

## Customizing new possibilities

Peytra Gettings, AuD

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# Customizing new possibilities.

AI-powered precision for truly customized hearing

**Financial disclosure:** Speaker is employed by Phonak US

**Non-financial discloser:** None

## Risks/Benefits

- The applicability and accuracy of the course content may vary by the clinical, geographical, and cultural context; you should evaluate the course accordingly.
- As healthcare is rapidly evolving, new findings may change the validity of the information presented in this course. Providers should always consult the latest research and guidelines from professional associations.
- The interventions discussed in this course may be limited in generalizability, requiring practitioners to consider specific individual and population factors.
- The course may not cover all possible risk factors, diagnostic methods, or treatment options, and complex cases may require additional considerations.
- Healthcare providers should apply cultural competence and sensitivity to ensure effective and respectful care based on their patients' diverse needs.
- Providers should always evaluate the limitations of diagnostic and screening tools, considering their potential for false results as well as any ethical implications.
- It is the responsibility of course participants to critically evaluate the evidence from multiple sources to guide professional practice.

## Learning objectives

After this course, participants will be able to:

- Summarize the benefits of the new Infinio product
- Describe advancements in AI-powered features
- Explain the benefits of the RightFit approach

A man with short dark hair, wearing a dark teal or navy blue jacket, is seen from the back. He is standing against a clear, light blue sky. The jacket has a subtle texture and a small, dark, illegible patch on the upper left sleeve. The overall mood is contemplative and serene.

[MUSIC]



**PHONAK**  
life is on



**RightFit™  
customization**

precision  
comfort in  
every ear



**Simple,  
intuitive  
charging**

Secure and  
convenient



**Exceptional  
sound quality  
and speech  
understanding**  
automatically  
adapts to your  
situation



**Market-leading  
connectivity**

one-step,  
seamless  
experience



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**Exceptional  
sound quality  
and speech  
understanding**

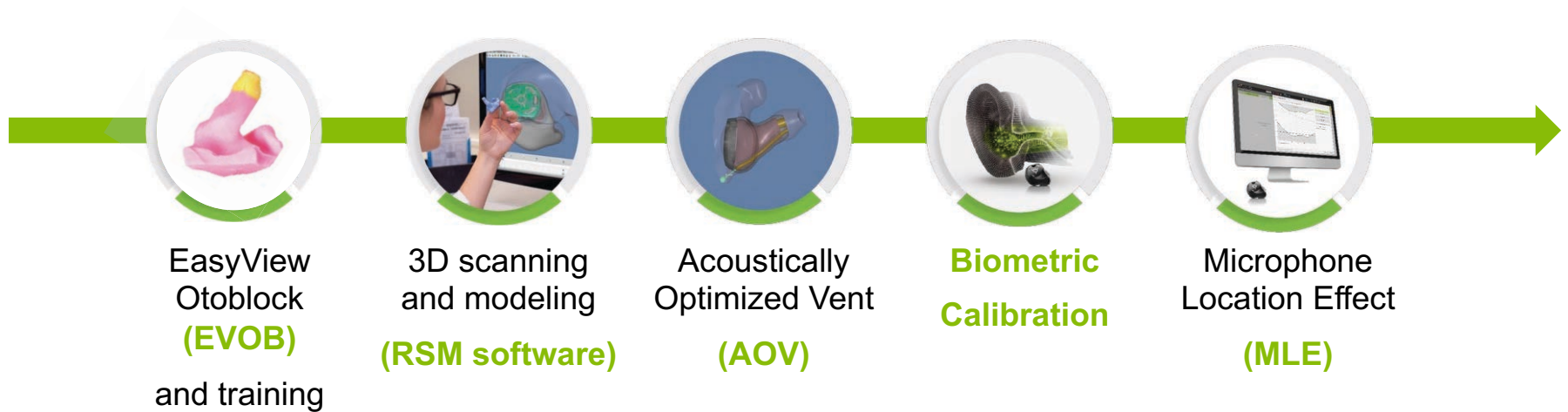
automatically  
adapts to your  
situation



**Market-leading  
connectivity**

one-step,  
seamless  
experience

## Phonak's history of customization innovations



## RightFit™ customization approach to Virto R

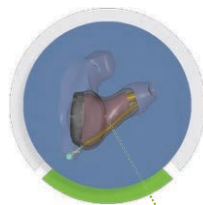
Impression  
taking



Impression  
3D scanning



Acoustically  
Optimized Vent (AOV)



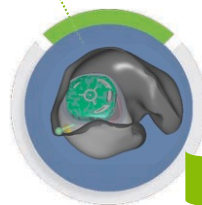
Biometric  
Calibration



Transfer of acoustic  
values to Target FSW



Deep, well-defined  
Ear Impression



RightFit  
modeling

New

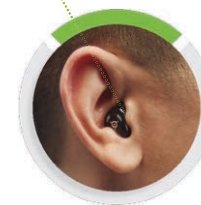


Acoustically  
Optimized Receiver  
(AOR)

New



Acoustic values  
embedded in Virto R



Virto R wearer

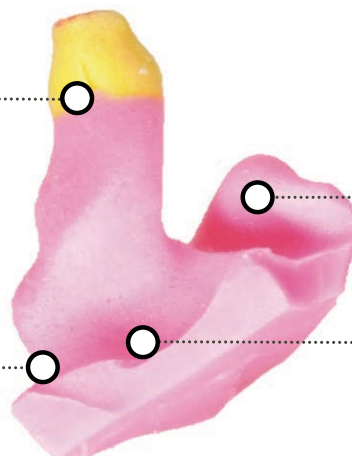
Well-defined, deep ear impressions are the foundation of a successful fit



Well-defined, deep ear impressions are the foundation of a successful fit

EVOB placed past 2<sup>nd</sup>  
bend

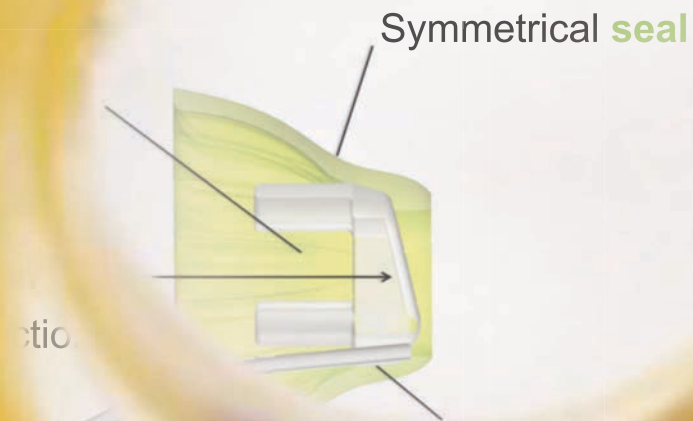
Well-defined Anti-tragus  
and Inter-tragal Notch



Complete Helix and  
Concha

Well-defined Tragus

(CB) provides visual  
a confident deep insertion



## Rapid Shell Modeling (RSM) integrates customization innovations



RightFit modeling approach  
as-small-as-possible shell size

Acoustically Optimized Vent (AOV)

Acoustically Optimized Receiver (AOR)  
selection

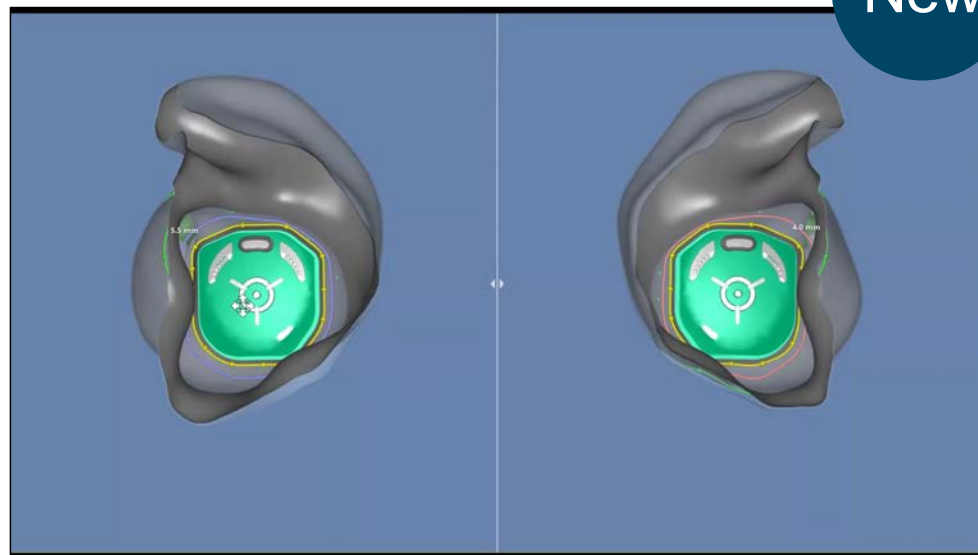
Biometric Calibration

## Phonak's RightFit shell modeling

As-small-as-possible shell size

Full Shell option for dexterity

New



The difference RightFit shell modeling can make



Without RightFit



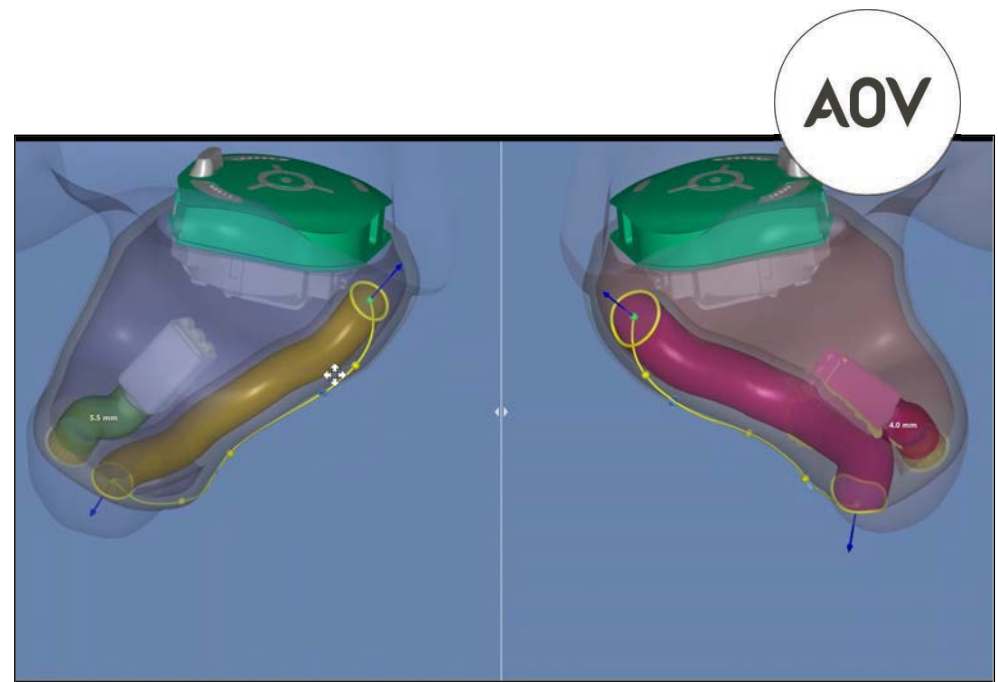
With RightFit

## Acoustically Optimized Vent (AOV) balances comfort and performance

Mitigate the risk of occlusion

Combat potential feedback

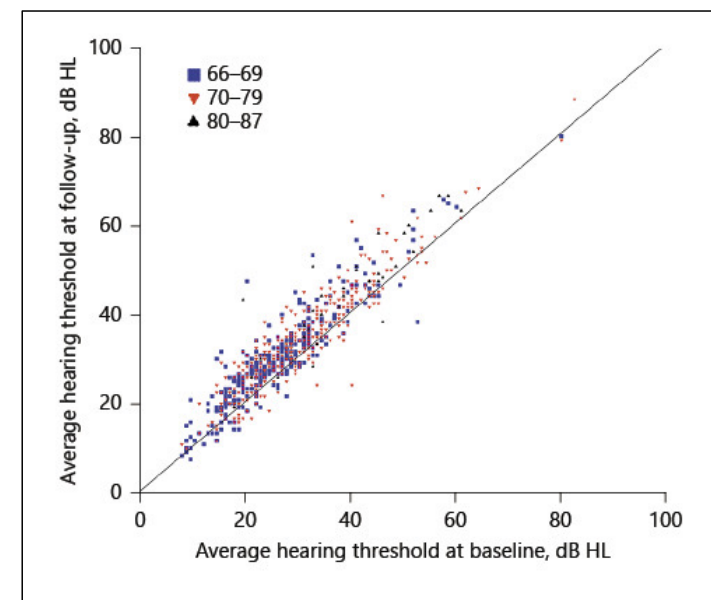
Allow for the natural flow of sound into the ear canal



## Average decline in aging hearing loss

Low frequencies **0.29dB per year**

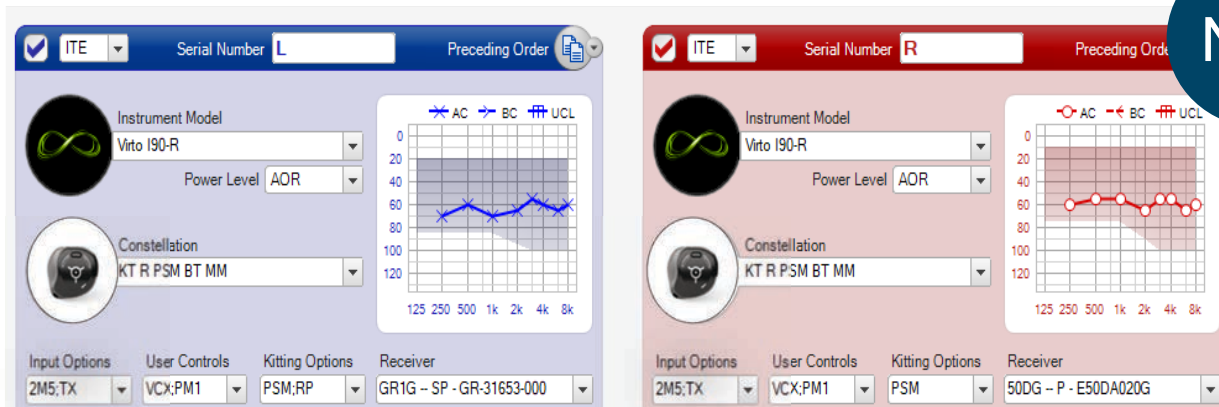
High frequencies **1.35 dB per year**



Average hearing threshold at baseline and follow-up. Average pure-tone threshold for 0.5, 1, 2 and 4 kHz at baseline in relation to the average threshold at follow-up shown for the three age categories. Every participant left of the line suffers decline of hearing during follow-up. HL, hearing level.

1. Progression of Hearing Loss in the Aging Population: Repeated Auditory Measurements in the Rotterdam Study
2. Stephanie C. Rigters, S.C., van der Schroeff, M.P., Papageorgiou, G., Baatenburg de Jong, R.J., Goedegebure, A. (December, 11, 2018)

## Acoustically Optimized Receiver selection (AOR)



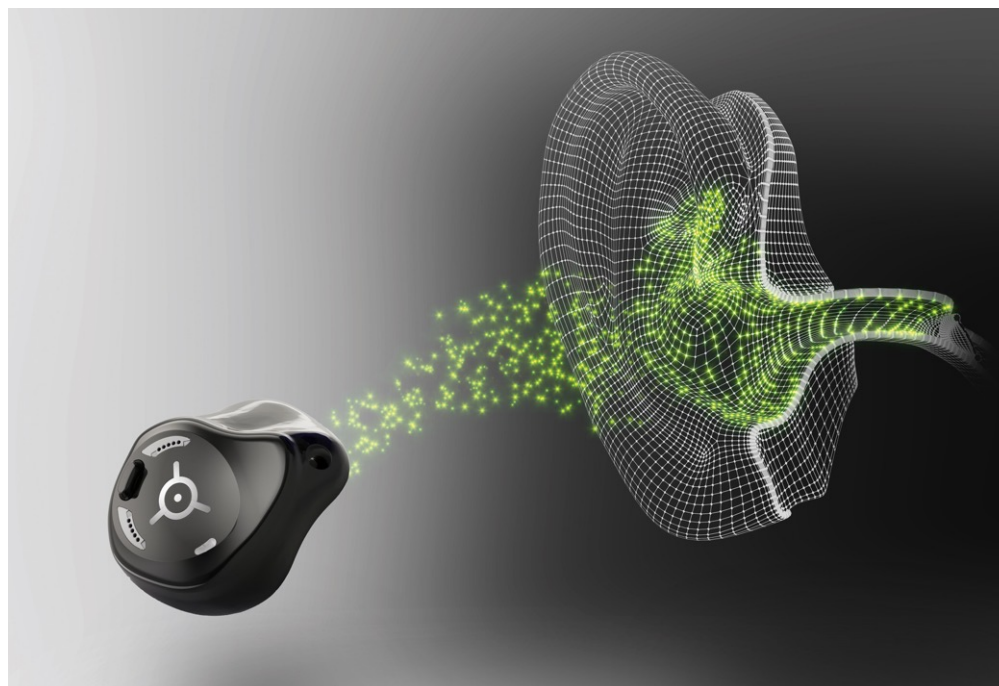
Weighted algorithm, considering low and high frequencies separately

Modelers will consider the available ear space by means of RSM modeling software

## Biometric Calibration is not average

Optimized directional  
performance

Personalized Microphone  
Location Effect (MLE)



# Introducing Phonak Virto™ with Biometric Calibration

Dr. Rachel Bishop was a former Audiology Manager at Phonak

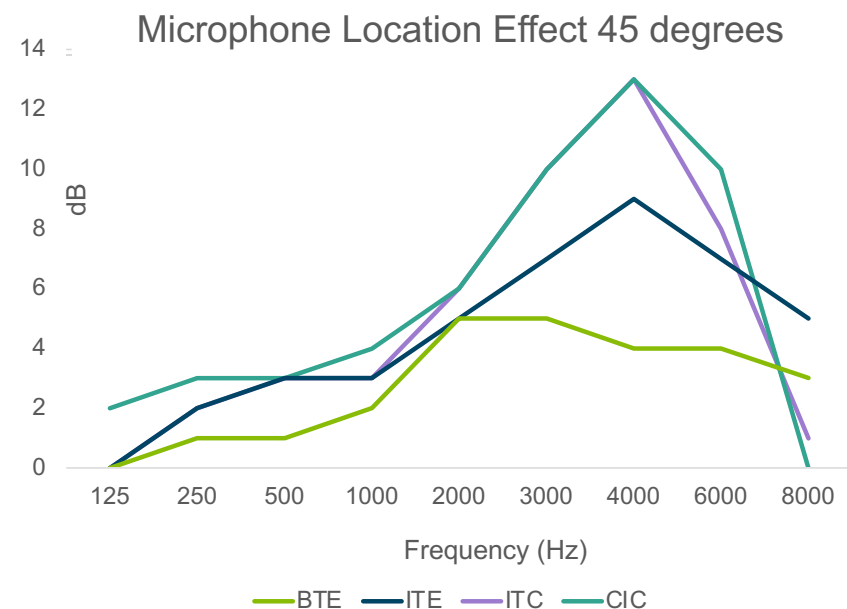
## Biometric Calibration incorporates ear specific anatomical parameters in calibrating MLE

Pinna effect acts like a high frequency "pre-amplifier"

Pinna effect acts like a "natural beam former"

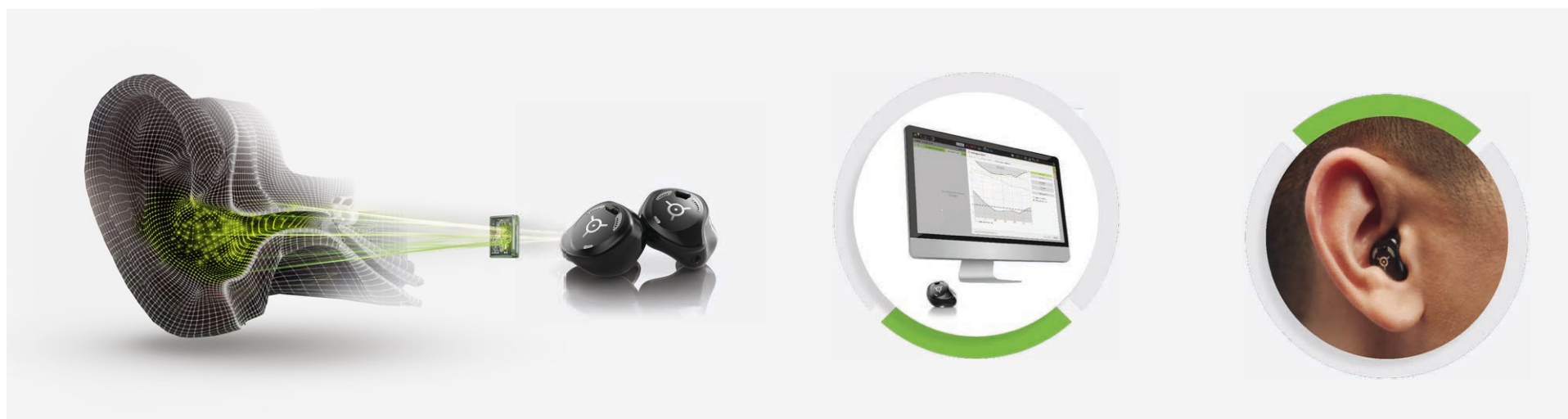
Microphone Location Effect (MLE) is crucial in gain model calculations

Biometric Calibration considers natural beamforming properties of each unique ear



- Freeman, S. J. (1970). The role of the pinna in speech intelligibility. Laboratory for Research in Neuropsychology.
- Preves, D. A., & Griffing, T. (1976). In-the-ear aids, Part IV. Hearing Instruments, 27(9), 16-17, 32.
- Preves, D. A. (1994). Real-ear insertion gain provided by CIC, ITC, and ITE hearing instruments. Hearing Review, 1(7), 22-24.

## Customization and Target Fitting Software



Customization  
values



Embedded in the  
device firmware



Transfers values to  
Target Fitting  
Software



Precise Virto R fit

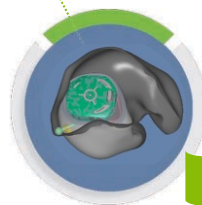
## RightFit™ customization approach to Virto R

Impression  
taking



Deep, well-defined  
Ear Impression

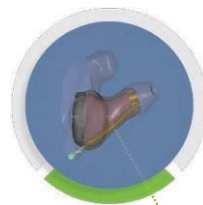
Impression  
3D scanning



RightFit  
modeling

New

Acoustically  
Optimized Vent (AOV)



Acoustically  
Optimized Receiver  
(AOR)

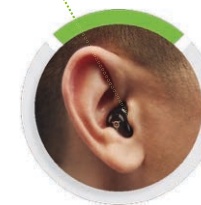
New

Biometric  
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Acoustic values  
embedded in Virto R

Transfer of acoustic  
values to Target FSW



Virto R wearer



**RightFit™  
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experience



## Charger Virto I: Convenient charging

Magnetic charger ports for interchangeable use

360° self-seating charging ports – snap and charge

LED indicators to discern charging status

RSM modeling software to indicate any risk of contact or disconnection between device and charger



\*Charger Virto I for daily use and recharging of Virto R; it requires a cable connected to a power supply during the charging process.

## Battery charging time



| Charging Time |  | Battery Charge     |
|---------------|--|--------------------|
| 180 min       |  | 0% - 100%          |
| 90 min        |  | 0% - 80%           |
| 15 min        |  | 30 min for fitting |

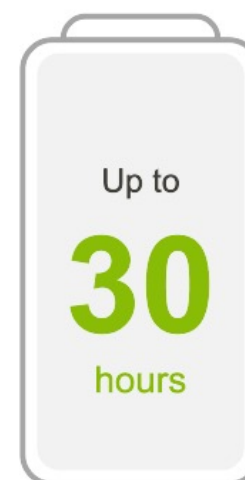
## Virto R: One charge, infinite moments



Fully charged  
in just 3 hours



AutoSense OS incl. 8 hrs of  
streaming phone / TV / StereoZoom 2.0



AutoSense OS in  
Calm situations only\*

The battery runtime is determined by battery conditions, hearing loss, environmental classification, streaming usage and activated feature set  
\* No streaming

## Virto R Infinio: purposeful design

Push button



Charging contacts

**IP68**

Microphone protectors



Vent

LED

## Microphone Protectors



Two microphone protectors – one on the left of the push button and one on the right of the push button

Exchangeable by the provider in office

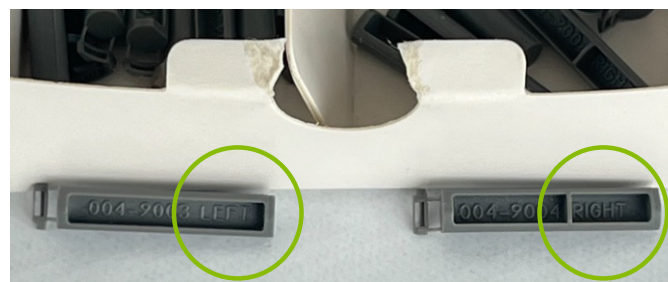
Colors:

Gray for Black (06) and Brown (28) faceplates

Pink for Pink (26), Tan (14) and Cocoa (22) faceplates



## How to replace microphone protectors for Virto R



Removal tool  
054-6069 (5 pcs.)



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

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

## Details

### Faceplate colors



### Shell colors



## Push button

On/off

Accept phone call / reject phone call

Volume control

Program control

Flight mode

Reset / reboot hearing aid



Push button configuration can be done by  
HCP using Target 11.0

## Supply patients for success with Care Kit ITE

Daily / Weekly / Monthly maintenance  
and care made possible by using:

Care Kit ITE consisting of all the  
necessary tools and instructions to  
make effective care possible

Step-by-step guide  
for users outlining maintenance and  
care of Virto R devices





RightFit 3-step  
ordering instruction.

## Simplified RightFit - 3 step ordering instruction

**1** Customer and patient Information

**2** Product order information

**3** Select RightFit™ order options





**PHONAK**  
for Professionals  
life is on

Cart (0)

Neda Jevtic  
0020081078 / User E-Store Tests

Home [Shop Product](#) Device Management Warranty Report Order History Quotation History Document History Invoice Management Shipping Label Software Downloads Inner Circle

[RIC/BTE Hearing Aids](#)

[ITE Hearing Aids](#)

[Earpieces](#)

[Wireless Accessories](#)

[Spare Parts](#)

[Parts & Fitting](#)

[Batteries & Chargers](#)

[In-Office Materials](#)

[Hearing Protection](#)

[Sennheiser](#)

Hearing Instruments

Order Type: Stock [Change](#)

- Category
- ☒ Virto I R (4)
  - ☐ Virto I Titanium (2)
  - ☐ Virto I (4)
- Performance Level
- ☐ I30 (1)
  - ☐ I50 (1)
  - ☐ I70 (1)
  - ☐ I90 (1)
- Feature
- ☐ Directionality (4)
  - ☐ ITC (4)
  - ☐ New (4)
  - ☐ Remote Control (4)
  - ☐ Roger/FM (4)
  - ☐ TinnitusNoiser (4)
  - ☐ WaterResistant (4)
  - ☐ Wireless Connectivity (4)

Configure 

Virto I R

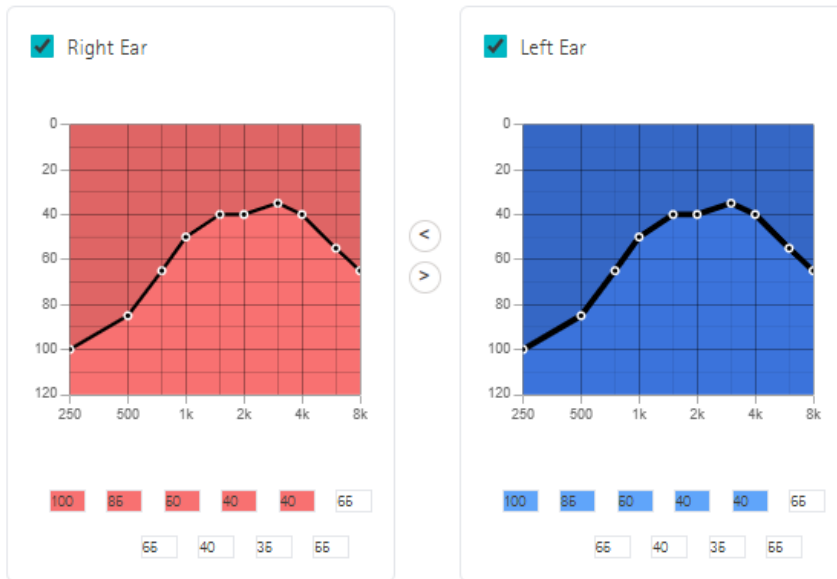
Go

|                                                                                      |                                                                                      |                                                                                      |                                                                                      |
|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <div>Virto I90-R<br/>063-0526-01</div> <div></div> <div> </div> <div>Configure</div> | <div>Virto I70-R<br/>063-0527-01</div> <div></div> <div> </div> <div>Configure</div> | <div>Virto I50-R<br/>063-0528-01</div> <div></div> <div> </div> <div>Configure</div> | <div>Virto I30-R<br/>063-0529-01</div> <div></div> <div> </div> <div>Configure</div> |
|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|

## Select side:

Please Note: We ask that you provide a least 250Hz, 500Hz, 1KHz, 2KHz and 4KHz frequencies to ensure best acoustic fit.

**PHONAK**  
life is on



← Enter audiogram

## Ear impression

The figure shows two panels for selecting ear impression options for the Right (R) and Left (L) ears. Each panel contains four radio button options: 'Upload a File', 'Use an impression on file', 'Digital Ear Scan', and 'Mail in an impression'. The 'Mail in an impression' option is selected in both panels.

**Right Ear (R):**

- ☐ Upload a File
- ☐ Use an impression on file
- ☐ Digital Ear Scan
- ☒ Mail in an impression

**Left Ear (L):**

- ☐ Upload a File
- ☐ Use an impression on file
- ☐ Digital Ear Scan
- ☒ Mail in an impression

← Choose impression option

Choose a performance level

Premium I90 ✓

Advanced I70

Standard I50

Essential I30

Choose  
technology level

Choose a model

R

Virto I90-R ✓

L

Virto I90-R ✓

RightFit™ customization: as-small-as-possible shell size, Acoustically Optimized Receiver (AOR) and Acoustically Optimized Vent

Choose RightFit™ ☒ Smallest possible

Choose RightFit™  
Smallest possible

Choose a power level

Higher power receiver may result in larger shell size

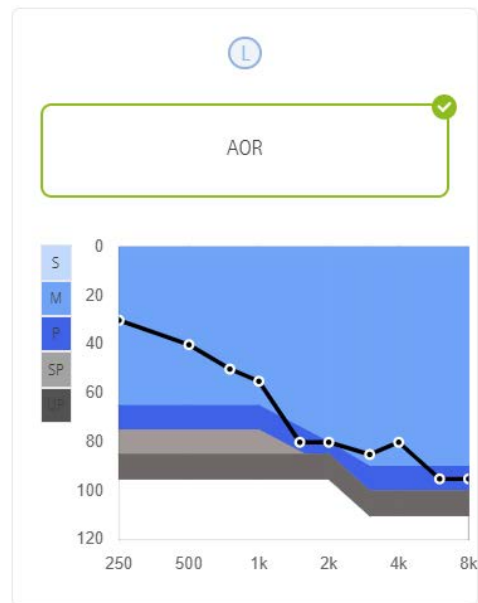
Choose RightFit™ ☒ Smallest possible ⓘ

Choose a power level

Higher power receiver may result in larger shell size



=



AOR will default  
When you choose  
RightFit.

Choose colors

R

SHELL COLOR

06  
Black

14  
Tan

21  
Clear

22  
Cocoa

26  
Pink

28  
Brown

R  
Red-Trans.

L

SHELL COLOR

06  
Black

14  
Tan

21  
Clear

22  
Cocoa

26  
Pink

26  
Brown

B  
Blue-Trans.

FACEPLATE COLOR

06  
Black

14  
Tan

22  
Cocoa

26  
Pink

28  
Brown

FACEPLATE COLOR

06  
Black

14  
Tan

22  
Cocoa

26  
Pink

28  
Brown

← Choose shell color

← Choose faceplate color



### Choose options

|                                | R                            | L                            |
|--------------------------------|------------------------------|------------------------------|
| Titanium FitGuide Measurement  | No Measurement               | No Measurement               |
| Wax System                     | Cerustop - WaxTrap           | Cerustop - WaxTrap           |
| Venting                        | AOV Acoustically Optimized V | AOV Acoustically Optimized V |
| TCoil                          | None                         | None                         |
| Removal Line                   | Removal Line - Transparent   | Removal Line - Transparent   |
| User Control                   | Push Button                  | Push Button                  |
| Extra Retention in shell color | None                         | None                         |
| Shell Options                  | Hard Acrylic Lacquer         | Hard Acrylic Lacquer         |
| Color Dot                      | None                         | None                         |
| Volume Control                 | No Volume Control            | No Volume Control            |

 Some options are chargeable which will be reflected in the invoice only.

RightFit takes care of all of these options. You don't need to do anything here.

Making changes to shell size, vent size, and power level will result in RightFit being deselected.

**NOTE:** Phonak Charger Virto Infinio is included automatically with your order – no need to add it to your cart!



# Virto R Infinio PDF order form

**GREEN** side = RightFit

**GREY** side = Build your own

- 2-sided form
- Only fill out one side

**Phonak Virto™ R Infinio RightFit™** **PHONAK** life is on

Custom hearing instrument ordering also available on the Phonak Store

RightFit ensures your patient's Virto R-R hearing aids are crafted as small as possible, with recommended venting and receiver options pre-selected for optimal fit and performance.

**Step 1 – General Information**

**Customer information**

Ship to account:  
Address:  
City:  
State:  
Zip:  
Bill to account:  
Third-party patient number:  
Date:  
Purchase order number:  
Contact name:  
Phone number:  
Email address:

**Patient information**

Last name:  
First name:  
Date of birth:  
Age:  
Gender:  
Is this patient order being fully or partially paid for by state or federal government funds? ☐ Yes ☐ No

**Audiogram (required for RightFit, ADV™ and ACR™):**

|        |     |     |     |    |    |    |    |
|--------|-----|-----|-----|----|----|----|----|
|        | 125 | 250 | 500 | 1K | 2K | 3K | 4K |
| Left:  | AC  |     |     |    |    |    |    |
| Right: | AC  |     |     |    |    |    |    |

**Step 2 – Product**

Side: ☐ L ☐ R

Performance level:  
☐ 90 (90-105dB HL)  
☐ 95 (95-110dB HL)  
☐ 100 (100-115dB HL)  
☐ 105 (105-120dB HL)

Includes Phonak Charge Virto I

Colors:  
Facialplate:  
☐ 06 Black  
☐ 14 Tan  
☐ 22 Cocoa  
☐ 26 Pink  
☐ 28 Brown

Shell:  
☐ 06 Black  
☐ 14 Tan  
☐ 22 Cocoa  
☐ 26 Pink  
☐ 28 Brown

**Step 3 – Choose the RightFit for your patient (audiogram required)**

☐ RightFit: Smallest possible (for discretion and comfort)  
Includes: ADV™, ACR™, Ceraup and removal line

OR

☐ RightFit: Full Shell (for discretion)  
Includes: ADV™, ACR™ and Ceraup

**Step 4 – Additional options**

Reception options:  
Ceraup lock: ☐  
Hella lock: ☐

**Step 5 – Accessories and microphones**

**Accessories**

|                                     |                          |           |                            |                          |
|-------------------------------------|--------------------------|-----------|----------------------------|--------------------------|
| TV Connector (996-3006-001)         | <input type="checkbox"/> | RightFit™ | RightFit™ 2 (996-3006-001) | <input type="checkbox"/> |
| Phonak PartnerMic™ (996-4001-001)   | <input type="checkbox"/> |           | RightFit™ 3 (996-3006-001) | <input type="checkbox"/> |
| Phonak RemoteControl (996-4006-001) | <input type="checkbox"/> |           |                            |                          |

**Special Instructions**

☐ Call me before you make a change  
☐ Send a printed user guide

If you prefer to build your own Virto R Infinio, please use page 2 instead.

1. Assembly Optimized (ADV) 2. Assembly Optimized (ACR) Modified: August 18, 2025

**Build your own Phonak Virto™ R Infinio.** **PHONAK** life is on

Custom hearing instrument ordering also available on the Phonak Store

To order Virto R-R with RightFit, please use the RightFit Order Form.

**Step 1 – General Information**

**Customer information**

Ship to account:  
Address:  
City:  
State:  
Zip:  
Bill to account:  
Third-party patient number:  
Date:  
Purchase order number:  
Contact name:  
Phone number:  
Email address:

**Patient information**

Last name:  
First name:  
Date of birth:  
Age:  
Gender:  
Is this patient order being fully or partially paid for by state or federal government funds? ☐ Yes ☐ No

**Audiogram (required for ADV™):**

|        |     |     |     |    |    |    |    |
|--------|-----|-----|-----|----|----|----|----|
|        | 125 | 250 | 500 | 1K | 2K | 3K | 4K |
| Left:  | AC  |     |     |    |    |    |    |
| Right: | AC  |     |     |    |    |    |    |

**Step 2 – Product**

Side: ☐ L ☐ R

Performance level:  
☐ 90 (90-105dB HL)  
☐ 95 (95-110dB HL)  
☐ 100 (100-115dB HL)  
☐ 105 (105-120dB HL)

Includes Phonak Charge Virto I

Colors:  
Facialplate:  
☐ 06 Black  
☐ 14 Tan  
☐ 22 Cocoa  
☐ 26 Pink  
☐ 28 Brown

Shell:  
☐ 06 Black  
☐ 14 Tan  
☐ 22 Cocoa  
☐ 26 Pink  
☐ 28 Brown

**Step 3 – Options**

Shell size:  
Half Shell: ☐  
Full Shell: ☐  
ADV (enter audiogram):  
Left: mm  
Right: mm  
Power level:  
Left: ☐ M ☐ SP ☐ LP  
Right: ☐ M ☐ SP ☐ LP  
Removal line (SL):  
Transparent GLE: ☐  
Blue system:  
Ceraup (CS): ☐  
Ext. tube + Spring (SW): ☐  
Reception options:  
Ceraup lock: ☐  
Hella lock: ☐

**Step 4 – Accessories and microphones**

**Accessories**

|                                     |                          |           |                            |                          |
|-------------------------------------|--------------------------|-----------|----------------------------|--------------------------|
| TV Connector (996-3006-001)         | <input type="checkbox"/> | RightFit™ | RightFit™ 2 (996-3006-001) | <input type="checkbox"/> |
| Phonak PartnerMic™ (996-4001-001)   | <input type="checkbox"/> |           | RightFit™ 3 (996-3006-001) | <input type="checkbox"/> |
| Phonak RemoteControl (996-4006-001) | <input type="checkbox"/> |           |                            |                          |

**Special Instructions**

☐ Call me before you make a change  
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1. Assembly Optimized (ADV) Modified: August 18, 2025

## Step 1 – General Information (PDF order form)

# Phonak Virto™ R Infinio order form.

Custom hearing instrument ordering available on the [Phonak Store](#)

### Step 1 – General Information

#### Customer information

|                             |      |
|-----------------------------|------|
| Ship to account:            |      |
| Address:                    |      |
| City:                       |      |
| State:                      | Zip: |
| Bill to account:            |      |
| Third party patient number: |      |
| Date:                       |      |
| Purchase order number:      |      |
| Contact name:               |      |
| Phone number:               |      |
| Email address:              |      |

#### Patient information

|             |         |
|-------------|---------|
| Last name:  |         |
| First name: |         |
| Age:        | Gender: |

Is this patient order being fully or partially paid for by state or federal government funds? ☐ Yes ☐ No

#### Audiogram (required for RightFit™, AOV and AOR):

|        | HZ | 250 | 500 | 1K | 2K | 3K | 4K |
|--------|----|-----|-----|----|----|----|----|
| Left:  | AC |     |     |    |    |    |    |
| Right: | AC |     |     |    |    |    |    |

## Step 2 – Product (PDF order form)

### Step 2 – Product



Side:

☒ L ☒ R

Performance level:

- ☒ 90 (063-0526-01)  
☐ 70 (063-0527-01)  
☐ 50 (063-0528-01)  
☐ 30 (063-0528-01)

Includes Phonak Charger Virto I

Colors:

Faceplate

- ☒ 06 Black  
☐ 14 Tan  
☐ 22 Cocoa  
☐ 26 Pink  
☐ 28 Brown

Shell

- ☒ 06 Black  
☐ 14 Tan  
☐ 22 Cocoa  
☐ 26 Pink  
☐ 28 Brown  
☐ R/B Red/Blue  
☐ 21 Transparent

Select side, technology level, and faceplate & shell color

## RightFit – Step 3 (PDF order form)

### Step 3 – Choose the RightFit for your patient (audiogram required)



RightFit: Smallest possible (for discretion and comfort)

Includes: AOV<sup>1</sup>, AOR<sup>2</sup>, Cerustop and removal line

OR



RightFit: Full Shell (for dexterity)

Includes: AOV<sup>1</sup>, AOR<sup>2</sup> and Cerustop

### Step 4 – Additional options

|                                                      |            |                          |
|------------------------------------------------------|------------|--------------------------|
| Retention options<br>(shell and lock are same color) | Canal lock | <input type="checkbox"/> |
|                                                      | Helix lock | <input type="checkbox"/> |

### Step 5 – Accessories and microphones

|             |                                    |                          |
|-------------|------------------------------------|--------------------------|
| Accessories | TV Connector (076-3006-0611)       | <input type="checkbox"/> |
|             | Phonak PartnerMic™ (076-4001-P511) | <input type="checkbox"/> |
|             | Phonak RemoteControl (076-0065-P5) | <input type="checkbox"/> |

|        |                                  |                                           |
|--------|----------------------------------|-------------------------------------------|
| Roger™ | Roger On™ 3 (056-3032-XX011)     | <input type="checkbox"/> P5 Graphite Gray |
|        |                                  | <input type="checkbox"/> P7 Champagne     |
|        | Roger Select™ 3 (056-3033-XX011) | <input type="checkbox"/> P5 Graphite Gray |
|        |                                  | <input type="checkbox"/> P7 Champagne     |

And you're done!



**RightFit™  
customization**

precision  
comfort in  
every ear



**Simple,  
intuitive  
charging**

Secure and  
convenient



**Exceptional  
sound quality  
and speech  
understanding**  
automatically  
adapts to your  
situation



**Market-leading  
connectivity**

one-step,  
seamless  
experience

## Virto R Infinio is enabled by the ERA chip



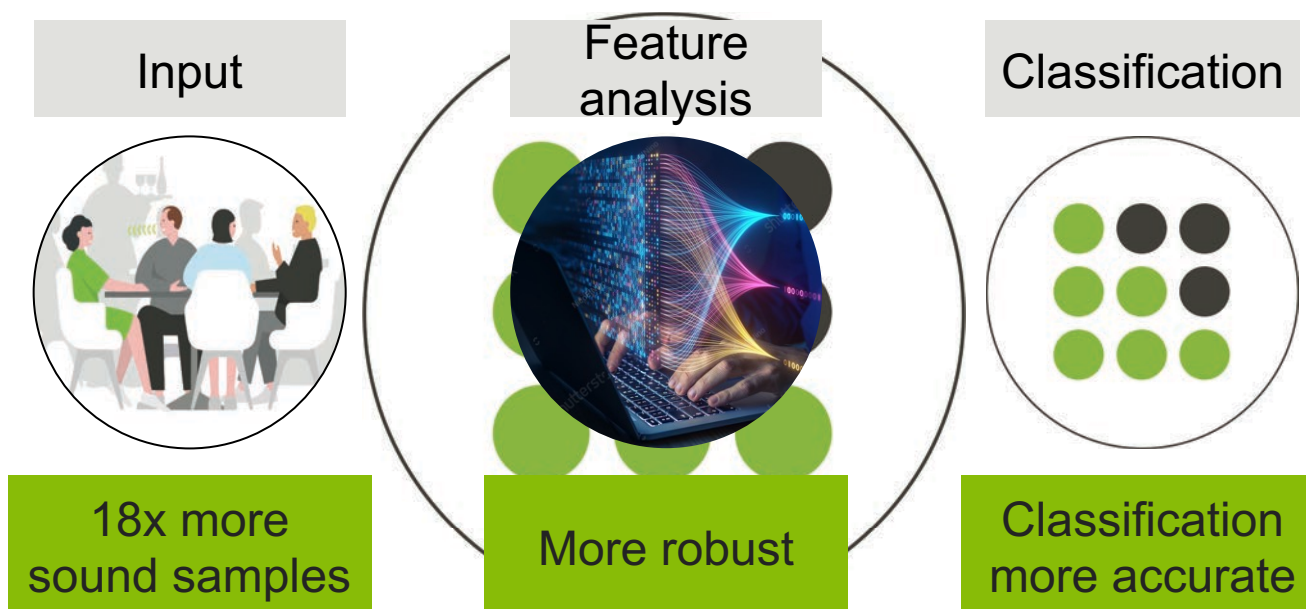
○ Adaptive Phonak Digital 3.0

○ AutoSense OS 7.0

○ SmartSpeech Technology



## Training of AutoSense OS



## AutoSense OS 7.0 – Benefits

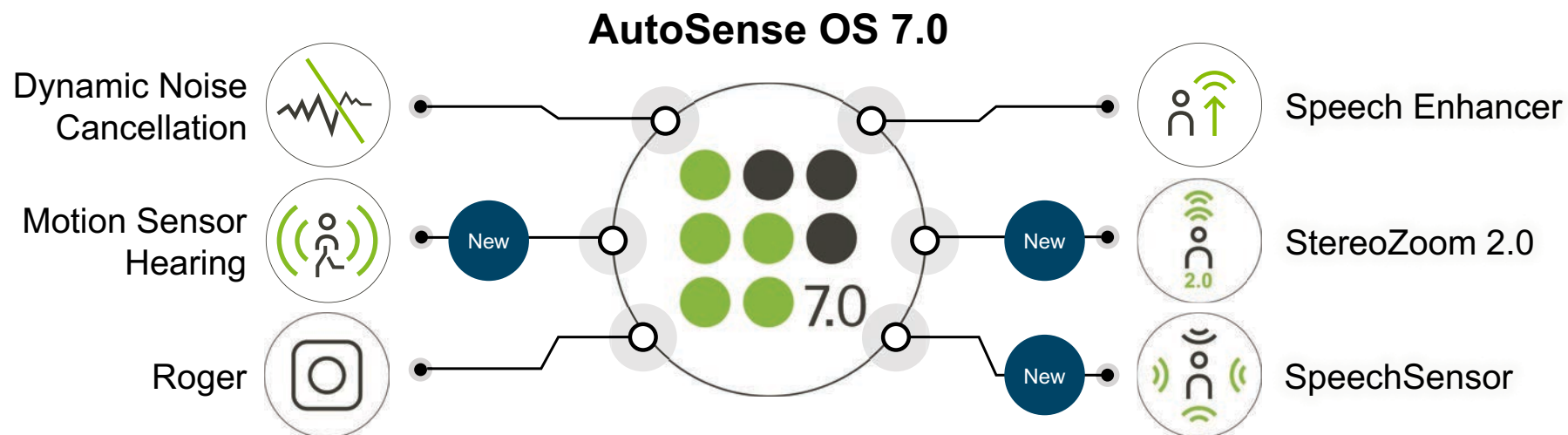


Boosts **speech understanding** in noise<sup>1</sup>

Patients can enjoy **exceptional sound quality** in every moment

1. Wright, A. et al. (2025). AutoSense OS 7.0 improves speech understanding with highly rated sound quality for challenging listening environments. Phonak Field Study News. Retrieved from <https://www.phonak.com/evidence>.

## Virto R Infinio: SmartSpeech Technology



\*NEW features introduced in Virto I-R are advancements from Virto 312 Paradise and Autosense 4.0.

## Virto R Infinio: Motion Sensor Hearing, for people on the move



**73%**  
Improved  
speech  
understanding

**71%**  
Improved  
overall listening  
experience

**78%**  
Improved  
environmental  
awareness

Accelerometer also enables

TAP CONTROL

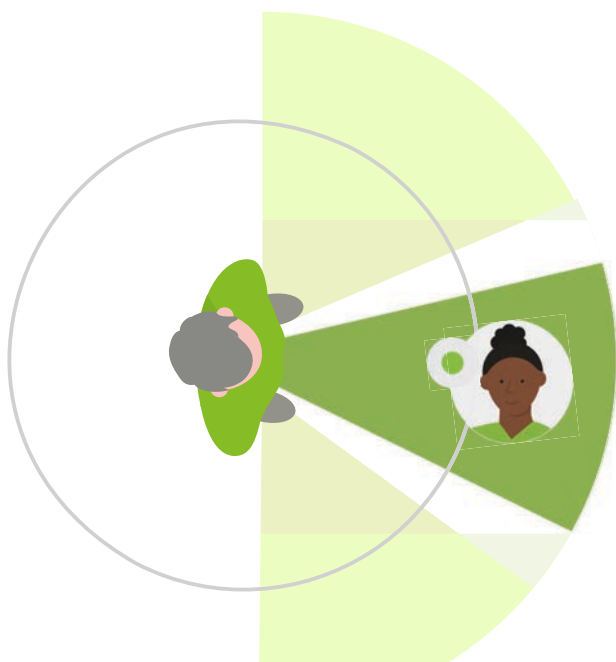
☒ Accept/end call

☐ Pause/resume streaming

☐ Start/stop voice assistant

Training & sensitivity...

## StereoZoom 2.0 now smoother, smarter, and stronger for Virto



**StereoZoom 2.0**  
16% better speech  
understanding in noise with  
speech from the front<sup>1</sup>



additional  
**2.5dB**  
better SNR\*

1. Woodward, J. and Latzel, M. (2022). New implementation of directional beamforming configurations show improved speech understanding and reduced listening effort. Phonak Field Study News retrieved from <https://www.phonak.com/evidence>.
2. Appleton, J. (2020) AutoSense OS 4.0 - significantly less listening effort and preferred for speech intelligibility. Phonak Field Study News. Retrieved from <https://www.phonak.com/evidence>

\*compared to default setting

## SpeechSensor has your back for speech from other directions



**15%**

Improved speech  
understanding with  
speech from the  
sides and from the  
back

**11%**

reduced  
listening effort

Woodward, J. and Latzel, M. (2022). New implementation of directional beamforming configurations show improved speech understanding and reduced listening effort. Phonak Field Study News retrieved from <https://www.phonak.com/evidence>.  
Appleton, J. (2020) AutoSense OS 4.0 - significantly less listening effort and preferred for speech intelligibility. Phonak Field Study News. Retrieved from <https://www.phonak.com/evidence>

Are conversations in noise a struggle?

Are conversations in noise a struggle?

## Virto R Infinio: Feature set for each performance level

| Features               |                                  | 90       | 70       | 50       | 30       |
|------------------------|----------------------------------|----------|----------|----------|----------|
| SmartSpeech Technology | <b>AutoSense OS 7.0</b>          | <b>X</b> | <b>X</b> | <b>X</b> | <b>X</b> |
|                        | SpeechSensor                     | <b>X</b> |          |          |          |
|                        | Speech Enhancer                  | <b>X</b> |          |          |          |
|                        | StereoZoom 2.0 in AutoSense OS   | <b>X</b> |          |          |          |
|                        | StereoZoom 2.0 in manual program | <b>X</b> | <b>X</b> |          |          |
|                        | Dynamic Noise Cancellation       | <b>X</b> | <b>X</b> |          |          |
|                        | Motion Sensor Hearing            | <b>X</b> | <b>X</b> | <b>X</b> |          |
|                        | RogerDirect™                     | <b>X</b> | <b>X</b> | <b>X</b> | <b>X</b> |



**PHONAK**  
life is on



**RightFit™  
customization**

precision  
comfort in  
every ear



**Simple,  
intuitive  
charging**

Secure and  
convenient



**Exceptional  
sound quality  
and speech  
understanding**

automatically  
adapts to your  
situation



**Market-leading  
connectivity**

one-step,  
seamless  
experience

## The importance of Bluetooth®

**96%** of the participants reported that Bluetooth® would be a 'must' have for the purchase of hearing aids<sup>1</sup>

**Increase confidence** in using hearing aids, accessibility & control functionality<sup>2</sup>



**Removes stigma;** normalizing the social acceptance of hearing aids<sup>3</sup>

Remote Support **increases accessibility** to hearing care support

1. Consumer use of and preferences for assistive communication technology in public places Committee for Communication Access in America (January, 2024). [https://www.ccaa.name/Report\\_Final\\_1-11-23.pdf](https://www.ccaa.name/Report_Final_1-11-23.pdf). N=1519.
2. Najeeb, S. M. Tarique, Akanksha Singh, Swati Chandel, Mussarrat Parveen, and Neena Gupta. 2022. "Study on Use of Bluetooth Technology in Hearing Aids Among Adults". Current Journal of Applied Science and Technology 41 (47):1-7.
3. Maidment DW, Amlani AM. Argumentum ad Ignorantiam: Smartphone-Connected Listening Devices. Semin Hear. 2020 Nov;41(4):254-265.

## Connectivity improvements with Virto R Infinio

One-step pairing process

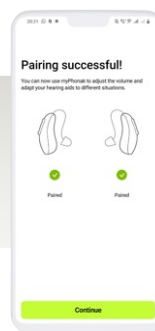
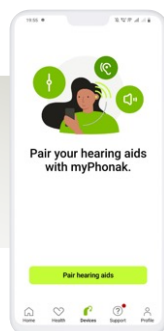
Improved visualization in BT menu

Ability to disable hands-free calling



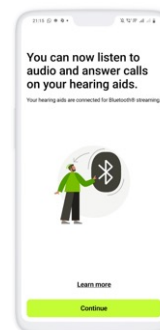
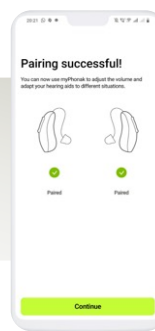
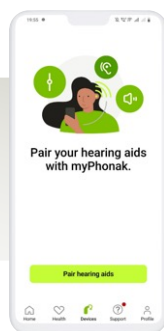
# Pair to app and operating system at the same time with new One-step pairing

myPhonak 7.2  
with Audéo Infinio  
and earlier devices



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

myPhonak 7.2  
with Virto R Infinio



Pairing for  
calls/streaming is  
also complete

\*smartphones and tablets

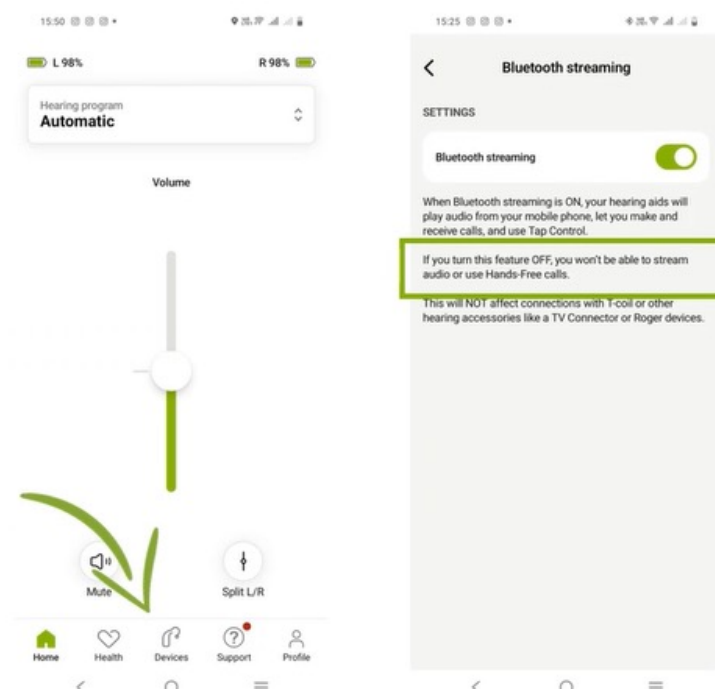
## FAQs

Q. What if patients want to stream phone calls but not use the app?

A. Pair in the phone's BT menu as you do now.

Q. What if patients want to use the app but not stream audio? →

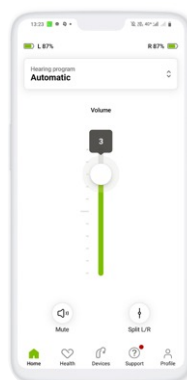
A. When the pairing is complete in myPhonak you can navigate to Devices—Bluetooth streaming and toggle it off.



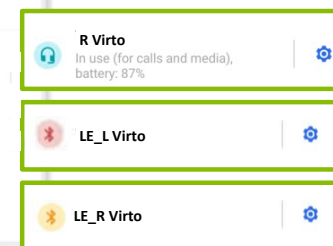
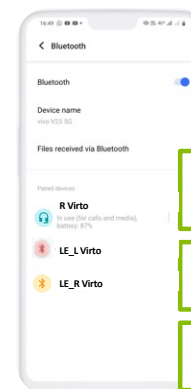
## The ins and outs of universal connectivity



**Bluetooth Classic Audio –**  
Streaming audio & hands-free  
phone calls



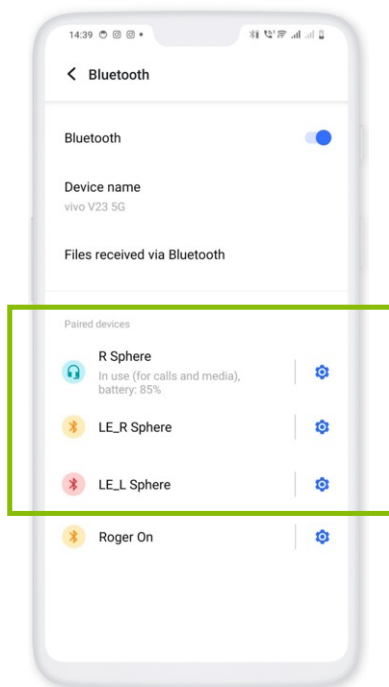
**Bluetooth Low Energy –**  
Passing of small data points  
only, e.g., myPhonak



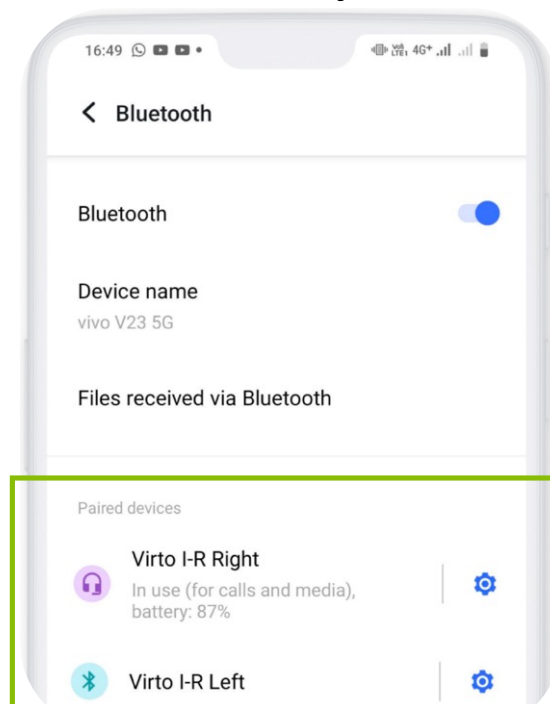
**Resulting in 3 devices  
in Bluetooth list**

# Visibility on the Bluetooth list

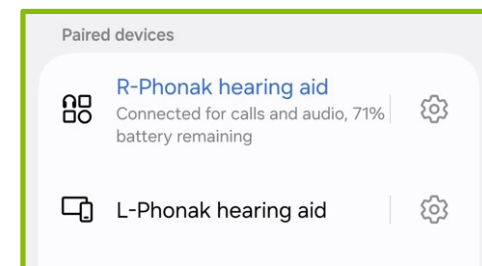
With earlier devices



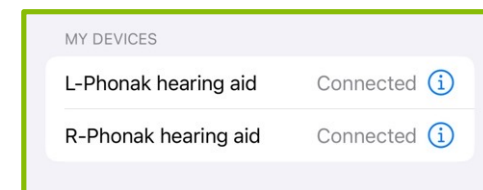
myPhonak 7.2 with Virto I-R



Samsung



iPhone

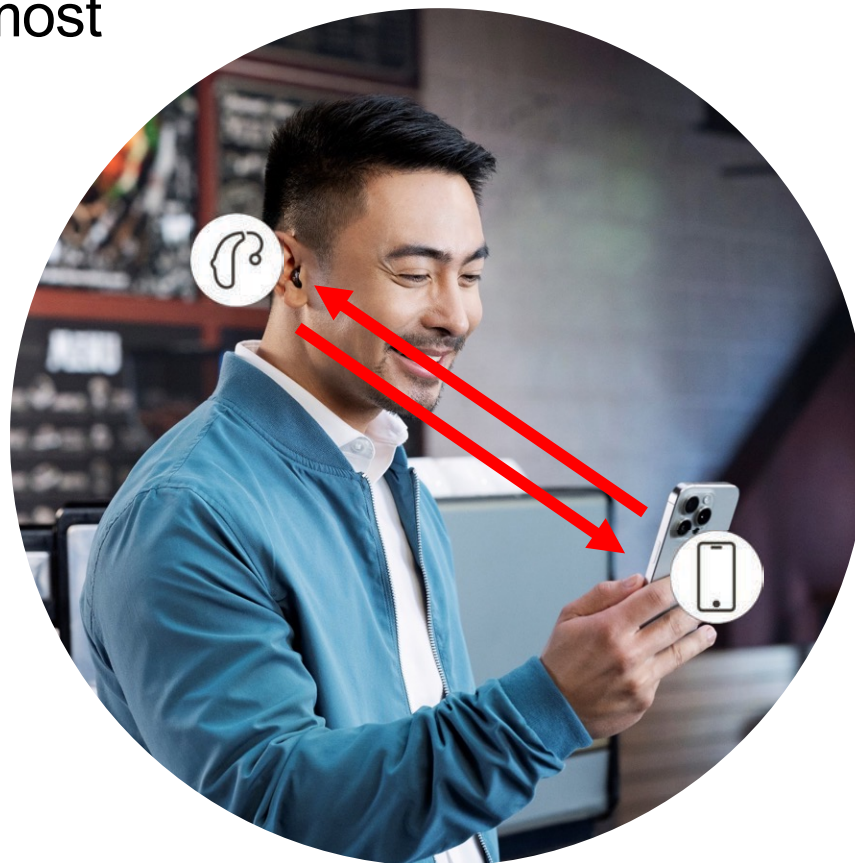


## Virto R Infinio One-step pairing



## Security where it's needed the most

Some individuals work  
in secure facilities with  
specific wireless  
requirements



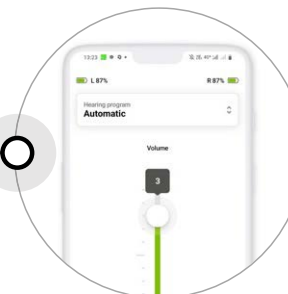
## Security where it's needed the most



Hands-free profile



A2DP  
audio streaming



Low Energy  
myPhonak app

# Disabling hands-free calls

Setup

General **Fitting session** Junior mode Reports Fitting device Sound system Remote Support & Internet

Diagnostics

Instruments

**Fitting**

Easy navigation

AudiogramDirect

Presentation

Lyric/ALPS

**Fitting**

Default fitting formula Adaptive Phonak Digital

- ☒ Open sidebar automatically
- ☒ Show warning if client consent to DataLogging is missing
- ☒ Enable DataLogging per default
- ☒ Initial gain level always 100%
- ☒ Enable vent estimation per default
- ☒ Enable EasyPhone per default
- ☒ Enable SoundRecover per default
- ☒ Show SoundRecover versions in "Global tuning"
- ☐ Enable "Tap control" per default
- ☒ Show possibility to disable hands-free calls (SCIF)
- ☐ Enable password-protected fitting

Instruments Virto 190-R

**Fitting** Calm situation

coupling measurement AudiogramDirect Global tuning Fine tuning DataLogging Device options

Behavior Standard Streaming Phone call

SHORT PRESS Volume (with L/R sync) ±10 dB (±5 steps)

LONG PRESS Program change AutoSense OS (Startup)

DOUBLE TAP No function in Standard

BLUETOOTH NAME Virto R-R

BLUETOOTH SIDE Right

BLUETOOTH PHONE

- ☐ Fixed bandwidth
- ☒ Adaptive bandwidth
- ☒ Disable hands-free calls (SCIF)
- ☐ Delete pairings

Manual controls Bluetooth Signals & alerts Startup

## Print an official report for the facility

### HEARING AIDS



R: SN91584525  
L: SN14388310

### ROGER RECEIVER



R: No Roger receiver installed  
L: No Roger receiver installed

### SERVICES

Reports...

- Available apps
- Phone compatibility
- Hearing aid support
- Accessory & charger support

Reports

Target audience

Professional

Client

Documents for clients

INSTRUCTIONS

Hearing aid

Program description

PRIVACY

Restricted area certificate (SCIF)

WEB LINKS

Hearing aid support

Accessory & charger support

Selected documents

CLIENT

Hearing aid instructions

Restricted area certificate (SCIF)

DOCUMENTS SETUP

English (English)

Use large fonts

Preview

Print

Email

Save

Report setup...

Close

Test Demo  
Client Number: 0000001, Lyric ID: P000280722

## Restricted area certificate (SCIF)

This letter certifies that Bluetooth® hands-free profile ("HFP") support has been disabled at the hearing aid level on the hearing aid(s) specified below ("Subject HA"). With HFP disabled, the subject HA does not transmit or receive audio picked up by the subject HA microphones via Bluetooth. In addition, the subject HA does not enable this functionality, nor can the hearing aid user enable this functionality at the hearing aid level via the phone app.

HA model: Vinto 190-R (right)  
HA model: Vinto 190-R (left)  
Serial number: SN91584525 (right)  
Serial number: SN14388310 (left)

By signing this document, the hearing care provider ("HCP") certifies that they have reviewed the hearing aid user's ("Subject HA user") hearing aid and that the Subject HA user is responsible for not changing the HFP setting on the hearing aid or any other changes in the hearing aid user's environment.

Subject HA user's name: DEMO TEST

Subject HA user's signature: \_\_\_\_\_

Date: 7/29/2025

## Virto R Infinio connectivity meets patient and provider needs

One-step pairing process

Improved visualization in BT menu

Ability to disable hands-free calling



## The Infinio portfolio



Audéo™ R Infinio



CROS Infinio



Audéo™ Sphere Infinio



Phonak  
Charger  
RIC Infinio



Phonak  
ChargerGo™  
RIC Infinio



Phonak  
ChargerGo™  
RIC Sphere Infinio



Virto Titanium  
Infinio



Virto 10 NW O  
Infinio



Virto R Infinio



Phonak Charger  
Virto™ Infinio

New

New

Updated

Updated



Target 11



myPhonak

Virto R Infinio,  
AI-powered precision  
for truly customized  
hearing





Together,  
we change lives.

# References

- Appleton, J. (2020) AutoSense OS 4.0 - significantly less listening effort and preferred for speech intelligibility. Phonak Field Study News. Retrieved from <https://www.phonak.com/evidence>
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- Preves, D. A., & Griffing, T. (1976). In-the-ear aids, Part IV. Hearing Instruments, 27(9), 16–17, 32.
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- Progression of Hearing Loss in the Aging Population: Repeated Auditory Measurements in the Rotterdam Study Stephanie C. Rigters, S.C., van der Schroeff, M.P., Papageorgiou, G., Baatenburg de Jong, R.J., Goedegebure, A. (December, 11, 2018)
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- Wright, A. et al. (2025). AutoSense OS 7.0 improves speech understanding with highly rated sound quality for challenging listening environments. Phonak Field Study News. Retrieved from <https://www.phonak.com/evidence>.