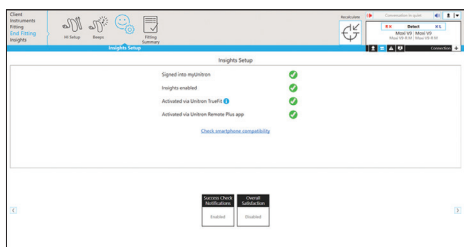




Remote Adjust offers convenient support to your clients with fine-tuning adjustments that can be applied whenever needed. It gives you the flexibility to provide professional care regardless of your client's location. With Remote Adjust, you can extend your care beyond the clinic to deliver an enhanced hearing experience that is tailored to your clients' real-world listening needs.

Performing an adjustment

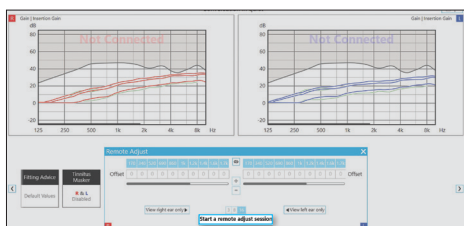
Step 1: Activate Insights



End Fitting > Insights Setup

- To perform an adjustment, ensure you are logged into **myUnitron** with Insights enabled at the time of the fitting
- Ensure your client installs the Remote Plus app and activates Insights
- You can check that your client has activated Insights on the **End Fitting > Insights Setup** screen

Step 2: Start a Remote Adjust session



From the **Tuning** screen > **Remote Adjust**, select **Start a Remote Adjust session**

- To start a Remote Adjust session, open your client's most recent session in Unitron TrueFit fitting software
- Go to **Fitting > Tuning**
- Click on the Remote Adjust toolbox at the bottom and select the **Start a Remote Adjust session** button



Note: You cannot start a Remote Adjust session if you have hearing instruments connected to the fitting software.

How Remote Adjust works

This easy workflow enables you to add simplicity to the hearing journey for you and your client



Adjustment is made in Unitron TrueFit™ fitting software



Adjustment is sent to the Sonova cloud

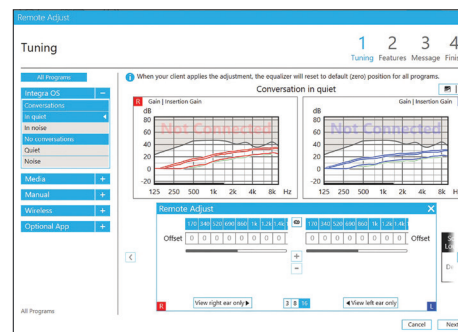


Your client receives a notification on their smartphone via the Remote Plus app and taps to apply adjustment



The Remote Plus app applies adjustment to hearing instruments

Step 3: Start adjusting

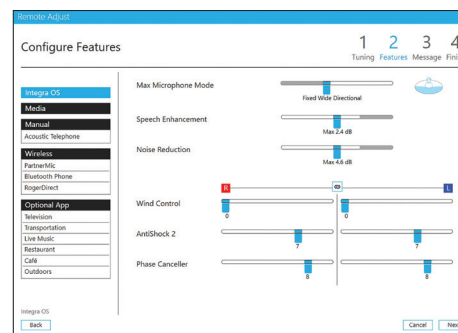


- TrueFit fitting software will guide you through the adjustments you can make to your client's fitting, step-by-step
- First, make gain offset adjustments as needed



Note: if your client is using different settings than the session you have open in TrueFit fitting software, you'll be asked to select which settings to apply the adjustments to. If they are using the same settings, you will skip this.

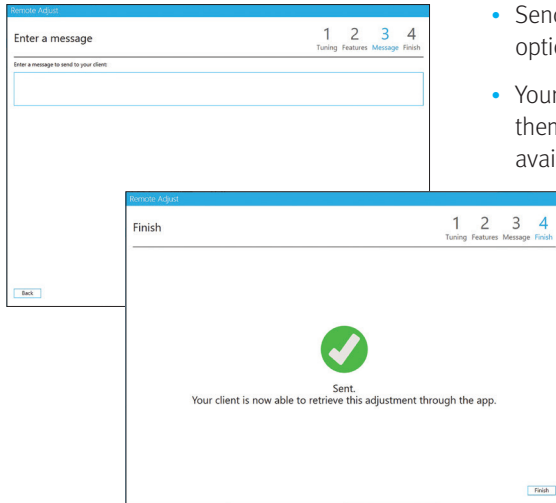
Step 4: Adjust adaptive features



- Next, make adjustments to adaptive features on the **Configure Features** screen

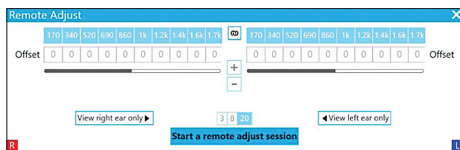


Step 5: Send the adjustment



- Send the adjustment, along with an optional custom message, to your client
- Your client will receive a notification letting them know they have an adjustment available

Step 6: Follow-up appointments



- At follow-up appointments, after you have detected your client's devices, you'll be able to see the gain offset values currently applied
- You'll have the option to reset the gain offset values to zero and can always undo this if needed

How your clients receive and apply adjustments

Step 1: Receive a push notification

We've made it easy and straightforward to use Remote Adjust: when you send an adjustment, your client automatically receives a push notification

Step 2: Apply the adjustment

- Click on the notification or navigate to **Devices** > **Remote Adjust** in the Remote Plus app and tap the **Apply adjustment** button
- Your client will hear a beep confirming the adjustment has been applied
- Your client can easily revert to their previous settings by selecting **Original Adjustment**



Note: you can send multiple adjustments. All adjustments are available in the Remote Plus app until the next time the hearing instruments are connected to fitting software.



Unitron makes life vibrant with amazing hearing solutions designed to make the experience easy. Because everyone deserves to **Love the experience.**

