

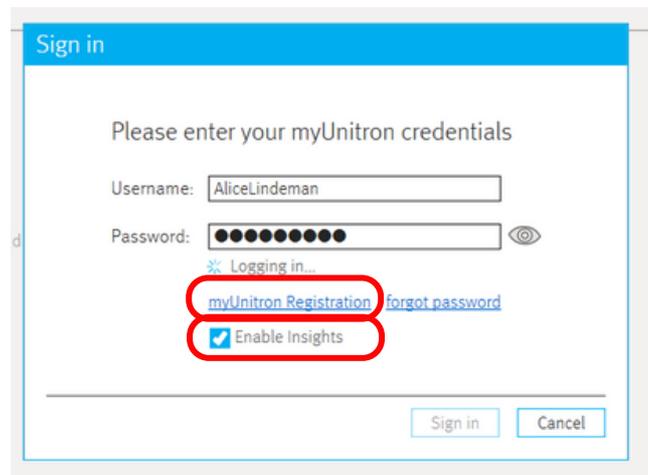
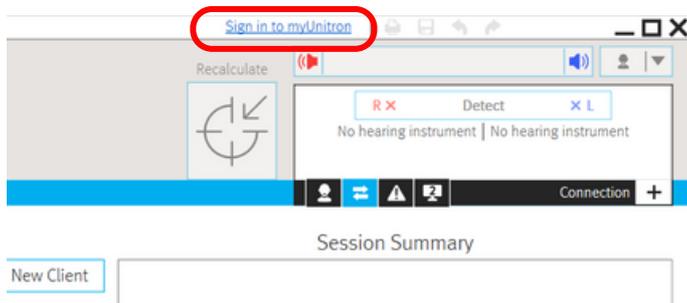
FLEX:UPGRADE™

A step by step guide

The following is a how to guide to completing a FLEX:UPGRADE™ in Unitron's TrueFit software.

1. Sign into your myUnitron account in TrueFit.

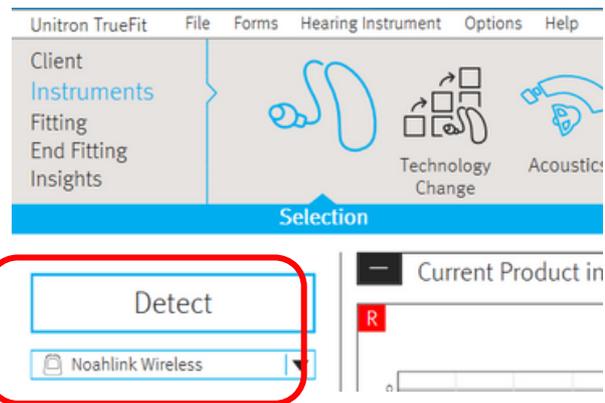
If you don't have an account, register.



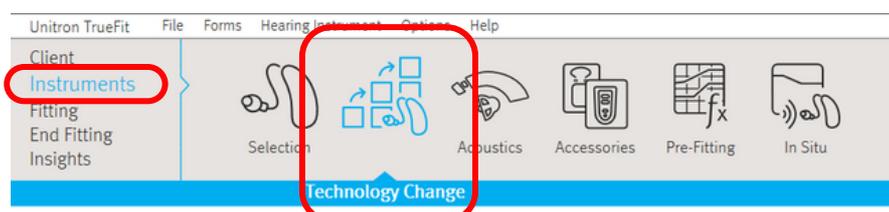
2. Enable Insights.

3. Detect and connect the the hearing instruments to TrueFit using either a NoahLink Wireless, iCube II, NoahLink or Hi-Pro as appropriate.

The detection dialog will indicate whether the instruments have been successfully connected.



4. Go to Instruments > Technology Change.



The current technology level is shown on this screen along with the higher levels available to the instruments.

4. Click on the desired technology level and follow the instructions in the technology change wizard.

During this process, you will have the choice of using the existing fitting or creating a new fitting. We advise removing the devices from the clients ear.

Select New Technology Level

The screenshot shows a wizard titled "Select New Technology Level" with five options: Vivante 1, Vivante 3, Vivante 5 (highlighted), Vivante 7, and Vivante 9. Each option lists its features and "Existing features from" previous levels. For example, Vivante 5 features include Integra OS, 4 Listening Environments, 2 Streaming Environments, Pinna Effect 2, and Soft Speech Lift. Existing features from Vivante 3 include Pinna Effect, Speech Enhancement, and Noise Reduction.

5. The new features of the upgraded hearing instrument(s) will be set to their default settings but if required additional fine tuning can be performed.

6. A trial period is strongly recommended: save the fitting to start the trial period. The trial period can be defined: End Fitting > Beeps. You may select from 1 to 6 weeks.

The screenshot shows the Unitron TrueFit software interface. The "End Fitting" option in the left sidebar is circled in red. Below it, the "Beeps" icon is also circled in red. To the right, three panels show "Beep Setup" (R & L Very Soft, Low), "Beep Enabling" (R: Yes, L: Yes), and "Trial Duration" (R & L ~ 6 weeks), all circled in red.

The screenshot shows the "Trial Duration" dialog box. Two dropdown menus are circled in red, both set to "~ 6 weeks". The dialog is labeled "R" on the left and "L" on the right.

The hearing instruments will play a repeated beep when the trial period expires. This is designed to render the hearing instruments unusable and can only be turned off by saving another TrueFit session.

FLEX:UPGRADE™

Purchasing the new technology

Unitron recommend a trial period before the client progresses to the upgraded technology level.

1. Once the trial period is finished and the decision has been made, detect the hearing instruments in TrueFit.

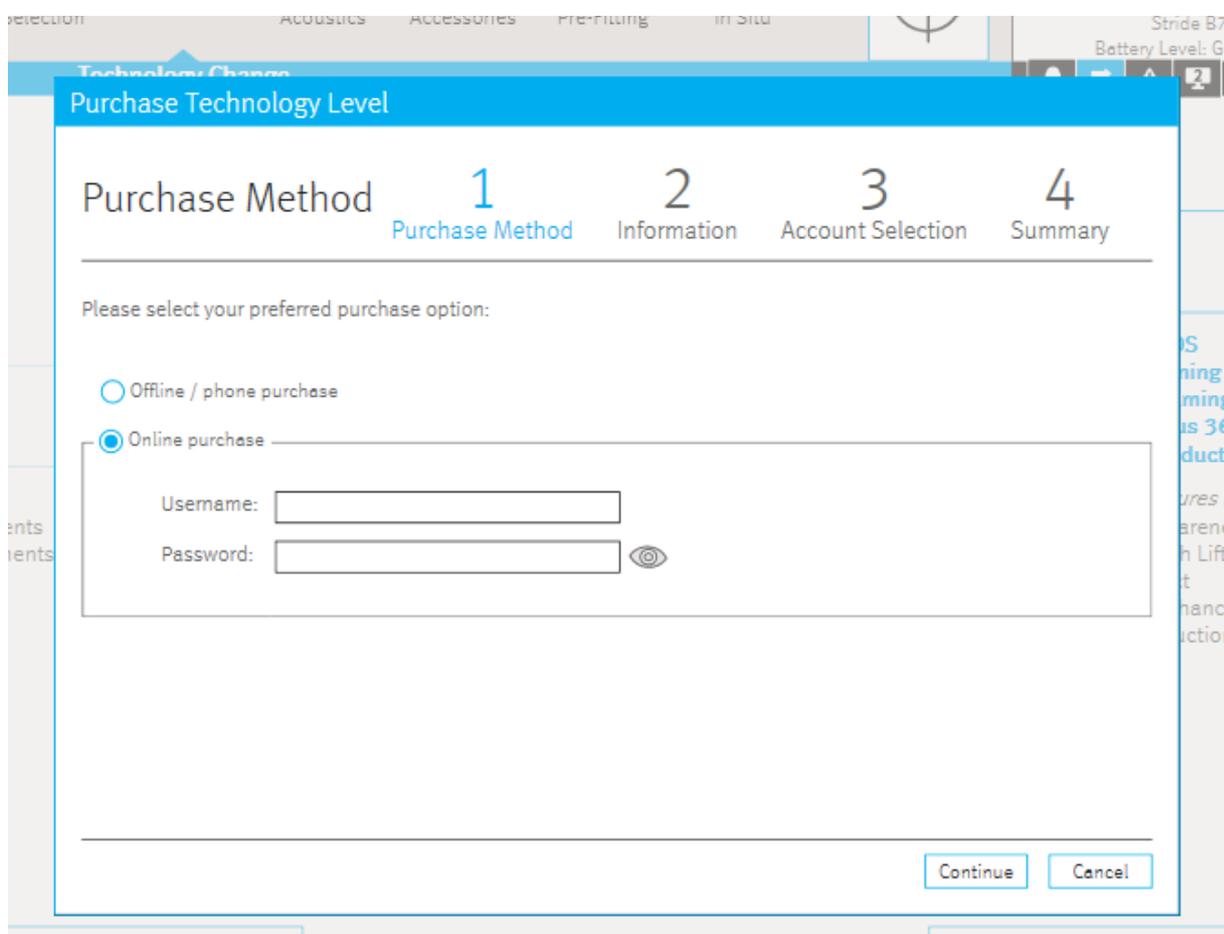
Go to: Instruments > Technology Change > Buy Upgrade.

You'll be prompted to purchase the upgrade online.

2. **Online purchase** requires a FlexUpgrade username and code linked to your clinic, if you do not already have one, this can be requested from Unitron (this code will be used for every upgrade you perform).

Log in using your FlexUpgrade username and code.

once logged in, the wizard will guide you through the purchase process.



The screenshot shows a software window titled "Purchase Technology Level" with a progress bar at the top indicating four steps: 1. Purchase Method (active), 2. Information, 3. Account Selection, and 4. Summary. Below the progress bar, the text reads "Please select your preferred purchase option:". There are two radio button options: "Offline / phone purchase" (unselected) and "Online purchase" (selected). Under the "Online purchase" option, there are two input fields: "Username:" and "Password:". The password field has a small eye icon to its right. At the bottom right of the window, there are two buttons: "Continue" and "Cancel".

3. Enter client information and check the selected devices are correct.

The screenshot shows a dialog box titled "Purchase Technology Level" with a progress bar at the top. The progress bar has four steps: 1. Purchase Method, 2. Information (highlighted in blue), 3. Account Selection, and 4. Summary. Below the progress bar, the text reads: "Press Continue to confirm that you would like to purchase the following upgrade:". A central box displays two device images, each with a red 'R' on the left and a blue 'L' on the right. The first device is labeled "סדרת B7" and "Stride B7" with SN: 2339N0EYP. The second device is also labeled "סדרת B7" and "Stride B7" with SN: 2339N0EYN. Below the device images are three input fields: "Client's First Name (optional):", "Client's Last Name (optional):", and "Reference Note (optional):". At the bottom right, there are "Continue" and "Cancel" buttons.

4. Confirm account information.

The screenshot shows the same dialog box, now at step 3: Account Selection. The progress bar highlights step 3 in blue. The text below the progress bar reads: "Account:". Below this, there are three input fields labeled "Bill To / Payer Accounts:", "Bill To:", and "Payer:". At the bottom, the text reads: "Press Continue to finalize the purchase.". At the bottom right, there are "Continue" and "Cancel" buttons.

5. Check summary.

Purchase Technology Level

Summary 1 2 3 4
Purchase Method Information Account Selection Summary

Your technology level upgrade was successful. Please print a copy of the purchase report for your records.

Stride B5 → Stride B7 Stride B5 → Stride B7

Client's First Name: Account:
Client's Last Name: Bill To Account:
Reference Note: Payer Account:

Print Finish

6. Save session.

Save

Save all client data?

Save to hearing instruments
 Save to database

Notes:
Enter notes

Save Cancel

7. Unitron receive confirmation of the upgrade, an invoice will be generated and sent to you.

NOTE:

If your client chooses not to purchase the upgrade, select the 'revert' button (opposite the 'buy upgrade' button) and follow the on-screen instructions.

Policy & Purchase conditions:

FlexUpgrade™ is available for BTEs, RICs and customs products (excluding legacy instruments).

Please note:

- Upgraded instruments cannot be returned for credit
- Once confirmed, upgrades cannot be reversed
- Please consider the age of the devices before upgrading