PHONAK | Government Services

Audiology Technician Reference Guide.



EON

Introducing the Phonak EON portfolio



EON uses SDS 6.0 and EasyGuard™ domes



Audéo EON Sphere



Audéo EON R



CROS EON R*

Colors:

- Sienna Red (NEW)
- Beige
- Sand Beige
- Sandalwood
- Silver Gray
- Chestnut
- Champagne
- Graphite Gray
- Velvet Black



Charger Go RIC E**



myPhonak
myPhonak Junior



Wireless accessories
& Roger

Checkout & bookmark our new website phonak.com/GovernmentServices dedicated to government professionals and patients.

For quick digital references, check out the technician virtual toolkit online.

qrco.de/TechToolkit

* Compatible with Audéo EON R
** Part number available on page 9

Intuitive design

Designed to remove limits



EON Sphere is 25% smaller and 20% lighter than prior generation



Up to 38 hours battery life on a single charge[1]

Notes:

[1] For Audéo EON Sphere and Audéo EON R. The maximum battery runtime is determined by battery condition, hearing loss, environmental sound classifications, streaming usage and activated feature set.

Adaptive clarity

Clarity that speaks for itself



AutoSense OS™ AI 8.0 is optimized for longer activation of Speech in loud noise, helping your patients hear more clearly across a variety of noisy environments

Sphere is 37% more efficient thanks to improvements of Spheric Speech Clarity™ 3.0 & the new HYPERSONIC chip, enabling the DNN to run on a smaller battery



WindBlock 2.0 reduces wind noise by up to 50 dB and improves SNR by up to 30 dB[2] for clearer speech and an overall more natural listening experience.[3]

Notes:

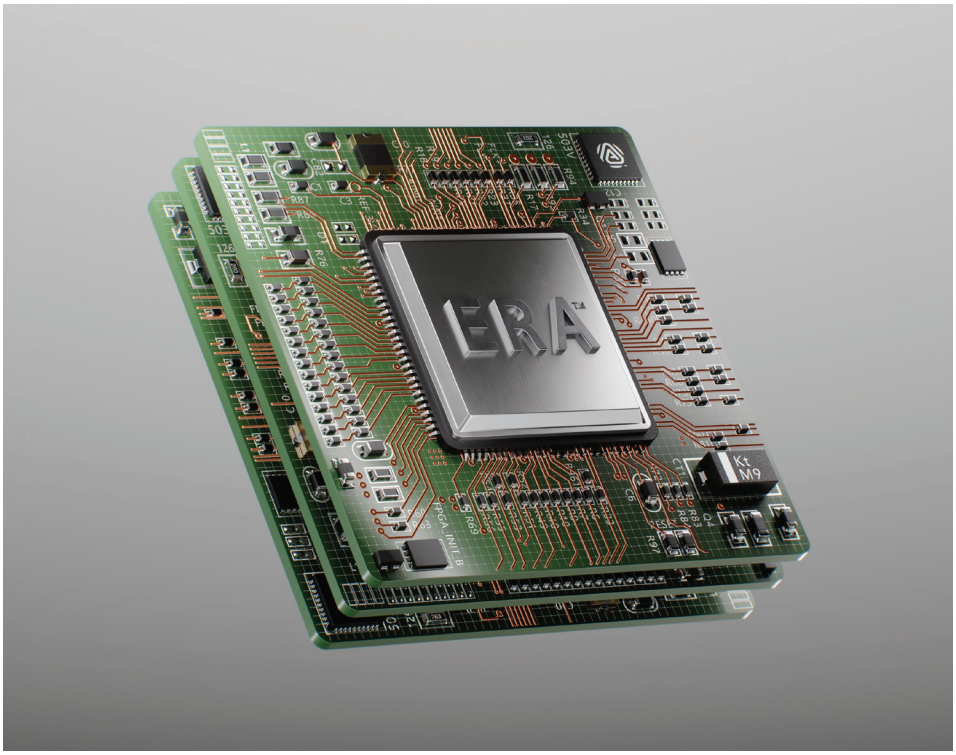
[2] WindBlock 2.0 versus previous generation, subjects with mild to moderately-severe hearing loss | Source: Lindeman, A. & Brunner, J. (2026). Enhancing outdoor communication: WindBlock 2.0 reduces wind noise by up to 50 dB. Phonak Insight, retrieved from phonak.com/evidence

[3] WindBlock 2.0 versus previous generation, subjects with mild to moderately-severe hearing loss | Vaisberg, J., Brunner, J., & Ulloa-Sanchez, D. (2026). Hearing confidently in wind: WindBlock 2.0 delivers comfort, natural sound quality and clearer speech. Phonak Field Study News retrieved from phonak.com/evidence

New products shown are not currently approved for inclusion on the VA contract. For informational purposes only.

Unlimited connections

No matter your device, no matter your environment



- Roger
- TV Connector
- Media
- PartnerMic
- Telephone
- RemoteControl
- App Control
- Public Broadcast
- Remote Support
- Voice Assistant

Bluetooth® classic
Compatible with virtually any Bluetooth® enabled smart device

Roger
Additional support in the most challenging environments

Auracast™ broadcast audio
Experience the front row, wherever you are



Stay connected to Auracast™ broadcast audio from farther than three other hearing aids offering Auracast™ solutions

Notes:

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc., and any use of such marks by Sonova AG is under license.
The Auracast™ word mark and logos are trademarks owned by Bluetooth SIG, Inc., and any use of such marks by Sonova AG is under license.

EasyGuard™

Phonak EasyGuard





- Sealed, sound-transmitting membrane
- Easy to clean
- Wax protection
- EasyGuard domes are designed to reduce service appointments by up to 38%[4]

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

Notes:

[4] Internal Service Data report (2024). Sonova. Please contact marketinsight@phonak.com for further information

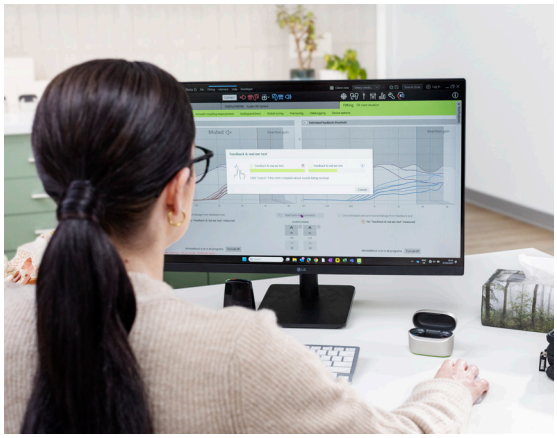
Upgrading to Infinio Ultra

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 I-R or 7 minutes for a pair of Audéo I-R 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.

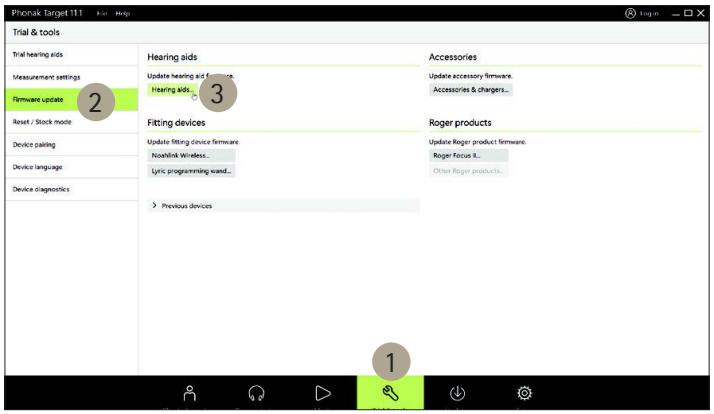
Step 1
Navigate to the Trial & Tools menu in Target 11.2

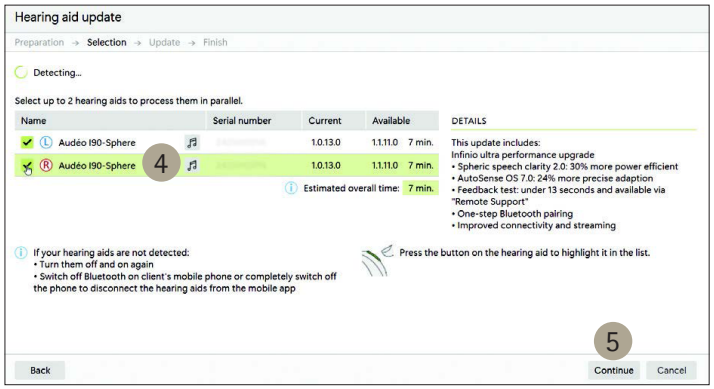
Step 2
In the menu on the left side select Firmware update

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

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

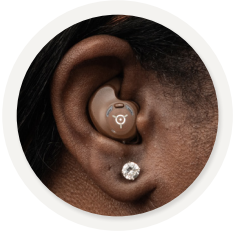
Step 3
Select shell options (as desired) e.g. color dot

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)

Step 7
Select Manufacturer Selected Matrix



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)

Step 7
Select Manufacturer Selected Matrix

Charger compatibility guide

	Phonak Charger Go RIC E NEW	Phonak Charger Go Virto I NEW	Phonak ChargerGo RIC Sphere Infinio	Phonak ChargerGo RIC Infinio	Phonak Charger Ease	Phonak Charger Case Go™	Phonak Charger Case Combi 2	Phonak Charger Combi BTE 2
								
	075-0108-11090	075-0101-11	075-0057-11	075-0055-11	075-0080-11	075-3017-11	075-0063-11	075-0065-11
Audéo E-R Sphere	•							
Audéo E-R	•							
CROS E	•							
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							•	
CROS P-R							•	
Naída P-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 Go RIC E	Phonak Charger Go Virto Infinio	Phonak ChargerGo RIC Sphere Infinio	Phonak ChargerGo RIC Infinio	Phonak Charger Ease	Phonak Charger Case Go™	Phonak Charger Case Combi 2	Phonak Charger Combi BTE 2
								
	075-0108-11090	075-0075-11	075-0057-11	075-0055-11	075-0080-11	075-3017-11	075-0063-11	075-0065-11
External Power Supply (EPS) 5V US - no cable included 075-0100-11	•	•	•	•	•	•	•	•
USB A to USB C cable 043-3116	•	•	•	•				
USB microUSB 1m 28AWG No data 043-0002							•	•
USB A to USB C cable with ferrite bead 043-3116-1						•		

Power Supply

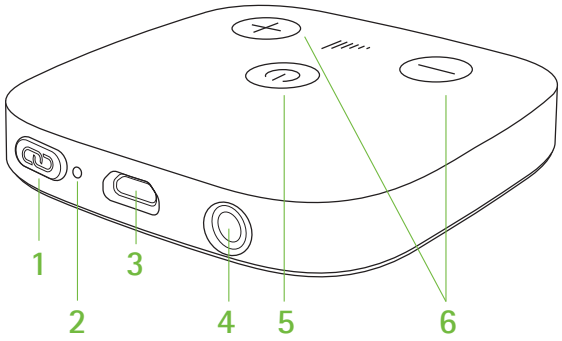
External Power Supply (EPS) 5V 1A US	075-0100-11	
USB A to USB C with ferrite	043-3116-1	
Cable USB Micro USB 1m 28AWG No data	043-0002	
USB A to USB C	043-3116	 

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

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

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

Scan for accessory support videos

qrco.de/AccessorySupport

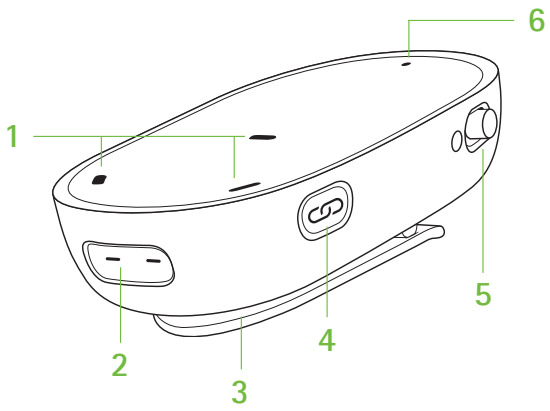
Part Numbers

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

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

During operation

Solid green 3 sec	▬	Switched on
Blinking red	● ● ●	Low battery (~30min left)
Blinking blue	● ● ● ● ●	Pairing mode
Solid red 5 sec	▬	Pairing failed
Staying solid red	▬	Device error

During charging

Blinking green	● ● ●	Charging
Staying solid green	▬	Charging complete

Pairing Instructions

- Make sure hearing aid(s) are turned on
- Start the PartnerMic and hold it within 4 inches of the hearing aid
- Pairing is complete when the indicator light turns green. You will also hear a confirmation beep in the hearing aid(s) when the connection is successful

Part Numbers

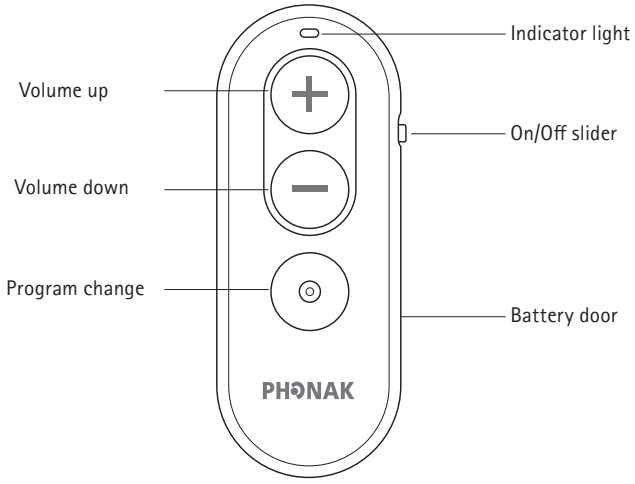
Phonak PartnerMic	076-4001-P511
Wall Plug	075-0030-11
USB-A to USB-C cable 1m flexible	043-3093
Pouch	017-0073
Neck Cord (length 42 cm)	052-0702

Notes:

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.

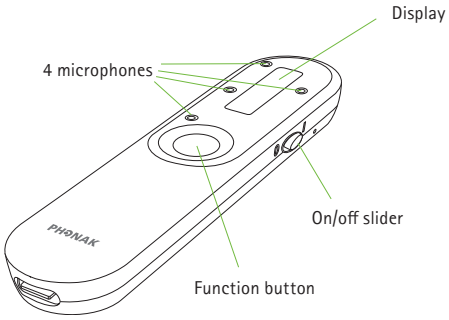
1. Press and hold the volume up "+" button
2. Switch on your Phonak RemoteControl while still pressing the volume up "+" button
3. Release the volume up "+" button when the light indicator starts to blink blue
4. The Phonak RemoteControl and your hearing aids will now pair automatically
5. After a successful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

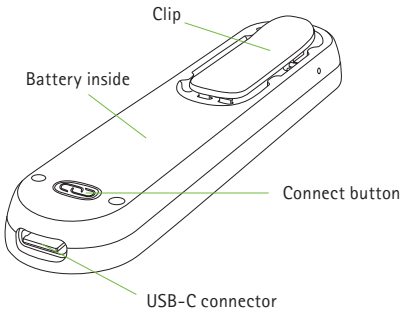
Roger On™

- Proven Roger speech-in-noise performance[5]
- 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

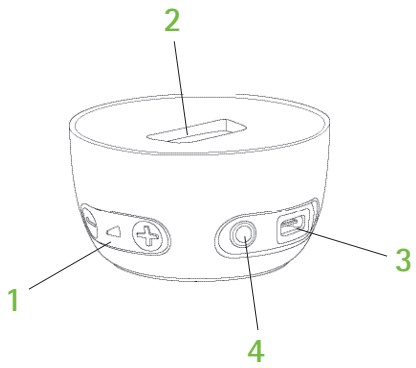




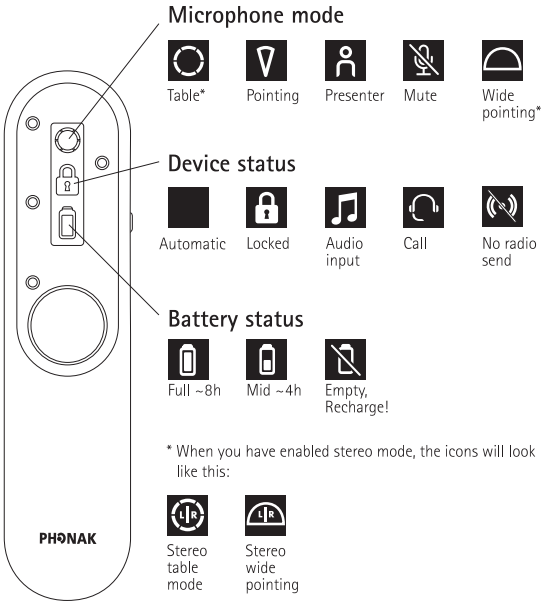
Compatible with the myRogerMic app

[5] 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

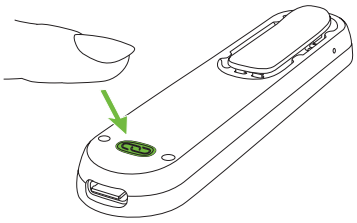


1 Audio input volume control
2 Slot for Roger On
3 USB C connector
4 3.5 mm analog and optical digital (Toslink) audio input



Pairing Instructions

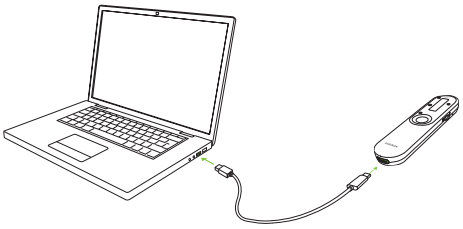
- Make sure hearing aid(s) arnd Roger microphone are turned on
- Press the Connect button on the backside of the Roger On
- Hold the Roger On within 4 inches to the hearing aid



Roger On Additional Features

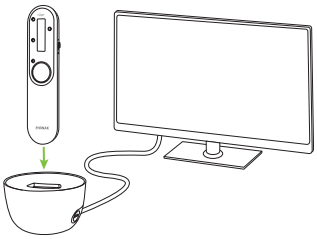
Streaming media from computer or tablet

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

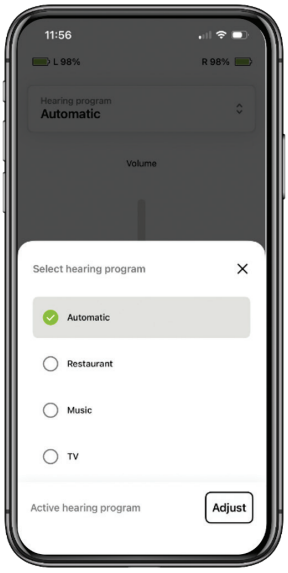
Scan for Roger support videos

qrco.de/RogerSupport

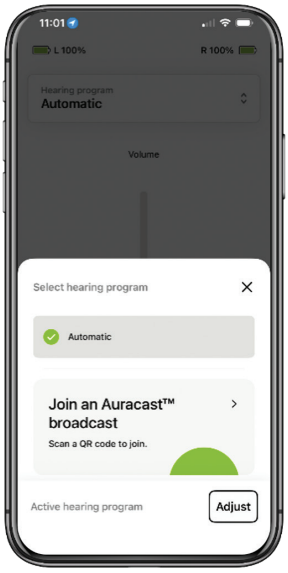
myPhonak app

Restaurant, TV, and Music presets have been removed to create a simpler, more intuitive experience

Before



After



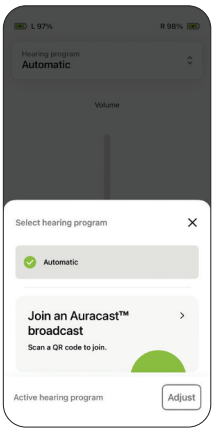
myPhonak and myPhonak Junior

- EON compatibilty
- One-step pairing
- Find my hearing aids
- Auracast™ broadcast assistant

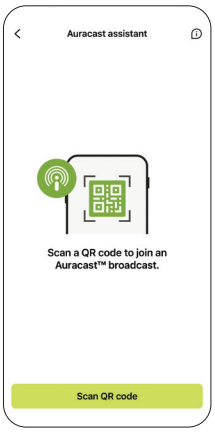
Notes:

How to join an Auracast™ broadcast guide

myPhonak QR scanner



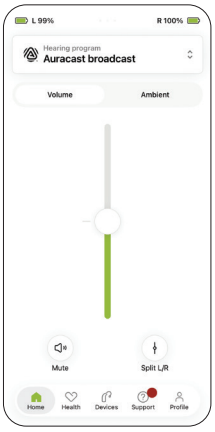
1. Open Auracast™ Assistant in the Program drop-down menu.



2. Scan QR code displayed by the venue.

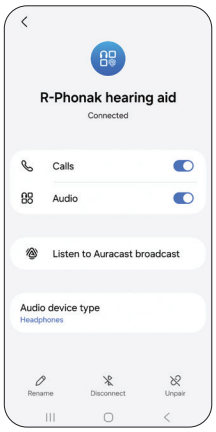


3. Join broadcast

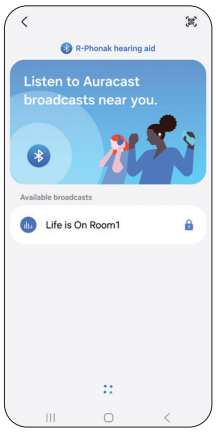


4. In Auracast™ program

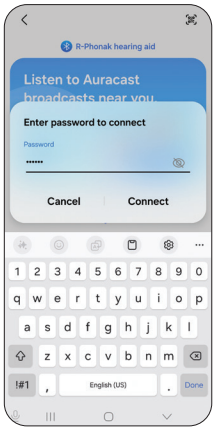
Samsung broadcast assistant



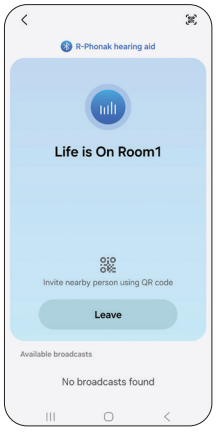
1. Tap "Listen to Auracast™"



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)

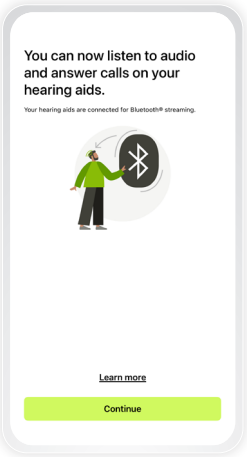
How to resume listening

- 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)

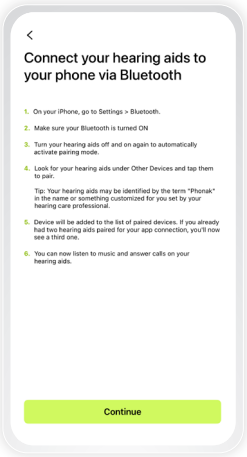
Requires an Auracast™-compatible hearing aid or receiver, an Auracast™ transmitter, and a broadcast assistant application (typically a smartphone app provided by your hearing aid manufacturer or the venue).
Availability varies by product and region.
Android, Android Auto, Google, Google Pixel, Google Play and YouTube are registered trademarks of Google LLC.
The "Samsung" name, and all related names, product and service names, are trademarks of Samsung Electronics Co., Ltd.
IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

Easy one-step pairing with EON & Infinio Ultra

One-step pairing to both myPhonak and phone/tablet

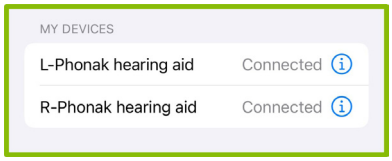


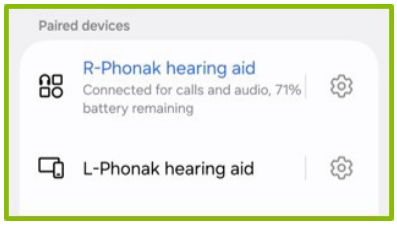
Infinio Ultra & Virto I-R: Pairing complete for both app function and call/audio streaming



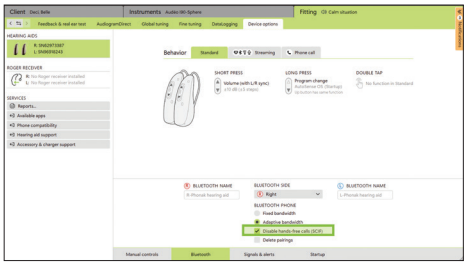
Still need to complete pairing in BT menu for calls/ streaming (second step)

Intuitive display in phone's Bluetooth® menu





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



Print a SCIF letter
With Target 12.0 either print directly from the software, access it on our website or if access to a printer is a concern, you can order a SCIF tear-off pad part # 028-2839-03

Notes:

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.

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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.

ROKU is a trademark of Roku, Inc. in Canada, the United States and other countries.
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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 answerstheir 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

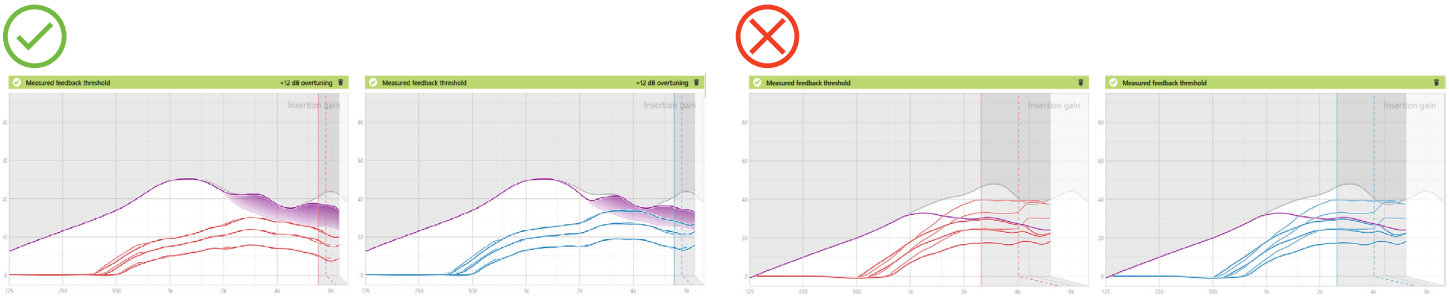
Optimizing mobile phone

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

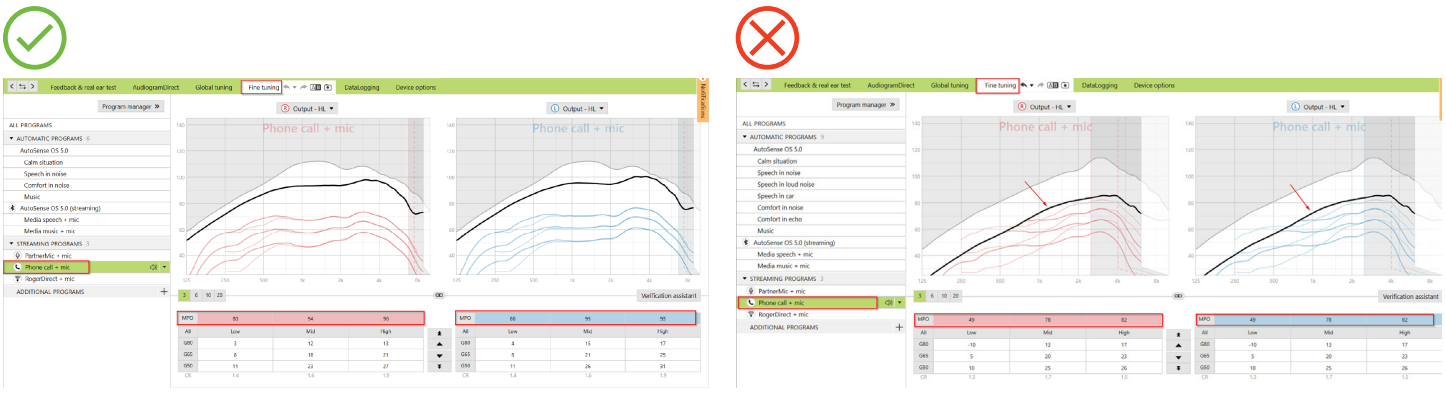
When speaking on my mobile phone, my conversation partner complains they can't hear me very well

- 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

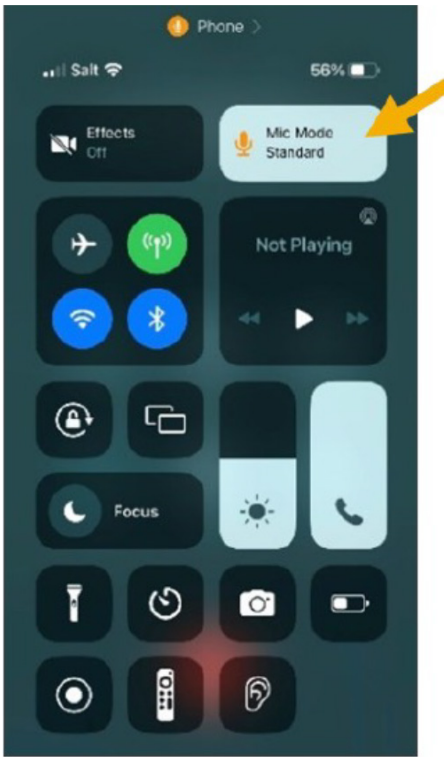


Tips for iPhone® Users

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.

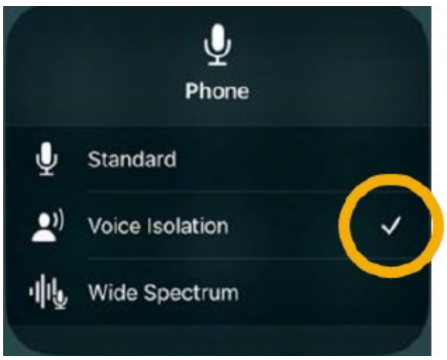
Consider utilizing the Voice Isolation feature

- 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 to-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.

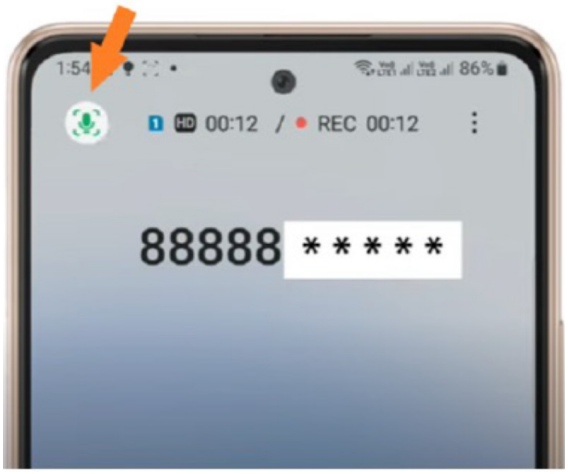




Benefit: Blocks out unwanted background noises that often make a phone call unpleasant or even impossible, while prioritizing the caller's voice. The conversation partner will benefit from this setting.

Tips for Android™ Users

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 Clear Calling or Voice Focus feature for Android
Clear Calling or Voice Focus can be used on these devices:
Pixel 7 and later including Fold
Samsung Galaxy models: F23 5G, M33 5G, M53 5G, A33 5G, A72 5G and later models
Steps for Clear Calling or Voice Focus for Android:
1. Pixel 7 and later models
   Settings > Sounds & Vibration > tap on Clear Calling
2. Samsung Compatible models (see above)
   On the call screen (while call is active), tap on the microphone symbol in the top left corner of the screen.

The icon will be white when Voice Focus is not active and green when Voice Focus is active.

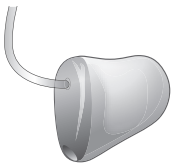
Benefit: Blocks out unwanted background noises that often make a phone call unpleasant or even impossible, while prioritizing the caller's voice. The conversation partner will benefit from this setting.

Notes:

Customer service and repair FAQs

cShell repair/remake process

Hearing aid warranty status	Hearing aid needs repair?	Process	Check "order new earmold only" box in repair options?	What to send to Phonak
In warranty	No	Enter a service request under hearing aid serial number	No	cShell Service request
In warranty	Yes	Enter service request under the hearing aid serial number	No	cShell Hearing aid Service request
Out of warranty	No	Enter a new order for cShell in ROES	No	New impressions if needed
Out of warranty	Yes	Enter service request under hearing aid serial number	No	cShell Hearing aid Service request



Canal cShell

Note: if sending in a cShell, do not check the receiver only box; that indicates to Phonak that you want to switch an open fit receiver. Just select a normal service request and the repair code that is closest to the issue (i.e., defective receiver)

Notes:

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, slimtip, and/or CROS tip needs to be ordered	Nothing or new impressions

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."

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.

Notes:

ROES codes

3.0 (Belong, Venture, Quest, Spice)	5.0 (Marvel, Paradise, Lumity)	6.0 (Infinio, EON)	Type of Receiver
-	-	REC56	Size 00 Standard Receiver
REC	REC40	REC57	Size 0 Standard Receiver
REC1	REC41	REC58	Size 1 Standard Receiver
REC2	REC42	REC59	Size 2 Standard Receiver
REC3	REC43	REC60	Size 3 Standard Receiver
-	-	REC61	Size 00 Medium Receiver
-	REC44	REC62	Size 0 Medium Receiver
-	REC45	REC63	Size 1 Medium Receiver
-	REC46	REC64	Size 2 Medium Receiver
-	REC47	REC65	Size 3 Medium Receiver
-	-	REC66	Size 00 Power Receiver
REC4	REC48	REC67	Size 0 Power Receiver
REC5	REC49	REC68	Size 1 Power Receiver
REC6	REC50	REC69	Size 2 Power Receiver
REC7	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	REC52	REC71	Size 0 Ultra Power Receiver
REC17	REC53	REC72	Size 1 Ultra Power Receiver
REC18	REC54	REC73	Size 2 Ultra Power Receiver
REC19	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

Notes:

Supply stock reset checklist

	DLC Name	Part Number	Models Supported
☐	Virto I-R Mic Prot Kit L R Pink	054-6068-26	Virto I-R
☐	Virto I-R Mic Prot Kit L R Gray	054-6068-6B	Virto I-R
☐	Virto I-R Mic Prot Removal Tool	054-6069	Virto I-R
☐	NEW cShell Cleaning Kit	054-0791	cShells
☐	NEW Multi Cleaning Tool Set	098-0580	All products
☐	SDS 6.0 RIC Kit	054-1113	EON/Infinio RICs
☐	SDS 5.0 RIC Kit	054-1201	Lumity/Paradise/Marvel RICs
☐	EasyView Starter Kit	054-0774	Custom HA/Custom Earpieces
☐	Home Care Kit	098-0602-00000G7	All RIC products
☐	Drying Capsule 4 pack	098-0576-00000G1	All products
☐	Drying Cup with 4 capsules	098-0577-00000G1	All products
☐	Perfect Dry Lux	095-0581-00011	All products
☐	Cerustop Clinic Rack 100 pcs	098-0405	Custom and RIC 6.0 / 5.0 / 3.0
☐	GS Tear-Off Pad Cerustop	028-6848-03	All products with Cerustop
☐	VA Consumer Hotline Stickers	025-5313	All products
☐	EasyGuard Open S	054-1258	All RIC & BTE models
☐	EasyGuard Open M	054-1259	All RIC & BTE models
☐	EasyGuard Open L	054-1260	All RIC & BTE models
☐	EasyGuard Vented S	054-1255	All RIC & BTE models
☐	EasyGuard Vented M	054-1256	All RIC & BTE models
☐	EasyGuard Vented L	054-1257	All RIC & BTE models
☐	EasyGuard Power S	054-1261	All RIC & BTE models
☐	EasyGuard Power S/M	054-1262	All RIC & BTE models
☐	EasyGuard Power M	054-1263	All RIC & BTE models
☐	EasyGuard Power M/L	054-1264	All RIC & BTE models
☐	EasyGuard Power L	054-1265	All RIC & BTE models
☐	Roger On Tear-Off Pad	027-0651-03	Roger On
☐	Cerustop Bushings	098-0387-001	Custom products with Cerustop

Charger stock reset checklist

	DLC Name	Part Number	Models Supported
☐	NEW Phonak Charger Go RIC E	075-0108-11090	Audéo E-R, Audéo E-R Sphere, CROS-E
☐	Phonak Charger Go RIC I	075-0055-11	Audéo I-R, CROS I-R
☐	NEW Phonak Charger Go Virto I	075-0101-11	Virto I-R
☐	Phonak Charger Go RICSphere I	075-0057-11	Audéo I-R Sphere
☐	Phonak Charger Case Ease	075-0080-11	Audéo L-R/RT
☐	Phonak Slim Charger	075-3024-11	Audéo L-R Slim
☐	Phonak Charger Case G0	075-3017-11	Audéo L-RI, Audéo P-RI
☐	Phonak Combi RIC Charger V2	075-0063-11	Audéo P-R/RT, Audéo M-R/RT, CROS P-R
☐	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
☐	Recharge Power Pack	071-0003	Charger Case Combi V1/V2, Charger Combi BTE V1/V2

Notes:

Notes:

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.

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