

Frequently asked questions

Understanding the easyTone structure

Why is easyTone changing?

Every hearing screening programme is different. That's why easyTone is expanding into a family of solutions, giving customers greater flexibility to support a range of workflows.

What does easyTone now refer to?

In the new structure, easyTone refers to the headphone technology at the heart of each solution. Customers simply choose the interface that best supports the way they want to work. There are currently two interface options:

- Tablet-based solution for scalable screening
- PC workstation for more integrated workflows.

Understanding the naming structure

easyTone Select

To make the portfolio easier to understand, the existing tablet-based solution is now called easyTone Select. The word "Select" reflects the user's ability to choose the screening workflow that best fits their programme. The device and its features remain the same and will continue to be supported; only the name is changing.

This also helps distinguish the solution from easyTone Connect, while keeping the familiar easyTone name associated with the headset technology.

easyTone Connect

easyTone Connect introduces a new PC-based option operated through MAICO Sessions. The word "Connect" reflects the solution's ability to connect hearing screening with centralised data management and reporting. In addition to offering the core features of easyTone Select.

Frequently asked questions

Choosing the right solution

Which easyTone solution is right for customers?

Each easyTone solution is designed to support different workflow needs:

- easyTone Select is a tablet-based solution for customers who want an intuitive touchscreen interface, scalable screening and flexible use in one location or across multiple sites.
- easyTone Connect is a PC-based solution for customers who want connected screening, centralised data management and reporting (with either a static PC or mobile laptop).

Can customers switch easyTone solutions after purchase?

No. Each easyTone solution is supplied and configured for its specific application. Purchasing one solution does not provide access to another. For example, easyTone Select cannot be connected to a PC and used as easyTone Connect.

What's included with each easyTone solution?

The exact bundle depends on the solution. easyTone Select is supplied with an Android tablet, while easyTone Connect is designed for use with the customer's own PC or laptop.

Existing customer support

Will anything change for existing easyTone customers?

No. Customers who already own the tablet-based easyTone solution can continue using it as before. The product will remain fully supported, including service, replacement parts and accessories.

Will customer-facing materials be updated?

Customer-facing materials will be updated over time to reflect the name change and the wider easyTone family. Current documentation remains a useful reference for existing users.

Project Mgt. to provide input on 'no change in registration'.