PHONAK | Government Services



Product Guide November 2026.

Government Services contact information

Phone:

888-561-7555

Phone Queue Options:

Customer Service – option 1

Fitting / Dispensing – option 2

Fax:

630-836-9770

Website:

phonak.com/governmentservices

Address:

750 North Commons Drive

Suite 200

Aurora, IL 60504

Consumer Hotline:

866-230-0110

Bluetooth® Setup and Support:

phonak.com/support

Featuring: EON



Audéo EON R



Audéo EON Sphere

EON

Phonak product offering

Group 1, Category 1
Custom Digital Hearing Aids

Style	ROES Code
Full Shell	Phonak Virto P90 FS
Half Shell	Phonak Virto P90 HS
Canal	Phonak Virto P90 CA
CIC	Phonak Virto I90 CIC
	Phonak Virto I90Titanium IIC

Group 1, Category 2
Custom Digital Hearing Aids, R

Style	ROES Code
Full Shell	Phonak Virto I90 R FS
Half Shell	Phonak Virto I90 R HS
Canal	Phonak Virto I90 R CA

Group 2, Category 1
BTE Digital Hearing Aids

Style	ROES Code
	Phonak Naída L90-M BTE
	Phonak Naída L90-UP BTE
	Phonak Naída L90-SP BTE

Group 2, Category 2
BTE Digital Hearing Aids, R

Style	ROES Code
	Phonak Naída L90-PR BTE

Group 3, Category 1
RIC Digital Hearing Aids, Non-R

Style	ROES Code
	Phonak Audéo L90-312 RIC

Group 3, Category 2
RIC Digital Hearing Aids, R

Style	ROES Code
	Phonak Audéo E90-R RIC New
	Phonak Audéo L90-RT RIC

Group 3, Category 3
RIC Multiple Processors

Style	ROES Code
	Phonak Audéo E90-RSphere RIC New

Group 4, Category 1
Wireless Systems

Style	ROES Code
	TV Connector 2.0
	Phonak PartnerMic

Group 4, Category 2
Wireless FM Systems

Style	ROES Code
	Roger On V3

Group 5
Earmolds

Style	ROES Code
	Phonak SlimTip 6.0
	Phonak CShll 6.0
	Phonak Cros Tip 6.0
	Phonak MAV TITNM SlimTip 6.0
	Phonak CROS Tip 4.0
	Phonak MAV TITNM SlimTip 4.0
	Phonak Slim Tip 4.0
	Phonak cShll 4.0
	Phonak Standard Full Shll
	Phonak Carved Full Shll
	Phonak Carved Half Shll
	Phonak Skeleton

Group 5
Earmolds (continued)

Style	ROES Code
	Phonak Helix Lock
	Phonak Semi-Skeleton
	Phonak Canal
	Phonak Canal Lock
	Phonak CROS
	Phonak Slim Tip 3.0
	Phonak cShll 3.0
	Phonak CROS Tip 3.0

* For STK chargers, refer to the commom part numbers at the end of this guide

Group 6
Simple Wireless Remote Controls

Style	ROES Code
	Phonak RemoteControl

Group 9
Hearing Aid Chargers*

Style	ROES Code
	Charger Go RIC E New
	Charger Go Virto I New
	Charger Go RIC I
	Charger Go RICSphere I
	Charger Case Ease
	Combi BTE Charger V2
	Charger Case Go
	Combi RIC Charger V2
	Slim Charger

Group 7, Category 2
Wireless CROS Transmitter, Rechargeable

Style	ROES Code
	Phonak CROS E-R BTE New
	Phonak CROS L-R BTE

Group 8, Category 1
CI Compatible Devices, Hearing Aids

Style	ROES Code
	Phonak Naída Link M


EON

What's new in Phonak Audéo™ EON.

	EON	Benefit
New DNN chip: HYPERSONIC™	• Enabling a 37% more power efficient Sphere • Allows for a 25% smaller and 20% lighter Sphere	• A lighter, more discreet look and feel with the proven performance of Sphere
Spheric Speech Clarity 3.0	• 16% more efficient DNN	• Conversations instantly stand out from the noise[1] for more patients
AutoSense OS™ AI 8.0	• New exit criteria requires a larger environmental change to exit Spheric Speech in Loud Noise automatically	• Patients will spend more time in Spheric Speech in Loud Noise, benefiting from key hearing performance features for longer • An even more natural listening experience in noise
APD 4.0	• Applies environmental-driven compression	• Patients enjoy higher fidelity sound from the first fit

	EON	Benefit
WindBlock 2.0	• WindBlock 2.0 reduces wind noise by up to 50 dB and improves signal-to-noise ratio (SNR) by up to 30 dB for clearer speech*[2]	• Clearer speech and improved listening comfort in windy environments
Auracast™ broadcast audio	• Connect to Auracast™ broadcast audio streams using the myPhonak QR code scanner	• Patients experience the clarity of a front row seat, from virtually anywhere in the room
Feedback test	• 6 dB additional headroom to maximize potential gain	• Reduces likelihood of needing to manually fine-tune feedback thresholds
Authenticated fitting	• An additional layer of security in Target, reducing risk of unauthorized changes to fitting data	• Peace of mind knowing your patients' hearing aids are secure

* Compared to WindBlock 2.0 off

[1] Raufer, S., Kohlhauer, P., Jehle, F., Kühnel, V., Preuss, M., Hobi, S. (2024). Spheric Speech Clarity proven to outperform three key competitors for clear speech in noise. Phonak Field Study News retrieved from www.phonak.com/evidence

[2] Lindeman, A. & Brunner, J. (2026). Enhancing outdoor communication: WindBlock 2.0 reduces wind noise by up to 50 dB. Phonak Insight retrieved from www.phonak.com/evidence

Please contact claims@sonova.com if you are interested in further information.



Phonak RIC

Phonak RIC products

Phonak Audéo™ E90



Audéo
E90-R



Audéo
E90-R Sphere



Charger Go RIC E

Phonak Audéo™ L90



Audéo
L90-312



Audéo
L90-RT

Phonak Audéo E product description





		Audéo E-R	Audéo E-R Sphere
		built-in rechargeable	built-in rechargeable
Multi-function button		•	•
Bluetooth®		•	•
Hydrophobic coating		•	•
IP rating		IP68[1]	IP68[1]
Dimensions	L x W x D	28.7 x 12.6 x 8.9 (1.13 x 0.5 x 0.35")	28.7 x 12.6 x 8.9 (1.13 x 0.5 x 0.35")
	Weight	2.4 g (0.085 oz)	2.4 g (0.085 oz)
Charging times[2]	0% to 100%	2.5 h	2.5 h
	0% to 70%	2 h	2 h
	0% to 40%	1 h	1 h
	30 min. fitting	15 min.	15 min.

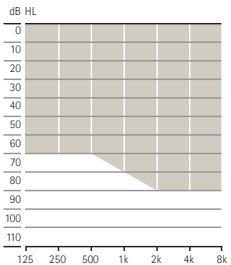
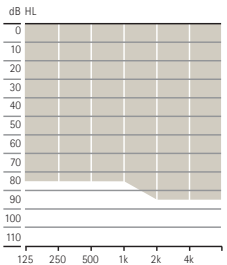
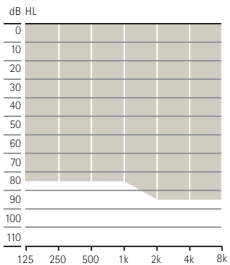
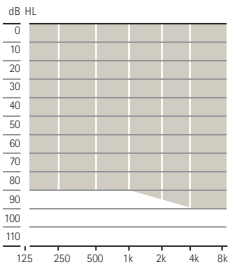
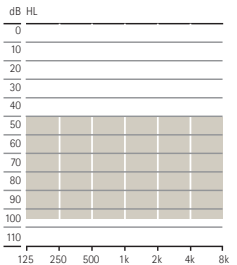
1 IP68 indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of fresh water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.
2 Actual charging time depends on the remaining battery life.

Phonak Audéo E acoustic coupling

Length		S Receiver	M Receiver	MAV Receiver	P Receiver	UP Receiver
Available in five different lengths (00, 0, 1, 2, 3), left and right		●	●	●[1]	●	●[1]
Dome						
Cap dome		●	●		●	
EasyGuard Open*	Available in three sizes (S, M, L)	●	●		●	
EasyGuard Vented*	Available in three sizes (S, M, L)	●	●		●	
EasyGuard Power*	Available in five sizes (S, S/M, M, M/L, L)	●	●		●	
SlimTip						
Acrylic		●	●		●	
Silicone		●	●		●	
Titanium AV				●[1]		
Universal AV	Available in four shapes (A, B, C, D)			●[1]		
cShell						
Acrylic		●[1]	●[1]		●[1]	●[1]
Titanium		●[1]	●[1]		●[1]	●[1]

[1] Length option 00 not available
* Also available in standard (previous generation) domes in three sizes (S, M, L)

Phonak Audéo E fitting range

S Receiver 47/112	M Receiver 51/114	MAV Receiver 50/119	P Receiver 59/122	UP Receiver 71/132
				
Mild to moderately-severe hearing loss.	Mild to severe hearing loss.	Mild to severe hearing loss.	Mild to severe hearing loss.	Moderate to profound hearing loss.

Phonak Audéo E wireless communication portfolio

	Audéo E-R	Audéo E-R Sphere
Wireless accessory		
TV Connector 2.0	•	•
Phonak PartnerMic	•	•
Phonak RemoteControl	•	•
Roger		
Roger On V3	•	•
Apps		
myPhonak	•	•
myPhonak Junior	•	•

Download myPhonak app from the App Store® or Google Play™

Download myPhonak Junior app from the App Store® or Google Play™

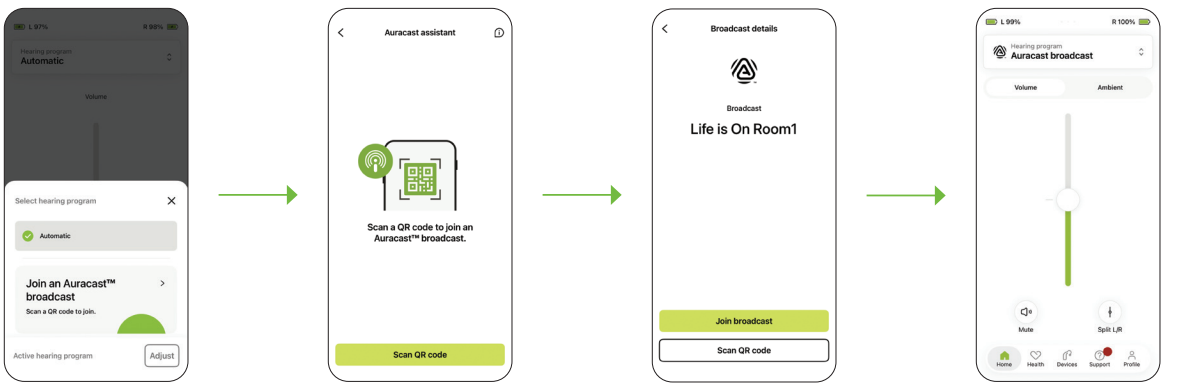
Phonak Audéo E wireless technology

Direct calls / audio streaming	Bluetooth® Classic Audio
Auracast™ broadcast	Bluetooth® LE Audio

Auracast™ broadcast audio with EON

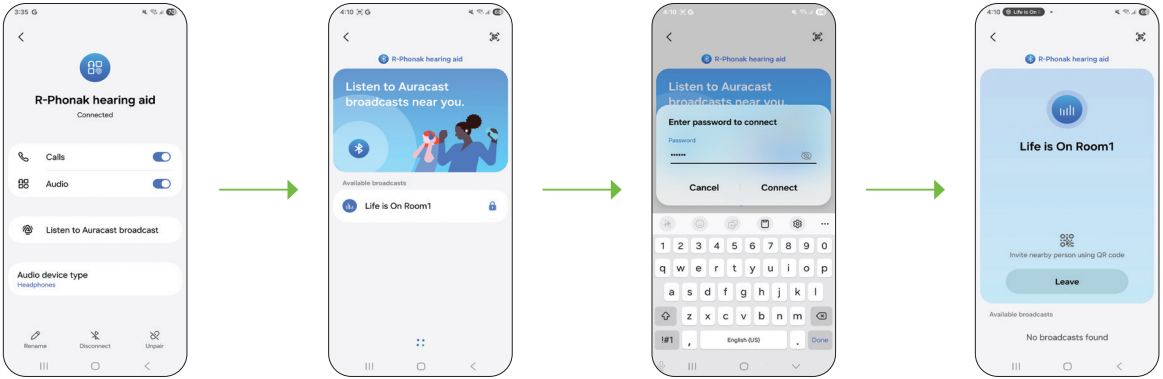
A new Bluetooth® standard that lets one audio source broadcast to an unlimited numbers of receivers – including hearing aids, earbuds and headphones.

myPhonak QR Scanner



1. Open Auracast™ Assistant in the Program drop-down menu.
2. Scan QR code displayed by the venue.
3. Join broadcast
4. In Auracast™ program

Samsung Broadcast Assistant



1. Tap “Listen to Auracast™”
2. Select a broadcast
3. Enter password (optional)
4. Listen to broadcast

How to Connect / Disconnect / Reconnect

How to Connect

- A paired mobile device is required as a Broadcast Assistant: use the **myPhonak app** (Android™ & iOS®) or a **Samsung phone** with built-in Auracast™ support
- Connect by **scanning a QR code** or selecting an available broadcast via the phone's assistant

How to Stop Listening

- Switch programs using the **program button** on the aid
- Switch programs via the **myPhonak app**
- Use **Tap Control** (double tap) to pause the signal (if activated by your hearing care provider)

How to Resume Listening

- Switch back using the **program button** on the aid
- Switch programs via the **myPhonak app**
- Use **Tap Control** (double tap) to resume the signal (if activated by your hearing care provider)

Requires an Auracast™-compatible hearing aid or receiver, an Auracast™ transmitter, and a broadcast assistant application (typically a smartphone app provided by your hearing aid manufacturer or the venue).
Availability varies by product and region.

Phonak Audéo E housing colors



H0
Beige



P1
Sand Beige



P3
Sandalwood



P4
Chestnut



P5
Champagne



P6
Silver Gray



P7
Graphite Gray



P8
Velvet Black



8A
Sienna Red

Phonak Audéo L product description

		 Audéo L-312	 Audéo L-RT
		312	built-in rechargeable
Multi-function button		•	•
Telecoil			•
Bluetooth®		•	•
Hydrophobic coating		•	•
IP rating		IP68[1]	IP68[1]
Dimensions	L x W x D	26.8 x 11.2 x 7.1 mm (1.05 x 0.44 x 0.28")	30.3 x 12.6 x 8.1 mm (1.19 x 0.5 x 0.32")
	Weight	1.1 g (0.04 oz)	6 g (0.09 oz)
Charging times[2]	0% to 100%		3 h
	0% to 80%		1.5 h
	30 min. fitting		15 min.

[1] IP68 indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of fresh water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.

[2] Actual charging time depends on the remaining battery life, but it will not exceed 3 hours.

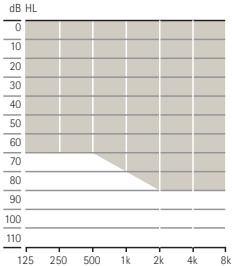
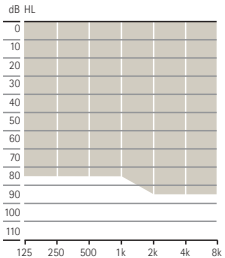
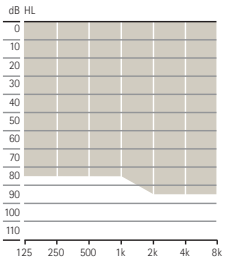
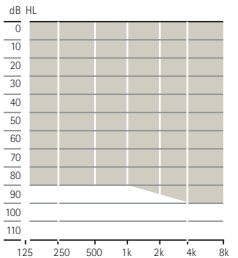
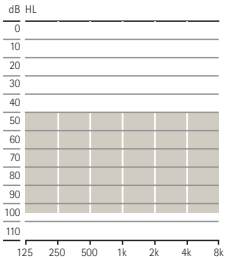
Phonak Audéo L acoustic coupling

Length		S Receiver	M Receiver	MAV Receiver	P Receiver	UP Receiver
Available in four different lengths (0, 1, 2, 3), left and right		•	•	•	•	•
Dome						
Cap dome		•	•		•	
EasyGuard Open*	Available in three sizes (S, M, L)	•	•		•	
EasyGuard Vented*	Available in three sizes (S, M, L)	•	•		•	
EasyGuard Power*	Available in five sizes (S, S/M, M, M/L, L)	•	•		•	
SlimTip*						
Acrylic		•	•		•	
RIC SecureFit (Silicone)		•	•		•	
Titanium AV				•		
Universal AV	Available in four shapes (A, B, C, D)			•		
cShell						
Acrylic		•	•		•	•
Titanium		•	•		•	•

Lumity uses SDS 5.0 and Domes 4.0

* Available with extra canal length option
* Also available in standard (previous generation) domes in three sizes (S, M, L)

Phonak Audéo L fitting range

S Receiver 47/111	M Receiver 51/114	MAV Receiver 50/119	P Receiver 59/122	UP Receiver 71/132
				
Mild to moderately-severe hearing loss.	Mild to severe hearing loss.	Mild to severe hearing loss.	Mild to severe hearing loss.	Moderate to profound hearing loss.

Phonak Audéo L wireless communication portfolio

	Audéo L-312	Audéo L-RT
Wireless accessory		
TV Connector 2.0	•	•
Phonak PartnerMic	•	•
Phonak RemoteControl	•	•
Roger		
Roger On V3	•	•
Apps		
myPhonak	•	•
myPhonak Junior	•	•

Download myPhonak app from the App Store® or Google Play™

Download myPhonak Junior app from the App Store® or Google Play™

Phonak Audéo L housing colors

Audéo L-312/RT



P1
Sand Beige



H0
Beige



P4
Chestnut



P5
Champagne



P6
Silver Gray



P7
Graphite Gray



P8
Velvet Black









Phonak Custom

Phonak Virto™ R Infinio: AI-powered precision for truly customized hearing

- **Virto R Infinio** gives you the sound quality and speech understanding you love from the Infinio platform in the first rechargeable custom solution from Phonak
- **AutoSense OS™ 7.0** harnesses the power of artificial intelligence to accurately identify and adjust to your patient's listening situation
- **RightFit™** customization assures a comfortable fit that is as-small-as-possible and optimized for every ear



Infinio Ultra

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)

Step 7
Select Manufacturer Selected Matrix



RightFit™ easy ordering guide (continued)

For dexterity

Step 1
Select Model – FS

Step 2
Select Shell Color

Step 3
Select shell options (as desired)
e.g. color dot

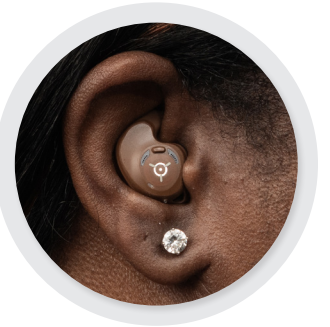
Step 4
Select faceplate color

Step 5
Select dexterity options (removal options)

Step 6
Select MI (Miscellaneous Items)

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

Step 7
Select Manufacturer Selected Matrix



Impression on file

When requesting "use impression on file" that does not mean we build the exact same shell/custom aid as the original shell/aid. We use the scan and remodel the shell or custom aid as ordered. It may not look exactly like the original shell.

To have the exact same shell/custom aid as the scan, please add a note to the order form to "duplicate serial XXXXXX." To do this you must select the same model and options as the original shell, otherwise it will not be exactly the same. You can use the reorder earmold option in ROES.

For non ROES ordering facilities = add a note on order form to "duplicate serial XXXXXX."

Phonak Custom products

Phonak Virto™ I90



Virto I90-R*
available as CA, HS, FS

Infinio Ultra



Charger Go Virto I



Virto I90Titanium IIC



Virto I90 CIC

Phonak Virto™ P90



Virto P90 CA*



Virto P90 HS*



Virto P90 FS*

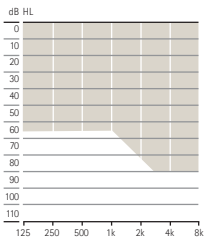
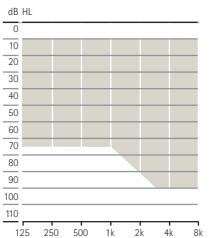
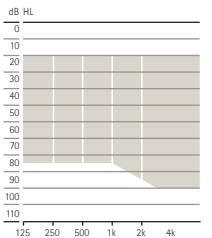
*Wireless models

Phonak Virto I product description

		Virto I Titanium	Virto I CIC	Virto I-R CA	Virto I-R HS	Virto I-R FS
Power level						
M		•	•	•	•	•
P		•	•	•	•	•
SP		•	•	•	•	•
UP				•	•	•
Hardware configuration / options / technology						
Battery size		10	10	Built-in rechargeable	Built-in rechargeable	Built-in rechargeable
Charging times	0% to 100%			3h	3h	3h
	0% to 80%			1.5h	1.5h	1.5h
	30 min. fitting			15 min.	15 min.	15 min.
Push button (Program / Volume)		Optional	Optional	•	•	•
MiniControl (for program or volume change)		•	•			
Volume control (wheel)			Optional			
Microphone technology		Omni	Omni	Directional	Directional	Directional
IP rating		IP68[1]	IP68[1]	IP68[1]	IP68[1]	IP68[1]
Bluetooth®				•	•	•
Telecoil		Optional	Optional			
EasyPhone (for acoustic phone)		Optional	•			

[1] IP68 indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of fresh water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.

Phonak Virto I fitting range

		M	P	SP
Maximum Power Output (dB SPL)	2 cc coupler	109	115	119
Maximum gain (dB)	2 cc coupler	40	50	60
Frequency range (Hz)	2 cc coupler	<100 - 7000	<100 - 6700	<100 - 7000
Working current (mA)		1.1	1.2	1.1
Fitting range				
		For mild to moderate hearing loss, all audiometric configurations	For mild to moderately-severe hearing loss, all audiometric configurations	For moderate to severe hearing loss all audiometric configurations

Phonak Virto I wireless communication portfolio

	Virto I-R
Wireless accessory	
TV Connector 2.0	•
Phonak PartnerMic	•
Phonak RemoteControl	•
Roger	
Roger On V3	•
Apps	
myPhonak	•

Download myPhonak app from the App Store® or Google Play™

Phonak Virto I colors

Faceplate colors



06
Black



28*
Brown



22
Cocoa



14*
Tan



26
Pink

Titanium shell color



U0
Titanium gray

Acrylic shell colors



26
Pink



14
Tan



22
Cocoa



28
Brown



06
Black



R
Red
Transparent



B
Blue
Transparent



21
Transparent

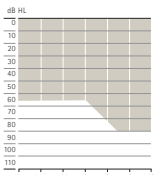
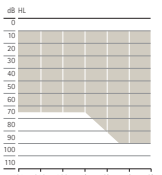
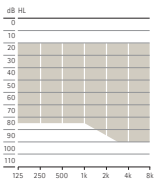
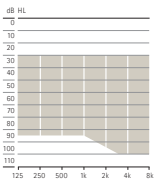
* Virto I90-R and Virto I90 CIC only

Phonak Virto P product description

	Virto P CA	Virto P HS	Virto P FS
Power level			
M	•	•	•
P	•	•	•
SP	•	•	•
UP	•	•	•
Hardware configuration / options / technology			
Battery size	312	312	312
Push button (Program / Volume)	•	•	•
MiniControl (for program or volume change)			
Volume control (wheel)	•	•	•
Microphone technology	Directional	Directional	Directional
IP rating			
Bluetooth®	•	•	•
Telecoil			
EasyPhone (for acoustic phone)			
Binaural VoiceStream Technology	•	•	•

[1] IP68 indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of fresh water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.

Phonak Virto P fitting range

		M	P	SP	UP (only for 312 wireless)
Power level					
Maximum Power Output (dB SPL)	2 cc coupler	109	115	119	127
Maximum gain (dB)	2 cc coupler	40	50	60	70
Frequency range (Hz)	2 cc coupler	<100 – 7000	<100 – 6700	<100 – 7000	<100 – 5200
Working current (mA)	NW	1.1	1.2	1.1	
	Bluetooth®	2.0	2.0	2.0	2.1
Fitting range					
		For mild to moderate hearing loss, all audiometric configurations	For mild to moderately-severe hearing loss, all audiometric configurations	For moderate to severe hearing loss, all audiometric configurations	For moderate to profound hearing loss, all audiometric configurations

Phonak Virto P wireless communication portfolio

	Virto P CA	Virto P HS	Virto P FS
Wireless accessory			
TV Connector 2.0	•	•	•
Phonak PartnerMic	•	•	•
Phonak RemoteControl	•	•	•
Roger			
Roger On V3	•	•	•
Apps			
myPhonak	•	•	•

Download myPhonak app from the App Store® or Google Play™

Phonak Virto P colors

Faceplate colors



26
Pink



14
Tan



22
Cocoa



28
Brown



06
Black

Titanium only:
Shell color Titanium Gray and faceplate colors



26
Pink



22
Cocoa



06
Black

Acrylic shell colors



26
Pink



14
Tan



22
Cocoa



28
Brown



06
Black



21
Transparent



36
Red Transparent



37
Blue Transparent



Phonak BTE

Phonak BTE products

Phonak Naída™ L90



Naída L-M



Naída L-PR



Naída L-SP



Naída L-UP

Phonak Naída Link M



Naída Link M

compatible with
Marvel CI™ by
Advanced Bionics

Phonak Naída L product description






		Naída L-M	Naída L-PR	Naída L-SP	Naída L-UP
Battery size		312	built-in rechargeable	13	675
Telecoil		•		•	•
Compatibility with CROS L			•		
Bluetooth®		•	•	•	•
Hydrophobic coating		•	•	•	•
IP rating		IP68[1]	IP68[1]	IP68[1]	IP68[1]
Dimensions	L x W x D	31.3 x 14.1 x 7.3 mm (1.23 x 0.56 x 0.29")	36.7 x 16.4 x 8.5 mm (1.44 x 0.64 x 0.33")	40.0 x 16.9 x 8.5 mm (1.57 x 0.67 x 0.33")	42.6 x 18.8 x 8.6 mm (1.68 x 0.74 x 0.34")
	Weight	2.18 g / 0.077 oz	3.68 g / 0.130 oz	4.40 g / 0.155 oz	4.60 g / 0.162 oz
Charging times[2]	0% to 100%		3 h		
	0% to 80%		1.5 h		
	30 min. fitting		10 min.		

1 IP68 indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of fresh water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.
2 Actual charging time depends on the remaining battery life, but it will not exceed 3 hours.

Phonak Naída L acoustic coupling



Naída L-M



Naída L-PR



Naída L-SP



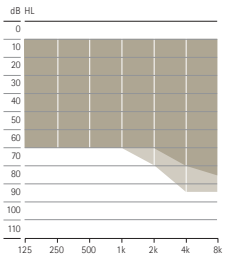
Naída L-UP

Sound outlet					
Hook	Damped (HE11 680) transparent	•	•	•	•
Hook	Undamped (HE11), transparent			•	•
SlimTube HE	Available in left and right and five different lengths (00, 0, 1, 2, 3)	•	•		
Ear piece for hook					
Earmold		•	•	•	•
Ear piece for SlimTube					
Dome	Cap dome – one size	•	•		
	Open dome – available in three sizes (S, M, L)	•	•		
	Vented dome – available in three sizes (S, M, L)	•	•		
	Power dome – available in three sizes (S, M, L)	•	•		
SlimTip	Acrylic – hollow	•	•		
	Silicone – solid	•	•		

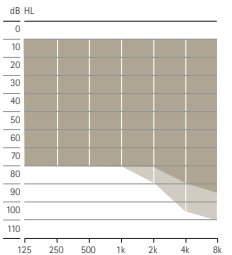
Phonak Naída L fitting range

		Naída L-M		Naída L-PR		Naída L-SP		Naída L-UP	
		HE11 680	SlimTube 4.0	HE11 680	SlimTube 4.0	HE11	HE11 680	HE11	HE11 680
Max. Power Output (dB SPL)	2 cc coupler	128	122	130	129	139	133	141	134
Max. gain (dB)	2 cc coupler	63	58	68	69	81	75	84	78
Frequency range (Hz)		< 100 - > 7800	< 100 - > 8000	< 100 - > 5700	< 100 - > 7100	< 100 - > 4900	< 100 - > 5700	< 100 - > 4700	< 100 - > 4700

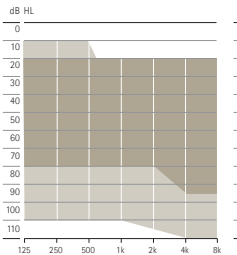
Fitting range



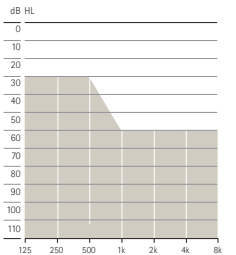
Mild to moderate hearing loss, all audionetric configurations.



Mild to moderately-severe hearing loss, all audiometric configurations



Mild to severe hearing loss, all audiometric configurations



Severe to profound hearing loss, all audiometric configurations

SlimTube 4.0
HE11 680

Phonak Naída L wireless communication portfolio

	Naída L-M	Naída L-PR	Naída L-SP	Naída L-UP
Wireless accessory				
TV Connector 2.0	•	•	•	•
Phonak PartnerMic	•	•	•	•
Phonak RemoteControl	•	•	•	•
Roger				
Roger On V3	•	•	•	•
Apps				
myPhonak	•	•	•	•
myPhonak Junior	•	•	•	•

Download myPhonak app from the App Store® or Google Play™

Download myPhonak Junior app from the App Store® or Google Play™

Phonak Naída L housing colors



H0
Beige



P1
Sand Beige



P3
Sandalwood



P4
Chestnut



P5
Champagne



P6
Silver Gray



P7
Graphite Gray



P8
Velvet Black

Phonak Naída Link M product description



		Naída Link M
Battery size		13
Multi-function button		•
Telecoil		•
Bluetooth		•
Nano coating		•
IP rating		IP68[1]
Dimensions	L x W x D	40.0 x 16.9 x 8.5 (1.57 x 0.67 x 0.33)
	Weight	4.4 g / 0.155 oz

Compatibility

Naída Link M can be used

- as a monaural fitting
- as a binaural fitting with two Naída Link M hearing aids
- as a bimodal fitting with Marvel CI by Advanced Bionics

[1] IP68 indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.

Phonak Naída Link M acoustic coupling

Sound outlet	Hook	Damped (HE11 680) or undamped (HE11), transparent
Ear piece for hook	Earmold	

Phonak Naída Link M housing colors



P1
Sand Beige



P4
Chestnut



P6
Silver Gray

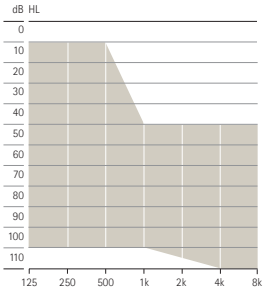


P8
Velvet Black

Phonak Naída Link M fitting range

		HE11	HE11 680
Max. Power Output (dB SPL)	2 cc coupler	139	133
Max. gain (dB)	2 cc coupler	81	75
Frequency range (Hz)		<100 - >5000	<100 - >5000
Working current (mA)		2.1	2.0

Fitting range



Moderate to profound hearing loss, all audiometric configurations

HE11 680

Earmolds



Phonak
CROS



Phonak
Skeleton



Phonak
Semi-Skeleton



Phonak
Canal



Phonak
Canal Lock



Phonak
Helix Lock



Phonak
Half Shell



Phonak Full
Shell Carved



Phonak
Standard Full
Shell



Phonak
SlimTip
Hard



Phonak
SlimTip
Soft



Phonak
CROSTip











Accessories

Accessories – EON, Infinio, Lumity, Paradise and Marvel



TV Connector 2.0



Phonak
PartnerMic



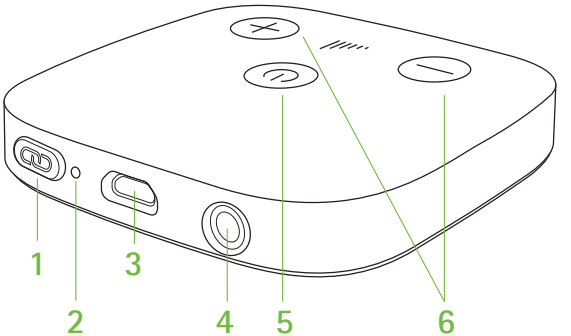
Phonak
RemoteControl



Roger On V3

TV Connector 2.0

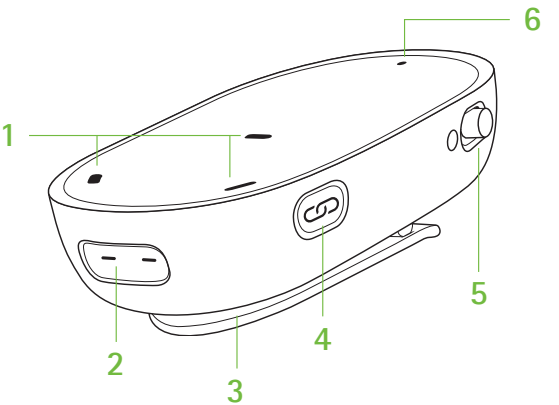
- No body worn streamer required
- Easy plug-and-play setup
- Provides high quality speech and music from any audio source
- Environmental balance adjusts the volume of the streamed signal or surrounding environmental sounds
- Unique advantage of connecting multiple listeners simultaneously to the same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



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

Phonak PartnerMic

- Improves SNR over short distance and moderate levels of noise
- Easy to use
- Quick pairing
- Always directional once on
- 6 hours use
- Up to 80 feet range between speaker and listener



1 Microphone openings
2 Charging input
3 Clip
4 Pairing button
5 Power switch On/Off
6 Indicator light

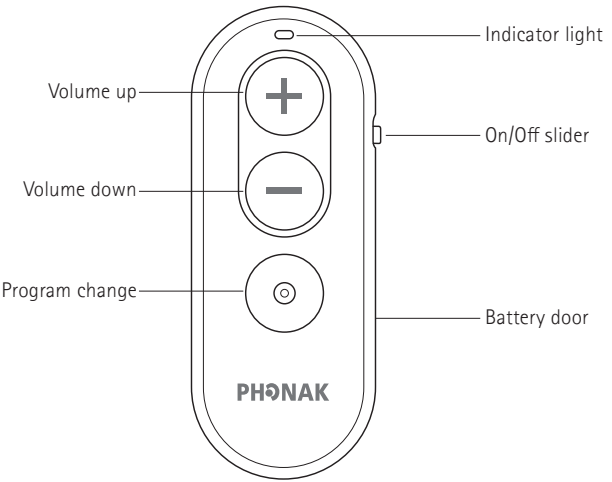
Phonak RemoteControl

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

Pairing with your hearing aids

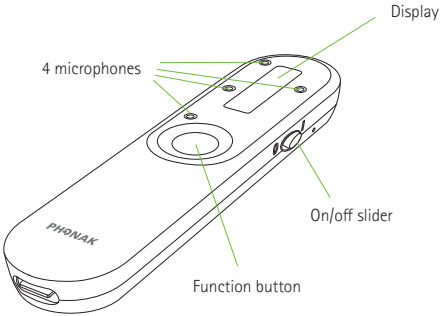
Set your hearing aids into pairing mode by switching them on. You now have 3 minutes to pair your Phonak RemoteControl with your hearing aids.

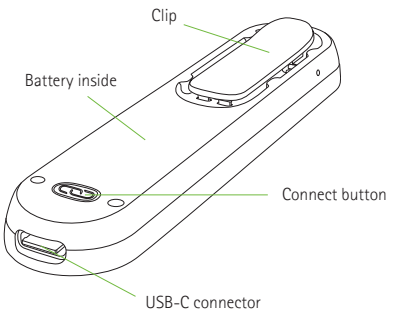
1. Press and hold the volume up "+" button
2. Switch on your Phonak RemoteControl while still pressing the volume up "+" button
3. Release the volume up "+" button when the light indicator starts to blink blue
4. The Phonak RemoteControl and your hearing aids will now pair automatically
5. After a successful 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 V3

- Proven Roger speech-in-noise performance[1]
- MultiBeam 2.0 Technology with RogerDirect
- Orientation Independent presenter mode
- Pointing mode 2.0
- Audio input for multimedia
- Multiple microphone use in a network (MultiTalker Network)
- Scratch resistant display
- myRogerMic app for beam steering, custom programs, change settings and remote control
- Headset mode for online calls
- SmartMute: seamless switching to hearing aid automatic program when Roger + Mic is muted
- 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





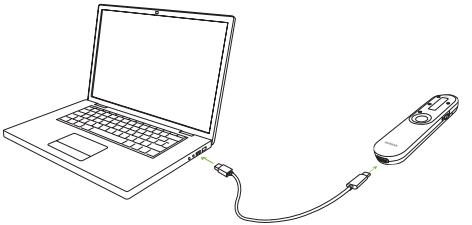
Compatible with the myRogerMic app

[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 streaming

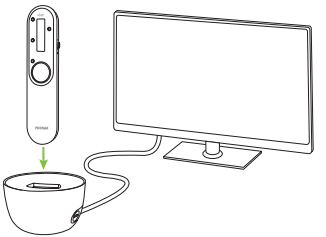
Streaming media from computer or tablet

- 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



Phonak CROS products

EON / Lumity compatible



CROS E-R BTE
compatible with Audéo E-R



CROS L-R BTE
compatible with Audéo L-RT and Naída L-PR

Phonak CROS product description

		 CROS E-R	 CROS L-R
Battery		built-in rechargeable	built-in rechargeable
Multi-function button		•	•
CROS balance		•	•
Hydrophobic coating		•	•
IP rating		IP68[1]	IP68[1]
Dimensions	L x W x D	28.7 x 12.6 x 8.9 mm (1.13 x 0.5 x 0.35")	27.7 x 12 x 8.1 mm (1.09 x 0.47 x 0.32")
	Weight	2.4 g (0.085 oz)	2.2 g (0.08 oz)
Charging times[2]	0% to 100%	2.5 h	3 h
	0% to 70%	2 h	1.5 h
	0% to 40%	1 h	
	30 min. fitting	15 min.	15 min.
Compatibility with hearing aid		Audéo E-R	Audéo L-RT, Naída L-PR

1 IP68 indicates that the hearing aid is water and dust resistant. It survived continuous immersion in 1 meter of fresh water for 60 minutes and 8 hours in a dust chamber as per the IEC60529 standard.
2 Actual charging time depends on the remaining battery life, but it will not exceed 3 hours.

Phonak CROS housing colors

CROS E-R



H0
Beige



P1
Sand Beige



P3
Sandalwood



P4
Chestnut



P5
Champagne



P6
Silver Gray



P7
Graphite Gray



P8
Velvet Black



8A
Sienna Red

CROS L-R



H0
Beige



P1
Sand Beige



P4
Chestnut



P5
Champagne



P6
Silver Gray



P7
Graphite Gray



P8
Velvet Black

Phonak CROS wireless communication portfolio

	CROS E-R	CROS L-R
Apps		
myPhonak	•	•
myPhonak Junior	•	•

Phonak Home Care Kit (Part #098-0602-00000G7)

What's included:

- 1 travel case
- 1 RIC care guide
- 1 cleaning spray
- 26 cleaning wipes
- 1 microfiber cloth
- 1 cleaning brush



43% of service cases resolved in clinic can be solved by patients* minimizing the need for professional assistance and encouraging patient self-care and independence.

* Based on internal Sonova data collected from 2,973 Audiological Care clinics service incidents collected from Nov '23 to Jun '24


3:19
59%
Tap the screen to show or hide controls

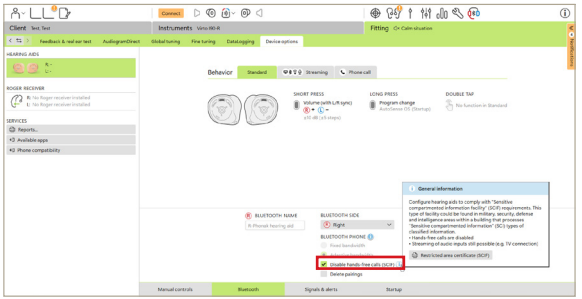
Activate SCIF Feature in Phonak Target

Disable hands-free calls
In specific facilities where very sensitive information can be shared, the 'hands-free calls' protocol can be disabled to make the hearing aids compliant with these facilities.

Navigate to Fitting > Device options > Bluetooth > tick box to Disable hands-free calls (SCIF).

To request Phonak preprogramming of a SCIF devices, choose HFP00 'Disable hands-free calls (SCIF)' preprogramming code in ROES.

SCIF programming will be confirmed on the product test record included with each order. SCIF certificates are available to print via Target 12.0 or on our website. You can also order a SCIF certificate tear-off pad (028-2839-03) if you do not have access to a printer.



Compatible hearing aids
- Audéo E-R Sphere
- Audéo E-R
- Audéo I-R Sphere
- Audéo I-R
- Virto I-R

Software requirement
Target 11.0 or higher

Phonak Remote Support Fitting Guide for Government Services Audiologists

Requirements

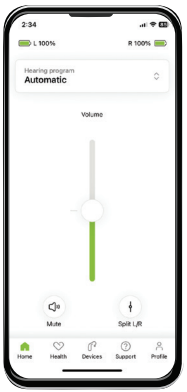
- Phonak Target 6.2.6 – VA or higher installed
- An initial hearing aid fitting must be performed in the clinic
- Compatible myPhonak or myPhonak Jr app installed on the patient's mobile device
- Stable internet connection (Wi-Fi, LAN or 4G) with at least 5 Mbit/s of data transfer connection for uploads and downloads. Patients using 4G may incur additional charges for data usage depending upon their contract:
    - Click on: [Setup] > [Remote Support & Internet] > [Remote Support] > [Connection test]
- Remote Support can be done with built-in video and audio OR through video conferencing platforms (e.g. Zoom, Skype, Teams, etc.)
- Computer with a built-in webcam and microphone or connect an external webcam and microphone. For better sound quality, use headphones with a microphone
- Hearing aids must be Marvel family or higher, with latest mandatory firmware updates

For further instructions on Remote Support

- Open Target 12.0 > [Help] > [User guides] > [Standard], see pages 29–32

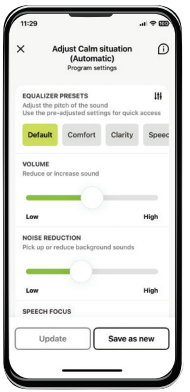
myPhonak app

Remote Control



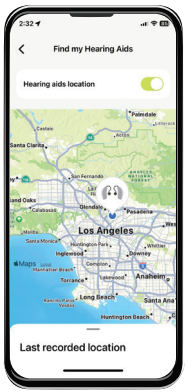
Change volume, mute or unmute, change programs, and view battery state on rechargeable hearing aids

Advanced adjustments



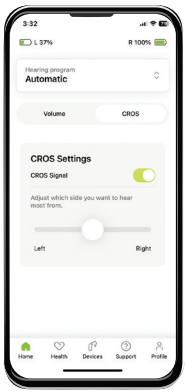
Create customized programs

Find my hearing aid



Track where a hearing aid is located via GPS based on it's last known location and use signal strength to find it. Compatible with Phonak Infinio and Lumity

Phonak CROS Controls



Toggle mute/unmute and balance of Phonak CROS transmitters. Works with all compatible CROS systems

Remote Support



Adjust hearing aids remotely

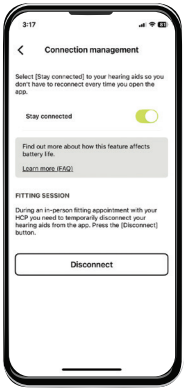
myPhonak app (continued)

Dark mode



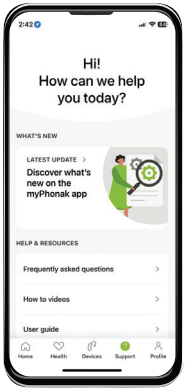
Enable the dark theme in the phone system settings to see myPhonak dark mode

Stay connected



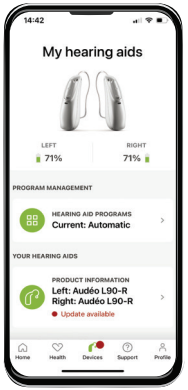
Stay connected with hearing aids all the time for fast adjustments when opening the app (all models supported)

Resources



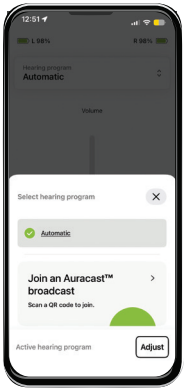
Patients can access to how to videos and user guides via the Support tab

Updates



Devices show if a firmware update is available. If chosen, the patient is guided through each step

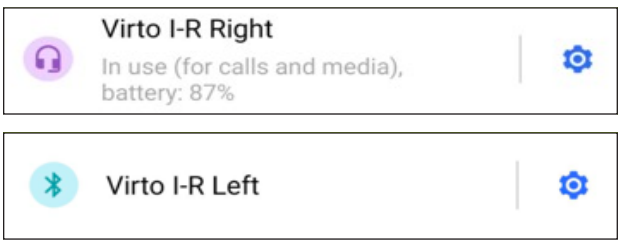
Auracast™ broadcast audio

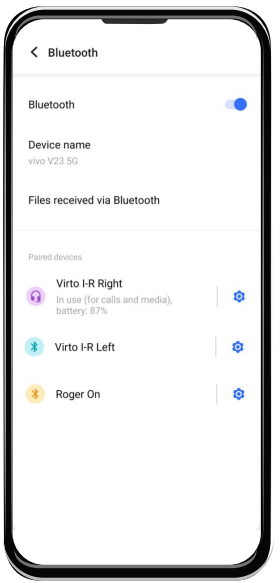


QR code scanner to join an Auracast™ broadcast

myPhonak 7.3, EON, Infinio Ultra and Virto R Infinio

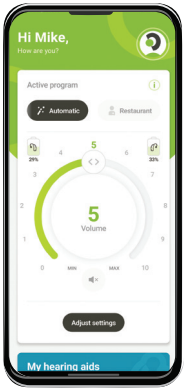
No WiFi required for initial pairing with myPhonak 7.3 and newer. You can also connect to both the app and your phone's operating system at the same time when pairing through the app with EON, Infinio Ultra and Virto I-R devices.





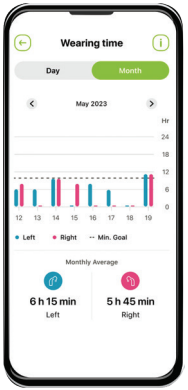
myPhonak Junior app

Home



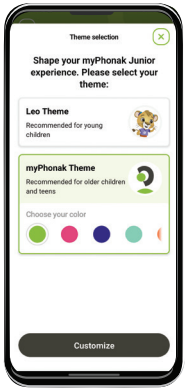
Simple remote control with volume change, mute, program selection, and basic noise adjustments

Wearing time



View hearing aid wearing time per ear by day and month

myPhonak theme



Choose the "myPhonak Theme" for an experience tailored for an older audience

Remote Support



Adjust hearing aids remotely

Benefits include:

- Simplified interface
- Limited advanced features
- Back up device management

Now available for EON and Infinio Ultra

myPhonak app and myPhonak Junior app compatiblity*

	myPhonak	myPhonak Junior
Audéo E-R Sphere	•	•
Audéo E-R	•	•
CROS E-R	•	•
Virto I-R	•	
Audéo L-RT	•	•
CROS L-R	•	•
Naída L-M	•	•
Naída L-PR	•	•
Naída L-UP	•	•
Virto P wireless	•	
Naída Link M	•	
	Requires: Android™ 8.0 / iOS® 15 or newer	
	Requires: Bluetooth® 4.2 or newer	

*Represents devices currently on contract, for a full list of compatibility refer to the App description within the relevant app stores

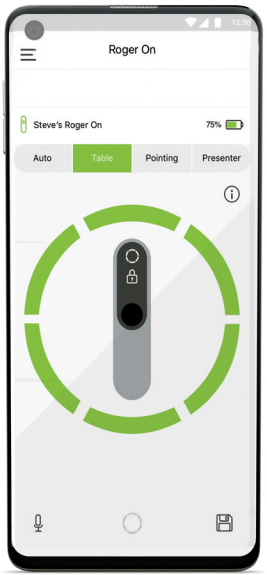
Download myPhonak app from the App Store® or Google Play™

Download myPhonak Junior app from the App Store® or Google Play™

Phonak health features

Health feature progression	Audéo L-312 Naída L-SP/UP Naída Link M Virto I-R Virto P (wireless)	Audéo E-R Sphere Audéo E-R Audéo L-RT Naída L-PR
Wearing time	•	•
Sound environments	•	•
Step counter		•
Distance walked or ran		•
Daily Goals		•
Sync with Apple Health		•

myRogerMic app



- Switch microphone mode
- Change beam steering selection
- Mute/unmute
- Check battery status
- Configure up to 2 custom programs

Requires:
Android 8.0 / iOS 14



Download myRogerMic app from the App Store® or Google Play™

SilentCloud

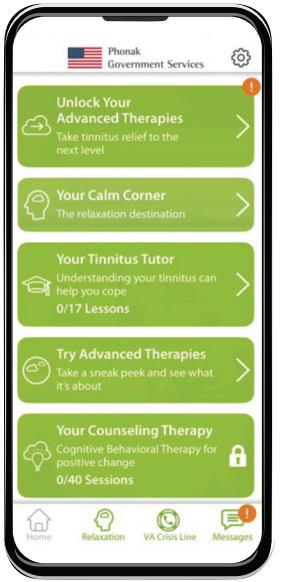
SilentCloud is an FDA approved medical app, for self-paced management of chronic bothersome tinnitus.

Built on clinically proven* protocols, the app includes tinnitus and hearing assessments, education and counseling, internet based Cognitive Behavorial Therapy (iCBT) and sound therapy supported by a local Government Services audiologist.

SilentCloud optimally combines accessibility with advanced tinnitus management.

SilentCloud provides tinnitus management through a patient app, delivering tinnitus assessment and advanced management tools.

Please contact your Account Manager for additional information.



*phonak.com/en-us/campaign/silentcloud-for-veterans/evidence

Common part numbers.

Common part numbers

DLC Name	Part Number	Accessory Category	Model(s) Supported
CHARGER GO USB A-C W/BEAD	043-3116-1	CABLE	CHARGER CASE GO RIC I, CHARGER CASE GO
USB-A TO USB-C CABLE	043-3116	CABLE	CHARGER RIC I, CHARGER EASE, LIFE CHARGER, SLIM CHARGER
COMBI CHGR USB-MICROUSB CABLE	043-3124	CABLE	CHARGER CASE COMBI V1/V2, CHARGER COMBI BTE V1/V2
DUAL MINI USB SPLITTER	075-0006	CABLE	COMPILOT/COMPILOT II, REMOTEMIC
MICRO USB CABLE	043-3117	CABLE	ROGER SELECT MICROPHONES, TV CONNECTOR
MICRO USB AUDIO CBL	043-3085	CABLE	ROGER SELECT MICROPHONES
USB-C ROGER ON W/ HEADPH OUTPT	043-3098	CABLE	ROGER ON/ON IN MICROPHONES
AUDIO INPUT CBL 3 FT	052-0359	CABLE	WIRELESS ACCESSORIES, ROGER MICROPHONES
CINCH ADAPTER FOR AUDIO CBL	052-0371	CABLE	WIRELESS ACCESSORIES, ROGER MICROPHONES
AUDIO CBL .9M COAXIAL SPDIF	052-0701	CABLE	WIRELESS ACCESSORY
AUDIO CBL .9M OPTICL TOSLINK	052-0700	CABLE	TV LINK II
TOSLINK DIGITAL OPTICAL CABLE	057-0011	CABLE	TV CONNECTOR
HARDCASE UNIVERSAL S	017-1405	CABLE POUCH	ALL
PROTECTION POUCH 3X7CM	017-0073	CABLE POUCH	PARTNERMIC
SOFT CASE ROGER ON	055-3045	CABLE POUCH	ROGER ON/ON IN MICROPHONES
RECHARGE POWER PACK	071-0003	CHARGER	CHARGER CASE COMBI V1/V2, CHARGER COMBI BTE V1/V2

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
ROGER ON DOCKING STATION V2	055-3046-00003	CHARGER	ALL ROGER ON/ON IN MICROPHONES
ROGER SELECT DOCKING STATION	055-3025	CHARGER	ROGER SELECT/SELECT IN MICROPHONES
New PHONAK CHGR GO RIC E STK	075-0108-11090	CHARGER STOCK	AUDÉO E-R, AUDÉO E-R SPHERE, CROS E-R
New PHONAK CHGR GO VIRTO I STK	075-0101-11	CHARGER STOCK	VIRTO I-R
PHONAK CHGR GO SPHERE I STK	075-0057-11	CHARGER STOCK	INFINIO SPHERE
PHONAK CHGR GO RIC I STK	075-0055-11	CHARGER STOCK	INFINIO I-R, CROS I-R
PHONAK SLIM CHGR STK	075-3024-11	CHARGER STOCK	AUDÉO L-R SLIM
PHONAK COMBI RIC CHGR V2 STK	075-0063-11	CHARGER STOCK	AUDÉO P-R/RT, P-R FIT, CROS P-R, AUDÉO M-R/RT
PHONAK COMBI BTE CHGR V2 STK	075-0065-11	CHARGER STOCK	NAÍDA L-PR, NAÍDA P-PR, BOLERO M-RP
PHONAK CHGR CASE GO STK	075-3017-11	CHARGER STOCK	AUDÉO L-R LIFE/P-R LIFE
PHONAK CHGR CASE EASE STK	075-0080-11	CHARGER STOCK	AUDÉO L-R/RT, L-R LIFE, CROS L-R
CAP DOME	054-0788	DOME	SDS 6.0 / 5.0 / 4.0
OPEN DOME SMALL	054-0785	DOME	SDS 6.0 / 5.0 / 4.0
OPEN DOME MEDIUM	054-0786	DOME	SDS 6.0 / 5.0 / 4.0
OPEN DOME LARGE	054-0787	DOME	SDS 6.0 / 5.0 / 4.0
VENTED DOME SMALL	054-0809	DOME	SDS 6.0 / 5.0 / 4.0

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
VENTED DOME MEDIUM	054-0810	DOME	SDS 6.0 / 5.0 / 4.0
VENTED DOME LARGE	054-0811	DOME	SDS 6.0 / 5.0 / 4.0
POWER DOME SMALL	054-0820	DOME	SDS 6.0 / 5.0 / 4.0
POWER DOME MEDIUM	054-0821	DOME	SDS 6.0 / 5.0 / 4.0
POWER DOME LARGE	054-0822	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD OPEN S	054-1258	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD OPEN M	054-1259	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD OPEN L	054-1260	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD VENTED S	054-1255	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD VENTED M	054-1256	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD VENTED L	054-1257	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD POWER S	054-1261	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD POWER S/M	054-1262	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD POWER M	054-1263	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD POWER M/L	054-1264	DOME	SDS 6.0 / 5.0 / 4.0
EASYGUARD POWER L	054-1265	DOME	SDS 6.0 / 5.0 / 4.0

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
FIT VENTED DOME CLEAR S	054-1064	DOME	AUDÉO L-R FIT, AUDÉO P-R FIT
FIT DOME CLEAR M	054-1065	DOME	AUDÉO L-R FIT, AUDÉO P-R FIT
FIT VENTED DOME CLEAR L	054-1066	DOME	AUDÉO L-R FIT, AUDÉO P-R FIT
ERHK MINI HE11	004-1668-13	EARHOOK	NAIDA L, NAIDA P, NAIDA M, NAIDA LINK M, NAIDA B
EASYVIEW STARTER KIT	054-0774	KIT	OTOBLOCK FOR CUSTOM HA/EARPIECES
SDS 6.0 RIC KIT	054-1113	KIT	EON/INFINIO RICS
SDS 5.0 RIC KIT	054-1201	KIT	LUMITY/PARADISE/MARVEL RICS
LANYARD ROGER ON	055-3044	LANYARD	ROGER ON/ON IN
PHONAK MINICONTROL VIRTO NANO	054-1006	MAGNET	VIRTO TITANIUM IIC, 10 O NW
MINI USB CAR CHRGR	075-0003	PLUG	WIRELESS ACCESSORIES
MINI USB POWER SUPPLY	075-0001-11	PLUG	WIRELESS ACCESSORIES
New POWER SUPPLY NO CABLE	075-0100-11	PLUG	HEARING AID CHARGERS
VIRTO IR MIC PROT KIT L R PINK	054-6068-26	PROTECTION	RECOMMENDED FOR PINK, TAN OR COCOA FACEPLATES
VIRTO IR MIC PROT KIT L R GRAY	054-6068-6B	PROTECTION	RECOMMENDED FOR BLACK OR BROWN FACEPLATES
MAV FILTER HF3 RED	098-0292	PROTECTION	ACTIVEVENT
MAV FILTER HF3 BLUE	098-0293	PROTECTION	ACTIVEVENT

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
FILTER HF4 RED	098-0373	PROTECTION	6.0 CSHELL W/UP RECEIVER
FILTER HF4 BLUE	098-0374	PROTECTION	6.0 CSHELL W/UP RECEIVER
S RECEIVER 6.0 00L	054-1190-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 00R	054-1191-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 0L	054-1192-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 0R	054-1193-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 1L	054-1194-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 1R	054-1195-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 2L	054-1196-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 2R	054-1197-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 3L	054-1198-0090	RECEIVER	EON/INFINIO RICS
S RECEIVER 6.0 3R	054-1199-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 00L	054-1081-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 00R	054-1082-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 0L	054-1083-0090	RECEIVER	EON/INFINIO RICS

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
M RECEIVER 6.0 0R	054-1084-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 1L	054-1085-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 1R	054-1086-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 2L	054-1087-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 2R	054-1088-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 3L	054-1090-0090	RECEIVER	EON/INFINIO RICS
M RECEIVER 6.0 3R	054-1091-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 00L	054-1092-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 00R	054-1093-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 0L	054-1094-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 0R	054-1095-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 1L	054-1096-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 1R	054-1097-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 2L	054-1098-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 2R	054-1099-0090	RECEIVER	EON/INFINIO RICS
P RECEIVER 6.0 3L	054-1101-0090	RECEIVER	EON/INFINIO RICS

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
P RECEIVER 6.0 3R	054-1102-0090	RECEIVER	EON/INFINIO RICS
STANDARD SDS 5.0 0L	054-1202-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
STANDARD SDS 5.0 0R	054-1203-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
STANDARD SDS 5.0 1L	054-1204-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
STANDARD SDS 5.0 1R	054-1205-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
STANDARD SDS 5.0 2L	054-1206-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
STANDARD SDS 5.0 2R	054-1207-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
STANDARD SDS 5.0 3L	054-1208-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
STANDARD SDS 5.0 3R	054-1209-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
MEDIUM SDS 5.0 0L	054-1210-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
MEDIUM SDS 5.0 0R	054-1211-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
MEDIUM SDS 5.0 1L	054-1212-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
MEDIUM SDS 5.0 1R	054-1213-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
MEDIUM SDS 5.0 2L	054-1214-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
MEDIUM SDS 5.0 2R	054-1215-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
MEDIUM SDS 5.0 3L	054-1216-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
MEDIUM SDS 5.0 3R	054-1217-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
POWER SDS 5.0 0L	054-1218-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
POWER SDS 5.0 0R	054-1219-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
POWER SDS 5.0 1L	054-1220-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
POWER SDS 5.0 1R	054-1221-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
POWER SDS 5.0 2L	054-1222-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
POWER SDS 5.0 2R	054-1223-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
POWER SDS 5.0 3L	054-1224-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
POWER SDS 5.0 3R	054-1225-0090	RECEIVER	LUMITY/PARADISE/MARVEL RICS (CERUSTOP)
RETENTION MEDIUM 6.0 / 5.0 / 4.0	004-8597-001	RECEIVER	SDS 6.0 / 5.0 / 4.0 MEDIUM
RETENTION POWER 6.0 / 5.0 / 4.0	004-8623-001	RECEIVER	SDS 6.0 / 5.0 / 4.0 POWER
RETENTION STANDARD 6.0 / 5.0 / 4.0	004-8596-001	RECEIVER	SDS 6.0 / 5.0 / 4.0 STANDARD
VIRTO IR MIC PROT REMOVAL TOOL	054-6069	TOOL/CLEANING	VIRTO I-R MICROPHONE PROTECTORS
HOME CARE KIT	098-0602-00000G7	TOOL/CLEANING	RIC PRODUCTS
CLEANING TOOL WITH CLOTH	054-0883	TOOL/CLEANING	ALL PRODUCTS

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
DRYING CAPSULE 4 PACK	098-0576-00000G1	TOOL/CLEANING	ALL PRODUCTS
DRYING CUP WTH 4 CAPSULES	098-0577-00000G1	TOOL/CLEANING	ALL PRODUCTS
BATT DR REMOVAL TOOL	054-0765	TOOL/CLEANING	BATTERY DOORS
PERFECTDRY LUX	098-0581-00011	TOOL/CLEANING	HA
PIN REMOVAL TOOL	002-0404-1	TOOL/CLEANING	PINS
6.0 MEASUREMENT TOOL	026-0784	TOOL/CLEANING	6.0 RECEIVERS (EON/INFINIO)
MEASUREMENT TOOL	026-0416	TOOL/CLEANING	SLIM TUBES, 5.0 / 4.0 / 3.0 RECEIVERS (LUMITY/PARADISE/MARVEL/BELONG)
RCVR TOOL SLIMTIP 6.0	026-1620	TOOL/CLEANING	SLIMTIP 6.0 (EON/INFINIO)
SLIMTIP LINK AV	005-0639-1	TOOL/CLEANING	SLIMTIP TITANIUM ACTIVEVENT
REC TOOL SDS AV	026-1528	TOOL/CLEANING	SLIMTIP TITANIUM ACTIVEVENT
CERUSTOP BUSHINGS	098-0387-001	TOOL/CLEANING	CUSTOM PRODUCTS WITH CERUSTOP
CLEANING WIPES X30 REFILL	098-0567-00000G1	TOOL/CLEANING	ALL PRODUCTS

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
CLEANING SPRAY 30ML REFILL	098-0571-00000G1	TOOL/CLEANING	ALL PRODUCTS
New CSHELL CLEANING KIT	054-0791	TOOL/CLEANING	CSHELLS
New MULTI CLEANING TOOL SET	098-0580	TOOL/CLEANING	MULTI TOOL
CROS TUBE 6.0 0L	054-1125	TUBE	CROS E-R/CROS I-R
CROS TUBE 6.0 0R	054-1126	TUBE	CROS E-R/CROS I-R
CROS TUBE 6.0 1L	054-1127	TUBE	CROS E-R/CROS I-R
CROS TUBE 6.0 1R	054-1128	TUBE	CROS E-R/CROS I-R
CROS TUBE 6.0 2L	054-1129	TUBE	CROS E-R/CROS I-R
CROS TUBE 6.0 2R	054-1130	TUBE	CROS E-R/CROS I-R
CROS TUBE 6.0 3L	054-1131	TUBE	CROS E-R/CROS I-R
CROS TUBE 6.0 3R	054-1132	TUBE	CROS E-R/CROS I-R
CROS TUBE 5.0 0L	054-1180	TUBE	CROS L/P
CROS TUBE 5.0 0R	054-1184	TUBE	CROS L/P
CROS TUBE 5.0 1L	054-1181	TUBE	CROS L/P
CROS TUBE 5.0 1R	054-1185	TUBE	CROS L/P

Common part numbers (continued)

DLC Name	Part Number	Accessory Category	Model(s) Supported
CROS TUBE 5.0 2L	054-1182	TUBE	CROS L/P
CROS TUBE 5.0 2R	054-1186	TUBE	CROS L/P
CROS TUBE 5.0 3L	054-1183	TUBE	CROS L/P
CROS TUBE 5.0 3R	054-1187	TUBE	CROS L/P
CERUSTOP 8 PIECES	098-0282	WAXGUARD	CUSTOM AND RIC 6.0 / 5.0 / 3.0
CERUSTOP CLINIC RACK 100 PCS	098-0405	WAXGUARD	CUSTOM AND RIC 6.0 / 5.0 / 3.0

ROES receiver codes

3.0 Receivers (Belong, Venture, Quest, Spice)	
REC	SIZE 0 STANDARD RECEIVER
REC1	SIZE 1 STANDARD RECEIVER
REC2	SIZE 2 STANDARD RECEIVER
REC3	SIZE 3 STANDARD RECEIVER
REC4	SIZE 0 POWER RECEIVER
REC5	SIZE 1 POWER RECEIVER
REC6	SIZE 2 POWER RECEIVER
REC7	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

3.0 Receivers (Belong, Venture, Quest, Spice)	
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	SIZE 0 ULTRA POWER RECEIVER
REC17	SIZE 1 ULTRA POWER RECEIVER
REC18	SIZE 2 ULTRA POWER RECEIVER
REC19	SIZE 3 ULTRA POWER RECEIVER

WAXGUARD
CERUSTOP 8 PIECES 098-0282
CERUSTOP CLINIC RACK 100 PCS 098-0405

ROES receiver codes (continued)

5.0 Receivers (Lumity, Paradise, Marvel)	
REC36	SIZE 0 MEDIUM SENSOR RECEIVER
REC37	SIZE 1 MEDIUM SENSOR RECEIVER
REC38	SIZE 2 MEDIUM SENSOR RECEIVER
REC39	SIZE 3 MEDIUM SENSOR RECEIVER
REC40	SIZE 0 STANDARD RECEIVER
REC41	SIZE 1 STANDARD RECEIVER
REC42	SIZE 2 STANDARD RECEIVER
REC43	SIZE 3 STANDARD RECEIVER
REC44	SIZE 0 MEDIUM RECEIVER
REC45	SIZE 1 MEDIUM RECEIVER
REC46	SIZE 2 MEDIUM RECEIVER
REC47	SIZE 3 MEDIUM RECEIVER

5.0 Receivers (Lumity, Paradise, Marvel)	
REC48	SIZE 0 POWER RECEIVER
REC49	SIZE 1 POWER RECEIVER
REC50	SIZE 2 POWER RECEIVER
REC51	SIZE 3 POWER RECEIVER
REC52	SIZE 0 ULTRA POWER RECEIVER
REC53	SIZE 1 ULTRA POWER RECEIVER
REC54	SIZE 2 ULTRA POWER RECEIVER
REC55	SIZE 3 ULTRA POWER RECEIVER

WAXGUARD
CERUSTOP 8 PIECES 098-0282
CERUSTOP CLINIC RACK 100 PCS 098-0405

ROES receiver codes (continued)

6.0 Receivers (EON/Infinio)	
REC56	SIZE 00 STANDARD RECEIVER
REC57	SIZE 0 STANDARD RECEIVER
REC58	SIZE 1 STANDARD RECEIVER
REC59	SIZE 2 STANDARD RECEIVER
REC60	SIZE 3 STANDARD RECEIVER
REC61	SIZE 00 MEDIUM RECEIVER
REC62	SIZE 0 MEDIUM RECEIVER
REC63	SIZE 1 MEDIUM RECEIVER
REC64	SIZE 2 MEDIUM RECEIVER
REC65	SIZE 3 MEDIUM RECEIVER

6.0 Receivers (EON/Infinio)	
REC66	SIZE 00 POWER RECEIVER
REC67	SIZE 0 POWER RECEIVER
REC68	SIZE 1 POWER RECEIVER
REC69	SIZE 2 POWER RECEIVER
REC70	SIZE 3 POWER RECEIVER
REC71	SIZE 0 ULTRA POWER RECEIVER
REC72	SIZE 1 ULTRA POWER RECEIVER
REC73	SIZE 2 ULTRA POWER RECEIVER
REC74	SIZE 3 ULTRA POWER RECEIVER

WAXGUARD
CERUSTOP 8 PIECES 098-0282
CERUSTOP CLINIC RACK 100 PCS 098-0405

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

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

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At Phonak, we see technology as an enabler of life, not the focus of it.

Since 1947, we have advanced hearing technology to help people stay connected to what matters most: the people, moments and experiences that shape our lives.

Today, we bring together Swiss-engineered performance, a seamless connected hearing experience and purposeful design to create hearing solutions built for where life happens.

So, you can stay confident, connected and fully in it.

Life is on.
Phonak is made for it.

phonak.com/GovernmentServices

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