

The Sonova vision

A world where everyone enjoys the delight of hearing and therefore lives a life without limitations...

...help people hear the world by providing the most innovative technology, service-oriented dedication and by accepting responsibility for all of our actions.

Your presenters from the Sonova hearing aid groups



Lena Kyman, AuD
Phonak Clinical Trainer
NC, SC, DC, VA, MD, NY, GA
UNC Chapel Hill



Alyssa Ricevuto, AuD
Phonak Clinical Trainer
PA, NJ, DE, MD, NH, ME, VT, MA
University of Oklahoma



Jon Brittian, AuD
Phonak Clinical Trainer
OR, WA, NorCal, AK, HI
Salus University



Marion Dellamonica, AuD
Unitron Regional Trainer
Eastern USA
LSU Health Sciences Center



From classroom to clinic with Phonak

Agenda

1

Engaging the patient in the process

2

Choosing the right technology

3

Making the most of an in-office demo

4

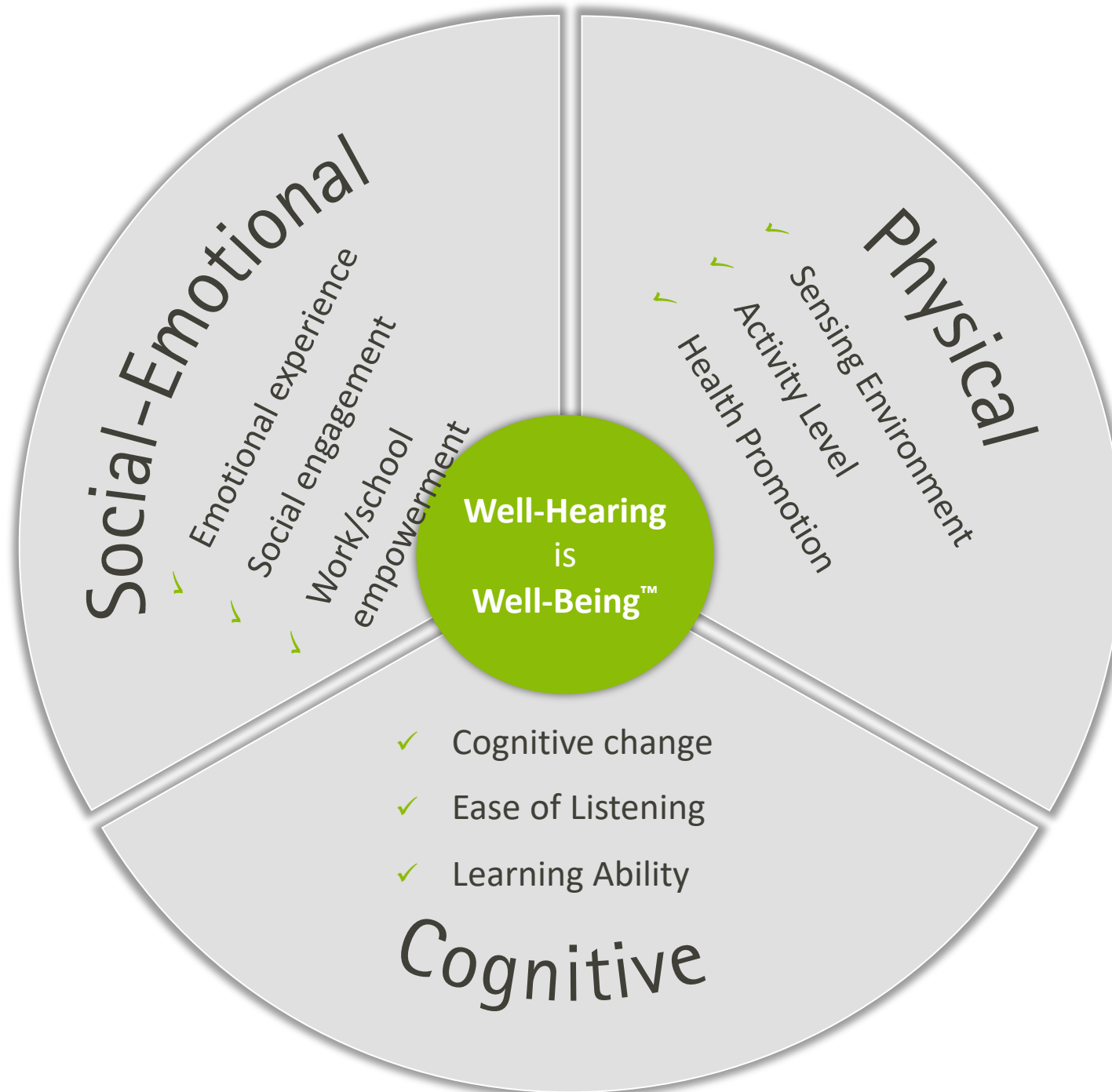
Providing quality after care

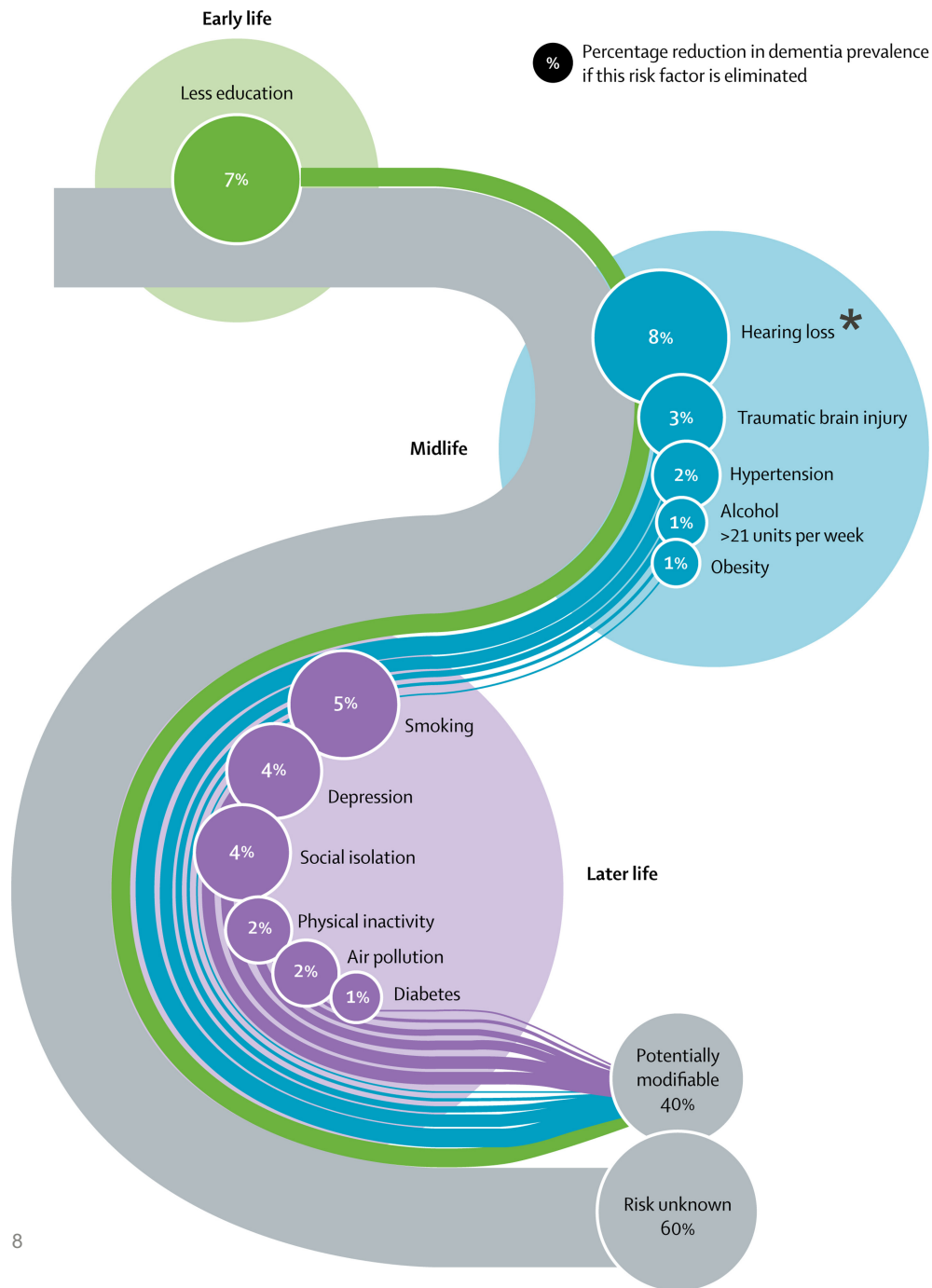


Engaging the patient in the process

Engaging the patient in the process

Well-Hearing is Well-Being™

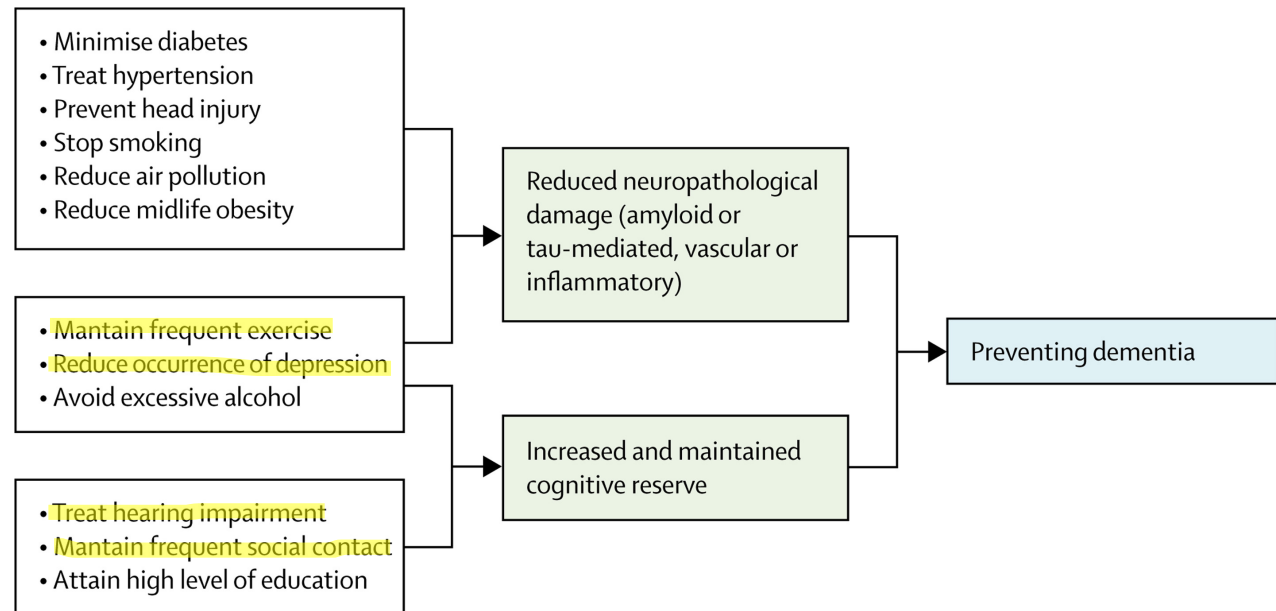




Dementia prevention, intervention, and care: 2020 report of the *Lancet*

Commission

*Hearing loss in midlife (55-65 years) is the #1 **modifiable** risk factor for dementia



Panel: Recommended strategies for dementia risk reduction

Risks are particularly high in more socially disadvantaged populations including in Black, Asian, and minority ethnic groups.

Population-wide

- Prioritise childhood education for all, worldwide
- Implement social public health policies that reduce hypertension risk in the entire population
- Develop policies that encourage social, cognitive, and physical activity across the life course for all (with no evidence for any specific activities being more protective)
- Scrutinise the risks for hearing loss throughout the life course, to reduce the risk of exposure to this risk factor
- Reduce the risk of serious brain trauma in relevant settings, including occupational and transport
- National and international policies to reduce population exposure to air pollution
- Continue to strengthen national and international efforts to reduce exposure to smoking, both for children and adults, and to reduce uptake and encourage cessation

Targeted on individuals

- Treat hypertension and aim for SBP <130 mm Hg in midlife
- Use hearing aids for hearing loss; we need to help people wear hearing aids as many find them unacceptable, too difficult to use, or ineffective
- Avoid or discourage drinking 21 or more units of alcohol per week
- Prevent head trauma where an individual is at high risk
- Stopping smoking is beneficial regardless of age
- Reduce obesity and the linked condition of diabetes by healthy food availability and an environment to increase movement
- Sustain midlife, and possibly late-life physical activity

2020 *Lancet* Commission Recommendations

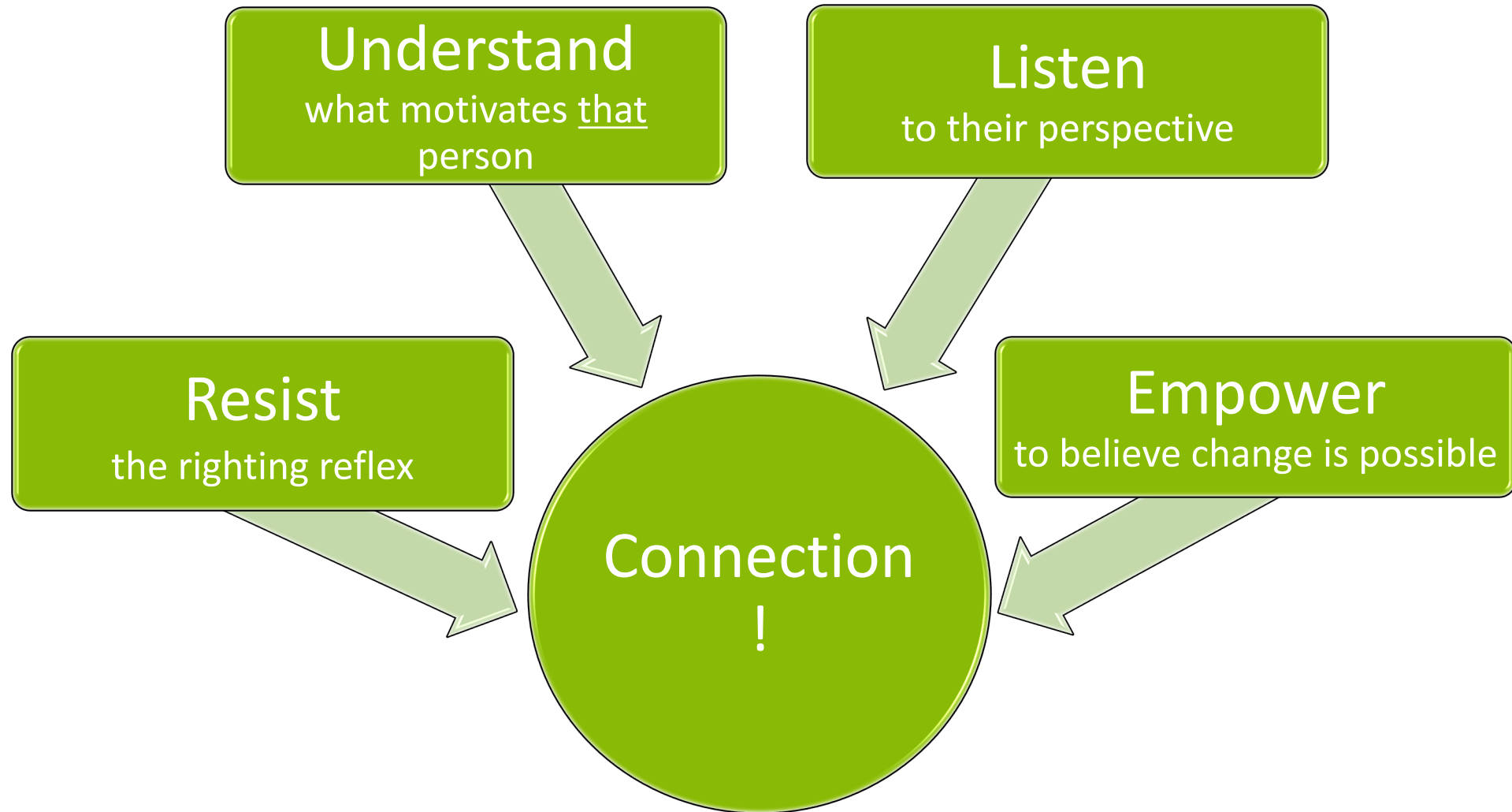
We need to figure out how we can:

- Promote prevention
- Screen and diagnose early
- Get people using hearing technology sooner
- Destigmatize that technology and make it accessible for them
- Integrate that technology into their lives, making it more enjoyable

Engaging the patient in the process

Motivational Interviewing

Four Principles of Motivational Interviewing: **RULE**



Engaging the patient in the process

Family Centered Care

What is current research telling us about the concept of FCC?

- 1 Family support **drives help-seeking** for hearing impairment and leads to **increased adoption rates** and **decreased return rates**¹
- 2 Family support **drives hearing aid satisfaction**, independent of reported benefit with amplification²
- 3 Family experience difficulties associated with hearing impairment as well as the person with the loss. This is called **'third-party disability'** by the WHO. This means family also need your help

¹Singh, G., & Launer, S. (2016). Social Context and Hearing Aid Adoption. *Trends in hearing*, 20, 2331216516673833. <https://doi.org/10.1177/2331216516673833>

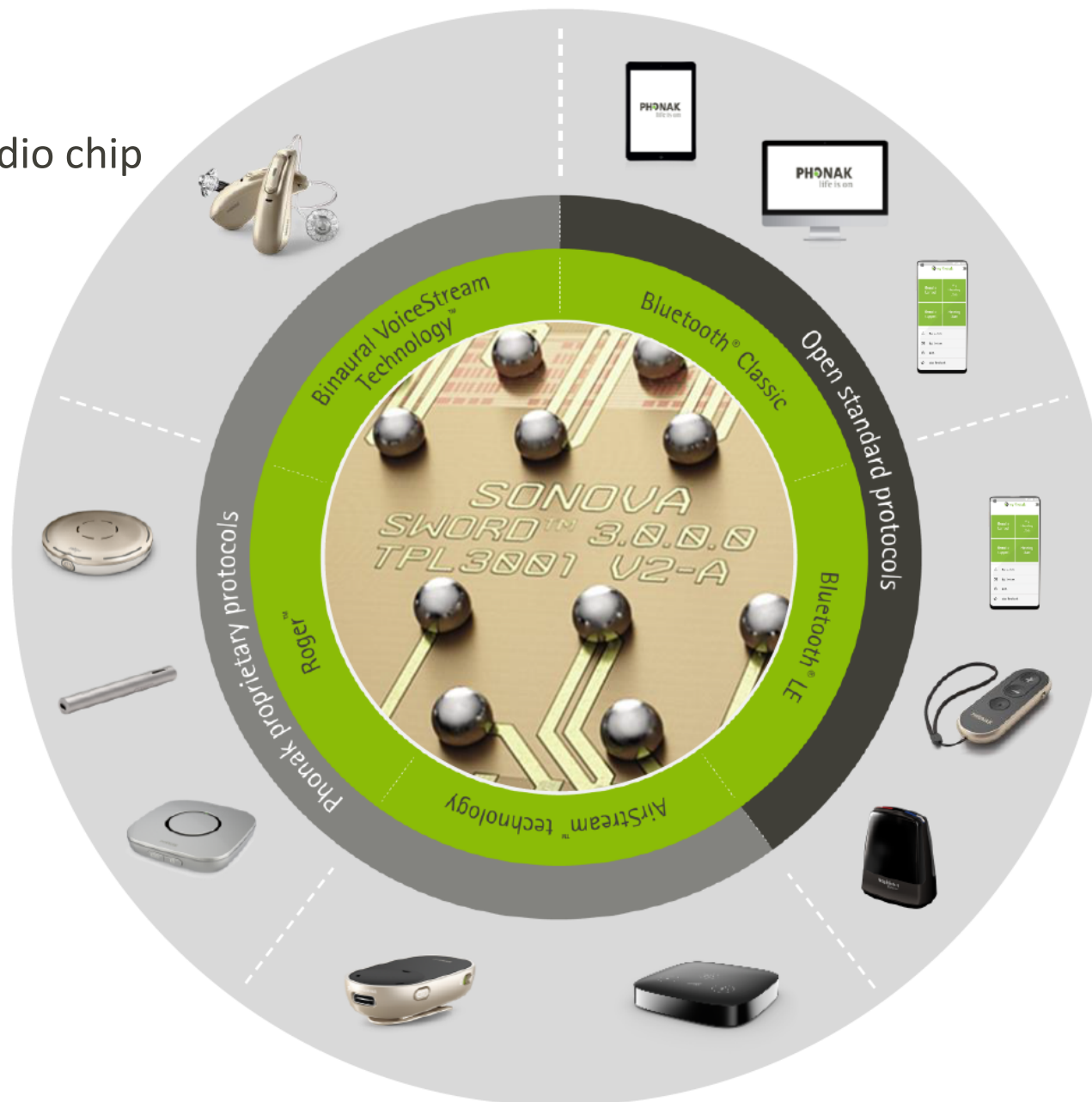
²APA Singh, Gurjit^{1,2,3}; Lau, Sin-Tung³; Pichora-Fuller, M. Kathleen^{3,4} Social Support Predicts Hearing Aid Satisfaction, *Ear and Hearing*: November/December 2015 - Volume 36 - Issue 6 - p 664-676
Doi: 10.1097/AUD.0000000000000182



Choosing the right technology

SWORD™ 3.0

Proprietary 2.4 GHz radio chip



Choosing the right technology

Phonak Marvel hearing aids

Phonak Marvel



Virto M-Titanium



Virto M-10 NW O



Virto M-312 NW O



Virto M-312



Audéo M-312



Audéo M-R



Audéo M-RT



Audéo M-312T



Audéo M-13T



Bolero M-M



Bolero M-PR



Naída M-SP



Sky M-M



Sky M-PR



Sky M-SP

Marvel feature summary

90 Premium

Calm Situation
Speech in Noise
Comfort in Noise
Music
Comfort in Echo
Speech in Loud Noise ¹
Speech in Car
Streamed Speech
Streamed Music

Speech in 360° ¹
EchoBlock
WindBlock
SoundRelax
SNR-Boost
DuoPhone ¹
Real Ear Sound
WhistleBlock
NoiseBlock
QuickSync
SoundRecover2
Tinnitus Balance
Environmental Balance
auto Acclimatization
UltraZoom Premium
20 channels
Rechargeable model available

70 Advanced

Calm Situation
Speech in Noise
Comfort in Noise
Music
Streamed Speech
Streamed Music

Speech in Loud Noise ¹ (manual)
Speech in 360° ¹
WindBlock
SoundRelax
SNR-Boost
DuoPhone ¹
Real Ear Sound
WhistleBlock
NoiseBlock
QuickSync
SoundRecover2
Tinnitus Balance
Environmental Balance
auto Acclimatization
UltraZoom Advanced
16 channels
Rechargeable model available

50 Standard

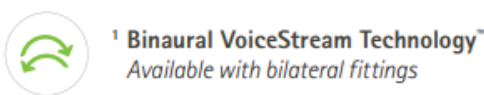
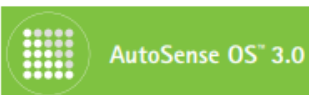
Calm Situation
Speech in Noise
Comfort in Noise
Streamed Speech
Streamed Music

SNR-Boost
DuoPhone ¹
Real Ear Sound
WhistleBlock
NoiseBlock
QuickSync
SoundRecover2
Tinnitus Balance
Environmental Balance
auto Acclimatization
UltraZoom Standard
12 channels
Rechargeable model available

30 Essential

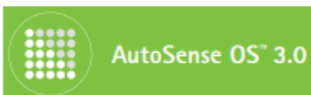
Calm Situation
Speech in Noise
Streamed Speech
Streamed Music

WhistleBlock
NoiseBlock
QuickSync
SoundRecover2
Tinnitus Balance
Environmental Balance
auto Acclimatization
UltraZoom Essential
8 channels
Rechargeable model available



Marvel feature summary

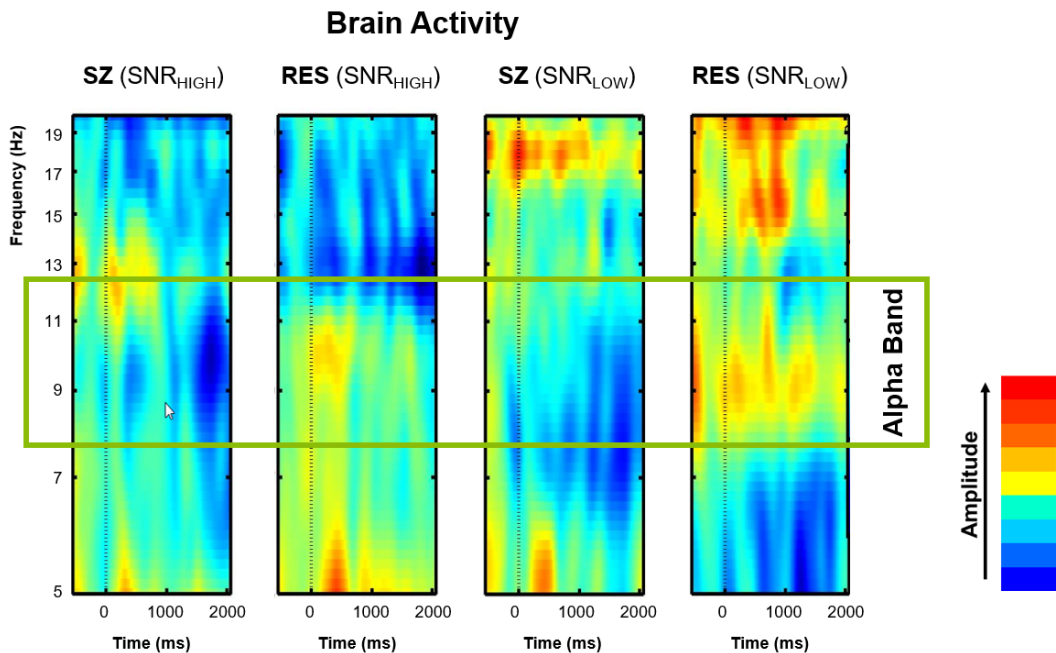
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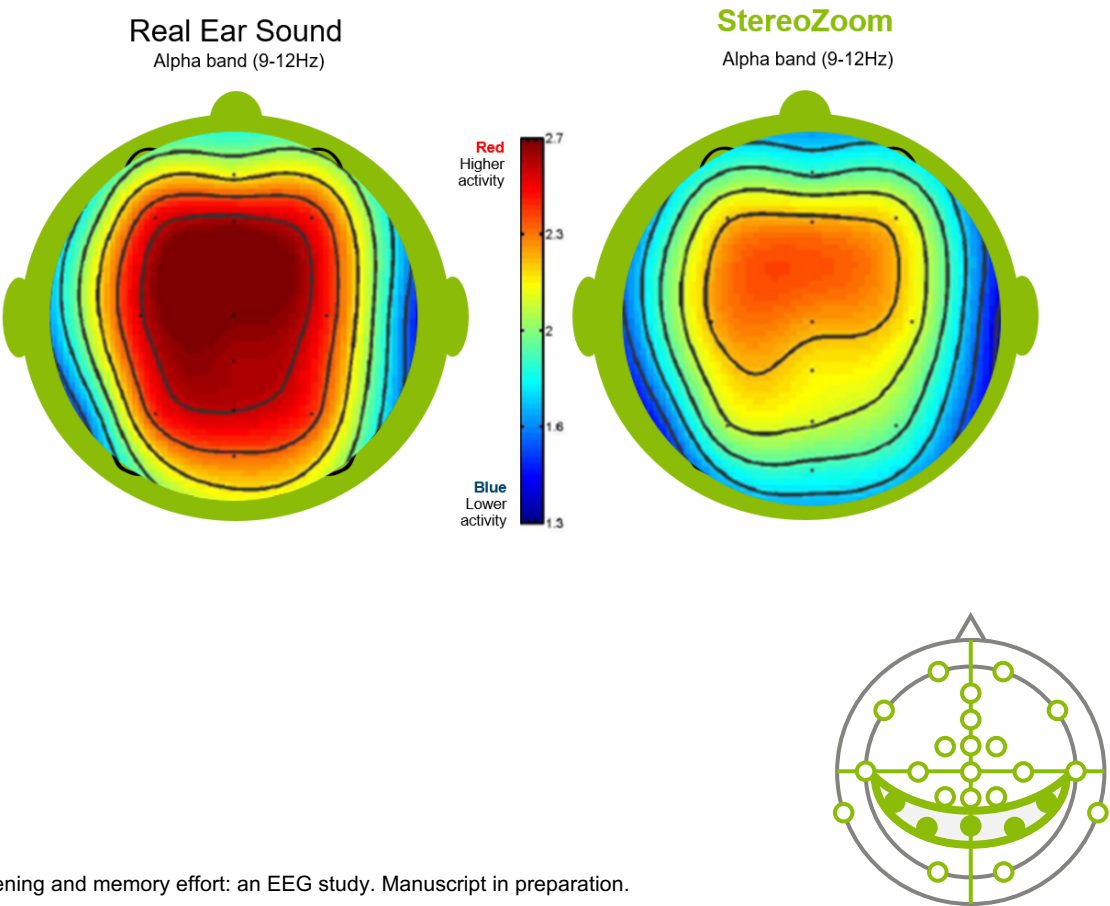
¹ Binaural VoiceStream Technology™
Available with bilateral fittings

EEG- Less listening effort in noise with StereoZoom

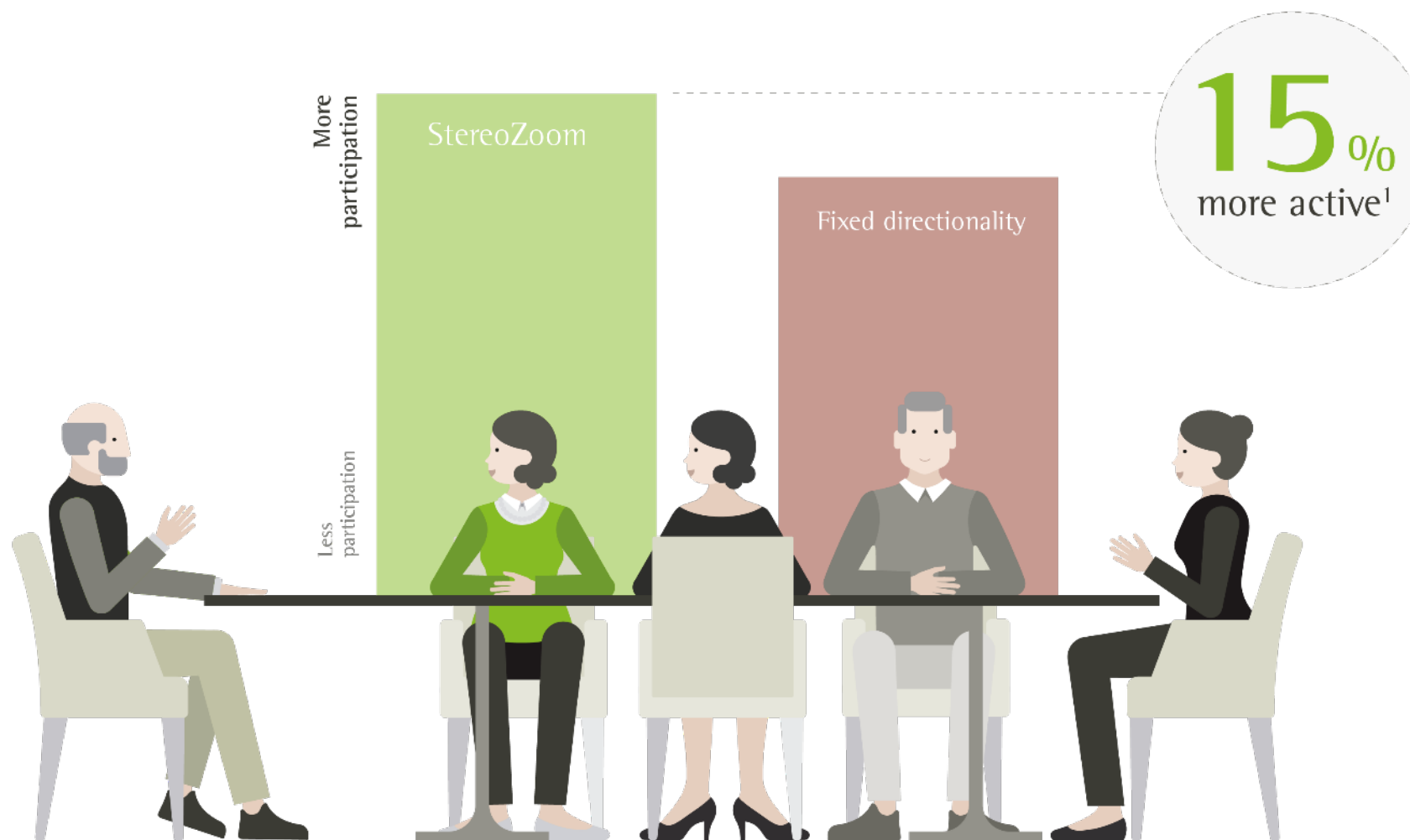
Moderate loss



Severe to profound loss



Technology supports social interaction



Choosing the right technology

Wireless accessories

Phonak wireless accessories



RemoteControl
for simple user control



PartnerMic
for conversation



Roger
for complex conversation



TV Connector
for multimedia



Making the most of an in-office demo



Put yourself
in their ~~shoes~~

TDH-3a's

Making the most of an in-office demo

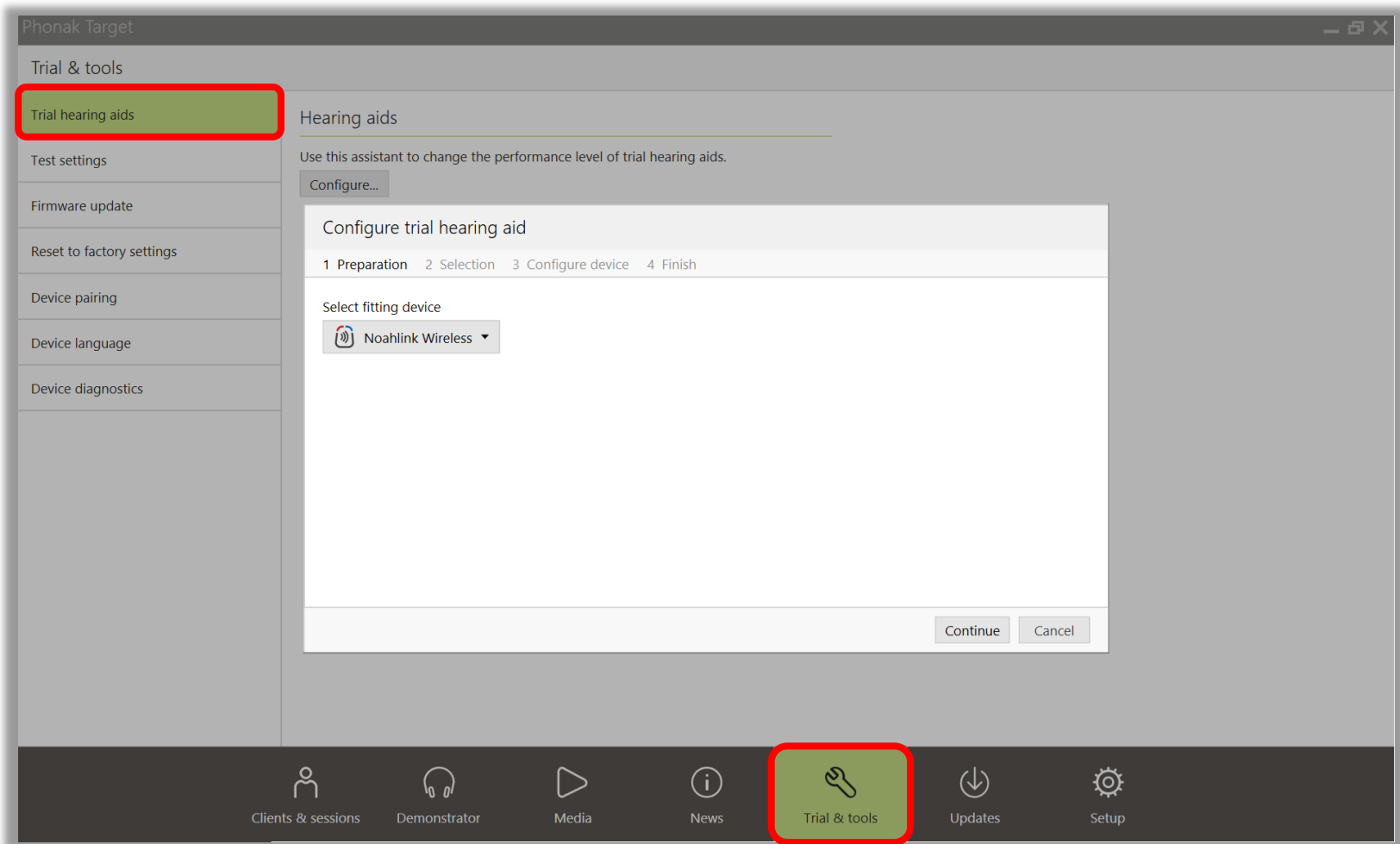
Phonak Trial Devices

Phonak Trial™

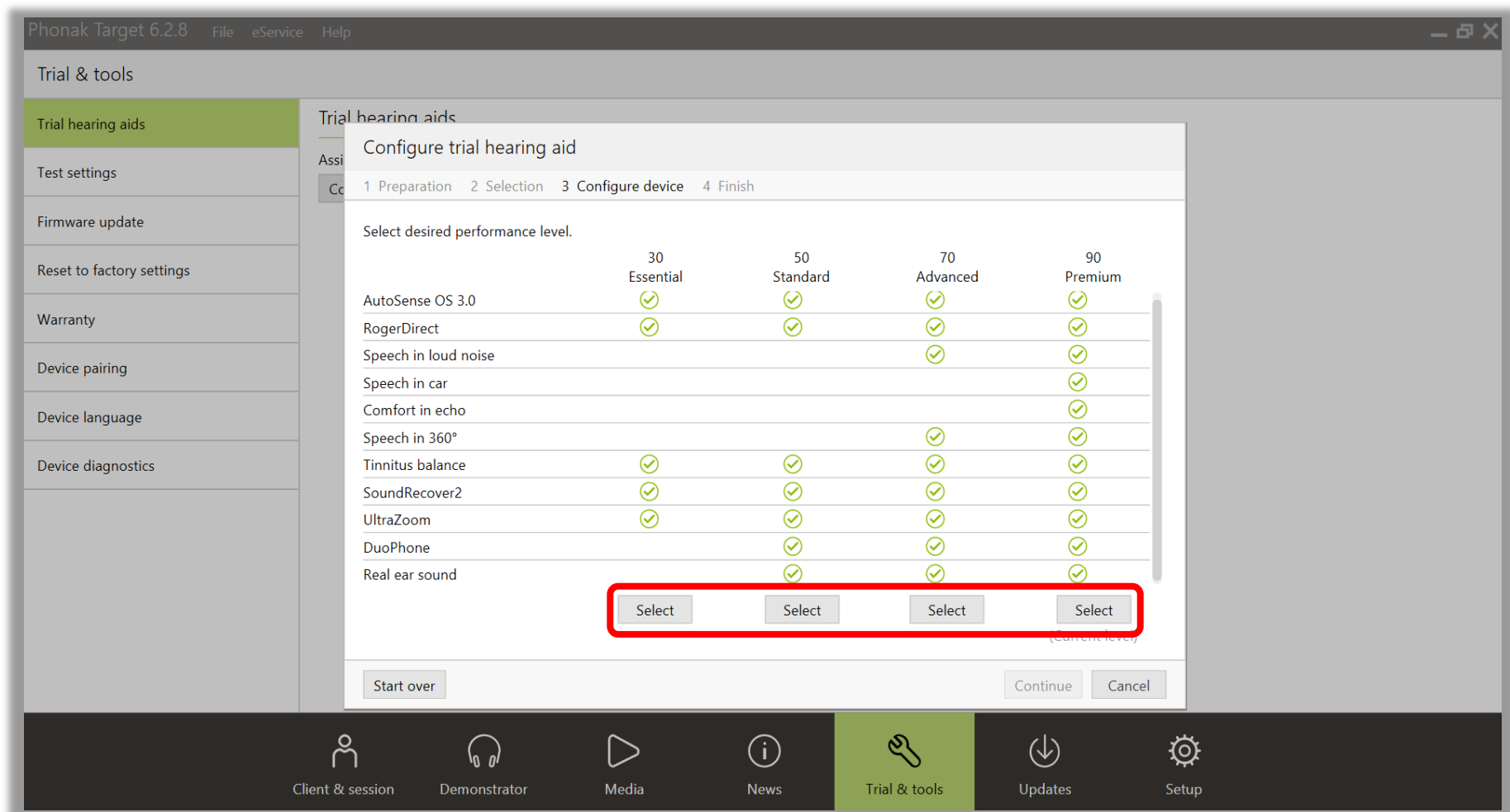
- 1 Ready to trial at 1st visit
- 2 Multiple performance levels in 1 device
- 3 Expires after 6 weeks
- 4 Silver gray (P6) only
- 5 Marked as PHONAK Trial™ hearing aids



Phonak Trial: changing performance level



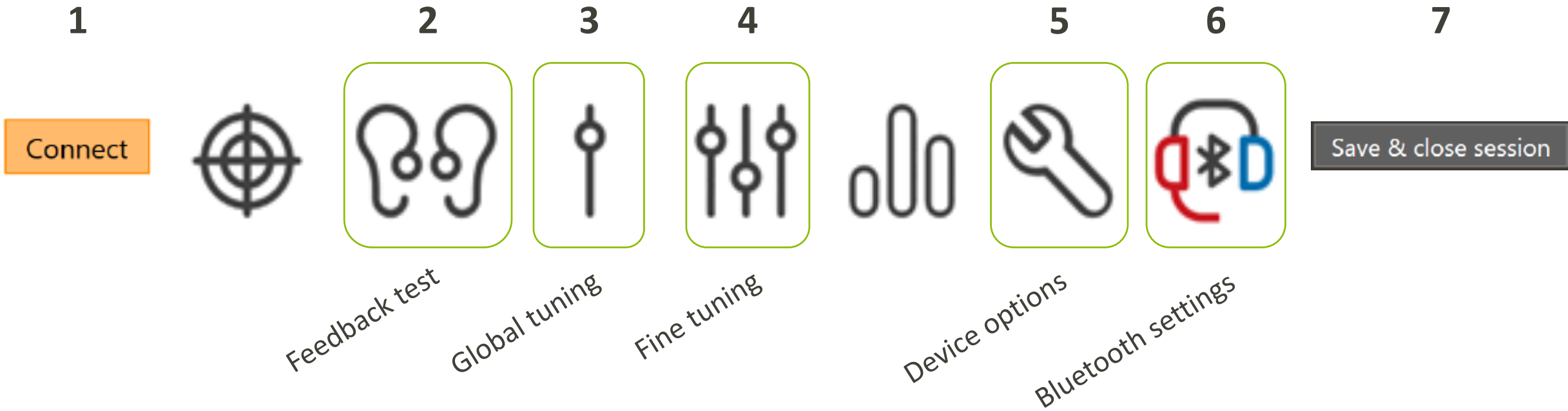
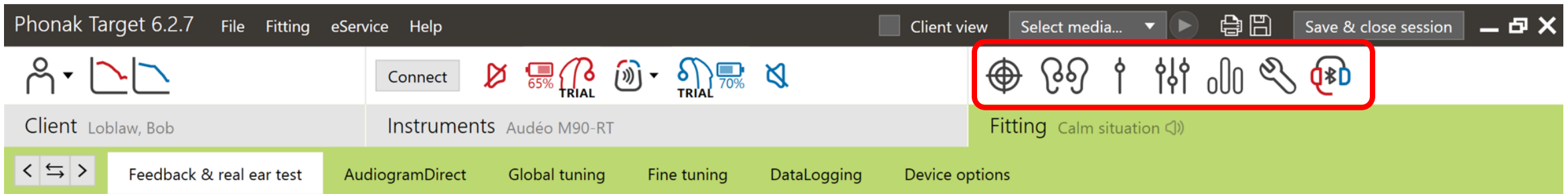
Phonak Trial: changing performance level



Making the most of an in-office demo

An efficient first fit with Phonak Trial Devices

Phonak has an efficient first fit



Making the most of an in-office demo

While you're there...

Target can make counseling easy
with Client View



Connect



100%

TRIAL



TRIAL

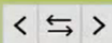
99%



Client Loblaw, Bob

Instruments Audéo M90-RT

Fitting Calm situation



Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning



DataLogging

Device options

Program manager >>

All programs

AUTOMATIC PROGRAMS

A AutoSense OS 3.0

Calm situation

Speech in noise

Speech in loud noise

Speech in car

Comfort in noise

Comfort in echo

Music

A AutoSense OS 3.0 (streaming)

Media speech + mic

Media music + mic

STREAMING PROGRAMS

PartnerMic + mic

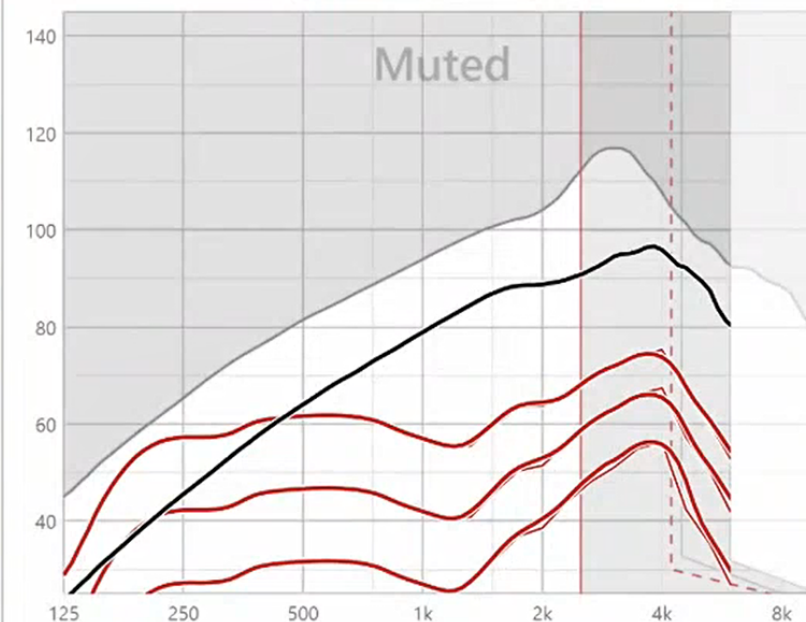
Phone call + mic

RogerDirect + mic

ADDITIONAL PROGRAMS

+ Add programs...

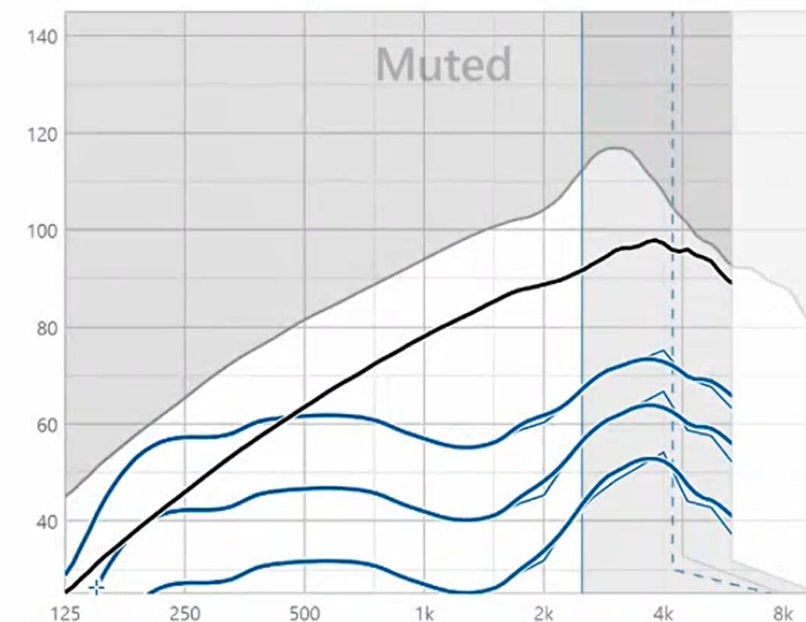
Output - HL



3 6 10 20

MPO	44	64	73	79	86	89	92	95	94	87
All	250	500	750	1k	1.5k	2k	3k	4k	6k	8k
G80	-1	-1	0	0	3	9	13	16	19	21
G65	-1	-1	0	0	4	13	19	22	26	27
G50	-1	-1	0	0	5	15	23	27	31	28
CR	1	1	1	1	1.1	1.3	1.7	1.9	2.1	2

Output - HL



Verification assistant

MPO	45	64	72	78	84	89	93	96	96	93
All	250	500	750	1k	1.5k	2k	3k	4k	6k	8k
G80	0	-1	0	0	0	6	13	15	19	28
G65	0	-1	0	0	0	8	17	20	24	33
G50	0	-1	0	0	0	8	20	24	28	34
CR	1	1	1	1	1	1.1	1.5	1.7	1.8	2.3

Gain & MPO

Audibility fine tuning

Program options

SoundRecover2

TK/Gain 35 dB

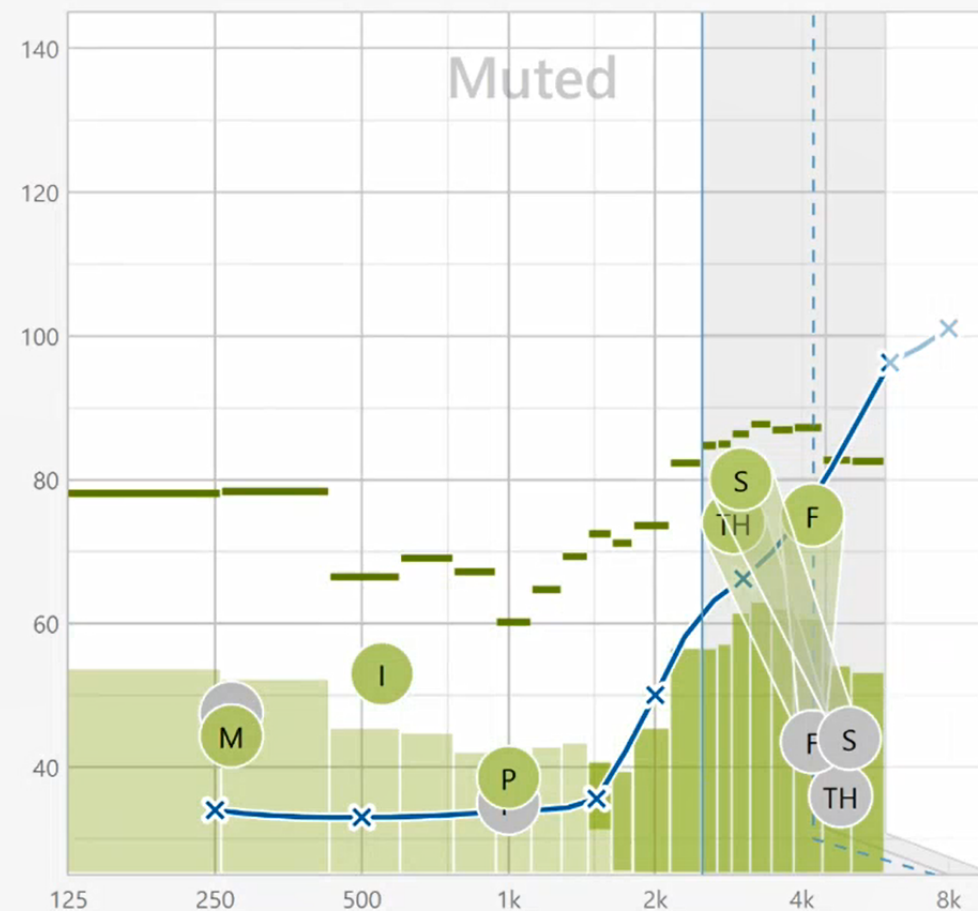
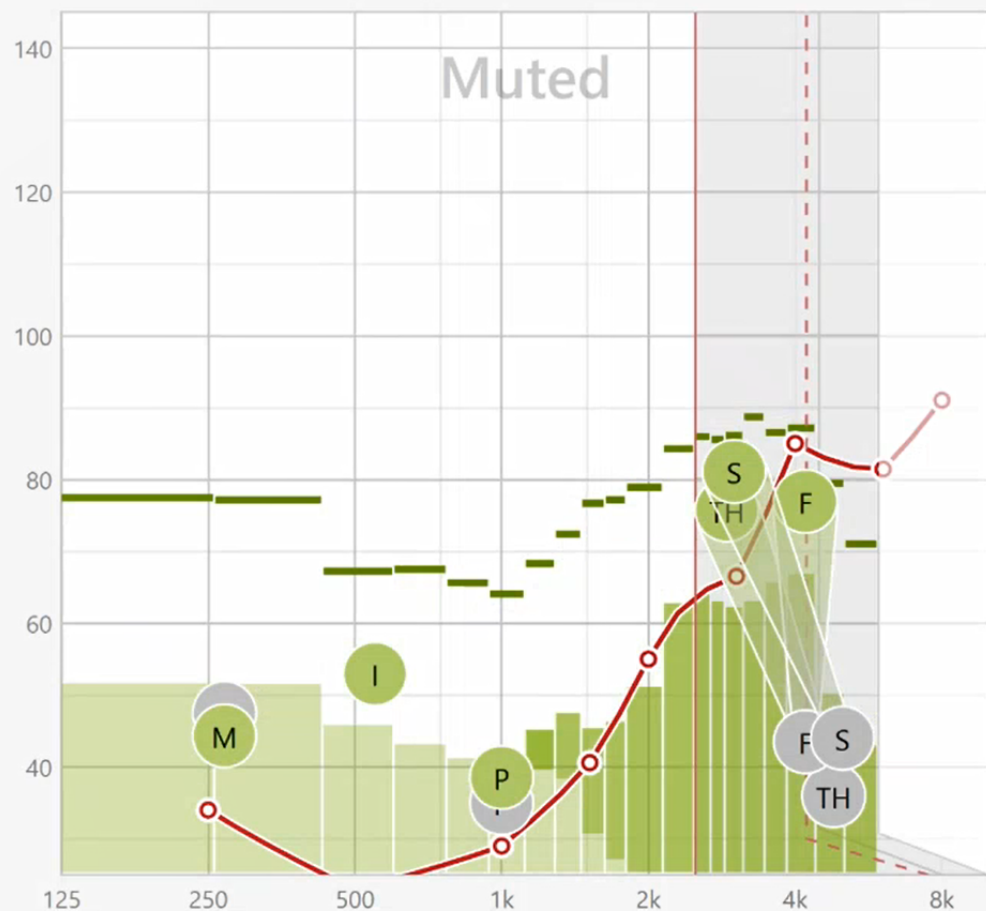
Automatic fine
tuningTinnitus balance
tuning

R Show both L

R

Calm situation

L



DISPLAY OPTIONS

● Aided ○ Unaided

SPEECH SOUNDS

M N E U I O P F S TH

HEARING LEVEL

—○— —x—

Demo an accessory to help with
conversations... in noise or at a
distance

Why are accessories for conversation important?

Because...

31%

of hearing aid wearers report they
have challenges hearing in
background noise¹



Conversation in noise and at a distance

Roger

for complex conversations and more



PartnerMic

For simple conversations



Considerations:

- Who's voice(s) will the patient be listening to?
- How will this fit into their life?
- What are the distance limitations of the space?
- What is the noise source?

More hearing performance with Roger™ technology

roger

roger

roger

roger

roger

roger

roger

roger

StereoZoom

UltraZoom

Real Ear Sound

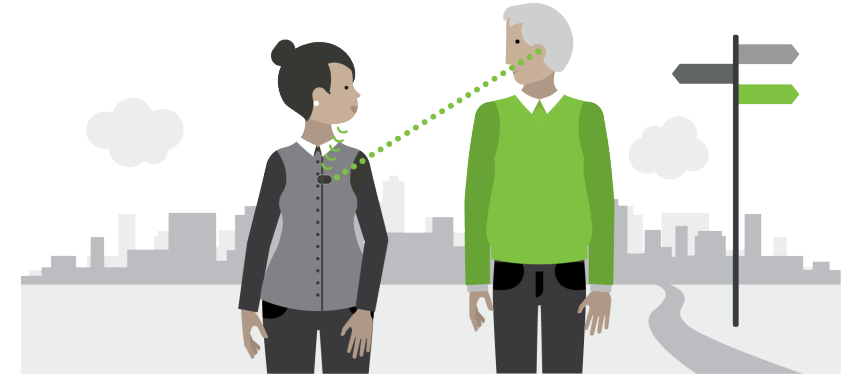


Choosing between PartnerMic and Roger



Roger is universal- not just for Sonova users

- Individuals in more complex listening situations with multiple speakers
 - adaptive gain
 - multifunctional situations
 - multiple listeners or speakers
 - connect to multiple networks as needed



PartnerMic is only compatible with Marvel HAs

- Individuals with less complex listening situations
 - fixed gain
 - one situation
 - one-to-one
 - pairs to one set of hearing aids

Making the most of an in-office demo

Demo the TV Connector



Considerations

- No reboot of the hearing aids required
- One touch pairing
- Connects to multiple sets of hearing aids
- Dolby/Surround sound compatible
- What will be used as the audio source?
- What type of media will be used?

Making the most of an in-office demo

Demo Bluetooth connectivity

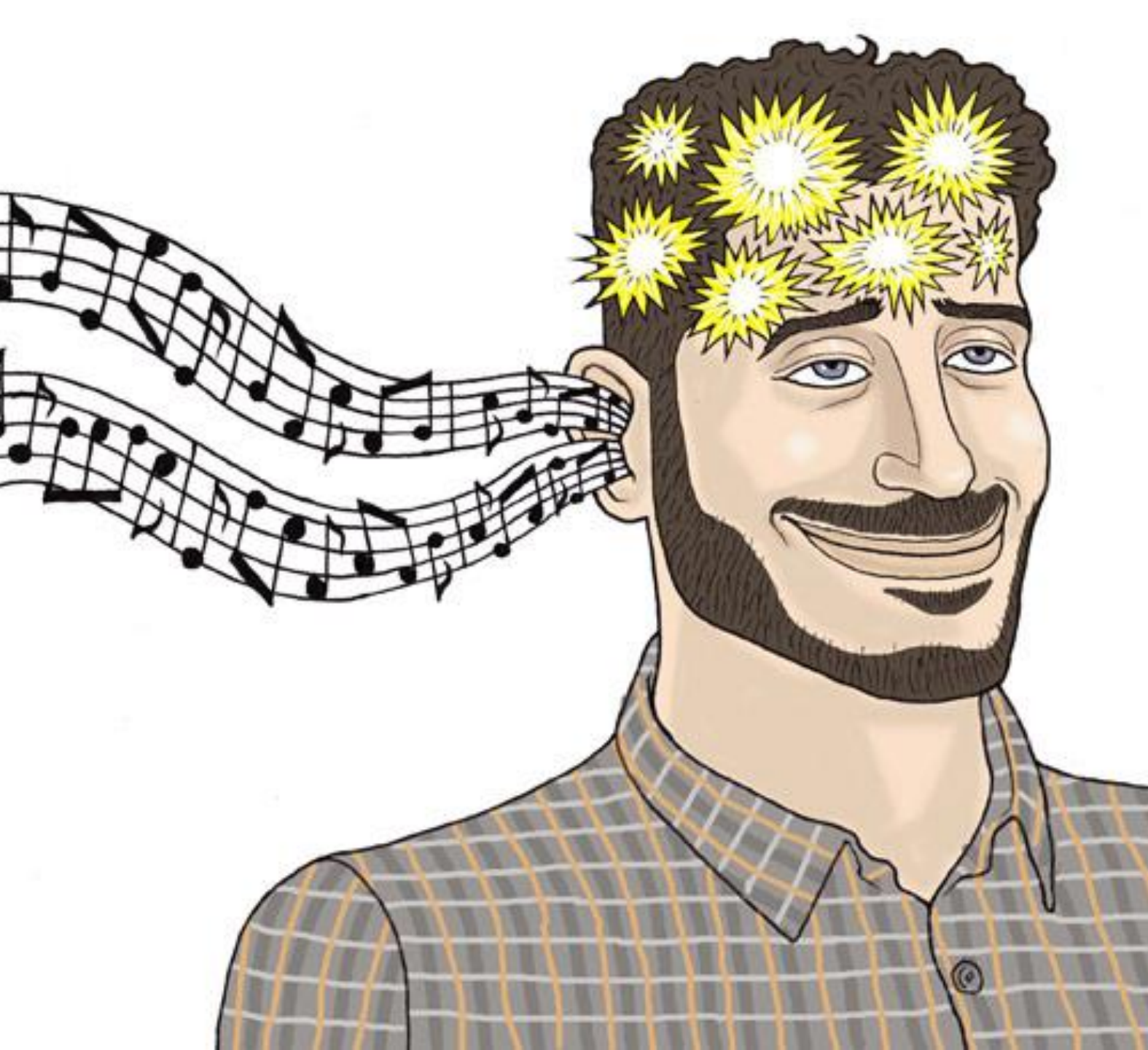
How to do a streaming/hands-free phone call demo

- Bluetooth classic pairing is quick and easy
 - Settings → Bluetooth → Select device and pair
- Made for ALL



Why demo
streaming?





People have a
nostalgic
connection to
music

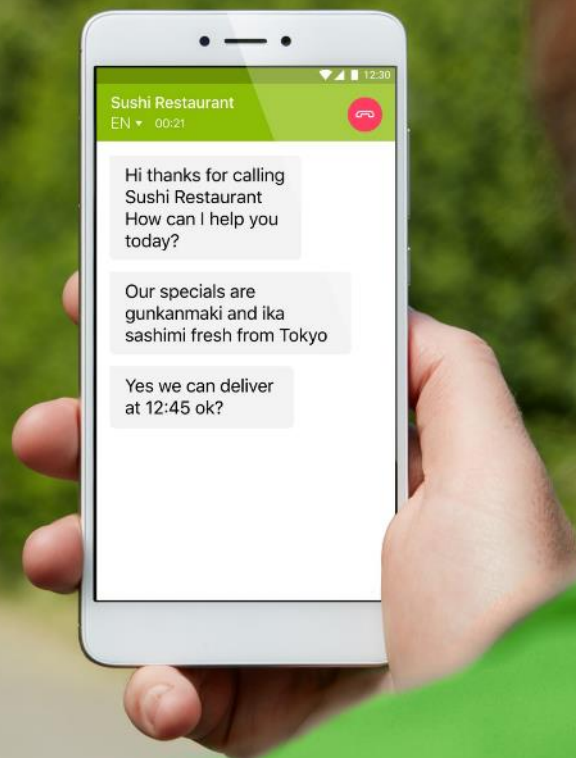
The Streaming Demo: Tying It All Together

- Thanks to our new first fit calculation, patients are experiencing excellent on-target sound quality from the moment you program the hearing aids. This opens up more time in your consultation for counseling and demonstrating streaming and other features
- Thanks to the classified streaming programs, the hearing aids optimize the sound quality for speech and music independently, providing top rated streaming sound quality
- This is an impactful experience for the patient, providing and demonstrating a lot of value, in a short amount of time that is easy for you to incorporate into your consultation appointments

Making the most of an in-office demo

Demo the myCall-to-Text app

The Phonak
myCall-to-Text app
allows users to
read, in real time,
what the person
says on the other
end of the phone

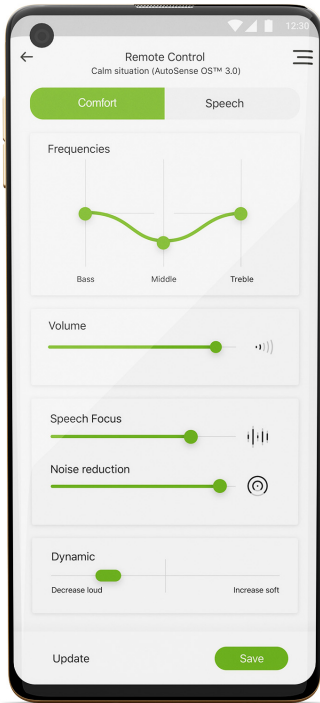


Download and start using for
free from the App Store or
Google Play and try it out!

Making the most of an in-office demo

Demo the myPhonak app

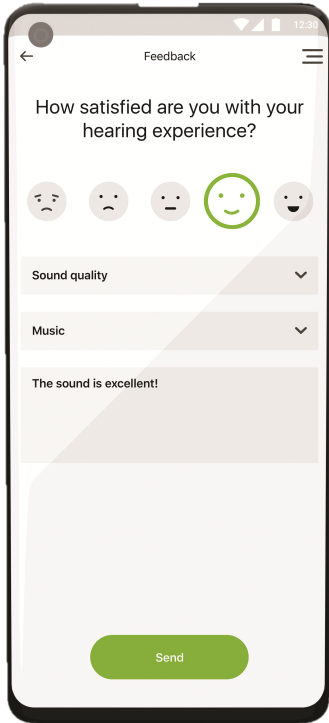
Demo the myPhonak app



Remote
Control



My Hearing Aids



Hearing Diary



RemoteSupport

Making the most of an in-office demo

Demo Remote Support

tester tester is connected

P2P: Good quality

WIFI

63%



Client tester, tester

Instruments Virto M90-312

Program manager >>

All programs

AUTOMATIC PROGRAMS

A AutoSense OS 3.0

Calm situation

Speech in noise

Speech in loud noise

Speech in car

Comfort in noise

Comfort in echo

Music

A AutoSense OS 3.0 (streaming)

Media speech + mic

Media music + mic

STREAMING PROGRAMS

PartnerMic + mic

Phone call + mic

RogerDirect + mic

ADDITIONAL PROGRAMS

Connect

Fitting Calm situation

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning

DataLogging

Device options

Output - SPL real ear

Calm situation

Output - SPL real ear

Calm situation

3 6 10 20

Verification assistant

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G65	1	1	2	3	7	15	18	14	6	-3
G50	1	1	2	3	7	15	19	15	8	-1
CR	1	1	1	1	1	1	1.1	1.1	1.1	1.2

MPO	80	94	102	108	112	115	119	112	102	93
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G65	1	1	2	3	7	15	18	14	6	-3
G50	1	1	2	3	7	15	19	15	8	-1
CR	1	1	1	1	1	1	1.1	1.1	1.1	1.2

Gain & MPO

Audibility fine tuning

Program options

SoundRecover2

TK/Gain 35 dB

Automatic fine tuning

Tinnitus balance

Making the most of an in-office demo

Final thoughts:

- Prioritize what will be most important to the person sitting in front of you
- Don't think you need to show them everything during one visit
- Try to mimic their real environments as much as possible
- Streamline the process to make it efficient for you
- Ask your Phonak representative how you can get trial devices and demo accessories for your clinic... we make it easy!



Providing quality after care



Today's schedule

8:00

Ava

6 month clean and check

9:00

Jerry

Struggling to hear his wife

10:00

Jamie

c/o background noise

11:00

Richard

First follow up



Ava is an adult who leads a very active lifestyle. She has a moderate hearing loss, and has been wearing Marvels for a few months and loves them. She regularly attends safe socially distant yoga, yet has trouble hearing the instructor. She also has watch her classes online due to COVID, however her computer doesn't have Bluetooth. Additionally she has backyard get togethers with friends where everyone sits far apart around a round table.

Poll question #2

Knowing that Ava needs help hearing one person, a group of people, and multimedia... which accessory could you demo for Ava?

- A. PartnerMic
- B. TV Connector
- C. Roger Select iN
- D. myPhonak app

Roger Select iN!

- Roger Select iN is incredibly versatile
 - It can be used for one on one conversations
 - Her yoga teacher can wear it and sanitize it after
- It can be used as a media streamer
 - It can plug into the audio jack of a tv, computer, etc.
 - And used for her online classes
- It can be used in group situations
 - It's the optimal accessory for easy conversations while social distancing!
 - She can place the Select in the middle of the table at her get togethers and it will follow the conversation





Today's schedule

8:00

Ava

~~6 month clean and check~~

9:00

Jerry

Struggling to hear his wife

10:00

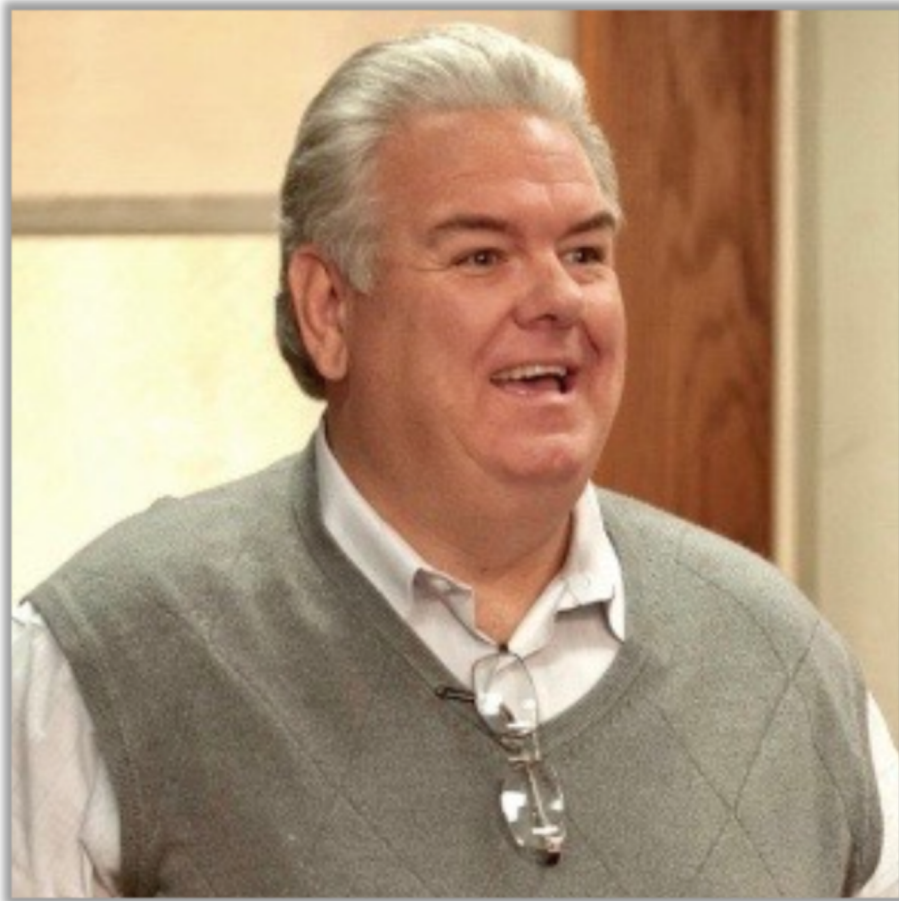
Jamie

c/o background noise

11:00

Richard

First follow up



Jerry regularly streams from his TV connector. Sometimes his daughters are too talkative during the shows, and Jerry wants to hear the TV better. Other times however, Jerry likes to have a conversation with his wife Gail while streaming.



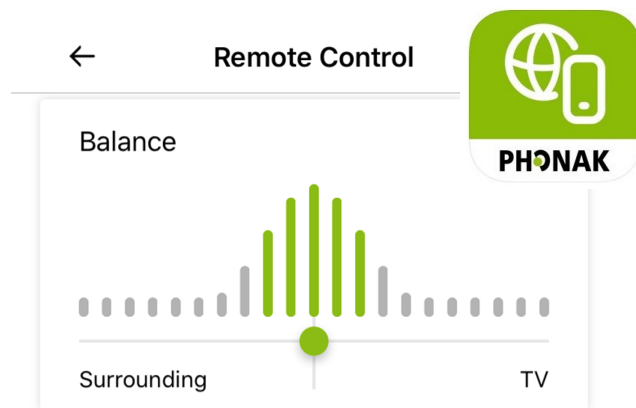
Poll question #3

Does Jerry have the ability to adjust his hearing aid microphones while he streams?

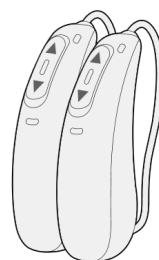
A. Yes

B. No

Yes! In fact, he has 3 choices



In the myPhonak app



SHORT PRESS



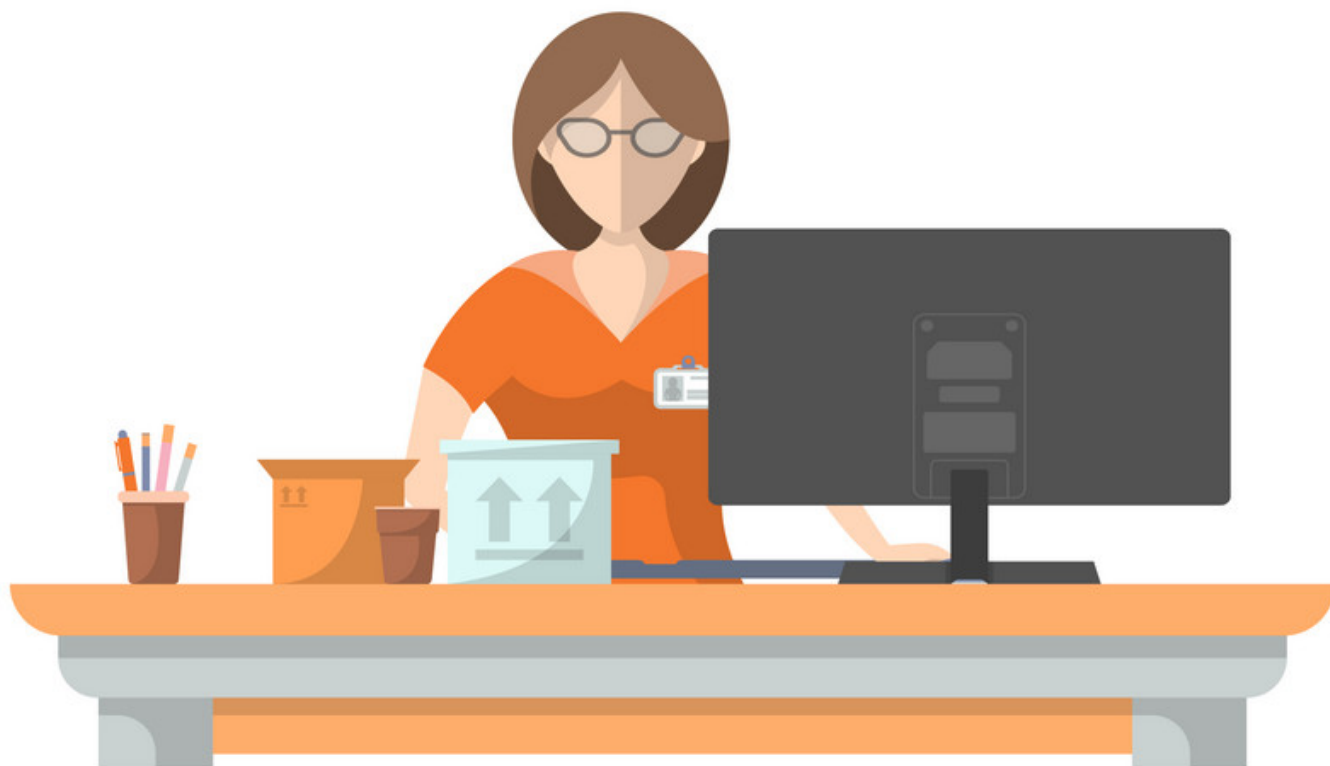
Streaming volume*
 ± 10 dB (± 5 steps)

* An increase will reduce environmental sounds

On the hearing aid



With a RemoteControl



Today's schedule

8:00

Ava

~~6 month clean and check~~

9:00

Jerry

~~Struggling to hear his wife~~

10:00

Jamie

c/o background noise

11:00

Richard

First follow up



Jamie is the sister of one of your loyal patients. Because she is hearing so well now with her new Marvel hearing aids, Jamie has started going out for coffee with her friends every Saturday morning.

She has been in your office every Monday since her fitting for adjustments because she cannot understand her friends at that coffee shop.

She actually skipped seeing her friends last Saturday morning. Too frustrating.

Poll question #4

Jamie's frustrated, you're frustrated... What do you do now?

- A. Demo PartnerMic
- B. Create a manual speech in noise program
- C. Explain the advanced remote control functions in the app
- D. Schedule a Remote Support session

Make your adjustments at the coffee shop with RemoteSupport!

Remote support

Phonak Target 6.2.8

File Fitting eService Help

Client view

Select media...

Save & close session

✔ Virto Virto is connected

P2P: Good quality

WIFI 64%

Connect

Client Virto, Virto

Instruments Virto M90-312

Feedback & real ear test

AudiogramDirect

Global tuning

Fine tuning

DataLogging

Device options

Program manager >>

All programs

AUTOMATIC PROGRAMS

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Calm situation

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Music

A AutoSense OS 3.0 (streaming)

Media speech + mic

Media music + mic

STREAMING PROGRAMS

PartnerMic + mic

Phone call + mic

RogerDirect + mic

ADDITIONAL PROGRAMS

+ Add programs...

Output - SPL real ear

Calm situation

Output - SPL real ear

Calm situation

3 6 10 20

Verification assistant

MPO	93	103	104	104	105	109	110	107	99	85
All	250	500	750	1k	1.5k	2k	3k	4k	6k	8k
G80	2	8	9	10	13	20	22	18	10	0
G65	2	11	11	12	15	22	25	20	12	3
G50	3	12	13	14	16	24	27	22	14	5
CR	1.1	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.2	1.3

MPO	93	103	104	104	105	109	110	107	99	85
All	250	500	750	1k	1.5k	2k	3k	4k	6k	8k
G80	2	8	9	10	13	20	22	18	10	0
G65	2	11	11	12	15	22	25	20	12	3
G50	3	12	13	14	16	24	27	22	14	5
CR	1.1	1.1	1.1	1.1	1.2	1.2	1.2	1.2	1.2	1.3

Increase by 3 steps

Gain & MPO

Audibility fine tuning

Program options

SoundRecover2

TK/Gain 35 dB

Automatic fine tuning

Tinnitus balance



Today's schedule

8:00

Ava

~~6 month clean and check~~

9:00

Jerry

~~Struggling to hear his wife~~

10:00

Jamie

~~c/o background noise~~

11:00

Richard

First follow up



Richard comes to his first appointment after his fitting with his wife, Gloria.

They have clearly been bickering.

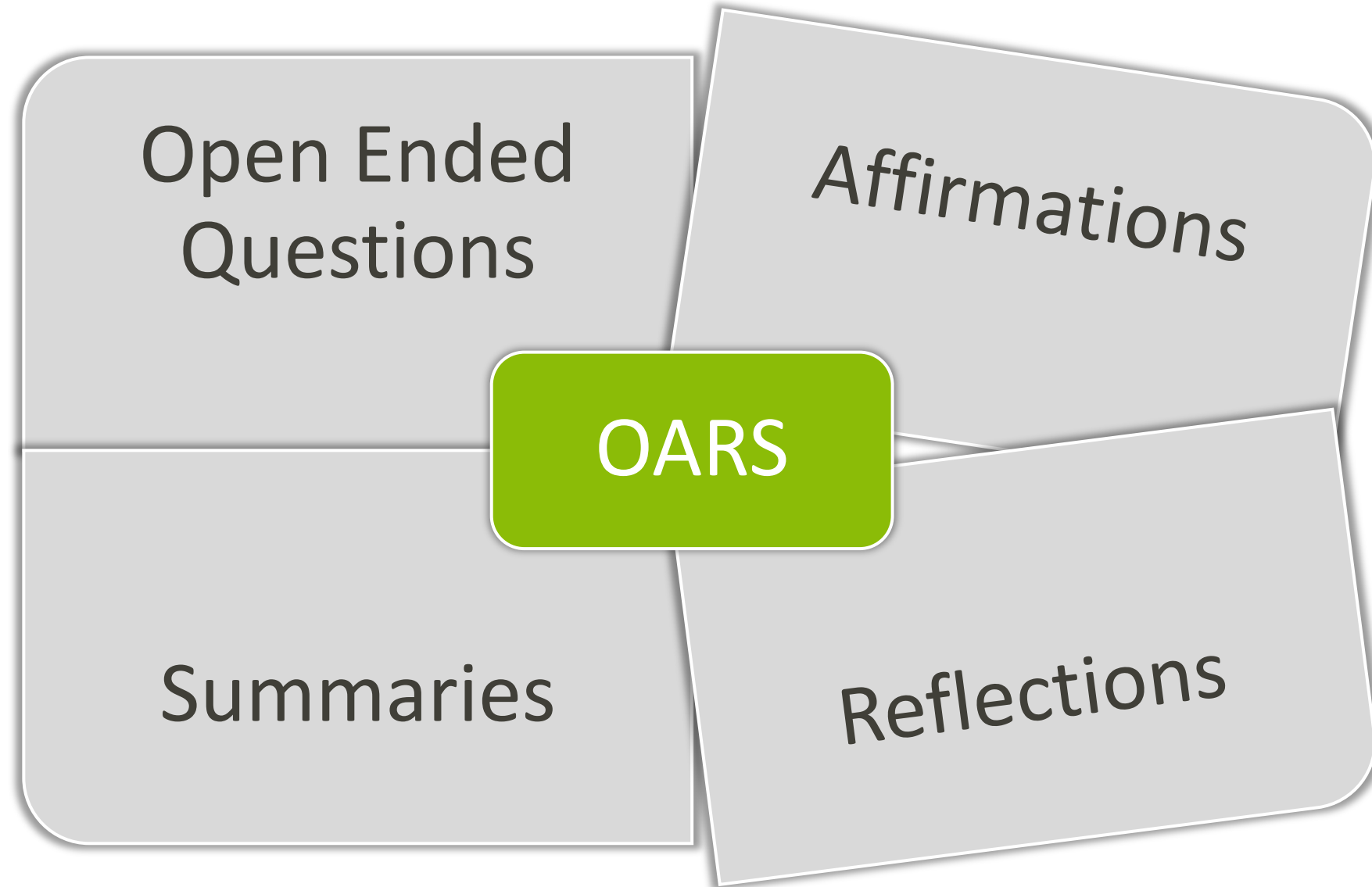
Richard says he wants to return the hearing aids because he feels they “aren’t worth the money.”

Gloria rolls her eyes.

Poll question #5

What is your next step?

- A. Adjust programming to prioritize comfort
- B. Demo an exciting accessory
- C. Accept the return... he'll be back when he's ready
- D. None of the above



“The hearing aids seem to help when we go out to eat. I don’t wear them at home, though. There’s nothing I need to hear there.”

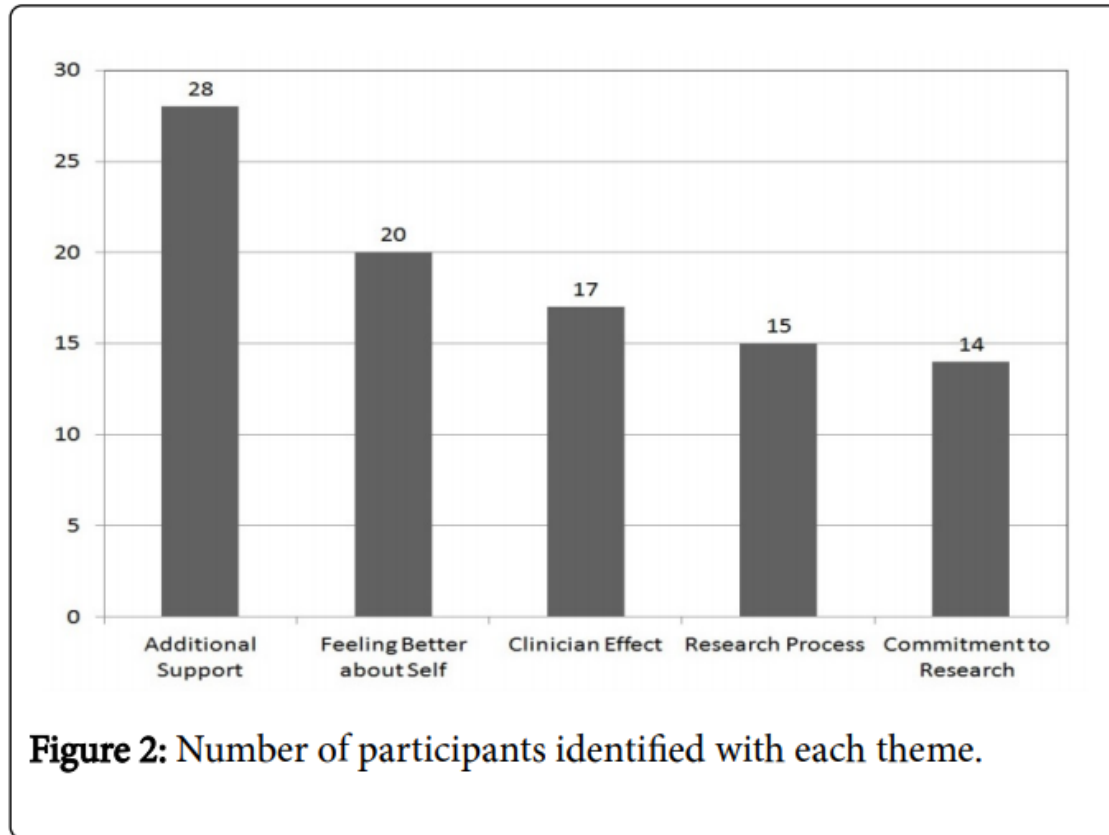
“But he’s still saying “what?” all of the time when we’re at home together. I’m still repeating things all of the time. It’s frustrating.”

“You notice that the hearing aids make it easier to have conversations when you’re out together, and, at the same time, you can now see that wearing them at home would make your wife happier.”

Hearing well supports connection



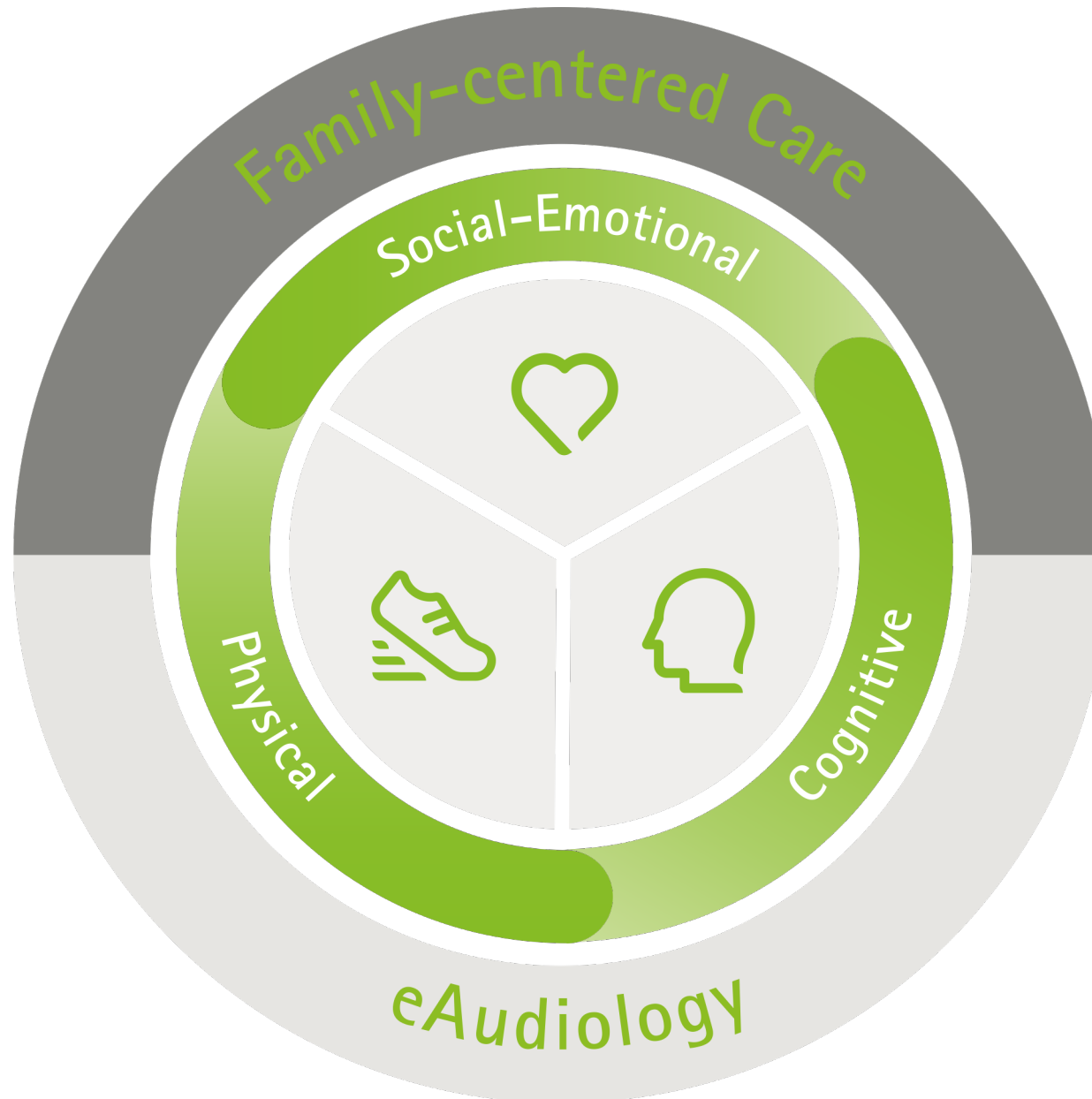
How do patients feel about MI?



- Patients receiving MI plus standard care during a 60 minute follow up appointment one month post-fitting increased average wear time from 1 hour/day to **7 hours/day**
- Rated feeling as though they had **additional support** and a **good rapport** with the clinician as top reasons for increased usage of hearing aids
- MI group gave the audiologist higher ratings for **partnership, empathy, and evocation**

How could you leverage **eSolutions** for this scenario?

Thank you!



Together,
we change lives

The background features a large, stylized 'U' logo in white. The 'U' is composed of two main parts: a curved section on the left and a vertical section on the right. The background is a gradient of warm colors (yellow, orange, red) on the left and cooler colors (blue, cyan) on the right, separated by a wavy line. The slogan 'Love the experience' is written in a bold, black, sans-serif font across the middle of the 'U'.

Love the experience™

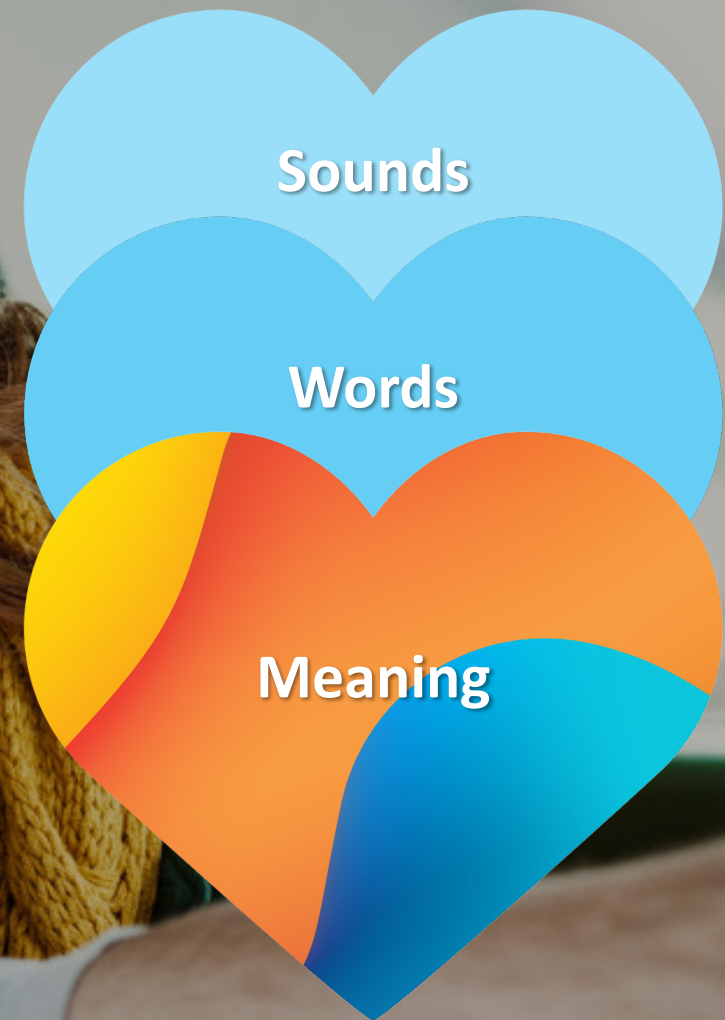
unitron™



Move beyond the words

Keep clients closer to the heart of conversations with exceptional sound performance.

**Discover Next:
Move
beyond the words**

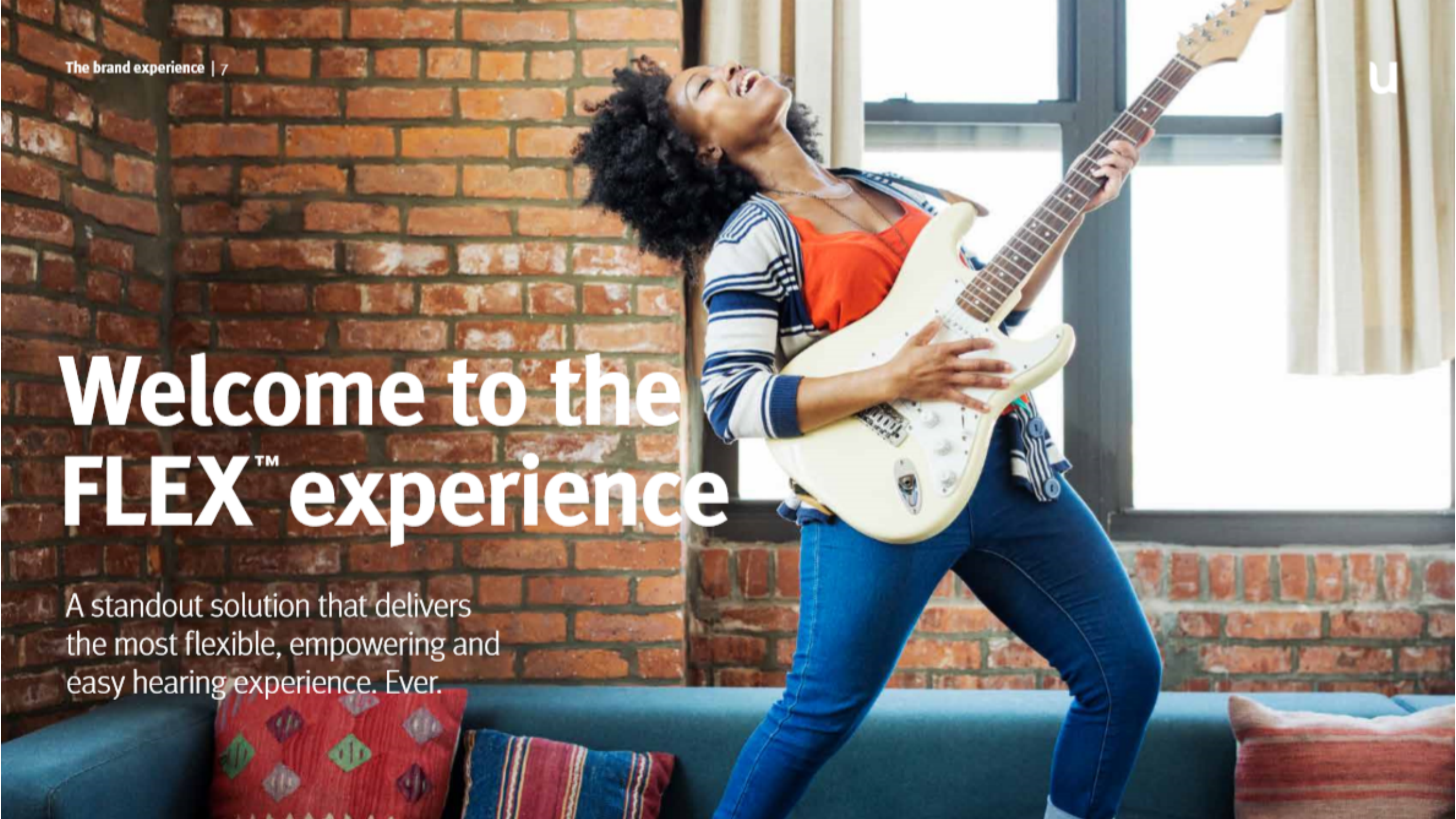


A group of young people are celebrating on a rooftop. They are holding up streamers and throwing confetti. The background shows a cityscape with buildings and a clear sky. The overall mood is joyful and energetic.

**Innovating beyond the hearing
instrument itself is what sets us apart**

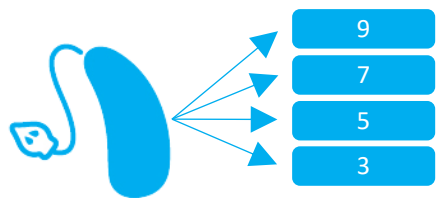
Welcome to the **FLEX™** experience

A standout solution that delivers
the most flexible, empowering and
easy hearing experience. Ever.



FLEX tool kit

Let them try • —————> Get a clearer picture with Insights • —————> Provide peace of mind



FLEX:TRIAL



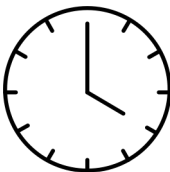
Log It All



Ratings



Coach



Usage



Overall
satisfaction



FLEX:UPGRADE

When your patient says...

How do I know if hearing
aids are right for me?



Move beyond the words

Keep clients closer to the heart of conversations with exceptional sound performance.

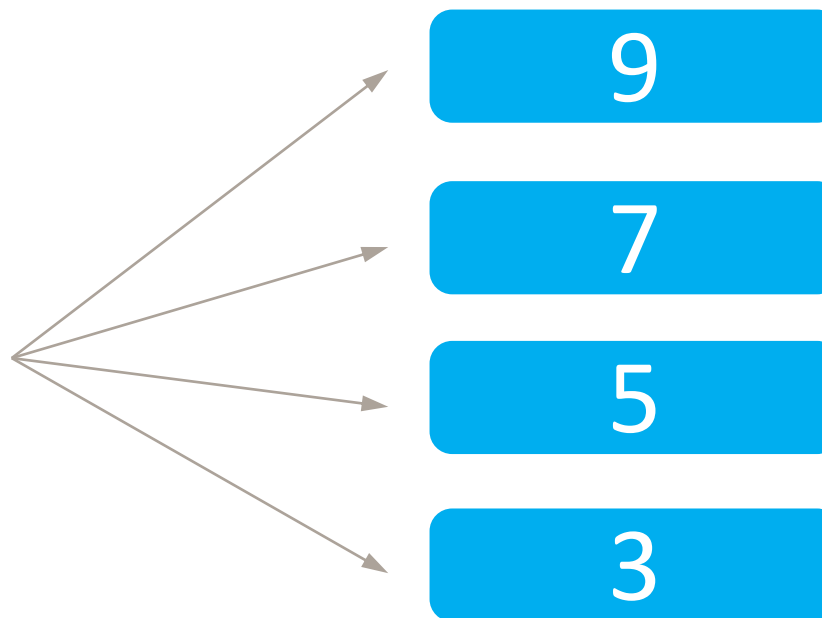


Real-world assessment

Clients can try hearing instruments in the places they spend time, every day. No financial commitment necessary.

FLEX:TRIAL

Hearing instrument innovation that uses a device with open platform technology to enable HCPs to offer a **no obligation trial of any technology level**



FLEX:TRIALs available on Discover Next, Discover and Tempus platforms in several form factors

Initial configuration complete

1 2 3 4 5
Level Client Device Confirm **Finish**

Insights Setup

Name: Training Session1

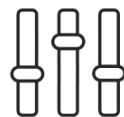
Email:

Enable client activation

By enabling client activation, I confirm that my client is at least 18 years old and that I have received their consent to transfer their personal data to the Sonova cloud.

[Insights Privacy Notice](#)

Where to next?



Tuning



Program
Manager



Accessories



Fitting
Summary

[Back](#)

[Close](#)

When your patient says...

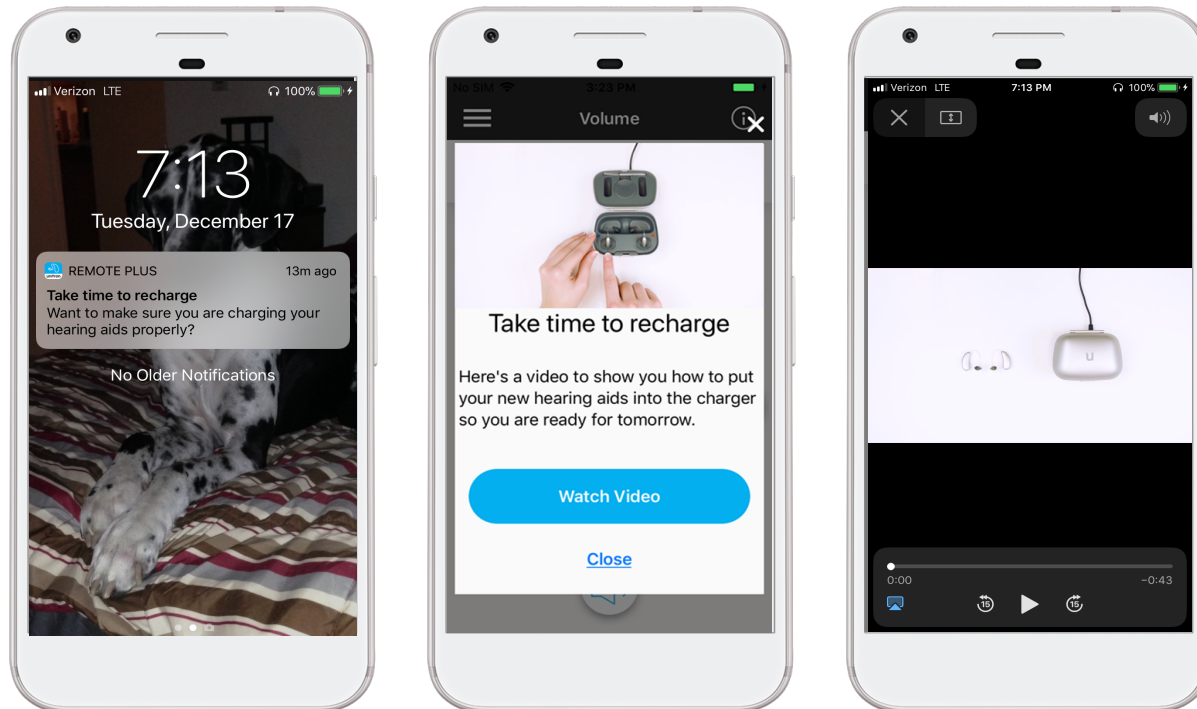
...

**“Nobody ever
told me that!”**



Coach

Help your patients reach their full potential with their new hearing aids with [performance analysis](#), [instruction in relevant skills](#), and [providing encouragement](#) using their Remote Plus app



When your patient says...

How do I know what
technology level will work
best for me?



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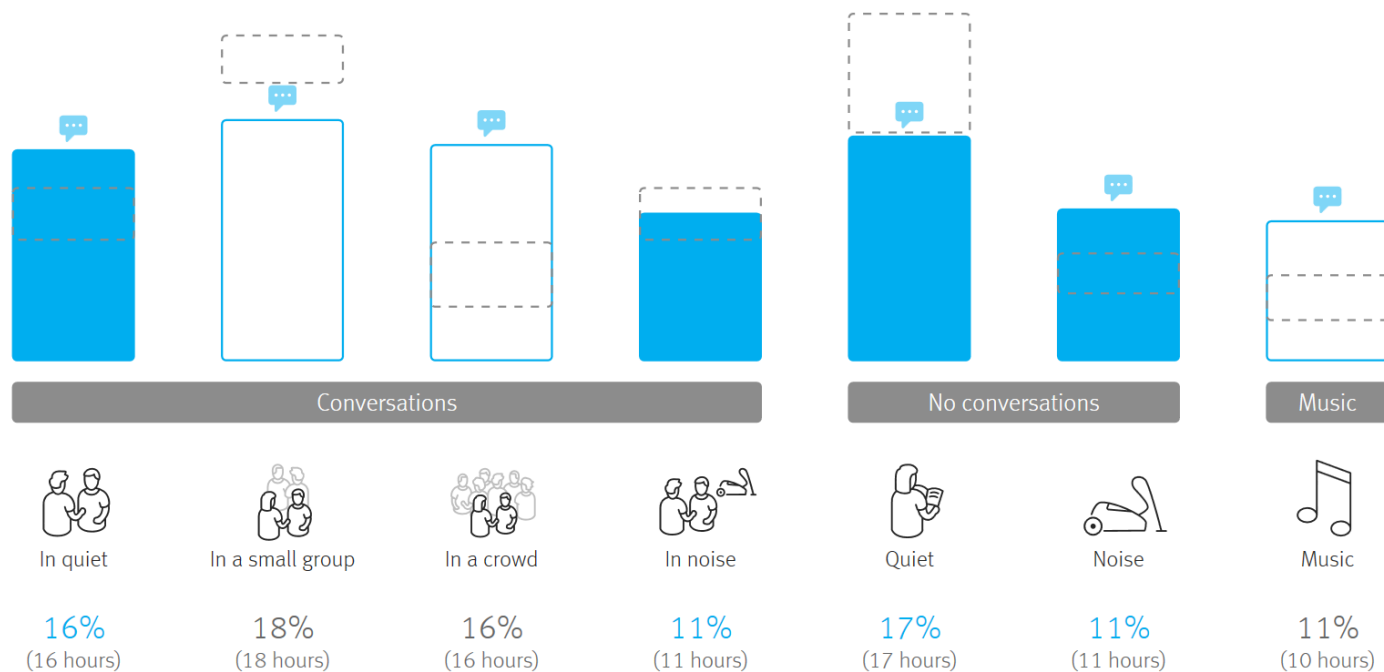


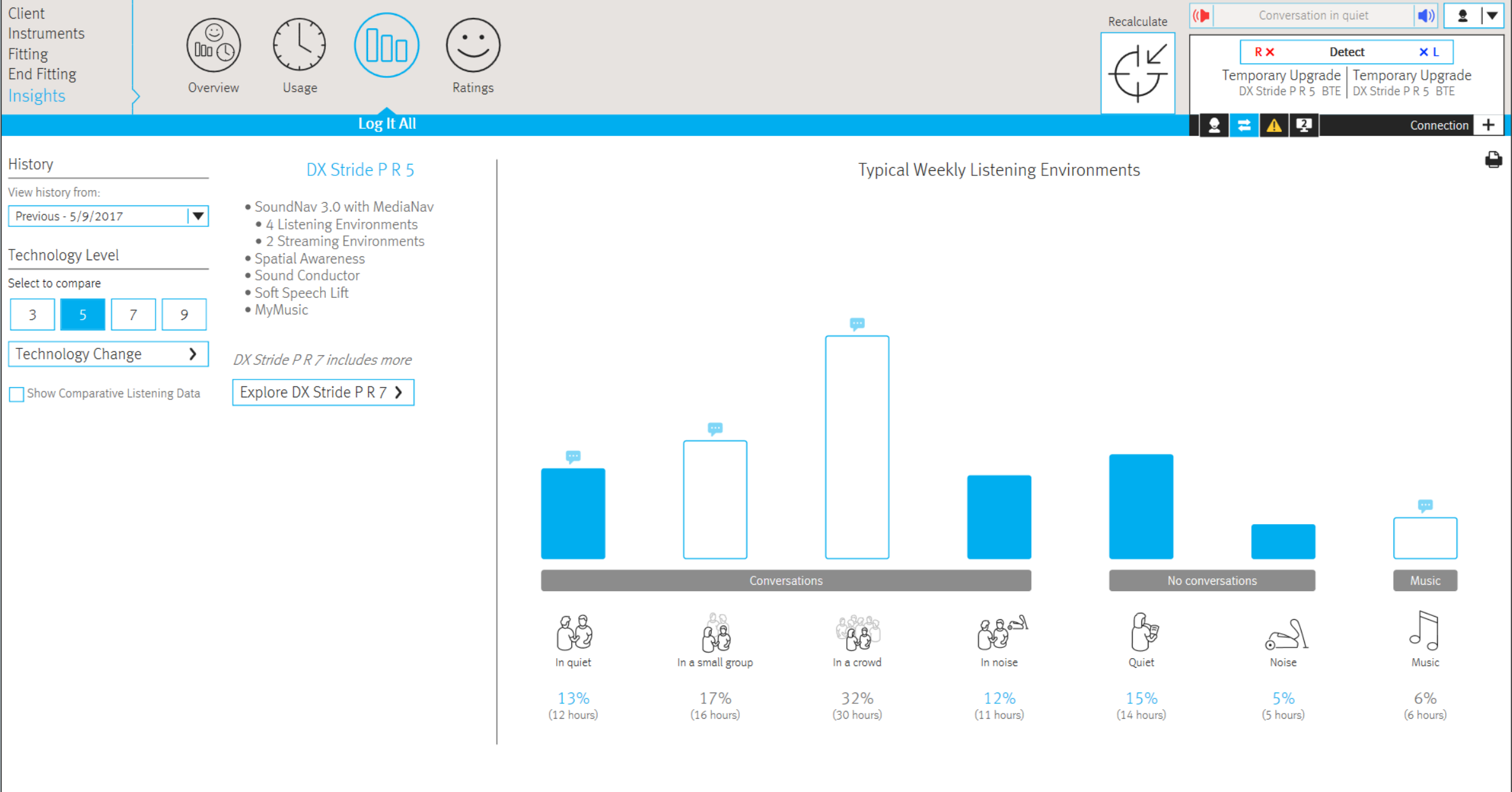
Clearer picture

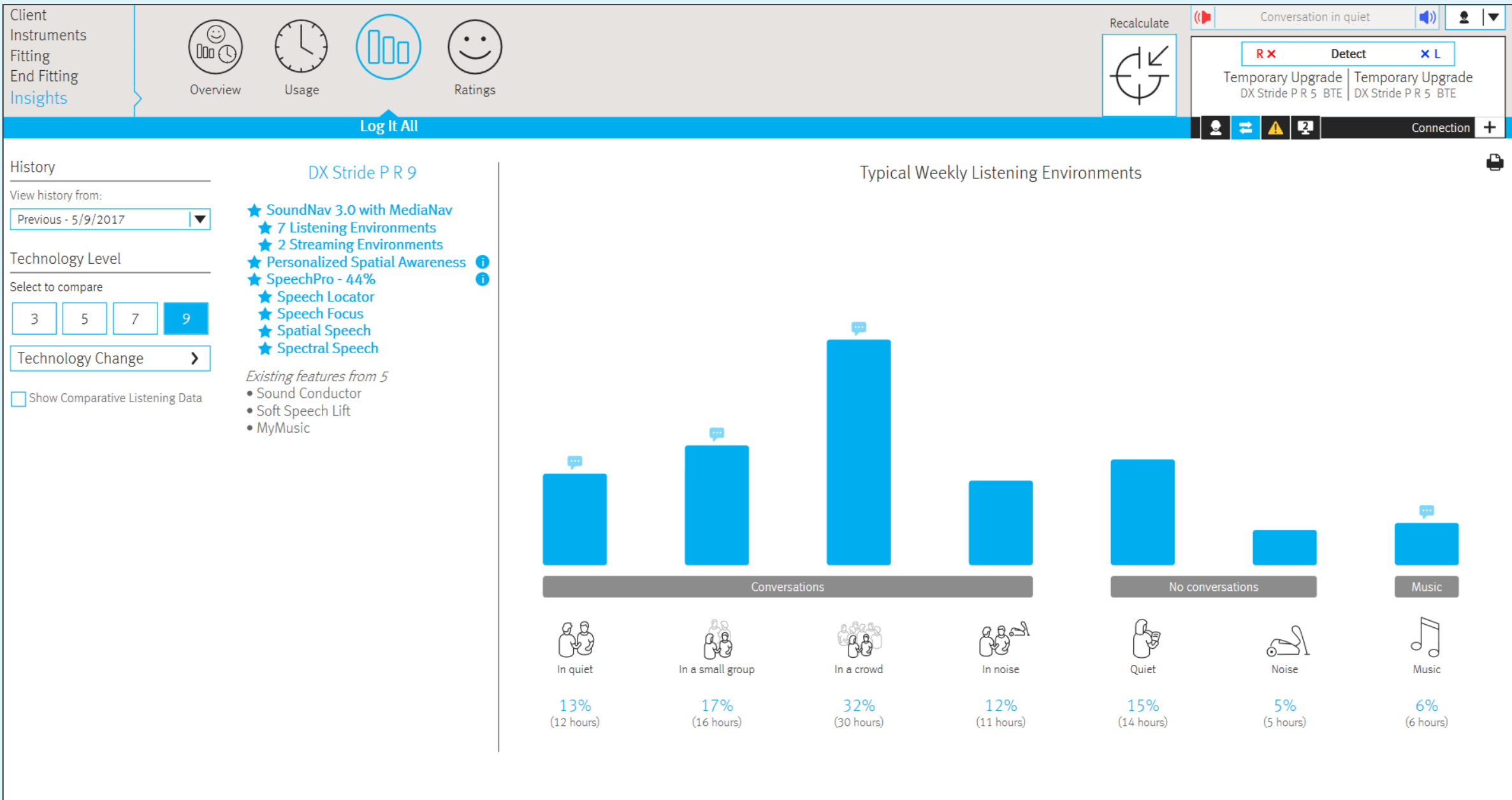
Gain evidence-based insights about unique acoustic lifestyles and personalize hearing solutions to best meet needs – all in our fitting software.

Log It All

Hearing instrument innovation that informs HCPs with **objective evidence** of the time consumer spends in each seven listening environments





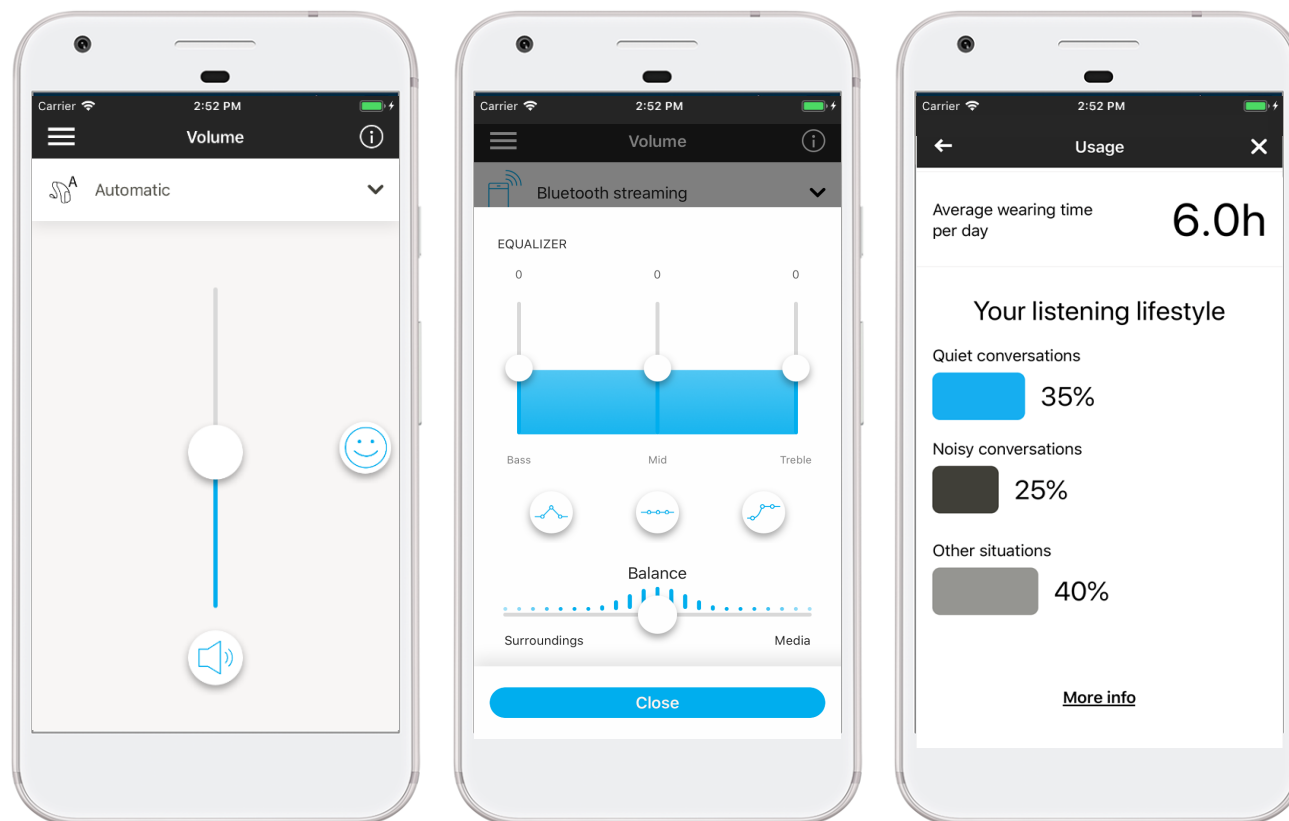


When your patient says...

I need some hearing aid
adjustments

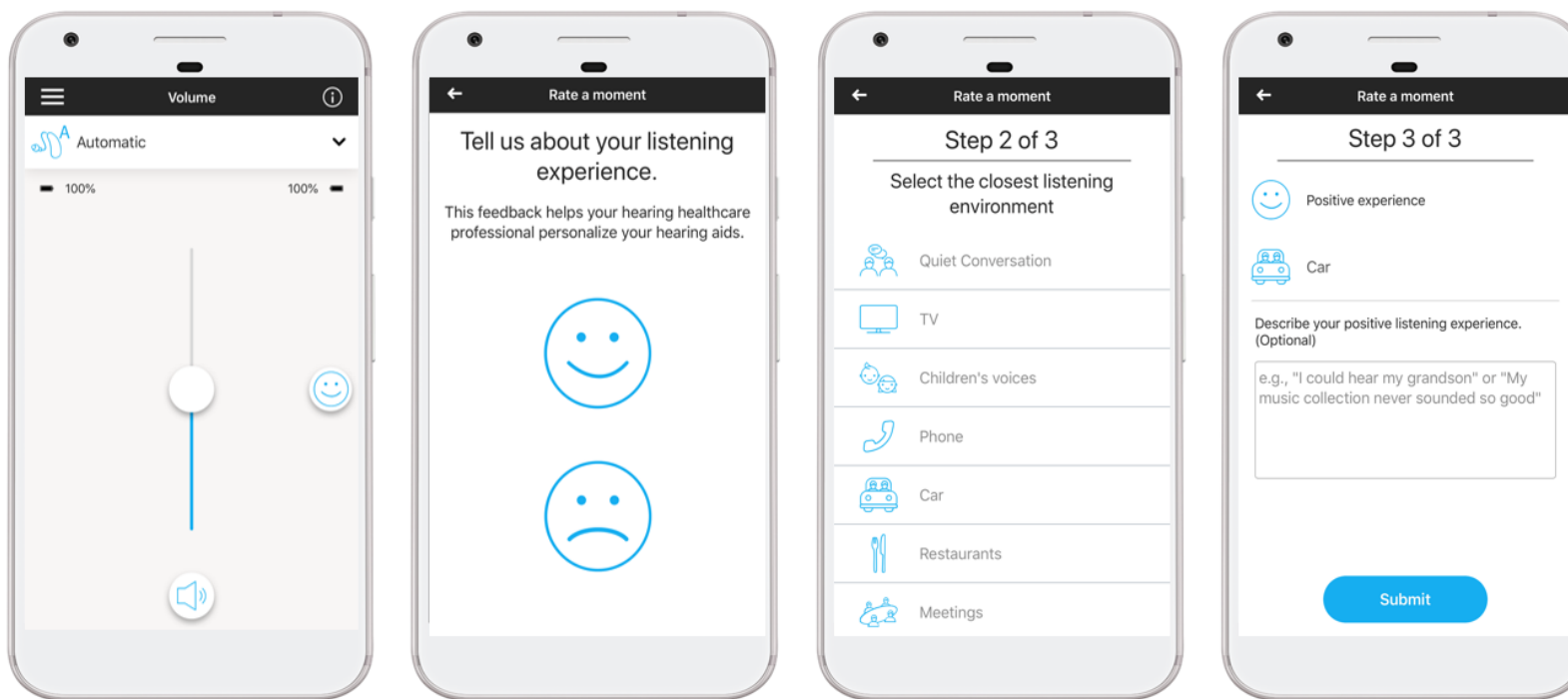
Remote Plus app – functionality

- Change programs
- Control volume
- Adjust tinnitus masker
- Watch how-to videos
- Adjust the balance between the media audio and the environment
- **3-band Equalizer (persistent)**
- **Simplified Log It All data**
- **Submit ratings on their hearing experience**



Ratings

Hearing instrument innovation that informs HCPs with **in-the-moment** device performance perceptions from each consumer



Ratings within TrueFit

Moment Ratings on Tuesday, February 20



6:06 PM

Client Situation: Restaurants

HI program: SoundNav - Conversation in noise

Automatic Adaptation Manager: 85%

Log It All environment: Conversation in a crowd

Volume level: + 6 dB

Problem description: Sounds very tinny
Listening to the music in the car on the way to the office was a bit tinny



8:26 PM

Client Situation: Games

HI program: SoundNav - Conversation in a crowd

Automatic Adaptation Manager: 85%

Log It All environment: Conversation in a crowd

Volume level: + 4 dB

Playing card games with six people with music in background. Love being able to hear!

Close



Clients



FLEX:TRACKER™



Settings

[Back to list](#)

Client overview

Personal details

Name
Discover Demo

Email

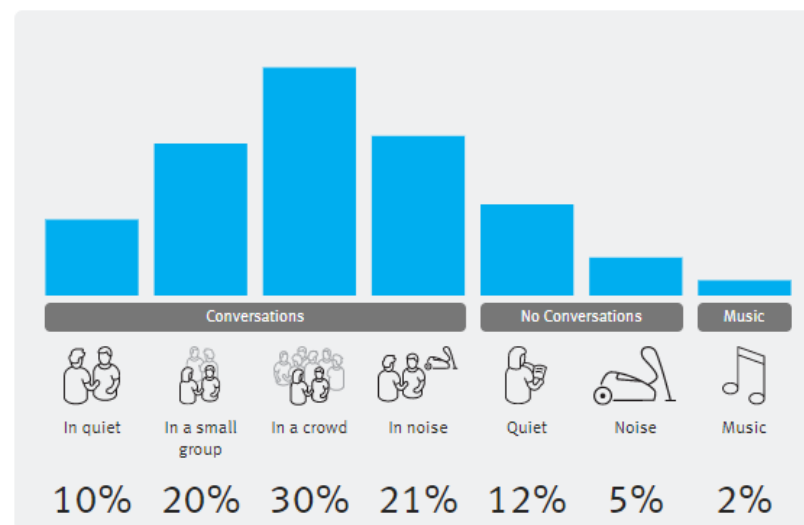
HI model (left)
DX Moxi Move R 9

Activation code
MKEUSP

Active since
Jul 22, 2020

HI model (right)
DX Moxi Move R 9

Log It All



Ratings

Feb 23, 2018, 4:06 am | Quiet conversations



Quiet time but I can hear all the subtleties of sound in my space.

Feb 23, 2018, 3:26 am | Meetings



Client meeting with soft spoken person and every word crystal clear

Feb 20, 2018, 2:26 pm | Games



Playing card games with six people with music in background. Love being able to hear!

Usage

8.0 hours/day since Feb 9, 2018
Data last updated Feb 23, 2018

Satisfaction

5 Submitted Feb 23, 2018
Areas of concern:

[Send satisfaction Email](#)

When your patient says...

I'm going out more, but I
can't hear my family as
clearly as I'd like

I'm struggling to function
at the level I'd like

I don't like having to
push buttons to change
programs



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Clearer picture

Gain evidence-based insights about unique acoustic lifestyles and personalize hearing solutions to best meet needs – all in our fitting software.

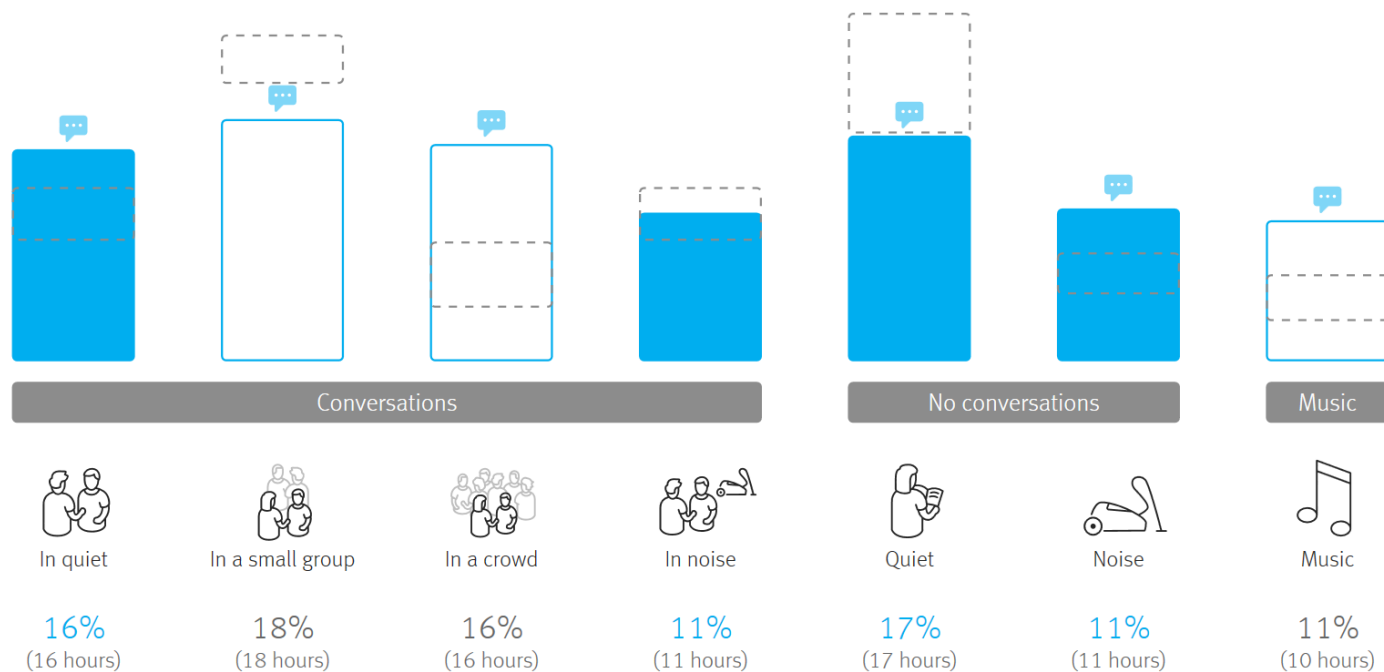


Ready for the future

Leverage our open platform and upgrade clients to higher available technology levels at any time.

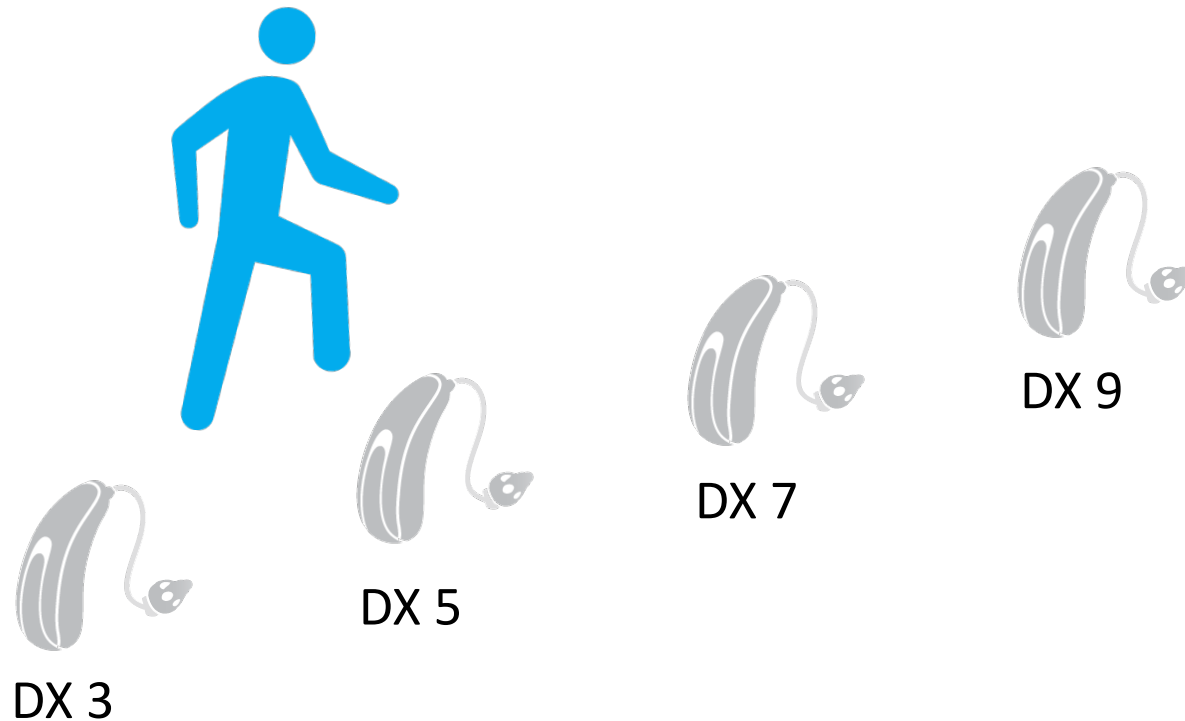
Log It All

Hearing instrument innovation that informs HCPs with **objective evidence** of the time consumer spends in each seven listening environments



FLEX:UPGRADE

Hearing instrument innovation that allows HCPs to make [in-clinic temporary or permanent technology upgrades to purchased devices](#)



- [Install higher technology](#) in patients' own instruments
- [Future-proof](#) their hearing instruments

Training SessionUnitron PatientFileFormsHearing InstrumentOptionsHelp

ClientInstrumentsFittingEnd FittingInsights

SelectionAcousticsAccessoriesPre-FittingIn Situ

Technology Change

Recalculate

Conversation in quiet

DX Moxi Move R 9DX Moxi Move R 9 M RICBattery Level: Good

DX Moxi Move R 9DX Moxi Move R 9 M RICBattery Level: Good

Connection

Upgrade Technology Level

Finish

1Preparation2Information3Upgrade4Finish

Technology level changed successfully

R

DX Moxi Move R 5 ➡ DX Moxi Move R 9
SN: SN30352474

L

DX Moxi Move R 5 ➡ DX Moxi Move R 9
SN: SN23289065

Information transfer successful

The program structure, frequency response, acoustics, Automatic Adaptation Manager status, and accessories have been transferred to the new technology level.
All other parameters have been set to their recommended defaults for the new technology level.

Finish

Discover Next 3

- SoundNav 3.0 with MediaNav
 - 2 Listening Environments
 - 2 Streaming Environments
- Pinna Effect
- Sound Conductor
- MyMusic

Discover Next 9

- SoundNav 3.0 with MediaNav
 - 2 Listening Environments
 - 2 Streaming Environments
- Pinna Effect
- Sound Conductor
- MyMusic

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Experience is everything. We're redefining what hearing care looks like for you and the patients you help everyday.



A vibrant, out-of-focus background of a festival or concert crowd. In the center, two hands are raised, with fingers interlaced to form a heart shape. Overlaid on this heart is a large, stylized letter 'U' composed of four segments in yellow, orange, red, and blue. The text 'Love the experience' is written in a white, sans-serif font across the middle of the image, with a small 'TM' trademark symbol at the end.

Love the experienceTM

Any questions about your future *career* in audiology?



The Sonova vision

A world where everyone enjoys the delight of hearing and therefore lives a life without limitations...

...help people hear the world by providing the most innovative technology, service-oriented dedication and by accepting responsibility for all of our actions.