

Flex:upgrade quick start guide



unitron. Hearing matters

A Sonova brand

Flex:upgrade™ addresses the fact that clients' needs and hearing instrument requirements can change over time. Flex:upgrade is the only technology on the market that allows you to resolve these issues instantly in your office while the client is with you, by upgrading their hearing instrument technology level. Flex:upgrade allows you to download a higher technology level to their current hearing instruments using Unitron TrueFit™ fitting software v2.0 or later, so the client can enjoy a risk-free test drive of the higher technology. After the client has experienced the benefits and decides to purchase the higher technology level, you can finalize the purchase very easily using Unitron TrueFit software.

Initiating Flex:upgrade

Once you have registered for the Flex:upgrade program, you will receive the code that's needed to enable Flex:upgrade in Unitron TrueFit fitting software.

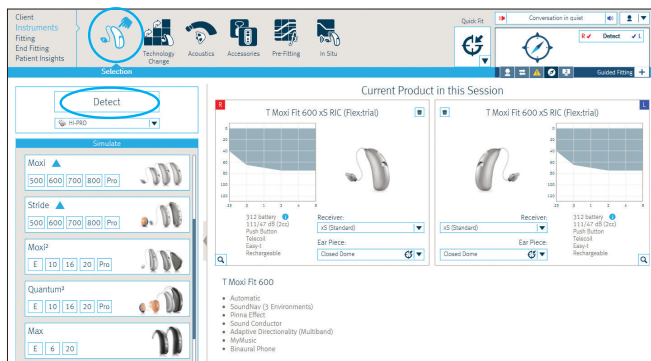
To set up the Flex:upgrade feature in Unitron TrueFit fitting software:

- Go to [Options](#) > [Preferences](#)
- Select [Flex](#)
- Type in the code that was provided to you. Click [OK](#)

Programming hearing instruments for the trial period

Step 1: detect hearing instrument(s)

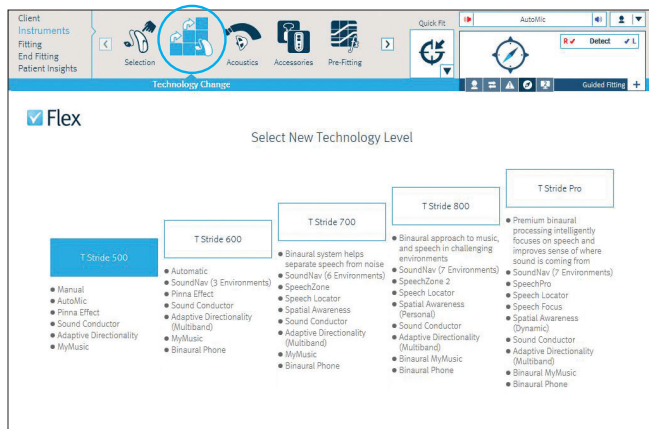
- Connect the hearing instrument(s) to Unitron TrueFit fitting software using your desired programming interface (iCube, NOAHLink or HI-PRO).
- Click on the **Detect** button.
- The detection dialog will indicate that the hearing instrument(s) have been successfully detected.



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

Step 2: select and download 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

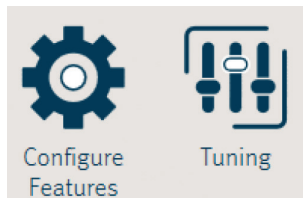
The wizard will guide you through the steps to upgrade the hearing instrument(s). During the upgrade process, you will have the choice of using the existing fitting as a starting point or creating a new fitting.



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

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](#) > [Configure Features](#) or [Tuning](#) screens

Step 4: save the fitting and start the trial period

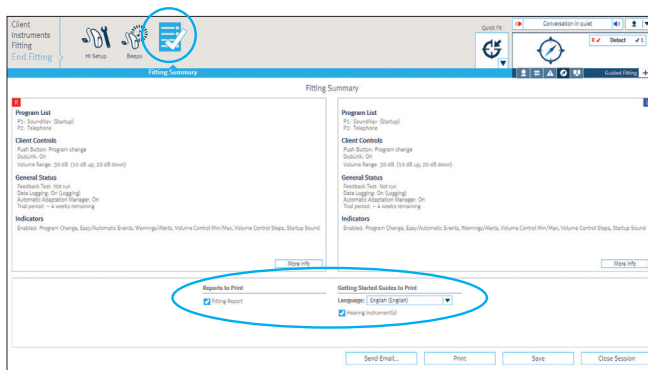
- You can define the length of the trial period in the [End Fitting](#) > [Beeps](#) screen.



Set the trial duration from the [End Fitting](#) > [Beeps](#) screen

- After saving the fitting settings, the hearing instrument(s) are ready for 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 out the Getting Started Guide for your client. It will reflect the higher technology level.




Print a Getting Started Guide from the [End Fitting](#) > [Fitting Summary](#) screen

Purchasing the new technology level

Once you and your client have 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.

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

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

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:

- For an offline purchase, 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 finalized 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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At Unitron, we care deeply about people with hearing loss. We work closely with hearing healthcare professionals to provide hearing solutions that improve lives in meaningful ways. Because hearing matters.

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