

Unlocking more time for patients

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Webinar FAQs

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Unlocking more time for patients.

Spring 2026



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 Outcomes

After this course, participants will be able to:

- Describe how choice of coupling impacts the patient experience
- Summarize eSolutions available to support patient care
- Describe how employee development courses support effectiveness in clinic





What would **you**
do with more time?





Unlocking more time throughout the patient journey



01 During consultation

02 Fitting experience

03 Follow-up care

04 Practice success





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During consultation.

A broad portfolio meets patient needs



Exceptional sound quality

Adaptive with the best sound for you. **Anytime. Anywhere.**



AI-powered features

Solutions to match any lifestyle

A broad portfolio to meet patient needs

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Audéo RIC



Virto ITE



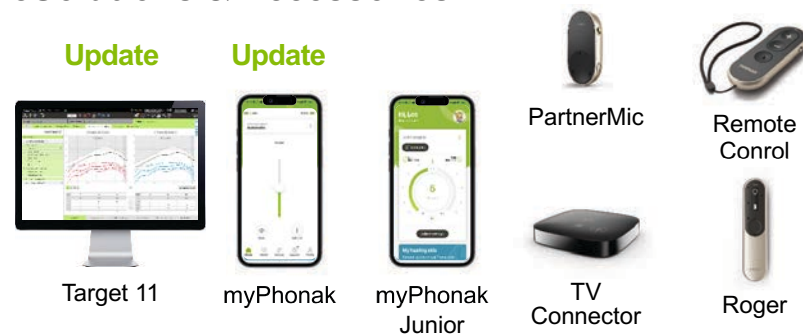
Naída BTE



Sky BTE



eSolutions & Accessories



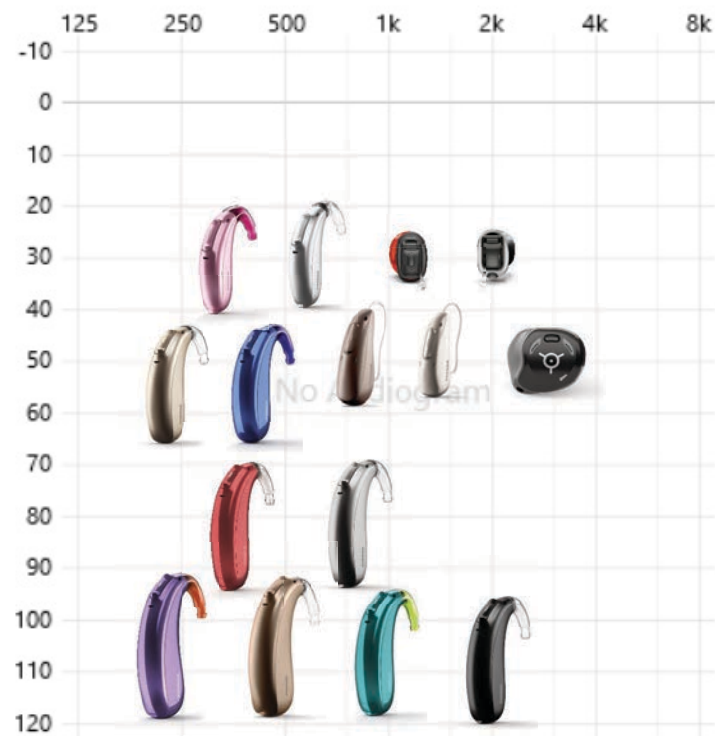
A broad portfolio to meet patient needs

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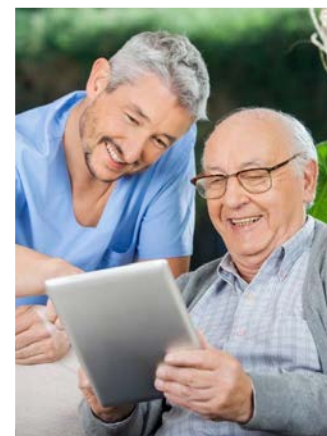
A broad portfolio to meet patient needs

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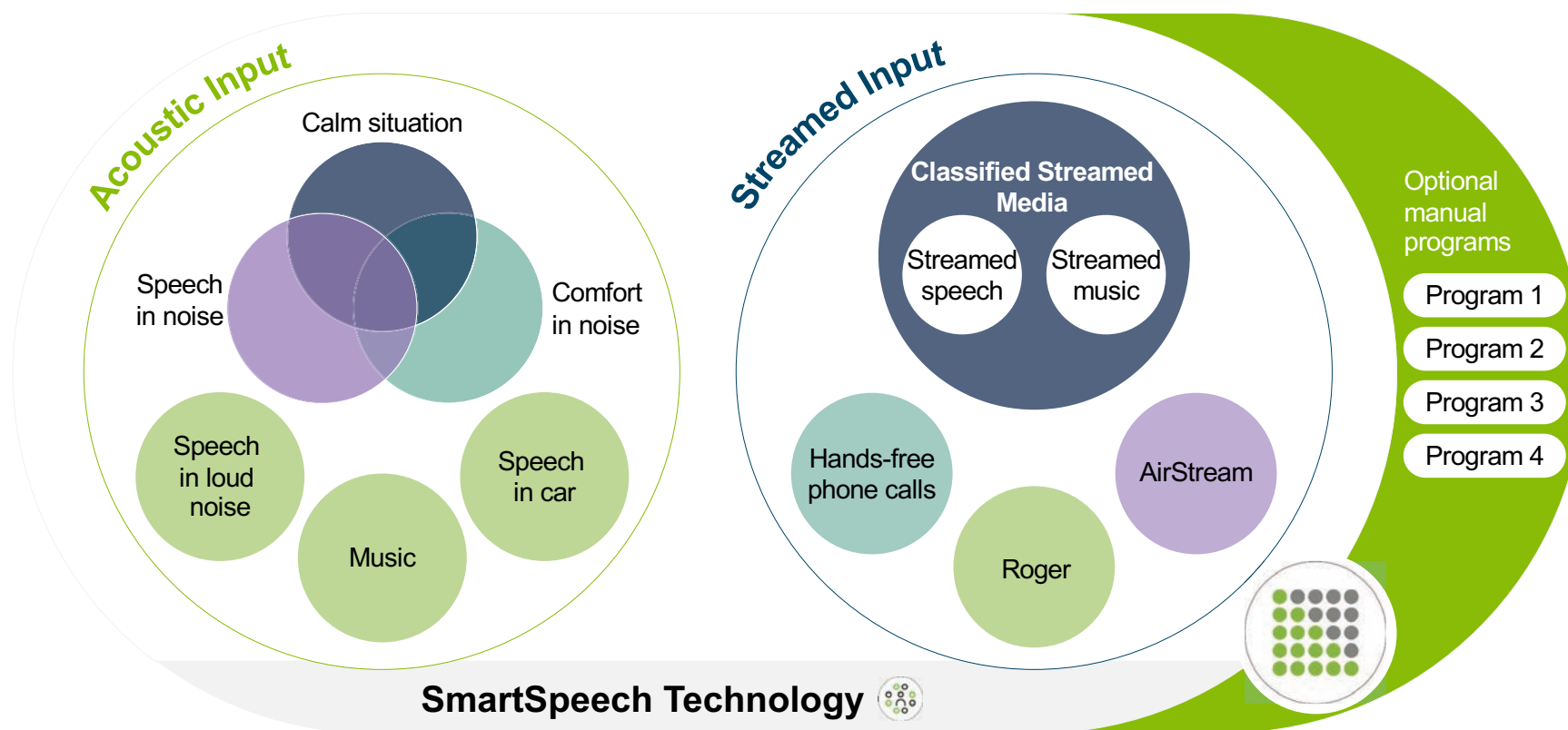


A broad portfolio to meet patient needs

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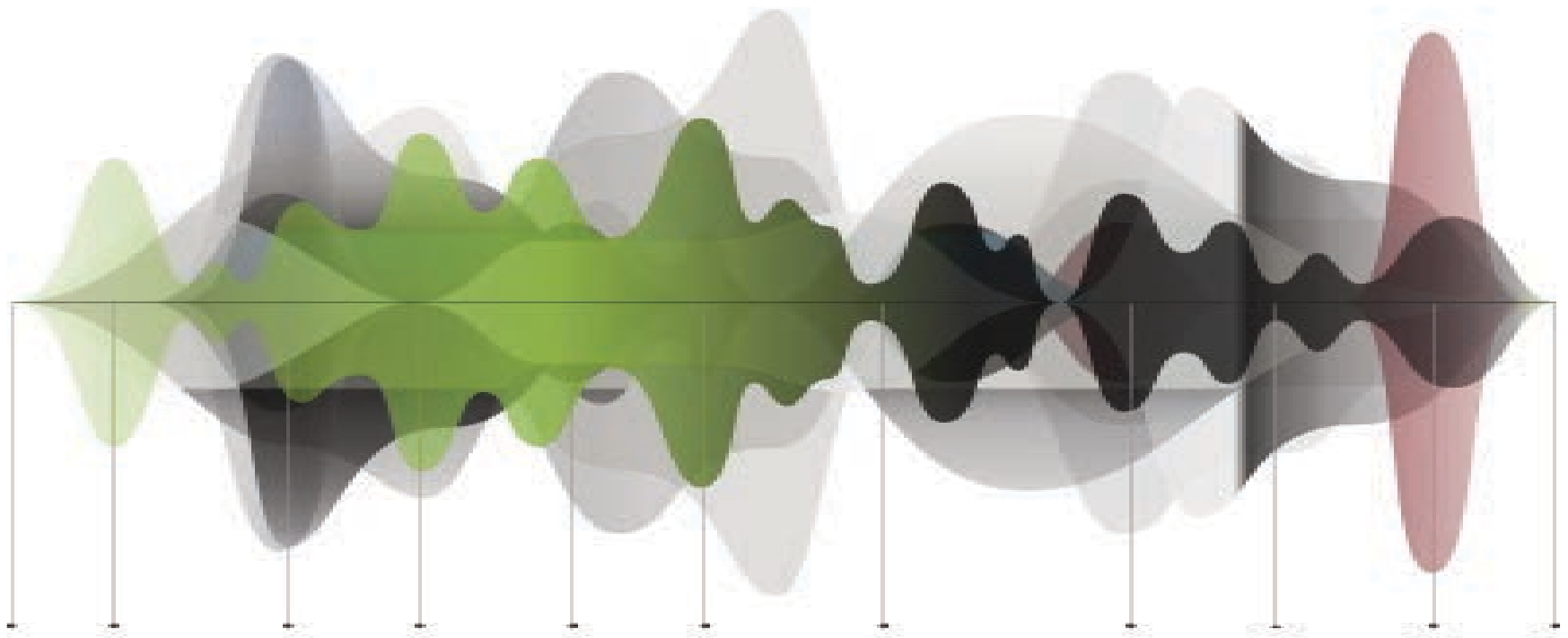
Performance: AI-trained AutoSense OS





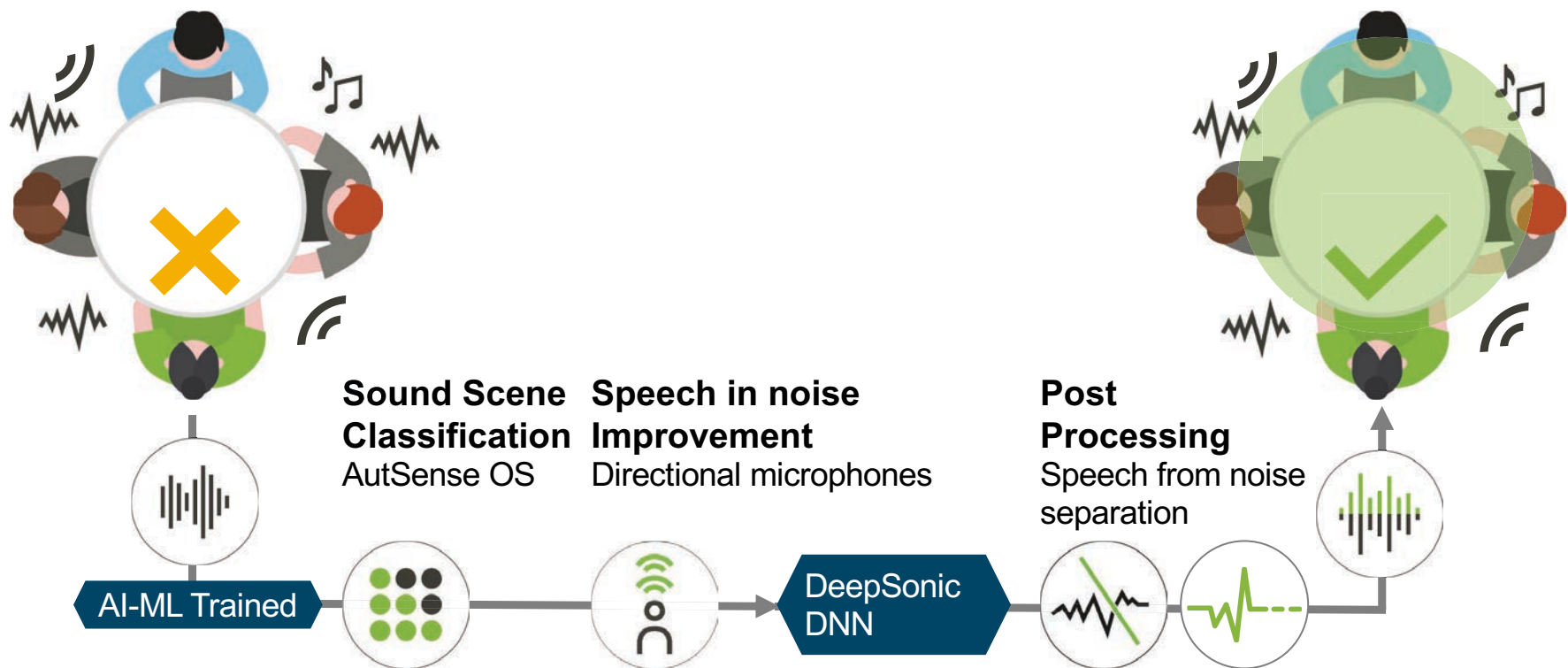
Technology that meets you where you're at

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Audéo Sphere Infinio-AI in action

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Demoing enhances decision making

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 **24%**

Increase in conversion rate
when a demo was included*



Show potential value of features



Gain buy-in from companion



Supply experience for patient to make
informed decision

* Internal Pilot, 2021. Contact claims@sonova.com for more information.

What are your patient's priorities?



Soft voices

Speech Enhancer



Speech at a distance
Meetings

Speech Enhancer

Roger technology



Speech in noise
Restaurants

Spheric Speech Clarity

Roger technology



Phone calls/Music
Audiobooks/Videos

Bluetooth streaming

App use

Phonak Trial aids



Fully functional aids for demonstration

Roger receivers (02) pre-loaded into devices

Provider sets trial period

- 1 week to 12 weeks
- Aids beep with increasing frequency when trial period expires
- Trial period can be reset by connecting & saving during in-office or remote session

Can be configured to any technology level

- Open session
- Navigate to Trial & Tools



Close session

? Select the items to save

Hearing aids

☒	L: Audéo I90-R (SN: 2432N02P3)	Trial period: 6 weeks ▾
☒	R: Audéo I90-R (SN: 2431N2KER)	
☒	Database	

Additional session note...

1 week

2 weeks

3 weeks

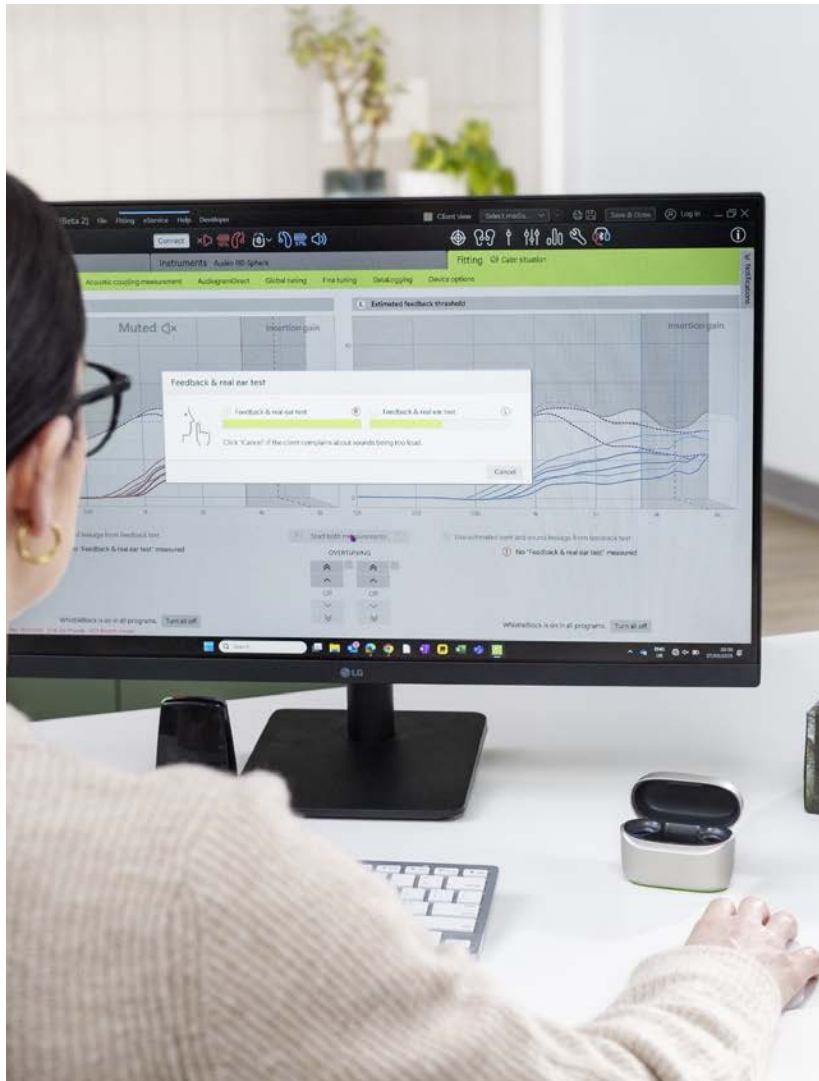
4 weeks

6 weeks

8 weeks

10 weeks

12 weeks



Fitting experience.

Target efficiencies and updates

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Faster, softer feedback
test with Infinio Ultra

Binaural firmware updates
and Trial reconfiguration



Streamlined measurement
settings for preparation & restore

Updated Junior Mode

Introducing our new feedback and real ear test

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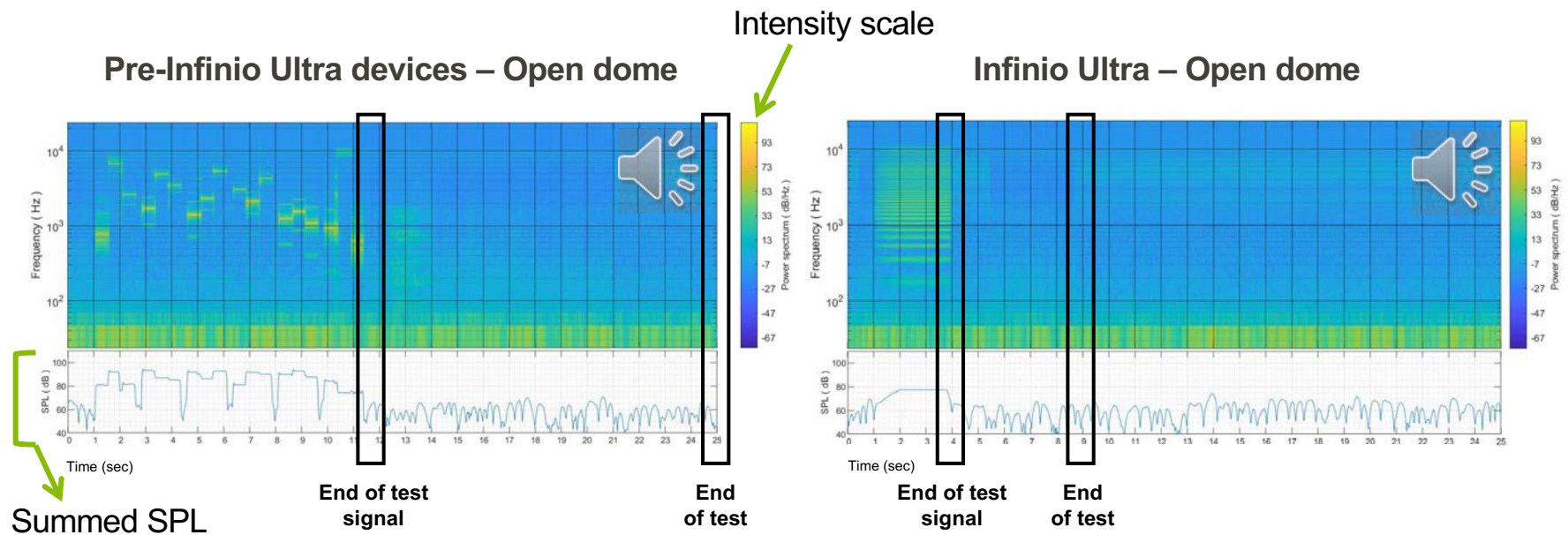
Now **faster, softer** and available via Remote Support!

With Infinio Ultra, complete our feedback test in

under 13 seconds



Hear the difference



Essential that the acoustics in Target match what is on the device

Binaural firmware update is now 40% faster and easier than ever

Hearing aid update

Preparation → Selection → Update → Finish

Detecting...

Select up to 2 hearing aids to process them in parallel.

Name	Serial number	Current	Available	DETAILS
✓ L Audéo I90-Sphere	2428H070Y	1.0.13.0	1.1.9.0 7 min.	This update includes: • Infinio 2.0 performance upgrade • Spheric speech clarity 2.0: 30% more power efficient • AutoSense OS 7.0: 24% more precise adaptation • Feedback test: 70% faster and available via "Remote Support" • One-step Bluetooth pairing • Improved connectivity and streaming
✓ R Audéo I90-Sphere	2451H10ED	1.0.13.0	1.1.9.0 7 min.	

Estimated overall time: 7 min.

ⓘ If your hearing aids are not detected:
 • Turn them off and on again
 • Switch off Bluetooth on client's mobile phone or completely switch off the phone to disconnect the hearing aids from the mobile app

Press the button on the hearing aid to highlight it in the list.

Back Continue Cancel

Firmware updates

Configure trial hearing aid

Preparation → Selection → Configure device → Finish

Ⓡ Audéo I90-R (SN: 2424H02T9) --> Audéo I50-R 25%

Ⓛ Audéo I90-R (SN: 2424H02T2) --> Audéo I50-R 34%

Reconfiguring Trial aid technology level



Measurement settings

Binaural
preparation &
settings restore

Measurement settings

Preparation → Selection → Authentication → **Transfer** → Measurement setting → Restore → Finish

Transferring measurement setting "Full-on gain / Microphone / Hook damped" to the hearing aid:

Naída L70-M (SN: 2539N1ADW) - Successful

Naída L70-M (SN: 2539N1AE0) - Transferring...

 Open datasheet

Continue

Cancel

Updated Junior mode: Speech in Car & Comfort in Noise

Phonak Target 11.2 File eService Help

Setup

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

Defaults 0-3 years 4-8 years 9-12 years 13-18 years

Program options

- T-coil
- Acoustic phone
- Comfort in noise

	0-3 years	4-8 years	9-12 years	13-18 years
NoiseBlock	16 Moderate	16 Moderate	16 Moderate	16 Moderate
SoundRelax	14 Moderate	14 Moderate	14 Moderate	14 Moderate
WindBlock	16 Moderate	16 Moderate	16 Moderate	16 Moderate
Microphone mode	Real ear sound	Real ear sound	Real ear sound	Real ear sound
Speech in car				
NoiseBlock	14 Moderate	14 Moderate	14 Moderate	14 Moderate
SoundRelax	14 Moderate	14 Moderate	14 Moderate	14 Moderate
WindBlock	16 Moderate	16 Moderate	16 Moderate	16 Moderate
Microphone mode	Real ear sound	Real ear sound	Real ear sound	Real ear sound

Reset to DSL defaults Reset to NAL defaults ☒ Settings are equal to: DSL defaults

Clients & sessions Demonstrator Media Trial & tools Updates **Setup**

Connectivity that completes

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Always universal

**8 pairings with
2 active connections**



**One-step pairing with intuitive
Bluetooth menu display***

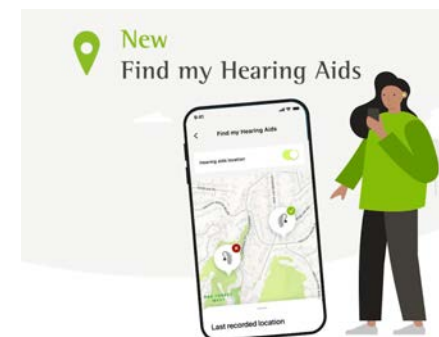
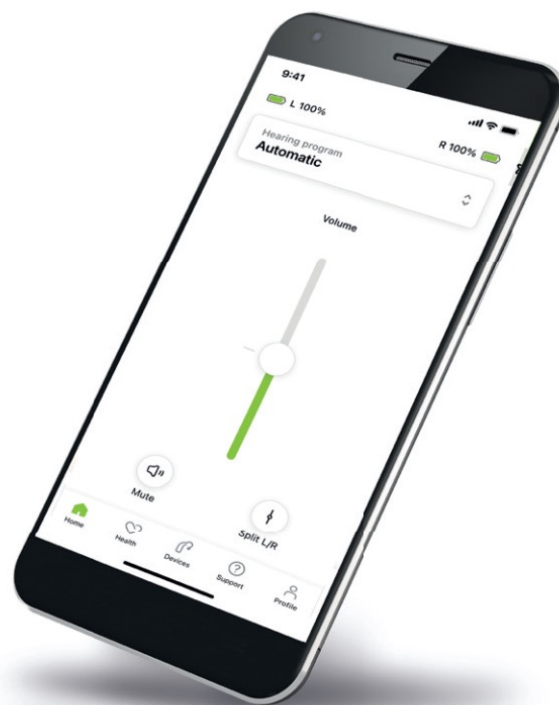
New
**Demo myPhonak
without internet**

*Available with Infinio Ultra and Virto I-R

myPhonak – The best-in-class companion app

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- Volume changes
- Advanced sound adjustments
- Custom programs
- Health tracking
- Remote Support
- Find my hearing aids
- Optional dark mode
- One-step pairing



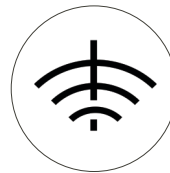
Find my hearing aids rated
as a useful feature by 81%
of HCPs surveyed¹

¹ Sonova proprietary research (2025). Project ID #4736, n=85. Please contact marketinsight@phonak.com for further information.

Fast connection. Fast access.

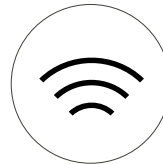
First available with myPhonak 7.3

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Without internet access

- Volume adjustment
- Mute/unmute
- Ambient Balance
- Tinnitus
- Program change



With internet access

- Anything that requires “adjust settings”
 - Create custom program
 - Change custom program
 - Delete custom program
- Predefined custom programs selection
- CROS features



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Follow-up care.

The challenge with earwax



57%

Wax buildup – among the top reasons for **service appointments**.¹

33%

Of **service cases** can be prevented by patients with a simple wax filter replacement.²

30%

Of **patients struggle** with wax guard and dome changes.³



Wax-related problems result in **lower satisfaction** with hearing aids.³

¹ Sonova proprietary research (2025). Project ID #4736, n=85. Please contact marketinsight@phonak.com for further information.

² Based on internal Sonova data. Collected from 2601 incidents from Nov '23 to Jun '24.

³ Bennett, R. J., Kosovich, E. M., Stegeman, I., Ebrahimi-Madiseh, A., Tegg-Quinn, & Eikelboom, R. H. (2020). Investigating the prevalence and impact of device-related problems associated with hearing aid use. *International Journal of Audiology*, 59(8), 615–623.

Introducing Phonak EasyGuard™

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Sealed, sound-transmitting
membrane

Easy to clean



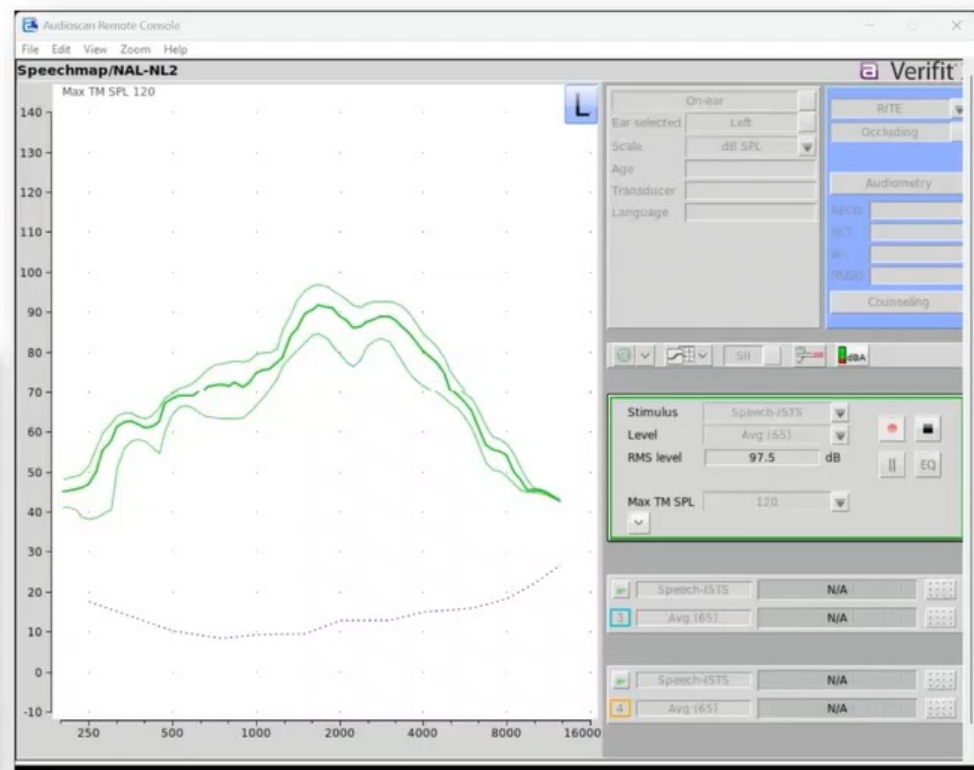
More styles available ^{New}

Designed to reduce
service appointments
by up to **38%**¹

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

EasyGuard™ Power Mustard test.

EasyGuard™ Power
Feedback test ✓
Mustard ✗



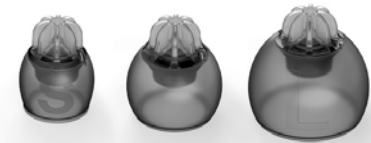
This video is for training purposes only and is not to be distributed.

EasyGuard portfolio

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EasyGuard
are compatible with
all Marvel, Paradise,
Lumity, and Infinio
receivers & slim
tubes.

EasyGuard™
Vented



EasyGuard™
Power



EasyGuard™
Open



A solution to drive in-clinic efficiency



Did you know that

**30-
40%**

of hearing aids
received by Phonak
for service could be
diagnosed and
serviced at the clinic¹

Which causes



shipping & service
time delays and days
for patients to go
without their
hearing aids

Because



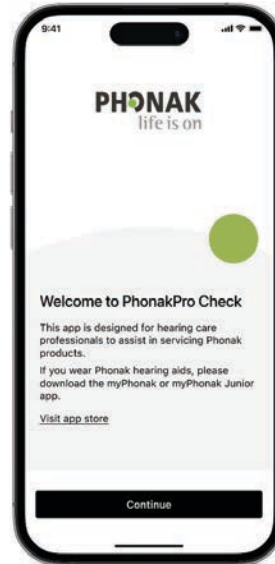
HCPs do not have a
tool to check the
status of a patient's
hearing aids

¹ According to internal reliability data

Introducing PhonakPro Check app



New



Run **diagnostics and troubleshoot** on the spot

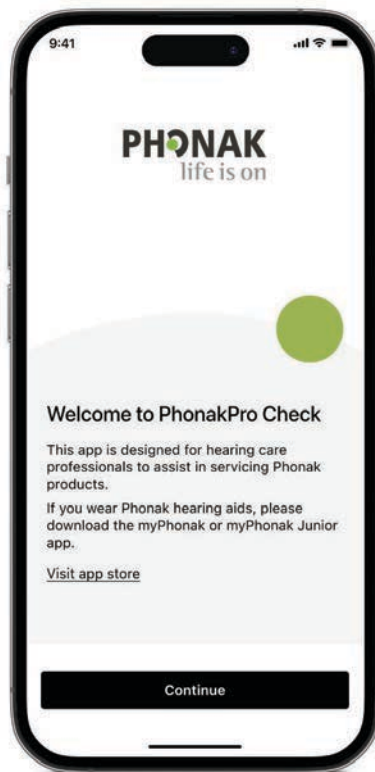
Minimizes unnecessary repairs,
reduces turnaround time

Android and iOS
compatible app

More **accurate**
patient care



PhonakPro Check compatibility



Operating System	Versions
iOS	18 and newer
Android	13 and newer

Available Diagnostics	Lumity	Infinio
Acoustic & Battery Check	Audéo L R/RT/RL	Audéo I R Audéo I Sphere R
Acoustic Check only	Audéo L 312	
Battery Check only	CROS L R Naida L R Sky L R	CROS I R Virto I R
Circuit check	All of the above	All of the above

Diagnostic testing



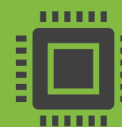
Acoustic Check

- 2 second broad spectrum noise burst from the receiver
- 90-100 dB SPL
- Response measured at the front & back mic ports
- Measuring against a set of normally functioning hearing aid receivers & microphones and measuring a deviation from a standard to be able to tell the health of the receiver to be able to tell the health of the front & back microphone



Battery Check

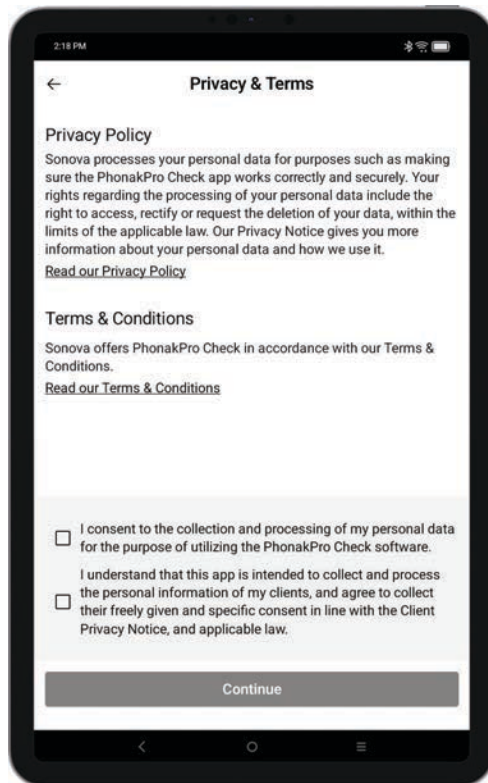
- State of health
- Percentage of health of the cell
- Looking at the milliamp hours that are available on the cell, compared against a set of specifications that we have for each type of hearing aid and battery
- Anything between 80% - 100% considered "healthy" and not a concern



Circuit Check

- Confirm circuit is functioning
 - Pairing to devices
 - Completing diagnostic check and meeting references

Data Protection & Privacy



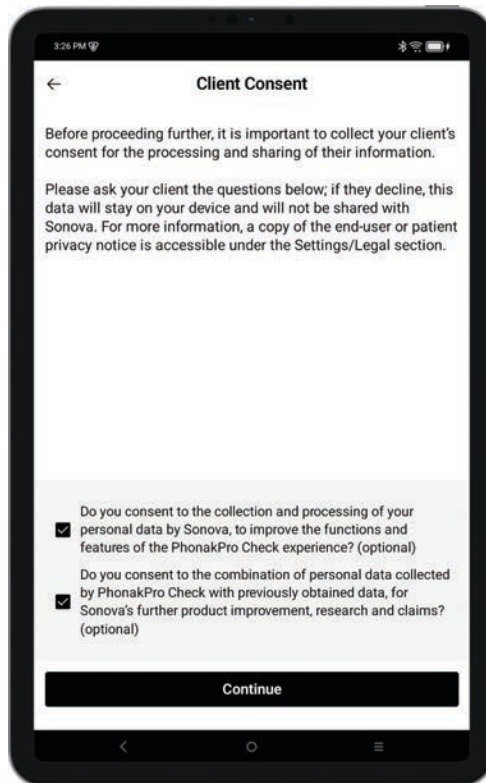
- **Data Collection**

- Some of the HCP's data is required to enable the app to work such as login information. Optionally, the HCP may allow Phonak to combine this data with other data Phonak has about them.

- **Privacy & Terms**

- The HCP must acknowledge to the terms of use
- The HCP must acknowledge that this app can collect information from patients and they have their patients' consent to do this.

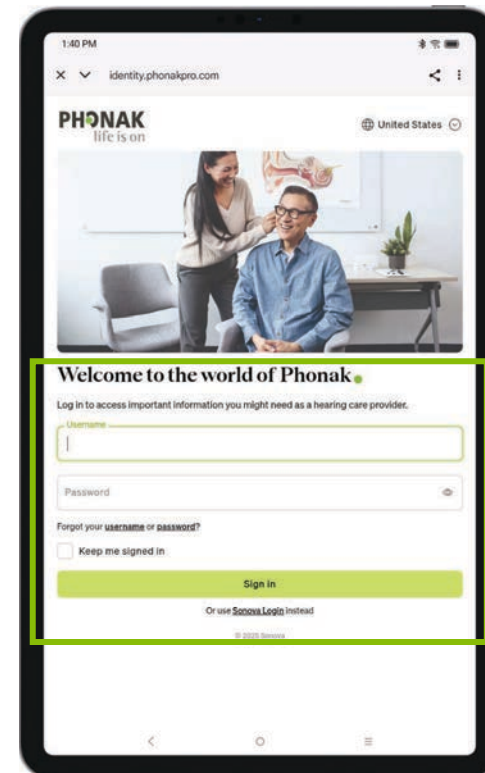
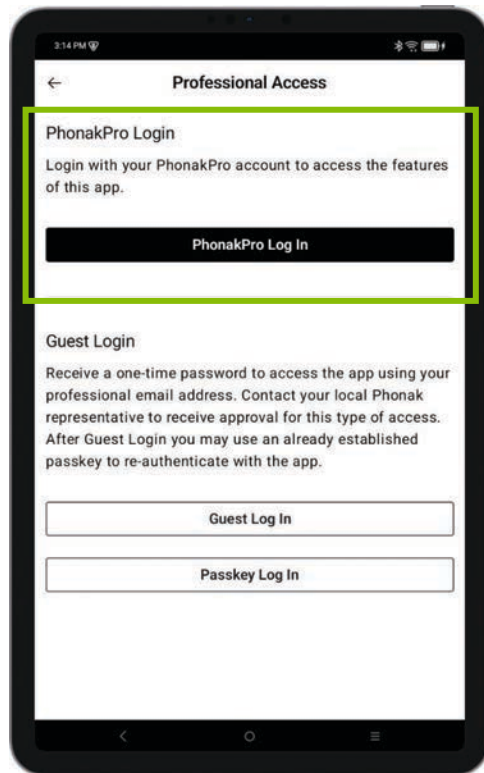
Data Protection & Privacy



Client Consent

- Displayed immediately after completing pairing to hearing devices.
- Requests the HCP to confirm they have their patient's consent to share data with Sonova.
- If neither is checked the data will not be transmitted to Sonova and the app will still function.

Authentication – PhonakPro Login



Authentication – Guest Login

The diagram illustrates the guest login process in three steps:

- Step 1: Guest Login Form**
A smartphone screen displays the "Phonak Guest login" form. It includes a header with the Phonak logo and "United States". Below the header is a photo of a woman assisting a man with glasses. The form asks the user to "Enter your email address to get a temporary access code. Please be aware that only whitelisted email domains are permitted." There is an "Email" input field and a green "Continue" button. A link "Use passkey instead" is at the bottom.
- Step 2: Guest Login Code Email**
An email interface shows a message from "Phonak B2B" with the subject "Guest Login Code". The email body includes the Phonak logo, a "Hello" greeting, and a message stating: "You have chosen Guest authentication to access PhonakPro Check. Please use the following temporary authentication code to continue with the login." The authentication code "007123" is displayed in a green box.
- Step 3: Enter Access Code**
A smartphone screen displays the "Enter access code" form. It includes the same header and photo as Step 1. The form asks the user to "Enter the code that we sent to michael.blackburn@sonova.com." The code "007123" is entered in the "Code" field. There is a green "Continue" button and a "Resend code" link at the bottom.

Test Preparation



2:26 PM

←

What is your reason for running this diagnostic?

- ☐ Routine Check
- ☐ Suspected Issue
- ☐ Other (testing out the app)

Next

Cancel



2:26 PM

←

Who requested the check?

- ☐ Professional (standard procedure)
- ☐ Hearing aid wearer (at the wearer's request)

Next

Cancel

Test Preparation



3:20 PM

←

How are the device(s) fitted?

- ☐ With domes or SlimTips on both devices
- ☐ With cShell on one or both devices

Next

Cancel



3:20 PM

←

Which device is fitted with a cShell?

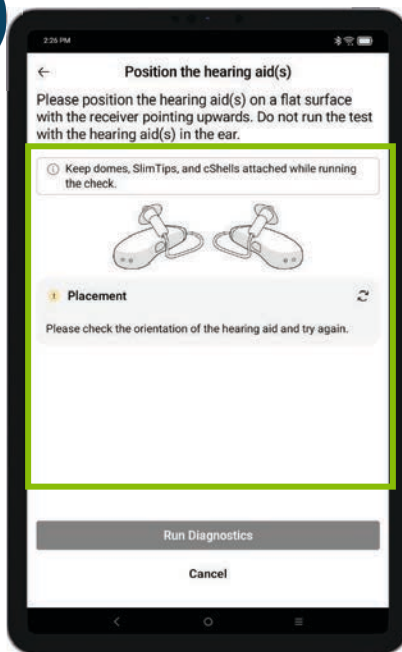
- ☐ Both sides
- ☐ Left side only
- ☐ Right side only

Next

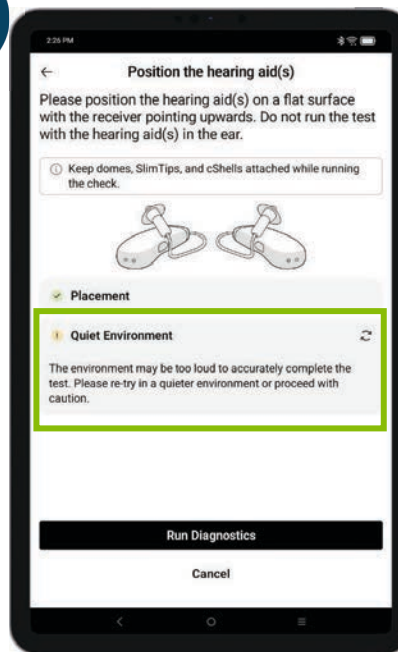
Cancel

Test Preparation

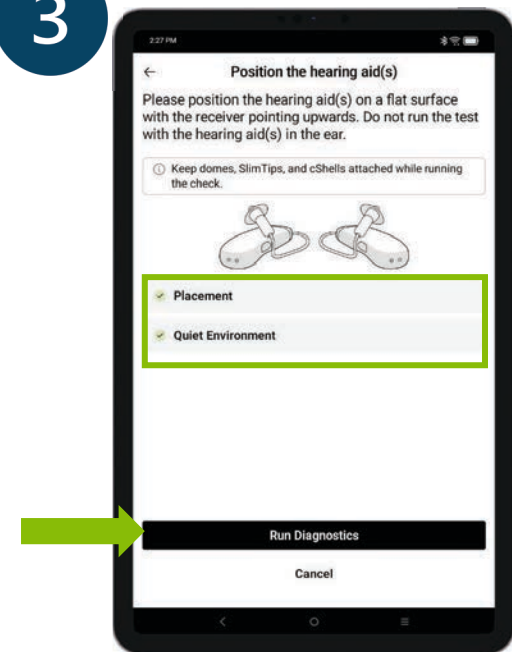
1



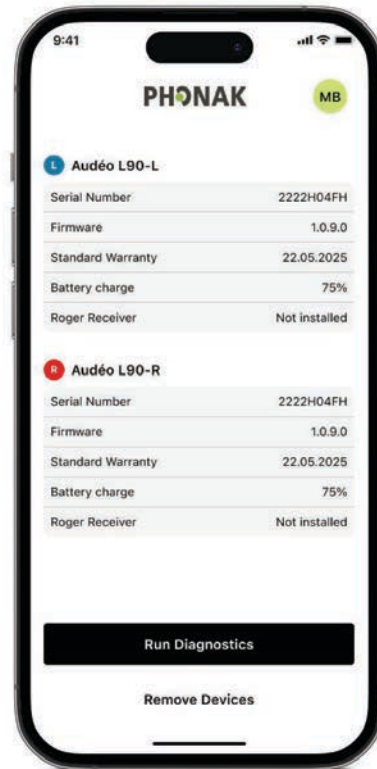
2



3



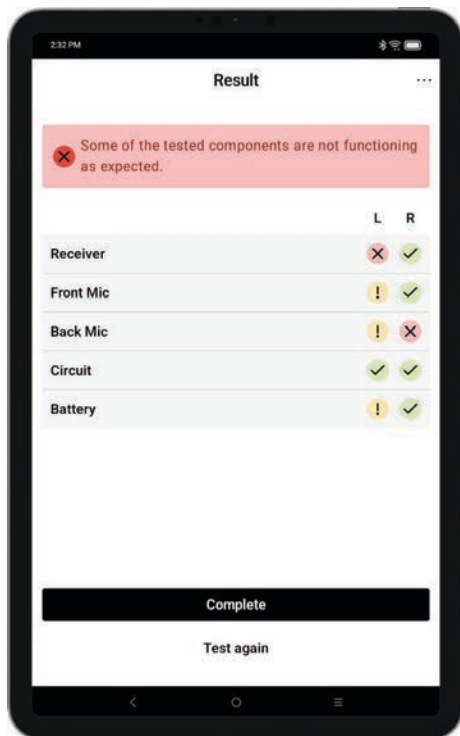
Product info



Key information displayed

- Serial Number
- Firmware version
- Standard Warranty
- Current battery charge (%)
- Roger Receiver installation status and type

Diagnostic results



Everything is working properly.

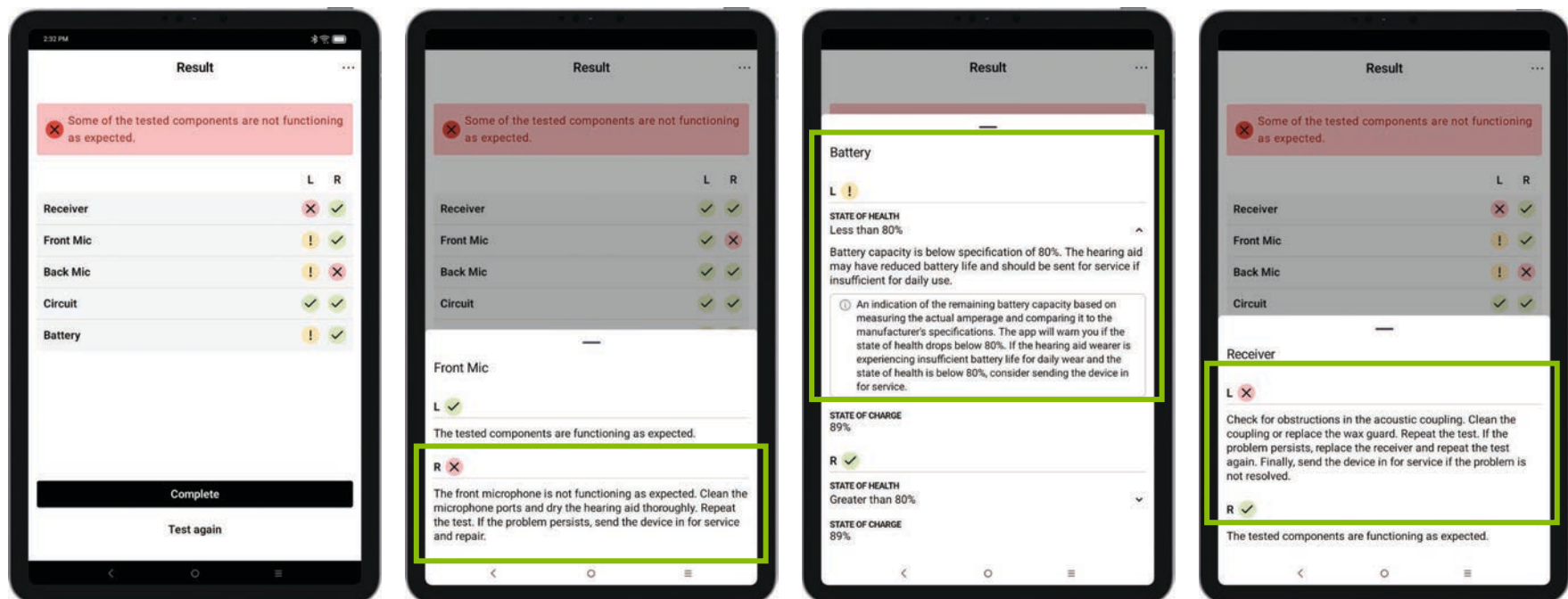


Requires your attention.



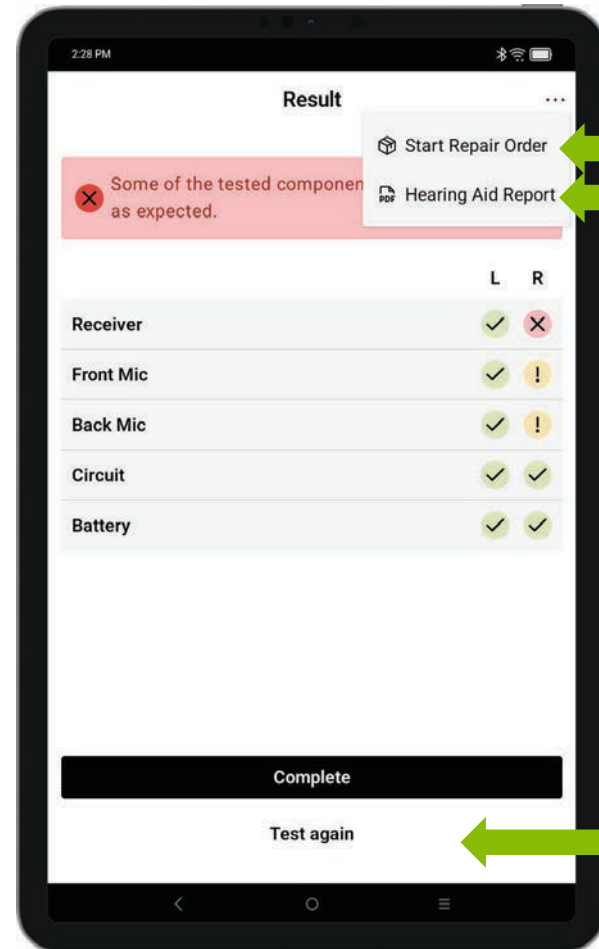
Component has failed and is not working.

Interpreting diagnostic results problems



Next steps

1. Repair the problem and Test Again
2. Start Repair Order
3. Share a PDF report with the patient



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Start a Repair Order



Start Repair Order

Make sure you have the hearing aid wearer's permission before submitting.

Select only the device(s) requiring service.

- ☒ Right hearing aid
SN: 2535N1UP7
- ☐ Left hearing aid
SN: 2535N1UP6

Start Repair Order

Cancel

Repair Order

Enter details Summary Confirmation

Select Reason

SERIAL #	PRODUCT	REASON
2535N1UP7	Phonak Audio I-R Trial (silver gray)	[Dead]

Select...

Next

Service Type

Additional Information

Optional Information

Important Information

Start a Repair Order*

- Choose which serial numbers to submit
- Opens a mobile optimized Phonak Store page to complete the repair order
- Any detected problems are automatically pre-populated
 - If no problem is detected – make your own selection
- Submit the order
- Check your email for the order form to print off

*Available in Canada, Germany, Sweden, United Kingdom, and United States.

Create a Hearing Aid Report (PDF)*

Key information that can be shared with the patient

- Tested hearing aids
- Diagnostic findings
- Summary

Builds patients' confidence in hearing aid function

Shareable via OS sharing options (email, near field communication, etc.)

*Available in the Android version of PhonakPro Check 1.0

iOS PDF report availability will come later



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© Sonova AG 2025

Phonak Hearing Aid diagnostic report.

Hearing aid information

Fitted side	Right	Left
Model	Phonak Audéo L90-R	Phonak Audéo L90-L
Serial number	2222H04EX	2222H04EW

Diagnostic findings

Component tested	Right	Left
Hearing aid circuit check	Pass	Pass
Hearing aid speaker	Pass	Issue detected
Forward Microphone	Pass	Could not test
Backward Microphone	Pass	Could not test
Rechargeable Battery	Battery Health within specifications	Battery Health within specifications

Summary

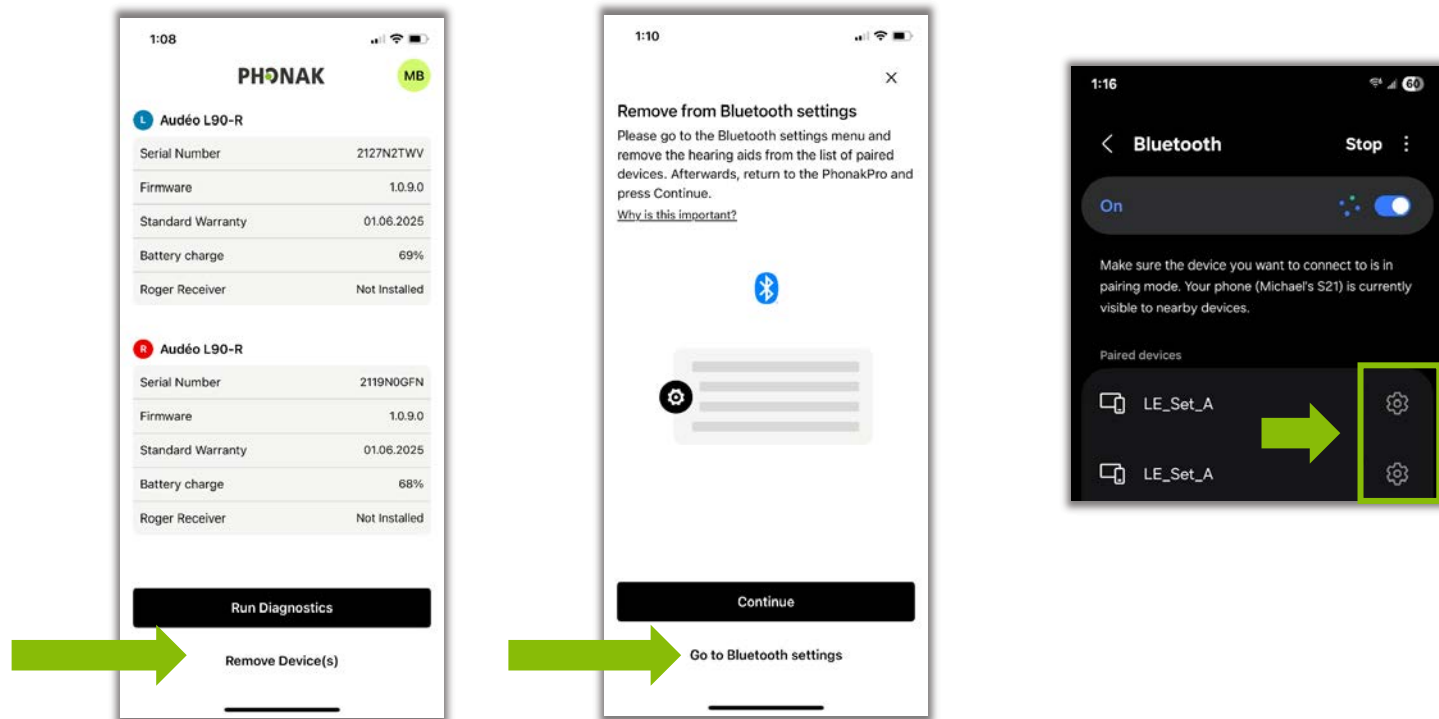
An issue was detected on one or more components and needs to be addressed by your hearing care professional.

Disclaimer: This report summarizes the results of a diagnostic assessment performed by PhonakPro Check on the connected hearing aids. It is intended for use by qualified hearing care professionals to support device evaluation and is intended solely to provide information about the operational status of the device at the time of testing. The report does not constitute a medical diagnosis or assessment of the hearing aid wearer's hearing health. While the PhonakPro Check is designed to deliver accurate results, it may not detect all potential issues. Clinical judgment should be exercised, and further evaluation may be necessary.

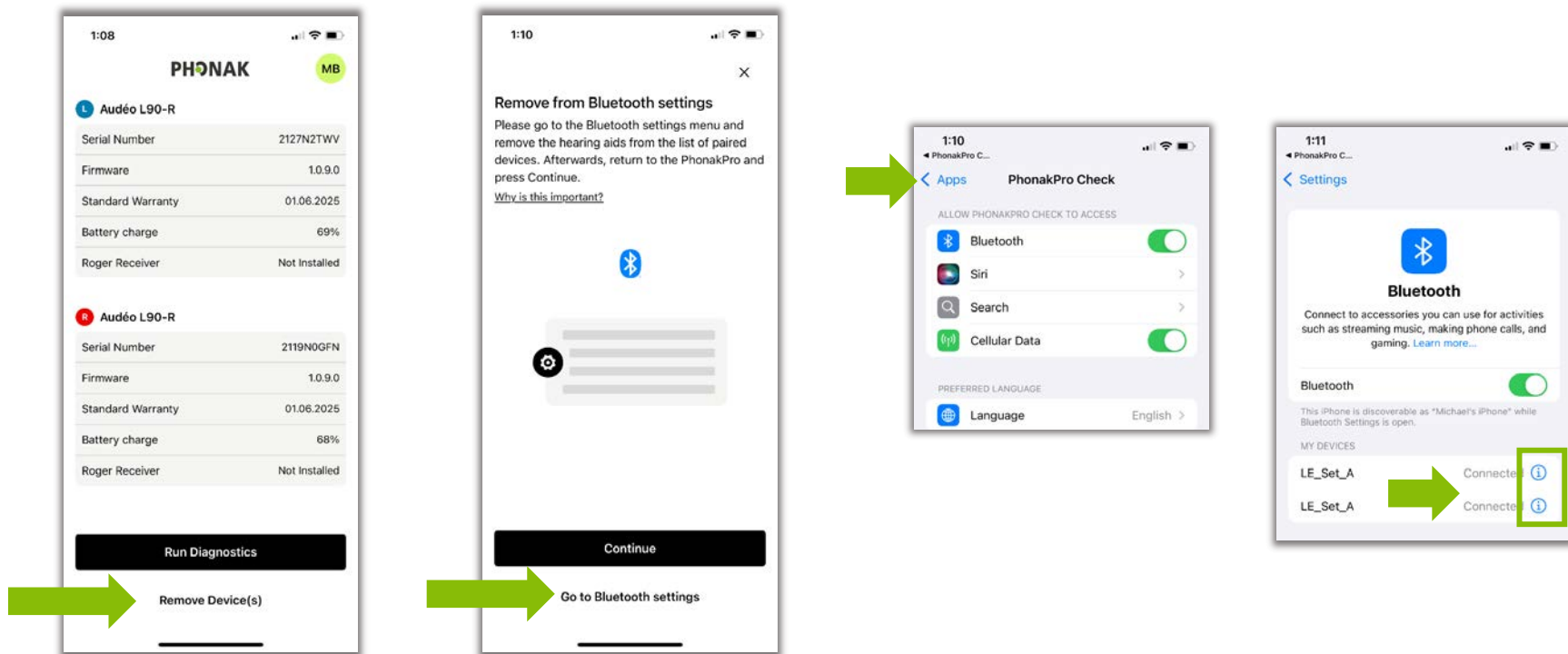
© Sonova AG 2025

Phonak Hearing Aid diagnostic report 1

Remove devices - Android



Remove devices - iOS



*This extra step is a limitation in what is allowed in iOS

PhonakPro Check offers benefits for everyone



Less time spent
without hearing aids

Clearer
understanding of
problems



Less time spent
on repairs/drop-ins

Targeted
troubleshooting

Optimized workflow



Drop-ins are less
disruptive

Differentiation via
service

Less waste



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Practice success.



Empowering growth, elevating success

Front Office Training

Technology Specialist Training Program*

Schedule Optimization

Patient-focused Sales Training*

*fee based

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Scan the QR code or go to
phonak.com/practiceforward

Front Office Training



This program can:

- Maximize marketing ROI
- Increase call-to-appointment conversion
- Support incremental revenue
- Reduce missed or cancelled appointments
- Create an overall better patient experience

What's included?

90-day access to the four e-learning modules (attendees can complete the entire course in less than 2 hours) and personal EDGE guide.



Technology Specialist Training



This program provides a wealth of valuable content including:

- The foundation of audiology, hearing and hearing loss
- Customer support & communication
- Medical ethics & privacy considerations
- Hearing aid basics, programming & troubleshooting
- Connectivity support & troubleshooting

What's included?*

Easy access to the e-learning modules, optional coaching support, and personal participant's guide.



This is a fee-based service. Pricing varies by number of participants.

Schedule Optimization



This program can help:

- Maximize marketing ROI
- Ensure an optimal number of revenue-generating appointments
- Reduce no-show and cancellation rates
- Increase profitability

What's included?

90-day access to the e-learning module, downloadable KPI scheduling tool to support schedule planning, and sample scheduling templates.



Patient-Focused Sales Training



This program can help:

- Build lasting relationships
- Turn patients into advocates and increase referrals
- Boost treatment success and business growth

What's included?*

90-day access to five interactive, self-paced, eLearning modules for up to four participants, personal participant's guide, and a personality test to better understand and adapt to different communication styles.

*This is a fee-based service. Pricing varies by number of participants





Practice Forward

Business tools to help you grow your practice



Front Office Training

Create an amazing first impression and boost overall patient outcomes with front office staff training.

Technology Specialist Training Program*

Boost your practice efficiency and enhance your patient experience by enrolling key staff members in this program.

Schedule Optimization

Tools and strategies to manage the right mix of private pay, managed care, and insurance patients.

Patient-Focused Sales Training*

Patient-centered, value-driven strategies to help HCPs guide patients through hearing aid consultations.

*fee based



Scan the QR code or go to
phonak.com/practiceforward



Unlocking more time throughout the patient journey



- | | | |
|-----------|---------------------|---|
| 01 | During consultation | Meet patient needs with a broad portfolio and let them hear the difference for themselves |
| 02 | Fitting experience | Target and myPhonak updates streamline the process |
| 03 | Follow-up care | EasyGuard domes and PhonakPro Check minimize time patients gave to go without their aids |
| 04 | Practice success | Empower growth and elevate success with Practice Forward programs. |

Together,
we change lives.



References



Bennett, R. J., Kosovich, E. M., Stegeman, I., Ebrahimi-Madiseh, A., Tegg-Quinn., & Eikelboom, R. H. (2020). Investigating the prevalence and impact of device-related problems associated with hearing aid use. *International Journal of Audiology*, 59(8), 615–623.