

TRIAL SYSTEM FITTING GUIDE



beflex[®]



Trial System Fitting Guide

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BeFlex offers you a revolutionary approach to fitting your clients with Bernafon hearing aid technology. It is a powerful counseling and fitting tool that will ease your daily work and help your clients choose the instrument that is just right for them. Use it to save time in the fitting journey while building up a customer relationship based on credibility, trust, and professionalism in your practice.

BeFlex is a flexible trial system. The latest Bernafon products from the premium level 9 down to the entry level 1 can be demonstrated with BeFlex.



With just one fitting, your clients can try up to three different Bernafon performance categories simultaneously in one single hearing aid in their own listening environments. The different performance categories can be programmed into BeFlex instruments and fine-tuned in a fitting session. The hearing aid user can compare the performance categories by pushing the program button on the device or by using the Bernafon remote control. BeFlex creates the unique opportunity to experience multiple technology levels in parallel, rather than sequentially in the clients' day-to-day listening situations.

The BeFlex trial system works with the following three Bernafon BTE styles:



BeFlex will facilitate the decision-making process and increase your clients’ confidence in the product, the fitting and your professional counseling support.

This guide will walk you through the steps for using the BeFlex trial system successfully with your clients. If you need further information on how to fit each model in particular, you may also wish to consult the following materials:

Part Number	Description	Comments	
160722	FG, BTE GENERIC BERNAFON UK	Guide for successful BTE fittings including the Nano and Power BTE models	
147546	FG, BTE PR GENERIC BE UK	Guide for successful Pico RITE fittings	

*not available for category 1

Beginning the BeFlex Trial

Choose the BeFlex instrument (Pico RITE, Nano BTE, or Power BTE) that best suits your client. To set up the BeFlex trial, follow steps 1 – 6 below.

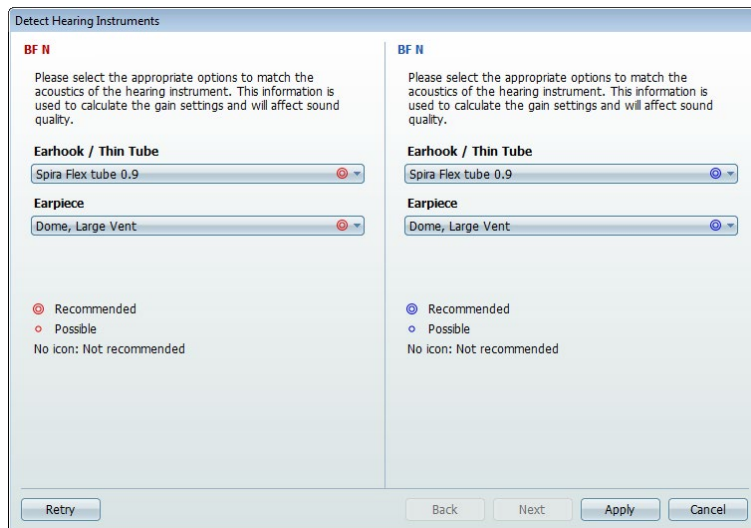
Step 1: Detect the BeFlex Hearing Instrument

- Open Oasis
- Connect the BeFlex instrument to the programming device and click “Detect”

A BeFlex instrument can be programmed with Oasis 22.0 and newer versions, and can be used with any programming device available in Oasis (HiPro, EXPRESSlink3, FittingLINK, etc.). Please use standard programming cables #2 (New Standard) for a wired connection.

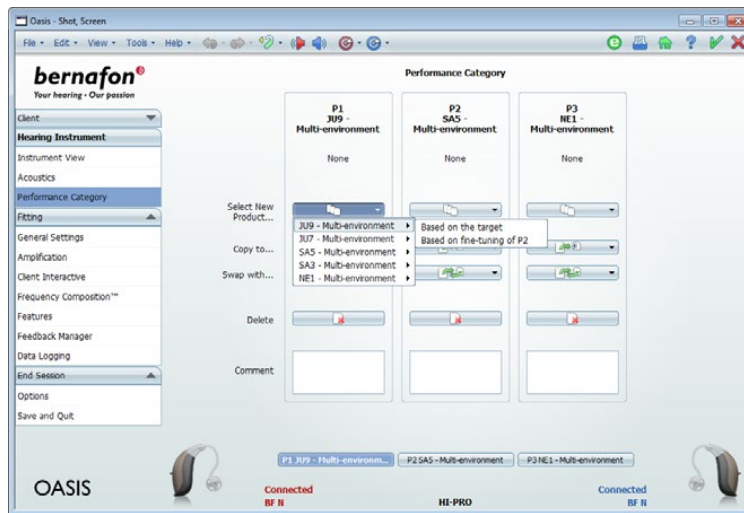
Step 2: Select Acoustic Options

- Using the wizard, make sure that the appropriate acoustic options are selected and properly mounted to the BeFlex product
- Click “Apply” to confirm the acoustic options and Click “Fit” to enter the fitting screens



Step 3: Assign Performance Categories

- In the menu column under “Hearing Instrument”, open the “Performance Category” screen
- By default, BeFlex products are configured with a Multi-Environment Program of the highest performance category “JU 9” in programming slot P1. You can change this selection by clicking on the small arrow in the “Select New Product” field in P1.
- Assign more performance categories in P2 and P3 to allow your client to compare. The options correspond to the performance of the Multi-Environment Programs in Juna 9|7, Saphira 5|3, and Nevara 1.



The main listening differences between the performances categories and product families are shown here:

Feature/Category	Category	Juna 9	Juna 7	Saphira 5	Saphira 3	Nevara 1
Reverb Reduction	9	• →	–	–	–	–
True Directionality™	9	• →	–	–	–	–
Frequency Bandwidth	9 7 vs 5 3 1	10 kHz	10 kHz →	8 kHz	8 kHz	8 kHz
i-VC	9 7	•	• →	–	–	–
Environment Optimizer	9 vs 7 vs 5 3 1	5 states →	2 states →	–	–	–
Transient Noise Reduction	9 7 5 vs 3 1	•	•	• →	–	–
Frequency Composition™	9 7 5 3 vs 1	•	•	•	•	• →
Adaptive Directionality	9 7 5 3 vs 1	•	•	•	•	• →
Adaptive Noise Reduction Plus	9 7 5 3 1	5 states →	4 states →	3 states →	2 states	2 states
Soft Noise Management	9 7 5 vs 3 1	3 states	3 states	3 states →	2 states	2 states
Wind Noise Monitor	9 7 5 3 vs 1	•	•	•	•	• →

Visit the Product Selector on the Bernafon website to learn more about the feature sets, benefits, and products in comparison.

Step 4: Fine-Tune the BeFlex Instrument

- Use the regular tools in Oasis to fine-tune the BeFlex instrument for your client
- Use the same gain for all Multi-Environment programs, to keep them comparable for your client. The performance category slots are, therefore, coupled by default.

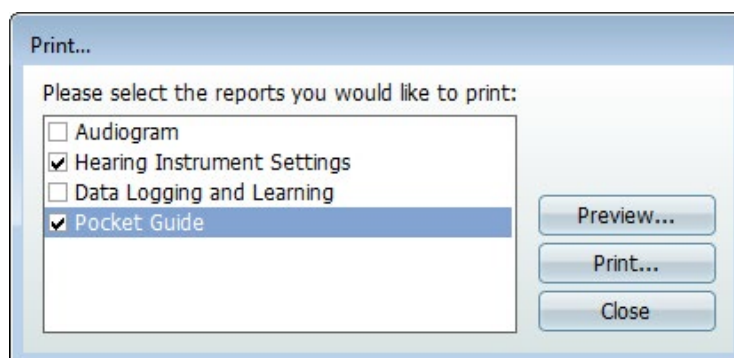
Optional:

- Decouple the performance category slots to fine-tune the performance categories independently
- Pair a Bernafon RC-N remote control

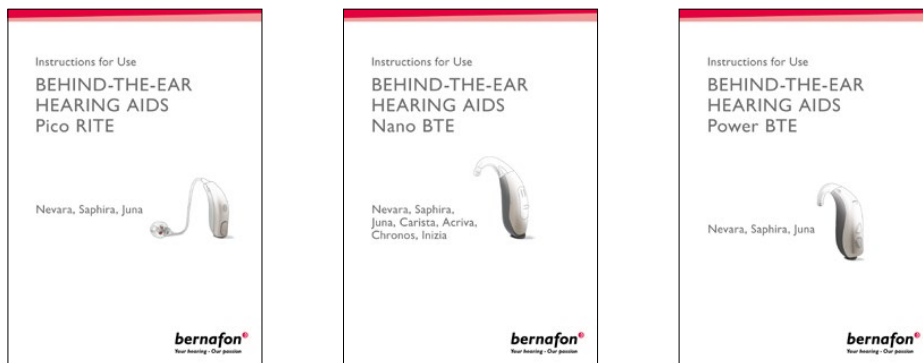
Data Logging is activated by default and cannot be switched off in BeFlex products. Data Logging will help you to keep track of the usage of the BeFlex performance category slots and to determine the preferred performance category after the trial period.

Step 5: Provide Information and Support for Your Client during the Trial Period

- To support your client during the trial period, print the individual Pocket Guide. Use the print button in the top right-hand corner, select "Pocket Guide" from the list, and click "Print".



- Additionally, you can also provide your client with a regular Instructions for Use booklet for further information on how to use and operate the hearing instrument. There are three versions available for the three different models: Pico RITE, Nano BTE, and Power BTE.



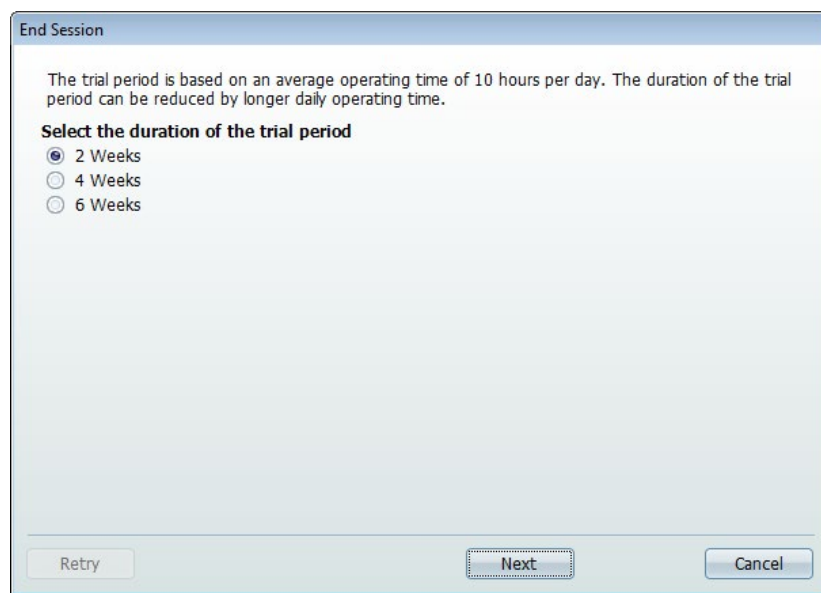
- Encourage your client to switch between performance categories, using the program buttons or remote control, to experience the benefits in various listening situations. The table below shows you some examples of listening environments where the performance of particular features can be demonstrated best.

Feature	Examples of Listening Environments	Performance Category
Reverb Reduction*	Attending a concert or presentation or service in a large building such as a hall, auditorium, or cathedral	9
True Directionality™	Everyday listening in a familiar surrounding such as at home	9
Frequency Bandwidth 10 kHz	Listening to music or watching movies	9 7
i-VC	Increasing the volume to understand the cashier in a grocery store	9 7
Environment Optimizer	Changing from a quiet into a loud environment such as moving from a silent street into a noisy restaurant	9 7
Transient Noise Reduction	<ul style="list-style-type: none"> • Working in the kitchen with dish clattering • Staying on railroad platforms or in heavy traffic 	9 7 5
Frequency Composition™	<ul style="list-style-type: none"> • Listening to the birds in the park or garden • Listening to small children's voices 	9 7 5 3
Adaptive Directionality	Following a conversation in a noisy situation	9 7 5 3
Adaptive Noise Reduction Plus	Being in high noise environment with lots of voices such as in a congress hall, busy shopping mall or public gathering	9 7 5 3 1
Soft Noise Management	Reading a book while the dishwasher is running	9 7 5 3 1

*Note that Reverb Reduction is turned off by default when Transient Noise Reduction is on.

Step 6: End the Fitting Session and Configure the Trial Period

- To end the fitting session, click "Save and Quit"
- Check the configuration information that follows. Then click "Save session and leave Oasis".
- Choose the duration of the trial period and click "Next"



- The settings will now be saved in the BeFlex instrument and Oasis will be closed. Your client is now ready to take their BeFlex instrument(s) and to try them in their own listening environments. Make sure that you book a follow-up appointment that coincides with the trial period. This follow-up appointment can be within the trial period for changes or fine-tuning, or simply at the end of the trial period.

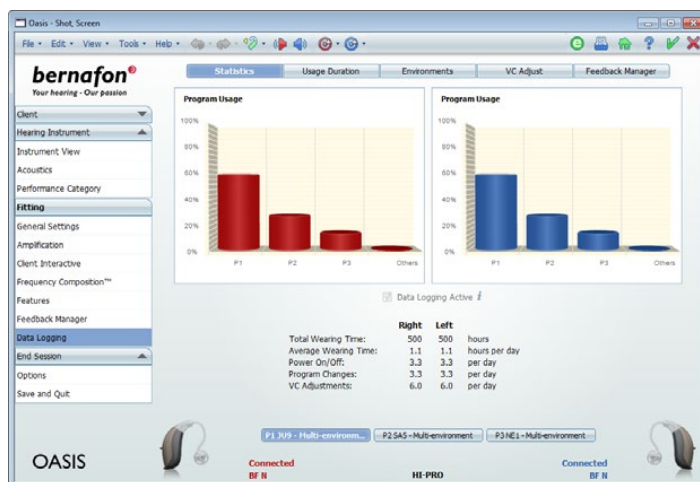
The trial period options are based on an average operating time of 10 hours/day. If the trial period expires before the next appointment or follow-up session, the product will be muted after the next restart and the "end of battery life" beep will sound. The BeFlex product cannot be used anymore and must be connected to the fitting software and programming device for re-programming.

Follow-Up & Ending the Trial Period

Your client has returned for a follow-up appointment. Connect the BeFlex instrument to Oasis and open a follow-up session.

Step 1: Review BeFlex Trial using Data Logging

- Open the Data Logging screen in Oasis
- Use the information from Data Logging to see which performance category slot your client has used most. This will tell you which performance category is probably the most preferred.
- Share this information with your client and help them make the decision about which product is the most suitable one for them
- If your client is ready to make a purchase decision, take it from your stock or place an order. Consider extending the BeFlex trial period if the new product is not available yet. Then skip to Step 3.



Step 2: Make Adjustments to the BeFlex Trial

- Change settings and/or change the assignment of performance categories, if necessary

Step 3: Extend, Re-Activate, or End the Trial Period

- Extend or re-activate the trial period if adjustments have been made or while a new product is on order. Close the follow-up session in Oasis. The dialog box will appear offering options for the duration of the trial period. Choose the duration of the trial period and click "Next". The settings will be saved and Oasis will close. The new trial period can now begin.
- Or, end the trial period. Simply collect the BeFlex instrument from your client. There is no need to reset a BeFlex instrument. It can be programmed for a new trial anytime.

The latest session with the BeFlex instrument must be saved in Noah to be used in the new hearing instrument.

Step 4: Prepare BeFlex Instrument for Re-Use

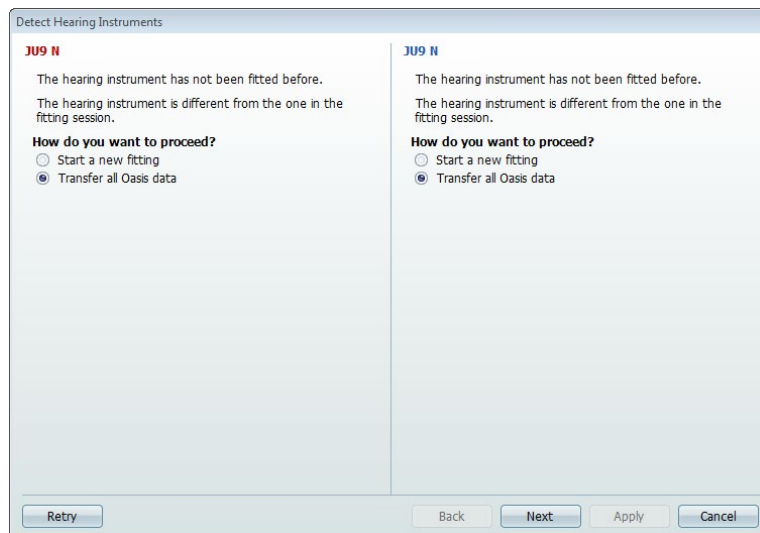
- Carefully clean and disinfect the BeFlex product when a trial has ended, in preparation for re-use. Replace all parts that cannot be thoroughly cleaned.
- BeFlex instruments automatically reset when starting a first fit with the next client

Moving Forward After the BeFlex Trial

Benefit from having BeFlex settings already recorded in your client's file when programming the equivalent new hearing instrument by following the steps below.

Step 1: Copy Settings from a BeFlex Instrument Using Transfer Fitting

- Open your client's file in Noah and connect the new hearing instrument to the programming device
- Start a follow-up session on your client's BeFlex fitting session. Oasis will detect the connected hearing instrument and offer to transfer the fitting data from the BeFlex session to the new instrument.






- Confirm by clicking on "Transfer all Oasis data" and then click "Next"
- The acoustic options you have chosen for the BeFlex Trial are not transferred, please verify that the selected options match the acoustics on the hearing aid, then click "Apply". The new instrument will now be fitted with the data from the BeFlex fitting session.
- To see details of the transfer process, print a report after the transfer is successfully completed (optional)
- Oasis will recommend acoustic options to allow best performance for the new hearing instrument. If you are using different acoustic options than recommended, please change the settings in the acoustic dialog box accordingly. Incorrect acoustic options may cause that the response of your BeFlex instrument is not correctly transferred."

Oasis only transfers the settings from a BeFlex instrument if the performance category in one of the three programming slots matches the performance category of the detected instrument. For example, your client is purchasing a Juna 7. In the BeFlex trial, your client had performance category JU7 as one of the options to compare. Transfer Fitting is possible. Transfer Fitting is not possible if JU7 was not chosen as an option during the trial period.

Step 2: Fine-Tuning the New Product

- Continue the fitting process with additional fine-tuning, assigning additional listening programs, pairing a SoundGate, etc.

Ordering Information

Part Number	Designation	Comments	
159465	BF PR, PS MAC BEFLEX	BeFlex Pico RITE <ul style="list-style-type: none"> · Metallic anthracite · Comes without speaker unit 	
159459	BF N, PS SF MAC BEFLEX	BeFlex Nano BTE <ul style="list-style-type: none"> · Metallic anthracite · Thin tube adapter attached · Earhook packed separately in the blister 	
162522	BF P, VC PS MAC BEFLEX	BeFlex Power BTE <ul style="list-style-type: none"> · Metallic anthracite · Thin tube adapter attached · Earhook packed separately in the blister 	

Since 1946, we have been passionate about developing quality hearing systems that enable people with hearing difficulties to enjoy authentic listening experiences. With Swiss Engineering, precision technology, and our commitment to individual service, we strive to exceed our customers' expectations. Our aim is to provide extra value to our partners every day. Bernafon representatives and employees in over 70 countries fulfill our vision to help people with impaired hearing communicate again without limitations.

Manufacturer:
Bernafon AG
Morgenstrasse 131
3018 Bern
Switzerland
www.bernafon.com

**Local Manufacturer
& Distributor:**
Bernafon Canada
500 Trillium Drive, Unit 15
Kitchener, ON, N2R 1A7
www.bernafon.ca

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