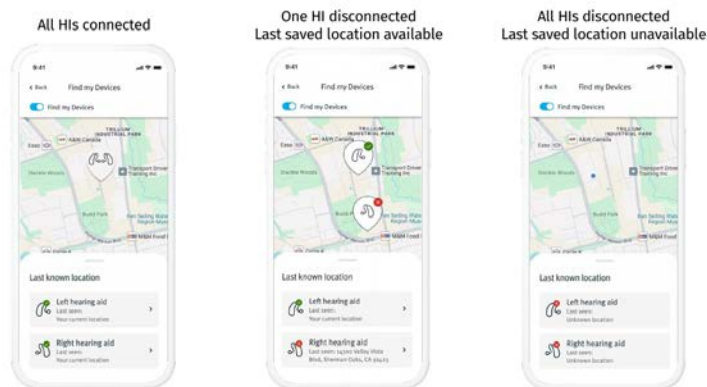
- Learning more about each listening environment makes follow-up conversations more meaningful
- Each listening environment now offers more context and tips (e.g., how to hear better in loud noise)

Find My Devices

Find My Devices is a Remote Plus app feature that displays the last known location of hearing instruments on a map.

- If connected, Bluetooth signal strength is shown to help navigate to the device location
- Available for Smile and Vivante patients
- If all hearing instruments are disconnected and no prior location was saved, the location will show as unknown

Find my Devices & Connection Status



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Three smartphone screenshots illustrating Find my Devices connection states in the Remote Plus app.

Q5

Quiz Hint

- Find My Devices in the Remote Plus app displays the last known location of hearing instruments on a map.
- If connected, Bluetooth signal strength is also shown to assist navigation toward the lost device.
- If all HIs are disconnected with no prior saved location, the app shows 'Unknown location.'

Connection Management — Stay Connected

Version 5.4 introduces a new Stay Connected option within Connection Management. This feature keeps hearing instruments connected to the Remote Plus app even when the app is not in the foreground.

- Enables quick reconnection if a patient makes adjustments
- Increases the reliability of Find My Devices
- Optional feature that can be enabled or disabled at any time from the Devices menu
- Automatically enabled during new app installation and when existing users update the app
- Available for both Smile and Vivante patients

Note on Battery

- Stay Connected may have a small impact on hearing aid battery life.

Q2

Quiz Hint

- The Stay Connected option in Connection Management keeps hearing instruments connected to the Remote Plus app even when the app is NOT in the foreground.
- This increases the reliability of Find My Devices and enables faster reconnection when patients make adjustments.
- It is optional and can be managed from the Devices menu at any time.

Coach Message Feedback

Patients can now provide feedback on the usefulness of individual Coach messages directly within the Remote Plus app.

- A thumbs up or thumbs down feedback option appears at the bottom of each Coach message
- After selecting an option, the icon changes color to confirm the selection is submitting
- A brief thank-you message appears and then disappears
- The feedback section is hidden after a successful submission to prevent duplicate responses
- Feedback is used internally by Unitron to improve Coach messages and is not visible to hearing care professionals

Persistency of App Controls

The following table clarifies how different Remote Plus app controls behave when the hearing instruments are rebooted, when the program is changed, or when the setting is persistent across sessions.

When do app controls persist?

App controls	Reboot hearing instruments to reset	Resets on program change	Setting is persistent
Volume control	Yes		
Mute	Yes	Yes	
Enhance Speech			Yes
Noise reduction			Yes
Focus Mic			Yes
Equalizer			Yes
Comfort/Clarity boost	Yes		
Program change	Yes		

Note: this functionality isn't new; this table provides clarification on existing behaviour.

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Table titled *When do app controls persist?* with four columns: *App controls*, *Reboot hearing instruments to reset*, *Resets on program change*, and *Setting is persistent*.

Key Takeaways

- Enhance Speech, Noise reduction, Focus Mic, and Equalizer settings are persistent (they are retained across reboots and program changes).
- Volume control and Program change reset when hearing instruments are rebooted.
- Mute resets on both reboot and program change.
- Comfort/Clarity boost resets on reboot.
- This table clarifies existing behavior; no new changes were made in version 5.4.

What's New in TrueFit 5.9

TrueFit 5.9 is Unitron's fitting software update supporting the new Inera-S hearing instrument line and introducing workflow improvements for clinicians.

TrueFit 5.9 Updates at a Glance

- New look with a new icon and launcher
- Support for the new Inera-S hearing instruments
- Customize Coach workflows (More or Less Coach support)
- Faster technology level changes (up to 37% faster)
- New Control Delay setting for Inera-S and newer ITEs
- AutoREM updates with expanded system support
- EasyGuard Vented dome support

Unitron TrueFit Fitting Software

TrueFit is designed to be intuitive and easy to use, with data-driven insights to support clients through their hearing care journey. According to Sonova proprietary research (2023, Project ID4688):

- 87% of customers agree that TrueFit software is easy to use
- 86% of customers believe TrueFit software provides helpful insights that support better client outcomes

Faster Technology Level Changes

FLEX:TRIAL and FLEX:UPGRADE technology level changes in TrueFit 5.9 are now up to 37% faster, achieved by updating both instruments simultaneously during the upgrade process.

The slide features a title bar with a yellow-to-blue gradient. On the right is the Unitron logo with the tagline "Easy for you". The main heading is "Faster technology level changes". Below this, text states: "FLEX:TRIAL and FLEX:UPGRAGDE technology level changes are now up to 37% faster thanks to the ability to change both instruments at the same time". A large blue "37%" is prominently displayed. To the right is a screenshot of the "Upgrade: Technology Level" software interface. The interface shows a progress bar with four steps: 1 Preparation, 2 Information, 3 Upgrade (highlighted), and 4 Finish. Below the progress bar, it says "Changing technology level...". Two instrument cards are shown, each with a red 'X' icon and a blue progress bar. The first card is for "Maxi S5" (SN: 8522730881) upgrading to "Maxi S7". The second card is for "Maxi S5" (SN: 1705450822) upgrading to "Maxi S7". Below the cards, it says "Waiting to transfer information..." and "All adaptive features will be set to the recommended defaults for the new technology level." The Unitron logo is at the bottom right of the slide.

Faster technology level changes

FLEX:TRIAL and FLEX:UPGRAGDE technology level changes are now up to

37%

faster thanks to the ability to change both instruments at the same time

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Slide showing that FLEX:TRIAL and FLEX:UPGRADE technology level changes are now up to 37% faster due to the ability to change both instruments simultaneously.

New Control Delay for Inera-S and Newer

For Inera-S and newer ITE instruments, the Startup Settings screen in TrueFit has been updated. The previous 'Startup Delay' and 'Startup Push Button Delay' options have been consolidated into a single 'Control Delay' setting, simplifying the fitting workflow.

AutoREM System Updates

TrueFit 5.9 adds support for Interacoustics Callisto Suite and higher versions of other REM systems:

- Noah Version 4.4.2280 or higher

- Auditdata Measure version 6.0 or higher
- Auditdata Primus version 4.1 or higher
- Interacoustics Affinity Suite version 2.19 or higher (excludes 2.20)
- Interacoustics Callisto Suite version 1.20 or higher
- MedRX Studio version 1.2.1 or higher
- Natus Otosuite version 4.82 or higher
- Signia Unity 3 version 5.9 or higher
- Signia Unity 4 version 6.0 or higher

Q4

Quiz Hint

- The AI Dome Proposer is a TrueFit feature that uses an AI model to recommend dome types based on individual patient fittings.
- The new EasyGuard Vented dome is manually selectable in TrueFit 5.9 but will NOT be recommended by the AI Dome Proposer.

Experience Tech Tools

Unitron's Experience Tech Tools ecosystem includes eight integrated tools that support clinicians and patients throughout the hearing care journey.



Spoke diagram of Unitron's Experience Tech Tools ecosystem.

Coach — Reinforce Counseling Beyond the Clinic

Coach delivers personalized, timely tips, reminders, and advice to patients via the Remote Plus app. It extends and reinforces clinician counseling and helps patients manage day-to-day hearing instrument needs. Research shows that new hearing aid patients must learn up to 111 unique items to use, handle, manage, maintain, and care for their hearing instruments (Bennett et al., American Journal of Audiology, 2018).

Customized Coach Workflows in TrueFit 5.9

- Clinicians can now select either More Coach support or Less Coach support based on each client's individual needs
- More Coach support is intended for clients who are new to hearing instruments or need additional guidance
- Less Coach support is ideal for experienced hearing aid users

Coach workflows in fitting software

- When using the First Fit workflow, the level of Coach support is automatically selected based on the experience level selected.

First Time → More Coach support

Long Term → Less Coach support

- This can be modified in the last step of the First Fit workflow
- If the First Fit workflow is not used, the default selection is **More Coach support**

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Screenshot of the TrueFit First Fit workflow showing the Confirm Client Information screen.

- When using the First Fit workflow, Coach support level is automatically selected based on experience level:
 - First Time users → More Coach support
 - Long Term users → Less Coach support
- The Coach level can be modified in the last step of the First Fit workflow
- If the First Fit workflow is not used, the default is More Coach support

Q1

Quiz Hint

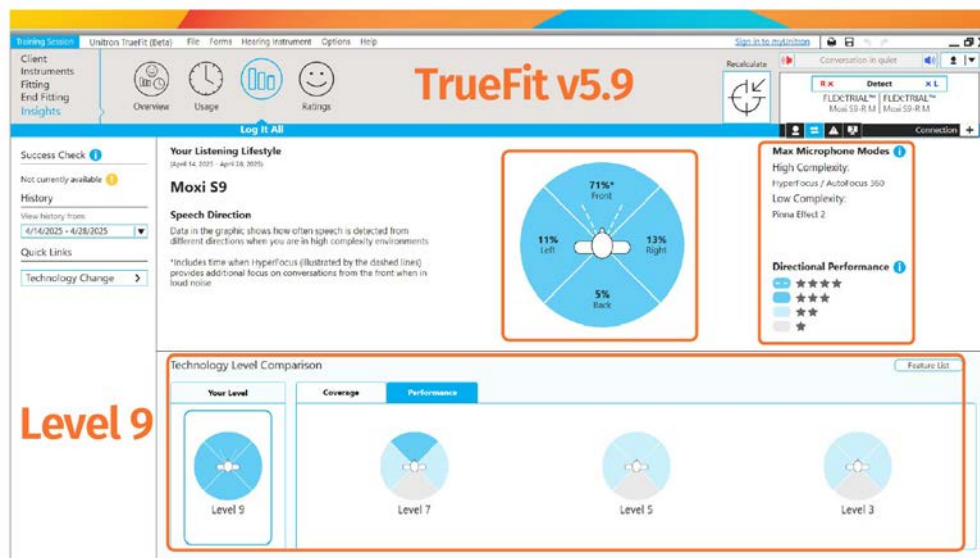
- Coach is the feature available in both TrueFit fitting software and the Remote Plus App that allows hearing care professionals to personalize client onboarding and ongoing support.
- In TrueFit 5.9, clinicians can select More or Less Coach support. More Coach support is

for new or struggling patients; Less is for experienced users.

- If the First Fit workflow is not used, the default is More Coach support.

Log It All Performance Screen Updates

TrueFit v5.9 includes an updated Log It All Performance Screen with clearer presentation of patient listening lifestyle data, directional performance, and technology level comparisons.



Screenshot of the updated TrueFit v5.

Key Updates in TrueFit v5.9 Log It All Screen

- Speech Direction dial now shows how often speech is detected from different directions when in high complexity environments (updated wording for clarity)
- Max Microphone Modes panel now lists the microphone modes available at high and low listening complexity for the client's technology level
- New Directional Performance section with a star rating scale showing performance across technology levels
- Technology Level Comparison uses circular visual representations of listening environment coverage at Levels 9, 7, 5, and 3

Q3

Quiz Hint

- From the Log It All tab in TrueFit, clinicians can view Usage data, Log It All listening environment data, and Ratings without needing the hearing instruments physically

connected.

- This data is accessed via the History view and can inform technology level discussions with patients during follow-up appointments.

EasyGuard™ — Earwax Management

EasyGuard is Unitron's new approach to earwax (cerumen) management for receiver-in-canal hearing aids. Described as the revolution in earwax management, it is designed to simplify hearing aid maintenance.

EasyGuard

The revolution in earwax management

Clear sound

- Sealing, sound-transmitting membrane for additional protection from cerumen

Effortless care

- Simply wipe to clean

More smiles all around!



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Product image showing the EasyGuard earwax management system.

Key Features

Clear Sound

- Sealing, sound-transmitting membrane provides additional protection from cerumen while maintaining sound quality

Effortless Care

- Simply wipe the dome to clean — no dome replacement required in routine maintenance

EasyGuard™ Vented Dome in TrueFit 5.9

- The new EasyGuard Vented dome is manually selectable in TrueFit 5.9
- It will NOT be automatically recommended by the AI Dome Proposer

Getting Started Guide

TrueFit 5.9 includes an updated Getting Started Guide that can be printed, saved as PDF, or emailed directly to patients from within the fitting software. The guide is device-specific and customized based on the hearing aid model and patient settings.

Getting Started Guide Content

- Controlling your hearing instruments
- Caring for your hearing instruments
- How to download the Unitron Remote Plus app
- Pairing and using your mobile phone with your hearing instruments
- Using your mobile phone with your hearing instruments

Accessing the Guide

- Preview, print, or save: Go to File > Print in TrueFit, then check the Hearing Instrument(s) box under Getting Started Guides
- Email delivery: Go to File > Send Getting Started Email to send the device-specific guide directly to the patient

Key Takeaways

Digital Solutions Summary

- Easy Line™ Pro App launches March 30, 2026 on the App Store and Google Play — a new clinician-facing diagnostic tool for hearing aid servicing.
- One Step Pairing for Inera S-R instruments in the Remote Plus app pairs both the app and Bluetooth streaming in a single step.
- Find My Devices is available for all Vivante and Smile patients in Remote Plus app 5.4.
- Customized Coach Workflows in TrueFit 5.9 allow clinicians to select More or Less Coach support based on patient experience level.
- EasyGuard Vented Dome is now selectable in TrueFit 5.9 (not AI Dome Proposer-recommended).
- Log It All Performance Screen in TrueFit v5.9 includes updated speech direction data, Max Microphone Modes, and Directional Performance ratings.
- Stay Connected in Remote Plus app 5.4 maintains continuous Bluetooth connection to hearing aids even when the app is in the background.

Notes

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Notes: