

Audiology Technician Reference Guide.



Phonak
Government Services



Infinite Ultra

Introducing Infinio Ultra & EasyGuard™

Infinio Ultra – Clear, Adaptive, Connected and Easy

Existing Infinio patients can be easily upgraded to Infinio Ultra in Target software.

Quick and easy to download

The performance upgrade is completed in Target 11.2. The performance upgrade will take approximately 2 minutes for a pair of Audéo R or 7 minutes for a pair of Audéo Sphere. The upgrade can be completed on both hearing aids simultaneously and by anyone in the clinic with access to Target.



Instructions for upgrading your patients to Infinio Ultra in Target 11.2

Upgrades can be done easily during a fitting session (with on-screen guidance) or through Trials & Tools.

Step 1

Navigate to the Trial & Tools menu in Target 11.2

Step 2

In the menu on the left side select Firmware update

Step 3

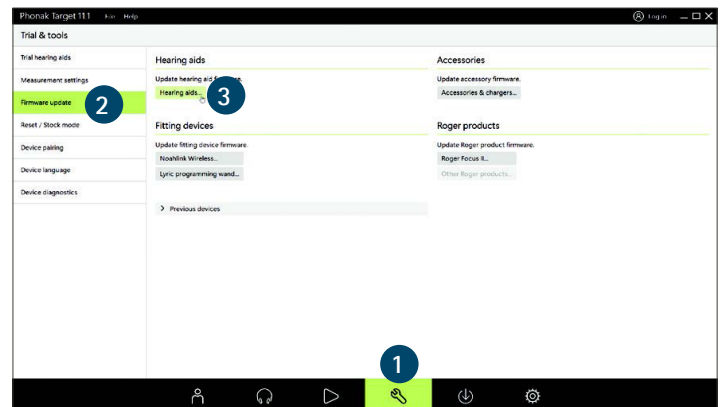
Under hearing aids, select Hearing aids

Step 4

Click the checkbox next to each hearing aid you want to update

Step 5

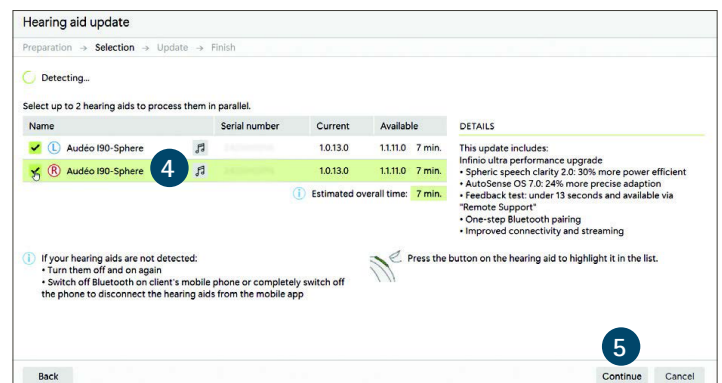
Select continue to proceed with the update



With Infinio Ultra, complete the feedback test in under 13 seconds. Now faster, softer and available via remote support!

New with Target 11.2

- Feature illustrations
- Binaural preparation & restore in Measurement Settings
- App Custom programs availability reflected in Device Options



Clear

Any voice. Any direction. Always clear.

HearAdvisor
top score for
speech in noise
4.6/5¹

Up to **3x** more
likely to understand
every word from
any direction²

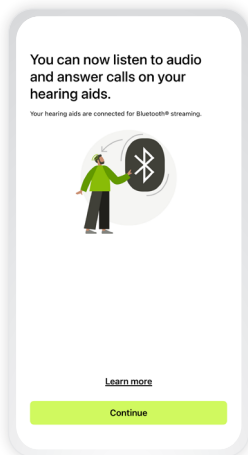


Spheric Speech Clarity 2.0 extracts, enhances, and integrates speech in real-time to deliver unprecedented speech clarity in noise from any direction, **now 30% more efficient**

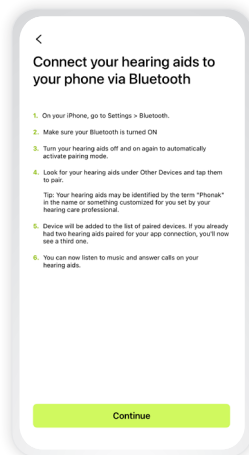
Connected

Always universal. Connectivity that works – no matter the device, no matter the moment.

One-step pairing to both myPhonak and phone/tablet

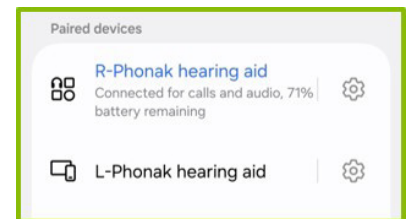
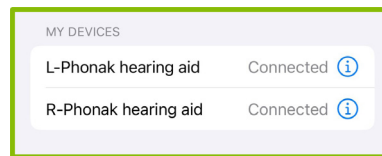


Infinio Ultra & Virto I-R:
Pairing complete for both
app function and call/
audio streaming

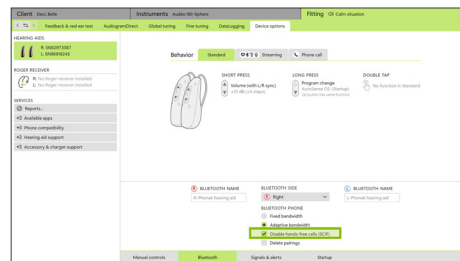


Still need to complete
pairing in BT menu
for calls/streaming
(second step)

Intuitive display in phone's
Bluetooth® menu



Disable hands-free calls (SCIF) in the Bluetooth®
tab of Device Options



Print a SCIF letter
The most updated version of the
SCIF letter is available on our
website, do not use the letter
available in Target software.
SCIF tear-off pad 028-2839-03

References:

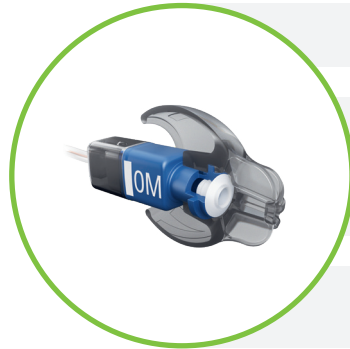
¹ www.hearadvisor.com/products/phonak-sphere-infinio#score

² Wright, A., Kuehnel, V., Keller, M., Seitz-Paquette, K., Latzel, M. (2024) "Spheric Speech Clarity applies DNN signal processing to significantly improve speech understanding from any direction and reduce the listening effort." Phonak Field Study News retrieved from www.phonak.com/evidence.

Easy

Easier maintenance. For everyone. Phonak does the work, so you don't have to.

Phonak EasyGuard



Sealed, sound-transmitting membrane

Easy to clean

Wax protection

EasyGuard domes are designed to reduce service appointments by up to 38%¹

EasyGuard Open



EasyGuard Vented



EasyGuard Power



	EasyGuard Open	EasyGuard Vented	EasyGuard Power
S	054-1259	054-1255	054-1262
S/M	-	-	054-1263
M	054-1260	054-1256	054-1264
M/L	-	-	054-1265
L	054-1258	054-1257	054-1261

Notes:

¹ Internal Service Data report (2024). Sonova. Please contact marketinsight@phonak.com for further information
EasyGuard and Naida L-M are not currently approved for inclusion on the VA contract. For informational and educational purposes only.

Your Phonak Ultra portfolio



Infinio Ultra Sphere



Infinio Ultra R



Virto R Infinio

Spheric Speech Clarity 2.0 now 30% more efficient

•

ASOS 7.0 trained with 18x more sound samples to be 24% more accurate

•

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•

APD 3.0 & SmartSpeech Technology deliver exceptional sound quality

•

•

•

1-step pairing process for smartphones/tablets

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•

Disable hands-free calling for high security environments

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EasyGuard reduces the need for wax filter changes

•

•

Softer & faster feedback test

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•

Binaural firmware updates

•

•

•

Portfolio summary

Audéo RIC

Infinio Ultra



I90-R Sphere

I90-R

CROS I-R*

L90-RT

L90-312

CROS L-R

Naida BTE



L90-UP

L90-SP

L90-PR

L90-M

Link M

Virto ITE

Infinio Ultra



I90-R FS, HS, CA



P90 FS, HS, CA



I90 CIC



I90 Titanium IIC

eSolution & Accessories

UPDATE



Target 11.2



myPhonak 7.3



SilentCloud



TV Connector



Roger

* Only compatible with Audéo I-R
EasyGuard and Naida L-M are not currently approved for inclusion on the VA contract. For informational and educational purposes only.

Phonak Virto™ I-R



Virto I-R Microphone covers:

How to replace microphone protectors for Virto R



Removal tool
054-6069 (5 pcs.)



Microphone protector kit
(50 right + 50 left pcs.)



Part Numbers

Pink	054-6068-26
Gray	054-6068-6B



The power of impressions

Deep, well-defined ear impression: foundation of a successful fit

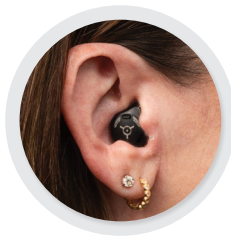
Try the EVOB to facilitate an impression past the 2nd bend. Don't forget to capture the complete helix and concha, a well-defined anti-tragus and inter-tragal notch.



	Part numbers
Easy View Otoblock L	054-0767
Easy View Otoblock M	054-0768
Easy View Otoblock S	054-0769

RightFit™ ordering guide

RightFit Easy Ordering Guide For As-Small-As-Possible



Step 1

Select Model – HS

Step 2

Select Shell Color



Step 3

Select shell options (as desired) e.g. color dot

Step 4

Select faceplate color



Step 5

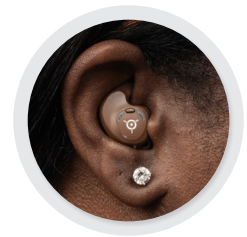
Select dexterity options (removal options)

Step 6

Select MI (Miscellaneous Items)

- RightFit as-small-as-possible is defaulted
- Indicate if using impression on file
- Custom programming codes (as needed)

RightFit Easy Ordering Guide For Dexterity



Step 1

Select Model – FS

Step 2

SelectShell Color



Step 3

Select shell options (as desired) e.g. color dot

Step 4

Select faceplate color



Step 5

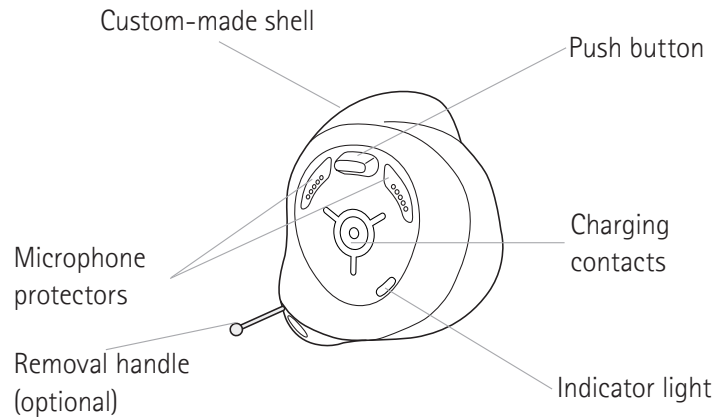
Select dexterity options (removal options)

Step 6

Select MI (Miscellaneous Items)

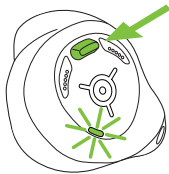
- RightFit for dexterity is defaulted
- Indicate if using impression on file
- Custom programming codes (as needed)

Parts of the hearing aid and charger



Push button with indicator light

The push button has several functions, the primary function is as an on/off switch. Together with your hearing care professional, you can decide if it also allows for volume control and/or program change. This is indicated in your individual instructions.



Phone calls: If connected to a Bluetooth® enabled phone, a short press will accept and a long press will reject an incoming call.

On/Off: Press the button for 4 seconds until the indicator light blinks.

On: indicator light is solid green

Off: indicator light is solid red

Enter flight mode: When the device is off, press and hold the push button for approximately 10 seconds until the indicator light is solid orange. Then release the button.

On/Off

Switch on hearing aid

The hearing aid can be configured to switch on automatically when removed from the charger. If this function is not configured, press and hold the push button for 4 seconds until the indicator light blinks. Wait until the solid green light indicates the hearing aid is ready.

Switch off hearing aid

Press and hold the push button for 4 seconds. Wait until the solid red light indicates the hearing aid is switched off.

Charger compatibility guide

Phonak
Charger
Virto
Infinio



075-0075-11

Phonak
ChargerGo
RIC Sphere
Infinio



075-0057-11

Phonak
ChargerGo
RIC
Infinio



075-0055-11

Phonak
Charger
Ease



075-0080-11

Phonak
Charger
Case Go™



075-3017-11

Phonak
Charger
Case
Combi 2



075-0063-11

Phonak
Charger
Combi
BTE 2



075-0065-11

	075-0075-11	075-0057-11	075-0055-11	075-0080-11	075-3017-11	075-0063-11	075-0065-11
Virto I-R	•						
Audéo I-R Sphere		•					
Audéo I-R			•				
CROS I-R			•				
Audéo L-R/RT				•			
Audéo L-R Life					•		
Audéo L-R Fit				•			
CROS L-R				•			
Naída L-PR							•
Audéo P-R/RT						•	
Audéo P-R Life					•		
Audéo P-R Fit						•	
CROS P-R						•	
Naída P-PR							•
Audéo M-R/RT						•	
Bolero M-PR							•

● 071-0003 Power Pack compatible

Power Pack is not recommended to be charged with third-party battery chargers (power banks) and should only be charged with the combi case power supply. Power Pack always ships ground.

Notes:

Phonak
Charger
Virto
Infinio



075-0075-11

Phonak
ChargerGo
RIC Sphere
Infinio



075-0057-11

Phonak
ChargerGo
RIC
Infinio



075-0055-11

Phonak
Charger
Ease



075-0080-11

Phonak
Charger
Case Go™



075-3017-11

Phonak
Charger
Case
Combi 2



075-0063-11

Phonak
Charger
Combi
BTE 2



075-0065-11

External Power
Supply (EPS)
5V US - no cable
included
075-0030-11

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USB A to USB C
cable
043-3116

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•

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USB microUSB 1m
28AWG
No data
043-0002

•

•

USB A to USB C
cable
with ferrite bead
043-3116-1

•

Power Supply

External Power Supply (EPS)
5V 1A US

075-0030-11



USB A to USB C with ferrite

043-3116-1



Cable USB Micro USB 1m
28AWG No data

043-0002



USB A to USB C

043-3116







Phonak accessory pairing guide

TV Connector 2.0

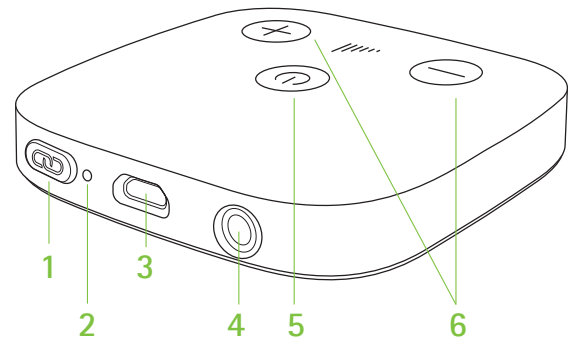


- No body worn streamer required
- Easy plug-and-play setup
- Provides high quality speech and music from any audio source
- Environmental balance adjusts the volume of the streamed signal or surrounding environmental sounds
- Unique advantage of connecting multiple listeners simultaneously to the same audio signal

Solid green		Switched on and transmitting audio
Solid white		Switched on but no audio transmission (standby mode)
Blinking blue		Connecting mode
Blinking red		Wrong audio input format (DTS)
No light		Switched off

Pairing Instructions

- Make sure hearing aid(s) are turned on and the TV Connector is plugged in
- Press the Connect button on the back of the TV Connector, and the indicator light will start blinking blue
- You will hear a confirmation beep in the hearing aids when the connection is successful



- 1 Connect button
- 2 Indicator light (LED)
- 3 microUSB power socket
- 4 Audio socket for optical (Toslink) or analog (3.5mm jack) cable
- 5 Power button
- 6 Volume buttons

Part Numbers

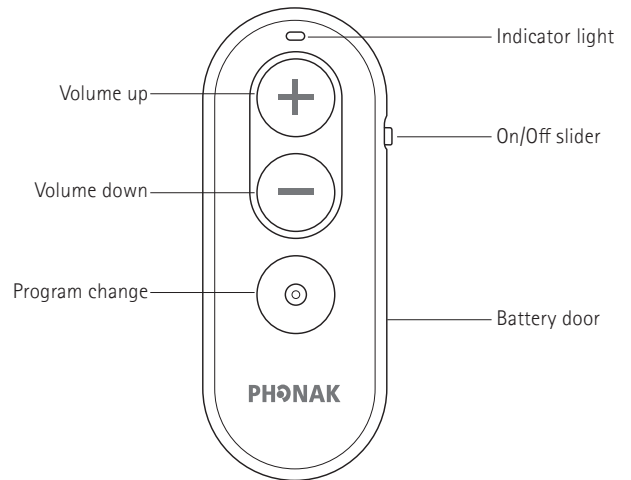
Toslink Digital Optical Cable (included)	057-0011
3.5 mm Toslink Audio Cable (included)	052-0359
Power Supply with micro cable (included)	052-0695
RCA Cinch Cable (order separately as needed)	052-0423



Scan for accessory support videos
qrco.de/AccessorySupport

Remote Control

- Easy to use
- Features three large buttons for simple use
- Program change, volume up and volume down



Pairing with your hearing aids

Set your hearing aids into pairing mode by switching them on. You now have 3 minutes to pair your Phonak RemoteControl with your hearing aids.

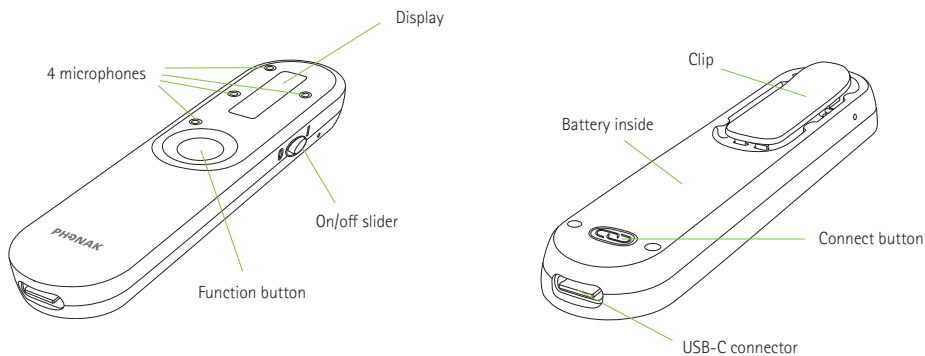
1. Press and hold the volume up "+" button
2. Switch on your Phonak RemoteControl while still pressing the volume up "+" button
3. Release the volume up "+" button when the light indicator starts to blink blue
4. The Phonak RemoteControl and your hearing aids will now pair automatically
5. After a successful pairing the light indicator is solid green for 5 seconds and you may hear a notification beep in your hearing aid
6. You can now use your Phonak RemoteControl

Roger On™

- Proven Roger speech-in-noise performance¹
- MultiBeam 2.0 Technology with RogerDirect / MultiBeam Technology with other Roger receivers
- Orientation Independent presenter mode
- Pointing mode 2.0
- Audio input for multimedia
- Multiple microphone use in a network (MultiTalker Network)
- New scratch resistant display



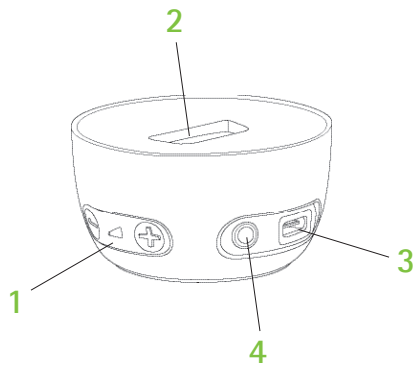
- myRogerMic app for beam steering, custom programs, change settings and remote control
- Headset mode for online calls
- New SmartMute: seem-less switching to hearing aid automatic program when Roger + Mic is muted
- New Stereo Wide Pointing mode: A wider beam-former than pointing mode 2.0, allowing better sound awareness from multiple speakers
- Operating time: 8 hours when using hearing device with RogerDirect™; 6 hours when using Roger receiver



Compatible with the myRogerMic app

¹ Thibodeau, L. (2014). Comparison of speech recognition with adaptive digital and FM wireless technology by listeners who use hearing aids. American Journal of Audiology, 23(2), 201-210.

Roger On, continued



- 1 Audio input volume control
- 2 Slot for Roger On
- 3 USB C connector
- 4 3.5 mm analog and optical digital (Toslink) audio input

Pairing Instructions

- Make sure hearing aid(s) and Roger microphone are turned on
- Press the Connect button on the backside of the Roger On
- Hold the Roger On within 4 inches to the hearing aid

Roger On Additional Features

Streaming media from computer or tablet

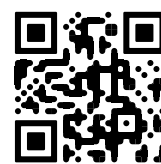
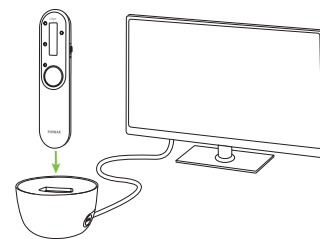
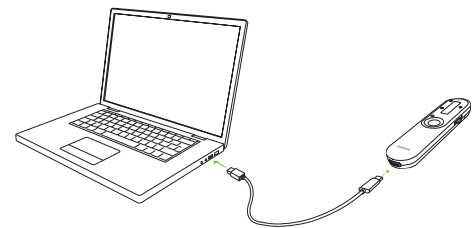
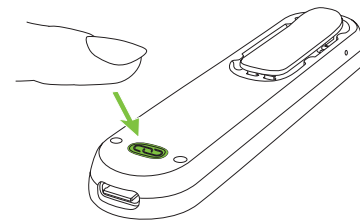
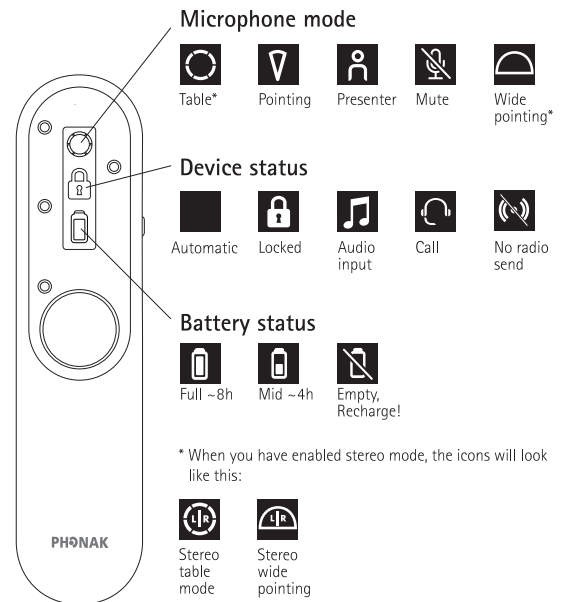
- Plug the smaller end (USB-C) of the charging cable into the Roger On
- Plug the larger end (USB-A) of the cable into the USB port on the computer

Streaming the Television

- Plug the Roger docking station into the TV with the provided optical cable and plug the docking station into a power source
- Insert the Roger microphone into the docking station
- Switch on the TV (or other audio device). The Roger microphone will automatically transmit the audio signal to the hearing aids

Part Numbers

TOSLINK cable 3.5mm, black	057-0011
Cinch adapter (3.5mm jack female to cinch)	052-0371
Audio cable, 1m/3feet (3.5mm jack male/male)	052-0359
USB-C audio cable (to connect Roger On with a headphone output)	043-3098
USB-C Charging/Programming Cable Only	043-0003
External Power Supply (EPS) 5v US-no cable included	075-0030-11
Docking Station Roger On	055-3046-00003
Lanyard Roger On	055-3044
Softcase Roger On	055-3045



Scan for Roger support videos
qrco.de/RogerSupport

Bluetooth® beyond phones – Apple®

Apple Computers

Bluetooth® pairing for streaming & online calls

1. Computer Settings → Bluetooth®
2. Reboot the hearing aids
3. Click "Connect" when the hearing aid appears under "Nearby Devices"

Note: You may need to change the microphone and speaker settings in the online call software to select the hearing aid. Sometimes online call stability is better with "Normal(fixed)" Bluetooth® bandwidth. This can be change in the app or the Target software.

Apple Watches

Bluetooth® pairing for streaming & phone calls

1. Watch Settings → Bluetooth®
2. Reboot the hearing aids
3. Select "R-Phonak hearing aid"* to pair

Note: Streaming is possible with data plan, Wi-Fi, or downloaded content with hearing aid connected directly to the Apple Watch. Phone calls without the iPhone nearby is only possible with an Apple Watch data plan.

Accessibility

VoiceOver for visually impaired

1. Settings → Accessibility → VoiceOver

Note: Compatible with myPhonak app

Live Captions on iPhone/iPad for phone calls, FaceTime, and live conversations

1. Settings → Accessibility → Live Captions

Note: This feature isn't directly related to the hearing aids, but could be very useful for patients with poor word discrimination.

Apple TV

Bluetooth® pairing for streaming

1. Apple TV Settings → Remotes and Devices
2. Select Bluetooth®
3. Reboot the hearing aids
4. Select it under "Other Devices" and pair

Note: Using this method cuts off sound for anyone else in the room, so it may not be suitable for everyone. It also consumes more battery life than using a TV Connector.

Apple CarPlay – Wireless

Streaming **phone calls only**; media streaming will always route to car speakers

Automatic Call Audio Routing:

1. Answer on car, goes to car speakers
2. Answer on the phone, call to so car speakers
3. Answer on hearing aid, call goes to hearing aids

Bluetooth® Headset Call Audio Routing:

1. Call goes to hearing aids

Note: Wired CarPlay is not compatible.

Apple Health

Option to synchronize the health data from myPhonak (steps, distance, active energy) with Apple Health

1. Create myPhonak account in the myPhonak app
2. iPhone Settings → Profile → Health data sync

Note: Health data tracking in myPhonak is only available with rechargeable hearing aids

*Hearing aid name may be customized in the Phonak Target software.

Disclaimer: The information in this presentation should be used as a reference guide only. Hardware and software levels and releases may vary, and numerous hardware and software combinations are possible. Sonova assumes no responsibility for the Apple functionalities and features thus it is the user's responsibility to do product Apple functionalities and features testing by himself before any purchasing decision is taken.

Bluetooth® beyond phones – Android™

Computers

Bluetooth® pairing for streaming & online calls

1. Computer Settings → Bluetooth® & devices
2. Select "Add device"
3. Select "Bluetooth"
4. Reboot the hearing aids
5. Select hearing aid

Note: You may need to change the microphone and speaker settings in the online call software to select the hearing aid. Sometimes online call stability is better with "Normal(fixed)" Bluetooth® bandwidth. This can be change in the app or the Target software.

Smartwatches

Bluetooth® pairing for streaming & phone calls

1. Watch Settings → Bluetooth®
2. Reboot the hearing aids
3. Select under "Available devices" and Pair

Note: Streaming is possible with data plan, Wi-Fi, or downloaded content with hearing aid connected directly to the watch. Phone calls vary greatly between models. Change audio routing to hearing aid on the watch.

Accessibility

Live Transcribe (speech to text using microphone)

1. Samsung Galaxy: Settings → Accessibility → Hearing enhancements → Live Transcribe → Open Live Transcribe
2. Google Pixel: Settings → Accessibility → Live

Live Captions (of media playing)

1. Samsung Galaxy: Settings → Accessibility → Hearing enhancements → Live Caption → On
2. Google Pixel: Settings → Accessibility → Live Caption → Turn On

Note: Requires an active internet connection.

Smart TV

Bluetooth® pairing for streaming

1. TV Settings → Bluetooth® Devices
2. Scan for devices
3. Reboot the hearing aids
4. Pair

Samsung TV MultiConnect allows two different BT headphone to stream

1. TV Settings → All Settings
2. Connection → Bluetooth® Devices
3. Pair and connect first set of hearing aids/headphones
4. Select a second set of hearing aids/headphones and choose "Multi Connect"

External TV devices (Amazon Firestick, Roku, etc.)

1. Settings → Remotes & Bluetooth® Devices
2. Other Bluetooth® Devices → Add Bluetooth® device
3. Pair and connect hearing aid

Note: Varies between TV models. This method could cut off sound for anyone else in the room, so it may not be suitable for everyone. It also consumes more battery life than using a TV Connector.

Android Auto – Wireless

Streaming **phone calls only**; media streaming will route to car speakers

Android Auto:

1. Call routed automatically to car speakers
2. Change routing to hearing aids manually on the phone

Bluetooth® to car (NOT Android Auto):

1. Answer on car → car speakers
2. Answer on hearing aids → hearing aids
3. Answer on phone → last connected device

Note: Behavior may vary based on the car, operating system, and phone model.

Bluetooth® connectivity and phone streaming troubleshooting

Cell phone call streaming

Setup steps

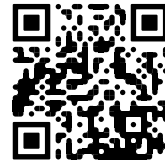
1. Bluetooth® menu

Open the Bluetooth® menu on your phone (often found in "Settings" or "Tools"). Make sure Bluetooth® is on.

2. Pairing

Open and close both hearing aid battery doors within 3 feet of the phone. The name of one hearing aid* will appear on the phone. Tap on it to select, and click "pair" when prompted.

* This is the assigned Bluetooth® side that is selectable in the Target fitting software.



Scan for phone compatibility

qrco.de/PhoneCompatibility

Tips & Tricks

Pairing:

- On your patient's cell phone, select "forget" for any previously paired hearing aids.
- Turn off the Bluetooth® on other Bluetooth® enabled devices nearby.
- If unable to connect the hearing aids to the cell phone, try to connect the hearing aids to a different cell phone or Bluetooth® device.
- If unable to connect to any Bluetooth® device, restart the patient's cell phone.
- Make sure the patient's cell phone operating system is up to date.

Streaming:

- Streaming quality will be impacted by your patient's cellular signal – if they have a poor signal, they may experience intermittent streaming.

Streaming (continued):

- Call routing is impacted by how the patient answers their phone.
 - When answered using the multifunction button or Tap Control on the hearing aid, the call will be routed directly to the hearing aids – this is the suggested method.
 - When answered via the phone, the patient may need to change the audio source on their phone from speaker to hearing aid or phone to hearing aid.
 - In iPhone: Settings > Accessibility > Touch > Call Audio Routing > Change from "Automatic" to "Bluetooth® Headset"
 - In Android: Settings > Connected Devices or Connections > Bluetooth® > Click the "gear" icon next to R(or L)-Phonak hearing aid
- Sound cuts in/out often
 - Notifications and alerts may cause an audible interruption.
 - If undesirable, turn off notifications and sounds in settings (phone call alerts will still be heard).

Further details to enhance the patient's experience and troubleshoot concerns, see the next page.

Troubleshooting

Steps to reset Bluetooth® connectivity if a patient reports:

- Phonak devices not showing up in Bluetooth® scanning display
- Poor call sound quality (on both near and far end)
- Connection issues with myPhonak app

1. Turn Bluetooth® off and back on.
2. Restart the phone.
3. Switch both hearing aids off and on when device is not showing up in available Bluetooth® device menu.
4. Disable WiFi and see if this improves connectivity.
5. Forget device and re-pair.
6. Switch Apple Watch® (or other smart watches/devices) off when trying to pair hearing aids.

If a patient reports that a hearing aid cuts in and out during the following operations, solutions may be found in the settings menu for both iOS® and Android™ smartphones:

Situation	When I write a text or email	When I get a notification from an app	When I turn off my phone	When my phone rings it's too loud or soft
iOS	Settings > Sounds (& Haptics) > Keyboard Clicks > Turn off	Settings > Notifications > Turn off app switch for each app	Settings > Sounds (& Haptics) > Lock Sounds > Turn off	Settings > Sounds (& Haptics) > Ringer & Alerts > Adjust volume slider
Android	Settings > Sounds and Vibration > Keyboard Sound > Turn off	Settings > Notifications > All apps OR turn off apps individually	Settings > Sounds and Vibrations > Touch Sounds and Lock Sounds > Turn off	Settings > Sounds and Vibration > Volume

If a patient wants to reroute the call audio:

iPhone 8 or lower versions	Swipe up to open Control Center > Touch and hold audio card > Tap to view devices > Tap the desired speaker, headphone or accessory
iPhone X, XR, XS, XMax	Swipe down from top right to open Control Center > Touch and hold audio card > Tap to view devices > Tap the desired device
Android	Swipe down > Tap audio output > Choose other option

If a patient reports an odd interaction between their hearing aids and a particular app:

iPhone	App Store > Updates (bottom of screen) > List of apps appears > Choose desired app > Hit Update or Update All
Android	Google Play Store > three horizontal stripes near search bar > My Apps & Games > Updates > Update ALL or update individual apps

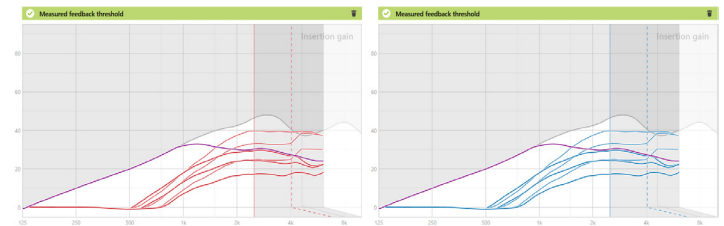
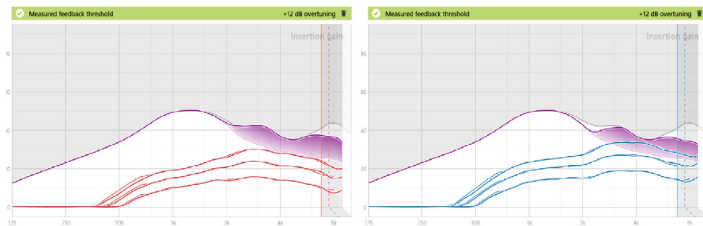
Optimizing mobile phone

Troubleshooting techniques to improve patient's experience on the phone Improving patient's voice during phone calls

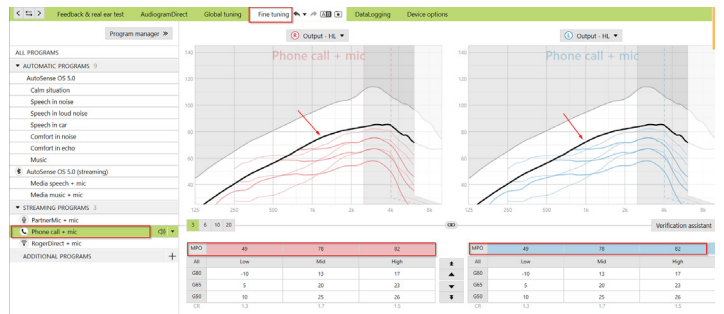
When speaking on my mobile phone, my conversation partner complains they can't hear me very well

- Ensure the feedback test has been performed in order to calibrate the hearing instrument's microphones while positioned on the patient's ear
- Verify that the feedback test is not cutting the gain curve. Consider using overtuning or changing the acoustic coupling if optimal feedback test can't be achieved (see example below)
- Change Bluetooth® hearing instrument to the ear with the most visible headroom
- Clean the hearing instrument microphones
- Consider a shorter receiver wire to ensure that the hearing instrument microphones are positioned at the top of the pinna. If the receiver wire is too long, the pinna will block the patient's voice from being picked up by the hearing instrument microphones
- Increase the MPOs of the "Phone Call + mic" streaming program (see example below)
Fitting > Fine Tuning > From the left hand column, select drop down menu "Streaming Programs" > Select "Phone Call + mic"

Feedback test



MPOs in the "Phone call + mic" streaming program



Tips for iPhone® Users

Complaint: The patient has to change the audio source on their phone when a call comes in. They would prefer the inbound call to route to their hearing instruments without having to change the source.

Change call audio routing from automatic to Bluetooth® headset

iOS® 13 or higher: Settings > Accessibility > Touch > Call audio routing > Bluetooth® headset

iOS 12 or below: Settings > General > Accessibility > Call audio routing > Bluetooth® headset

Benefit: When you change the call audio routing settings in the patient's iPhone, the call will always come through the patient's hearing instruments.

Complaint: The patient states their conversation partners comment on the level of background noise while on the phone in a noisy area.

Consider utilizing the Voice Isolation feature

- To use Voice Isolation during a FaceTime audio or video call, you'll need iOS 15 or later.
- To use Voice Isolation during a phone call, you'll need iOS 16.4 or later.

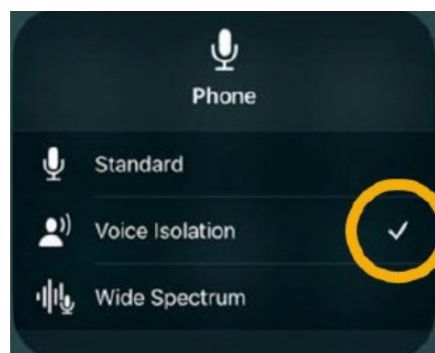
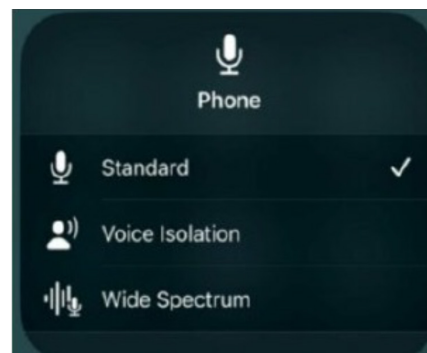
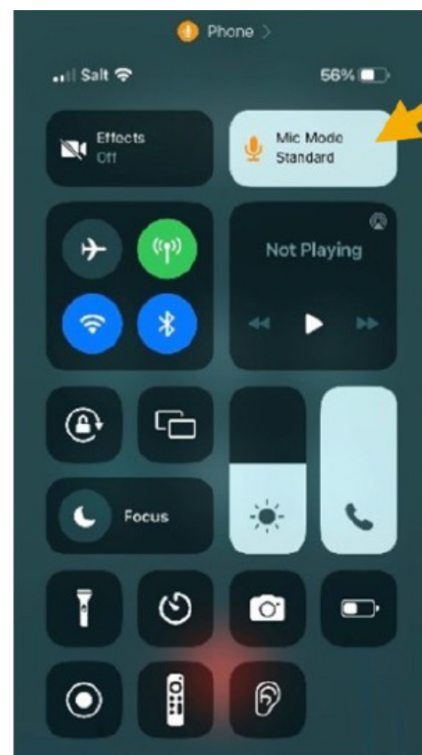
Voice Isolation can be used on these devices:

iPhone XR, iPhone XS models, and later

Steps for Voice Isolation for iPhone:

1. While in a phone call using Phonak hearing instruments, swipe down from the top-right corner of the screen to access the Control Center.
2. On the top-right corner of the screen, tap Mic Mode.
3. Select Voice Isolation.

Benefit: Blocks out unwanted background noises that often make a phone call unpleasant or even impossible, while prioritizing the caller's voice. The conversation partner will benefit from this setting.



Traditional Earmold, SlimTip, or CROS Tip service

Hearing aid warranty status	Hearing aid needs repair?	Process	What to send to Phonak
In warranty, in trial period	Does not matter	Eligible for one-time remake for fit issues only	Custom tip One time remake form
In warranty, out of trial period	Yes	Earmold can be serviced with the hearing aid; enter service request under hearing aid serial number	Hearing aid Custom tip Service request
In warranty, out of trial period	No	Earmold can be serviced by itself; enter service request under hearing aid serial number	Custom tip Service request
Out of warranty	Yes	Earmold can only be serviced if it comes in with the hearing aid; enter service request under hearing aid serial number	Hearing aid Custom tip Service request
Out of warranty	No	Submit new order	New order New impression or use scan on file



Earmold Full Shell



CROS Tip L



CROS Tip R



Acrylic SlimTip L



Acrylic SlimTip R

Earmold service includes cleaning, retubing, and performing minor repairs on the earmold.

Note: An earmold is considered damaged beyond repair if it is broken, cracked, has a portion missing, or is significantly modified.

Hearing aid warranty status	Hearing aid needs repair?	Process	What to send to Phonak
Does not matter	Does not matter	New earmold, slimitip, and/or CROS tip needs to be ordered	Nothing or new impressions

Tips for Keeping Orders, Repairs, and Replacements Moving Smoothly

We know how important it is for your patients to receive their devices and accessories quickly. Here are some helpful reminders and best practices to avoid delays and keep everything running smoothly.

Earmolds, SlimTips, and CROS Tips

Remakes:

- One-time remake for fit issues is available within the trial period.
- For the best results, sending a new impression is recommended.
- Marking the existing mold where there is discomfort helps our modelers make precise adjustments.
- To change the model, style, or options on an earmold, please submit a new order.

Loss & Damage Coverage

cShells:

- Covered under L&D only if purchased with a hearing aid.
- If a cShell is ordered after the trial period without a new hearing aid, it is not covered under L&D.

SlimTips, CROS Tips, and Traditional Earmolds:

- Considered earmolds, and therefore not eligible for L&D replacement.
- If lost or broken, a new earmold order is required.

New Orders

To keep new orders moving quickly:

- If selecting "use scans on file" in ROES, remember that scans are kept for 10 years (available if submitted after 2008).
- If "send new impressions" is selected—or the field is left blank—please be sure to include impressions.
- Orders will be held for 1 week if impressions are missing, after which we'll reach out to the PO contact.
- If impressions are sent with an order form but no custom details are entered in ROES, we'll need those details to proceed.
- Double-check compatibility when ordering earmolds, CROS/hearing aid combinations, or accessories to avoid delays.

Repairs

Repairs move fastest when request details are complete and accurate:

- Confirm that the serial number on the hearing aid matches the service request. Service request not entered for remote, wireless accessory, FM/Roger device, or CROS device.
- Double-check the left/right designation.
- Be sure to submit a service request for all devices, including remotes, wireless accessories, FM/Roger devices, and CROS devices.
- Use the "Items to Vendor" field to let us know exactly what you've sent—we'll verify everything upon receipt.

Charger Cases

To streamline charger case repairs:

- Warranty Coverage
 - Ordered before May 1, 2025 → covered under the original hearing aid warranty (no L&D).
 - Ordered on/after May 1, 2025 → includes a 1-year warranty and 1 year of L&D.
- Submitting a Repair
 - In ROES, select "defective charger."
 - Include the cable and wall plug for the most accurate diagnosis.
- What to Expect
 - Chargers are tested upon arrival.
 - If working properly, they are returned as received.
 - If defective, they are repaired or replaced.
 - If outside warranty, **order a new charger**.
 - Out-of-warranty chargers sent in will be returned as-is.

RIC Receiver Replacements

To keep replacements accurate and efficient:

- No need to send in RIC receivers for replacement.
- Use only the "Replace RIC Receiver Only" code in ROES.
- Do not use "Defective Receiver."
- Do not enter multiple codes.
- Applies to RIC receivers only (not cShells).
- All cShell repairs/remakes require a service request or one-time remake form, with the product sent in.
- Always note the receiver size (length) and power level in the service request.
- For Marvel, Paradise, or Lumity devices, specify if the receiver is 4.0 or 5.0.

5.0 Receivers — Repairs and L&Ds

- If a 4.0 receiver comes in for repair, it will be returned as a 4.0.
- To switch from 4.0 to 5.0, order 5.0 receivers through the parts/accessory contract in ROES.
 - Per DLC request, also order Cerustops to ship to the patient—this prevents wax prevention order mix-ups in the future.
- For L&D requests: if a hearing aid originally had a 4.0 receiver but was switched to a 5.0, please note this on the L&D request to ensure the correct replacement is provided.

ROES codes

3.0 (Belong, Venture, Quest, Spice)	4.0 (Marvel)	5.0 (Marvel, Paradise, Lumity)	6.0 (Infinio)	Type of Receiver
-	-	-	REC56	Size 00 Standard Receiver
REC	REC20	REC40	REC57	Size 0 Standard Receiver
REC1	REC21	REC41	REC58	Size 1 Standard Receiver
REC2	REC22	REC42	REC59	Size 2 Standard Receiver
REC3	REC23	REC43	REC60	Size 3 Standard Receiver
-	-	-	REC61	Size 00 Medium Receiver
-	REC24	REC44	REC62	Size 0 Medium Receiver
-	REC25	REC45	REC63	Size 1 Medium Receiver
-	REC26	REC46	REC64	Size 2 Medium Receiver
-	REC27	REC47	REC65	Size 3 Medium Receiver
-	-	-	REC66	Size 00 Power Receiver
REC4	REC28	REC48	REC67	Size 0 Power Receiver
REC5	REC29	REC49	REC68	Size 1 Power Receiver
REC6	REC30	REC50	REC69	Size 2 Power Receiver
REC7	REC31	REC51	REC70	Size 3 Power Receiver
REC8	-	-	-	Size 0 Super Power Receiver
REC9	-	-	-	Size 1 Super Power Receiver
REC10	-	-	-	Size 2 Super Power Receiver
REC11	-	-	-	Size 3 Super Power Receiver
REC12	-	-	-	Size 0 Super Power Plus Receiver
REC13	-	-	-	Size 1 Super Power Plus Receiver
REC14	-	-	-	Size 2 Super Power Plus Receiver
REC15	-	-	-	Size 3 Super Power Plus Receiver
REC16	REC32	REC52	REC71	Size 0 Ultra Power Receiver
REC17	REC33	REC53	REC72	Size 1 Ultra Power Receiver
REC18	REC34	REC54	REC73	Size 2 Ultra Power Receiver
REC19	REC35	REC55	REC74	Size 3 Ultra Power Receiver
-	-	-	REC36	Size 0 Medium Sensor Receiver
-	-	-	REC37	Size 0 Medium Sensor Receiver
-	-	-	REC38	Size 0 Medium Sensor Receiver
-	-	-	REC39	Size 0 Medium Sensor Receiver

	Earmolds	Acrylic	Silicone	Titanium
EM2	Phonak SlimTip 4.0	062-0006-01	062-0007-01	-
EM3	Phonak cShell 4.0	062-0008-01	-	062-0009-01
EM10	Phonak Standard Full Shell	062-0001-01	062-0018-01	-
EM11	Phonak Carved Full Shell	062-0001-01	062-0018-01	-
EM12	Phonak Carved Half Shell	062-0001-01	062-0018-01	-
EM13	Phonak Skeleton	062-0001-01	062-0018-01	-
EM14	Phonak Helix Lock	062-0001-01	062-0018-01	-
EM15	Phonak Semi-Skeleton	062-0001-01	062-0018-01	-
EM16	Phonak Canal	062-0001-01	062-0018-01	-
EM17	Phonak Canal Lock	062-0001-01	062-0018-01	-
EM19	Phonak SlimTip 3.0	062-0012-01	062-0017-01	-
EM20	Phonak cShell 3.0	062-0014-01	-	-
EM21	Phonak CROS Tip 3.0	062-0025-01	-	-
EM34	Phonak CROS Earmold	062-0001-01	062-0018-01	-
EM35	Phonak CROS Tip 4.0	062-0016-01	-	-
EM36	Phonak MAV Titanium Slimtip 4.0	-	-	062-0049-01
EM37	Phonak SlimTip 6.0	062-0063-01	062-0064-01	-
EM38	Phonak cShell 6.0	062-0056-01	-	062-0057-01
EM39	Phonak CROS Tip 6.0	062-0059-01	-	-
EM40	Phonak MAV Titanium Slimtip 6.0	-	-	062-0065-01

Rechargeable battery return shipping guide

Returning hearing aids with lithium-ion batteries
– remains the same as before

1–2 Devices

Hearing aids & Charger
(without built-in battery or 2 accessories)

- Use standard prepaid shipping label

3–200 Devices

Hearing aids & ChargerGo OR 3+ accessories

- Apply UN3481 label (Part #025-0103)
- Use standard prepaid shipping label

Label kits include:

UN3481 & Prepaid Air shipping labels

UPS kit – Part #054-1313

FedEx kit – Part #054-1316

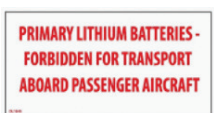
To order, contact Phonak Customer Service:
888-561-7555

Change effective January 1, 2026

Power Pack or ChargerGo returned without hearing aids

Ship GROUND ONLY (no air)

- Apply UN3480 (part #025-0117)
- Apply Lithium-ion no passenger aircraft label (part #025-0226)



Label kits include:

Prepaid ground shipping labels, lithium-ion no passenger aircraft label & UN3480

FedEx – Part #054-1317

UPS – Part #054-1311

Damaged Battery? Do NOT return to Sonova.

Swollen, leaking, cracked, hot, suspected damage

Contact Phonak Customer Service: 888-561-7555

Recycling: earth911.com

Supply Stock Reset Checklist

	DLC Name	Part Number	Models Supported
<input type="checkbox"/>	SDS 6.0 RIC Kit	054-1113	Infinio RICs
<input type="checkbox"/>	SDS 5.0 RIC Kit	054-1201	Lumity/Paradise/Marvel RICs
<input type="checkbox"/>	EasyView Starter Kit	054-0774	Custom HA/Custom Earpieces
<input type="checkbox"/>	Home Care Kit	098-0602-00000G7	All RIC products
<input type="checkbox"/>	Drying Capsule 4 pack	098-0576-00000G1	All products
<input type="checkbox"/>	Drying Cup with 4 capsules	098-0577-00000G1	All products
<input type="checkbox"/>	Perfect Dry Lux	095-0581-00011	All products
<input type="checkbox"/>	Cerustop Clinic Rack 100 pcs	098-0405	Custom and RIC 6.0 / 5.0 / 3.0
<input type="checkbox"/>	GS Tear-Off Pad Cerustop	028-6848-03	All products with Cerustop
<input type="checkbox"/>	VA Consumer Hotline Stickers	025-5313	All products
<input type="checkbox"/>	 EasyGuard Open S	054-1259	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Open M	054-1260	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Open L	054-1258	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Vented S	054-1255	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Vented M	054-1256	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Vented L	054-1257	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Power S	054-1262	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Power S/M	054-1263	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Power M	054-1264	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Power M/L	054-1265	All RIC & BTE models
<input type="checkbox"/>	 EasyGuard Power L	054-1261	All RIC & BTE models

Charger Stock Reset Checklist

	DLC Name	Part Number	Models Supported
<input type="checkbox"/>	Phonak Charger GO RIC I	075-0055-11	Audéo I-R, CROS I-R
<input type="checkbox"/>	Phonak Charger Virto I	075-0075-11	Virto I-R
<input type="checkbox"/>	Phonak Charger GO RICSphere I	075-0057-11	Audéo I-R Sphere
<input type="checkbox"/>	Phonak Charger Case Ease	075-0080-11	Audéo L-R/RT
<input type="checkbox"/>	Phonak Slim Charger	075-3024-11	Audéo L-R Slim
<input type="checkbox"/>	Phonak Charger Case GO	075-3017-11	Audéo L-RI, Audéo P-RI
<input type="checkbox"/>	Phonak Combi RIC Charger V2	075-0063-11	Audéo P-R/RT, Audéo M-R/RT, CROS P-R
<input type="checkbox"/>	Phonak Combi BTE Charger V2	075-0065-11	Bolero B-PR, Bolero M-PR, Naída B-RIC, Naída P-PR, Naída L-PR, Sky B-PR
<input type="checkbox"/>	Recharge Power Pack	071-0003	Charger Case Combi V1/V2, Charger Combi BTE V1/V2



life is on

Since 1947, Phonak is dedicated to preserving life quality by opening new acoustic worlds. Already back then, in the days of our foundation, our company was driven by a formative conviction: We believe that well-hearing equates to well-being and thus, is essential for living life to the fullest. In fact, the sense of hearing is directly linked to social, emotional, cognitive and physical well-being. Today as in future, we thrive to offer the broadest portfolio of innovative hearing solutions. And, together with our hearing care professionals, we keep on focusing on what matters most: improving speech understanding, changing people's lives and having a positive effect on society as a whole.

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