



Opening the  
next chapter  
in Paradise.

# A solution for everyone

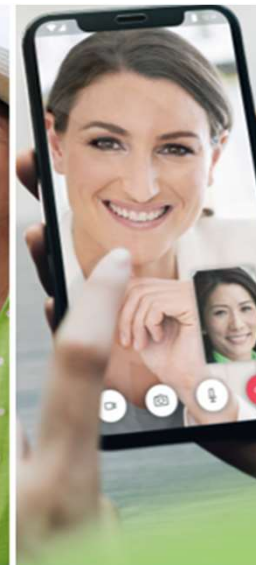
**PHONAK**  
life is on



Protection



Mild-moderate



Digital ecosystem



Serenity Choice



Lyric



Virtu



Audéo



Roger



Naída



AB CI with  
Phonak technology



myPhonak  
Junior app



Sky



CROS



Personalized digital,  
e-Audiology solutions

# Phonak CROS P



# What are the challenges of UHL?

## Audiological<sup>6, 8-10</sup>

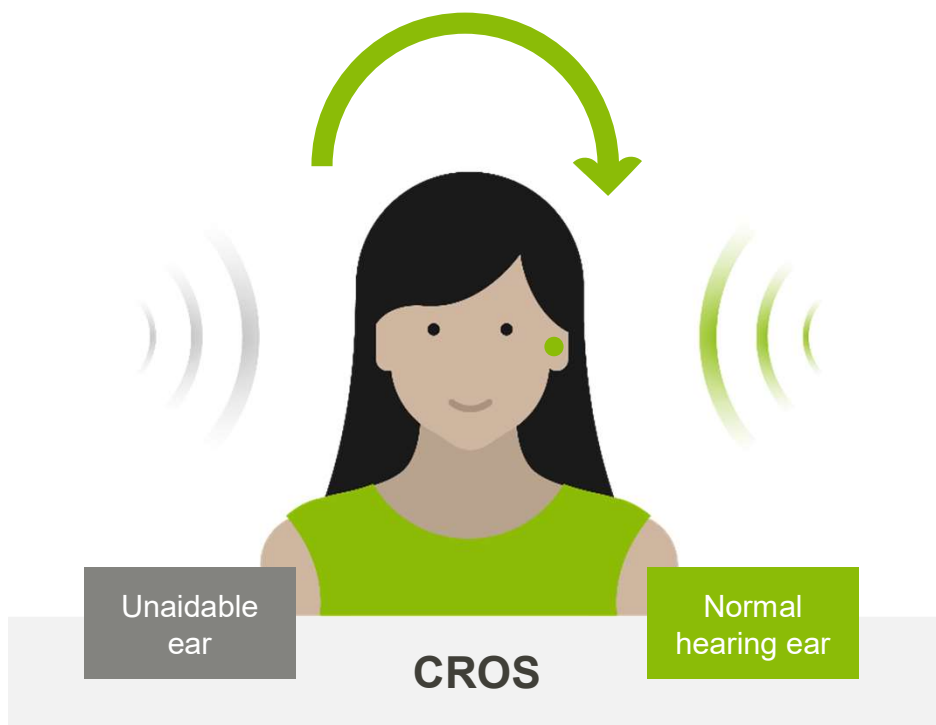
- **Reduced** awareness
- **Difficulties** hearing in noise
- **Reduced** localization

## Psychosocial<sup>7,11-13</sup>

- **Reduced** well-being
- **Reduced** quality of life
- **Increased** loneliness

6. Snapp H. A., Hoffer M. E., Liu X., Rajguru S. M. (2017a). Effectiveness in Rehabilitation of Current Wireless CROS Technology in Experienced Bone-Anchored Implant Users. *Otol Neurotol*. 38 (10): 1397-1404.
7. Leterme G., Bernardeschi D., Bensemman A., Coudert C., Portal J.J., Ferrary E., Sterkers O., Vicaut E., Frachet B., Bozorg Grayeli A. (2015). Contralateral routing of signal hearing aid versus transcutaneous bone conduction in single-sided deafness. *Audiology and Neurotology*. 20 (4):251-60.
8. Picou E. M., Davis H., Lewis D., Tharpe A.M. (2020). Contralateral Routing of Signal Systems Can Improve Speech Recognition and Comprehension in Dynamic Classrooms. *Journal of Speech Language and Hearing Research*. 63 (7) : 2468-2482.
9. Lieu J.E., Karzon R.K., Ead B., Tye-Murray N. (2013.) Do audiologic characteristics predict outcomes in children with unilateral hearing loss? *Otol Neurotol* 34:1703–1710.
10. McKay, S. (2010). Audiological Management of children with single-sided deafness. *Seminars in Hearing* Vol. 31 (4).
11. Lucas, L., Roulla, K. & Kitterick, P.D. (2017). The psychological and social consequences of single-sided deafness in adulthood. *International Journal of Audiology*. 1-9.
12. Wie O.B., Pripp A.H., Tvete O. (2010). Unilateral deafness in adults: effects on communication and social interaction. *Ann Otol Rhinol Laryngol*. 119: 772–781.
13. Pierzycki, R., Edmondson-Jones, M., Dawes, P., Munro, K. J., Moore, D. R., & Kitterick, P. T. (2020) Associations Between Hearing Health and Well-Being in Unilateral Hearing Impairment. *Ear and Hearing*.

## How can CROS systems help?





# Phonak CROS P

**PHONAK**  
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Improved speech understanding in noisy environments\*<sup>16</sup>

Follow conversations wherever they are coming from\*<sup>16</sup>

Proven Paradise performance

Made for all connectivity to smartphones, TV, Roger™ and more

Easy to use and rechargeable



16. Stewart, E. & Woodward, J. (2021). Out of the (Head) Shadow: A Systematic Review of CROS/BiCROS Literature. Manuscript in press.

\* when using a CROS system compared to unaided

# Highlights of the CROS P system



# CROS P compatibility

## CROS P-R

Audeo P-R  
Audeo P-RT





## CROS P-13

Audeo P-13



# CROS P Acoustic Coupling & SDS 4.0

|                  |   | Domes | Slim Tip | CROS Tip | CROS Tube | Receivers* |
|------------------|---|-------|----------|----------|-----------|------------|
| Phonak CROS P-R  |  | ✓     | ✓        | ✓        | ✓         | N/A        |
| Phonak CROS P-13 |  |       |          |          |           |            |

\*SDS 4.0 receivers can be connected to a CROS P device, but they will not produce any acoustical output.

# CROS P battery life

## CROS P-R



|              | Use Case   | Battery life in hours |
|--------------|--|-----------------------|
| CROS P-R     | Constant CROS streaming  | 12.5 hours            |
| Audeo P-R/RT | <ul style="list-style-type: none"> <li>• <b>4 hours</b> of TV</li> <li>• <b>2 hours</b> of phoning</li> <li>• <b>2 hours</b> of media streaming</li> <li>• <b>20 minutes</b> speech in loud noise</li> <li>• <b>CROS streaming</b> for the rest of the time</li> </ul> | 12.5 hours            |

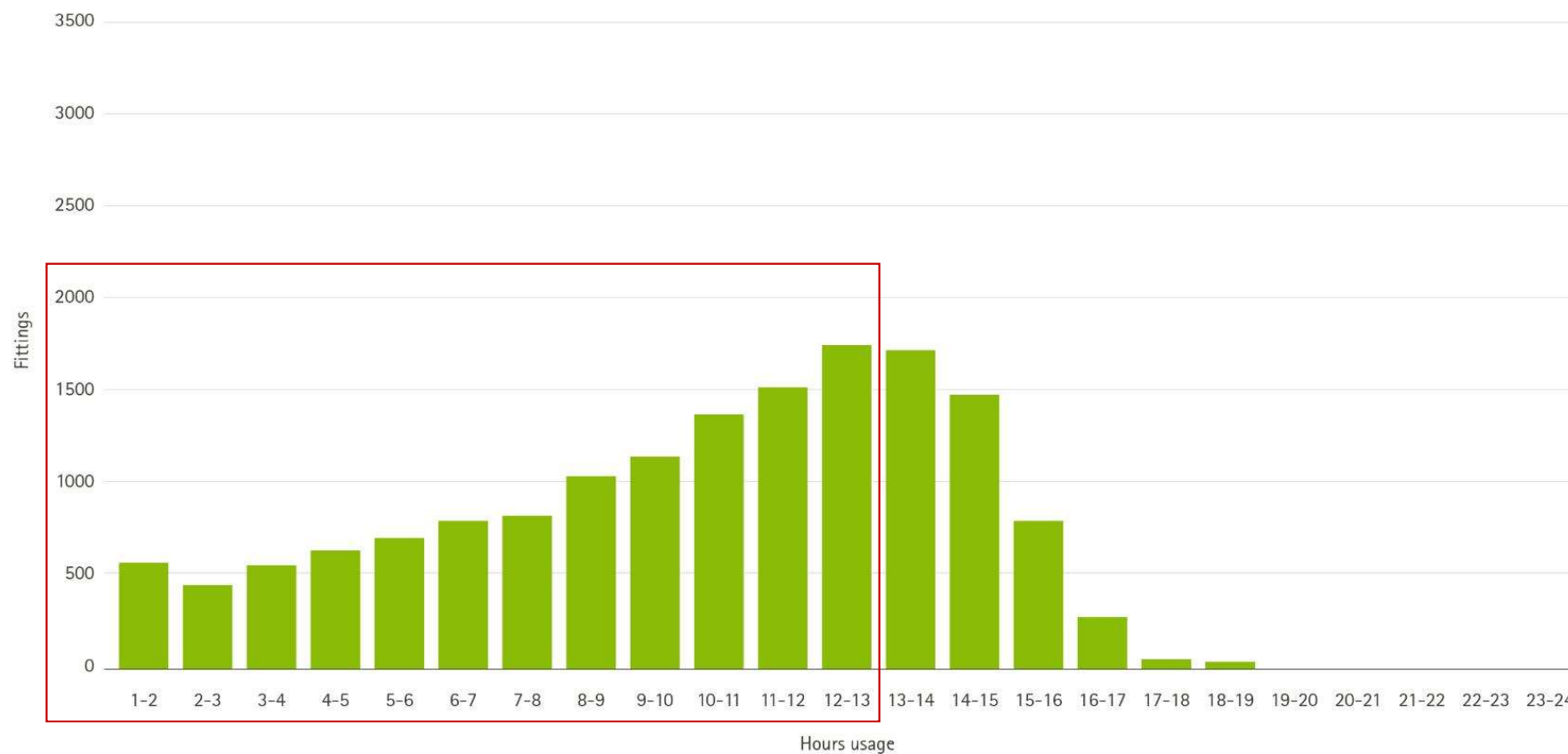
## CROS P-13



|            | Battery life in days<br>(based on 16 hours use/day) | Battery life in hours |
|------------|---|-----------------------|
| CROS P-13  | 6.73  | 107.6                 |
| Audéo P-13 | 4.48  | 71.6                  |

Expected battery life depends on active features, wireless accessory use, hearing loss, battery age, and listening environment.

# Average CROS wearing time



# CROS P Portfolio

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**CROS P-13**



**CROS P-R**

Same hardware, colors and charging options **as Audéo Paradise**



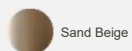
**Charger Case Combi  
and Power Pack**



**Charge and Care**

Available in:

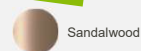
**NEW**



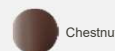
Sand Beige



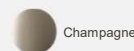
Beige



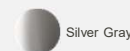
Sandalwood



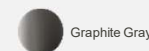
Chestnut



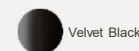
Champagne



Silver Gray



Graphite Gray

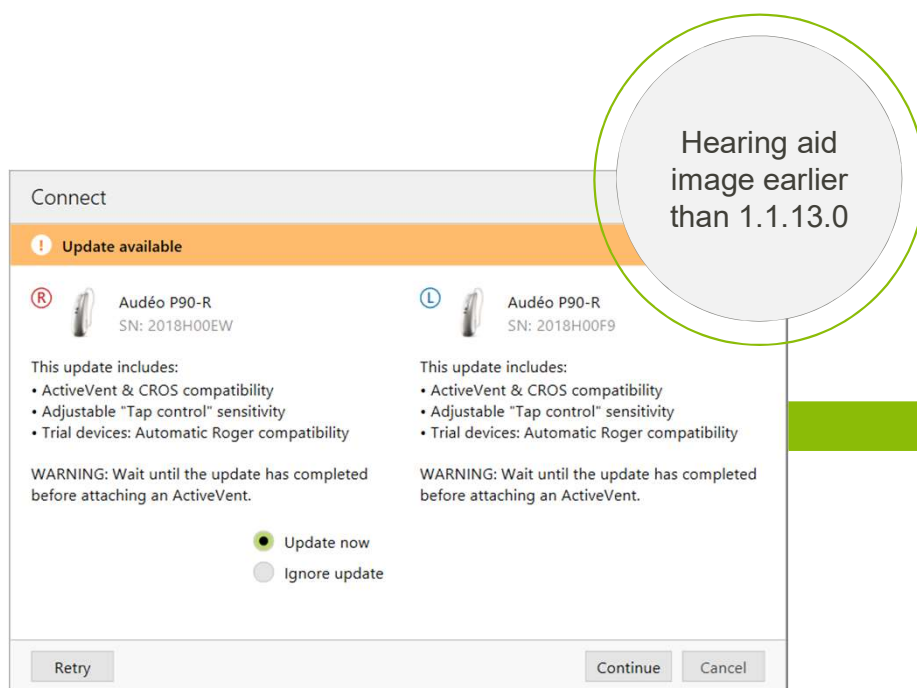


Velvet Black

# Target fitting software

## Key fitting considerations

# Firmware update availability



Audéo  
P-R



Audéo  
P-RT



Audéo  
P-312



Audéo  
P-13T



Trial




# Audiogram entry

Connect

✓ Connection successful


Ⓜ




CROS P-R  
SN: 04318884  
Battery level: Good


✓ Connection successful


Ⓛ




Audéo P90-R  
SN: 019C3D3D  
Battery level: Good



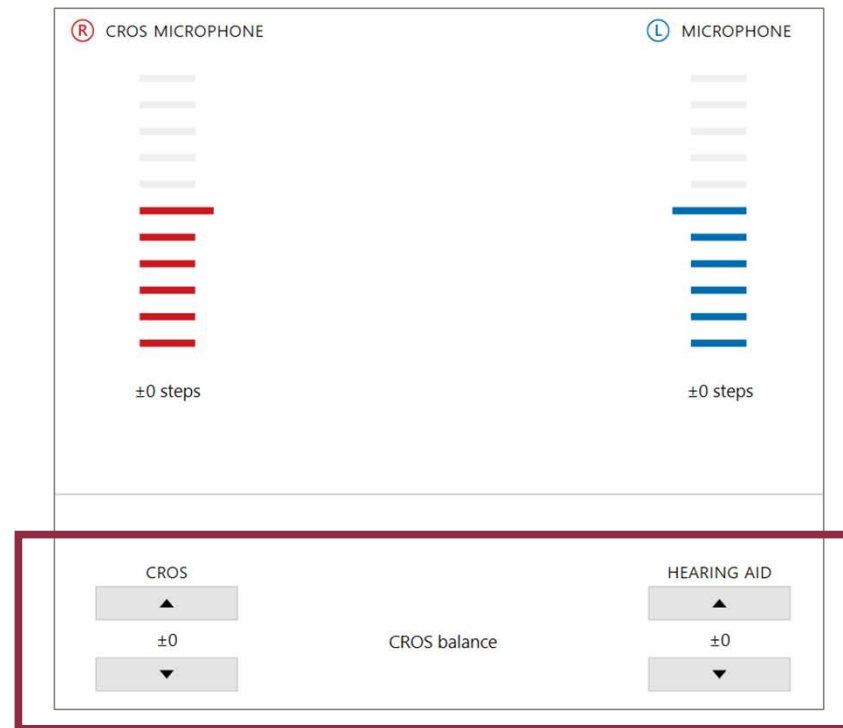
 Microphone is not active.

 Unmute

 Ensure the audiogram is entered for the better hearing ear, even if it is within normal range.

Close

# CROS Balance in Target



# Program options

The screenshot displays the Phonak fitting software interface. At the top, the 'Client' field shows 'CROS P, Maria' and the 'Instruments' field shows 'CROS P-R / Audéo P90-R'. The 'Fitting' tab is active, showing 'Comfort in noise 1'. Below this, a navigation bar includes 'Feedback & real ear test', 'ECLD', 'AudiogramDirect', 'Global tuning', 'Fine tuning', 'DataLogging', and 'Device options'. The 'Program manager' on the left lists various programs, with 'Comfort in noise 1' selected. The main area shows the 'Hearing aid microphone' settings, including 'CROS microphone' (set to 'Off'), 'Omni directional', and 'Real ear sound'. A slider for 'Real ear sound' is set to 4. Below this, a list of features is shown: 'WhistleBlock' (set to 13, Moderate), 'SoundRelax' (set to 8, Weak), 'NoiseBlock' (set to 12, Moderate), 'Soft noise reduction' (set to 0, Off), and 'WindBlock' (set to 16, Moderate). The bottom bar includes 'Gain & MPO', 'Program options', 'Audibility fine tuning', 'SoundRecover2', 'Automatic fine tuning', and 'Tinnitus balance'.

Client: CROS P, Maria  
Instruments: CROS P-R / Audéo P90-R  
Fitting: Comfort in noise 1

Program manager >>

ALL PROGRAMS

- ▼ AUTOMATIC PROGRAMS 9
  - AutoSense OS 4.0
  - Calm situation
  - Speech in noise
  - Speech in loud noise
  - Speech in car
  - Comfort in noise
  - Comfort in echo
  - Music
  - AutoSense OS 4.0 (streaming)
  - Media speech + mic
  - Media music + mic
- ▼ STREAMING PROGRAMS 3
  - PartnerMic + mic
  - Phone call + mic
  - RogerDirect + mic
- ▼ ADDITIONAL PROGRAMS + 1
  - 1 Comfort in noise 1

Hearing aid microphone

CROS microphone

- Off
- Omni directional
- Real ear sound

Real ear sound: 4

WhistleBlock: 13 Moderate

SoundRelax: 8 Weak

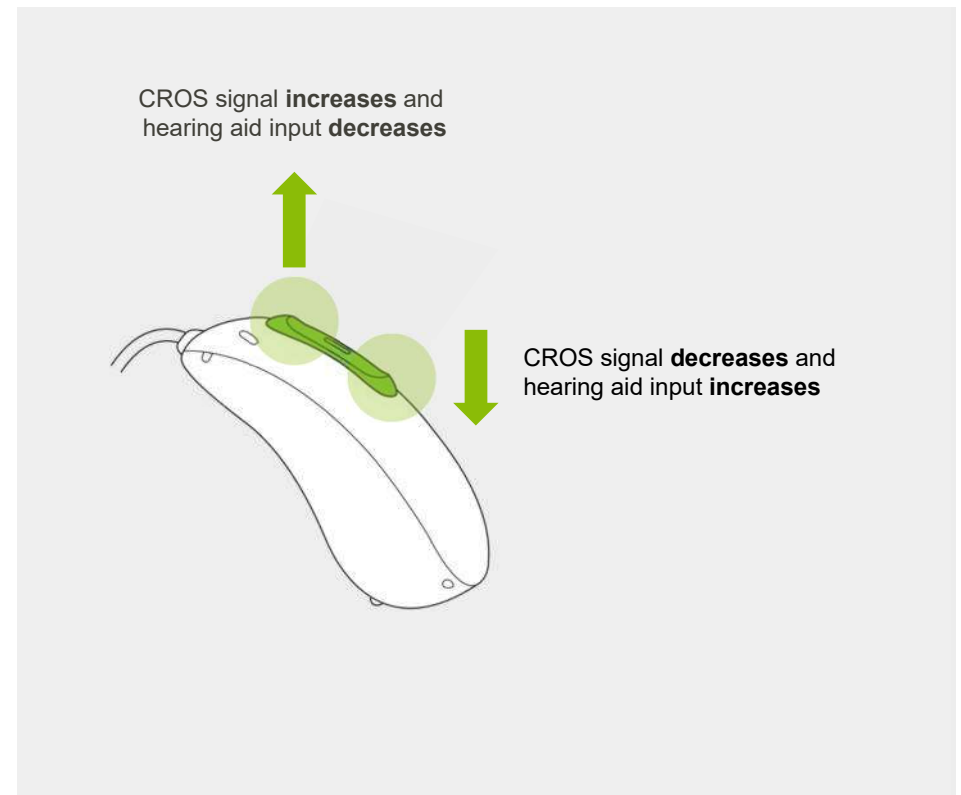
NoiseBlock: 12 Moderate

Soft noise reduction: 0 Off

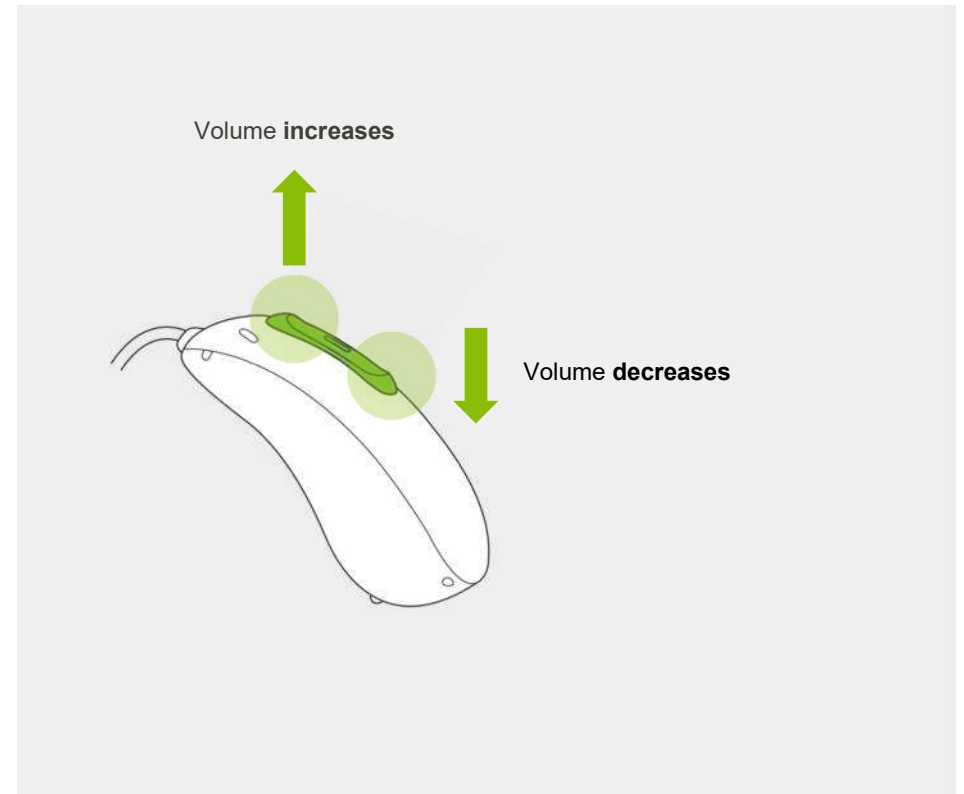
WindBlock: 16 Moderate

Gain & MPO | Program options | Audibility fine tuning | SoundRecover2 | Automatic fine tuning | Tinnitus balance

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# Phonak CROS P

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**Rediscover the wonder of  
sound  
with CROS P**

**1**

Improved speech understanding in noisy environments\*<sup>1</sup>

**2**

Follow conversations wherever they are coming from\*<sup>1</sup>

**3**

Proven Paradise performance

**4**

Universal connectivity to smartphones, TV, Roger and more

**5**

Easy to use and rechargeable

1. Stewart, E. & Woodward, J. (2021). Out of the (Head) Shadow: A Systematic Review of CROS/BICROS Literature. Manuscript in press.

\* when using a CROS system compared to unaided

CROS P-R is powered by a lithium-ion rechargeable battery



**myPhonak app  
&  
Target updates**



## Simplified Remote Support

All New Onboarding  
Experience



## myPhonak Memory

Solving Complaints!



## Tap Control Sensitivity & Cleaning Reminders

New Personalization



# The next chapter in Remote Support

## Invite Process (old)

Fit Hearing  
Aids in Office

Send Invite Code  
via Email

Patient Receives  
Email

Patient Registers  
myPhonak Account

Patient Accepts  
Code

Launch Remote  
Support



## Unlocking Remote Support (new process)

Fit Hearing Aids in  
Office

Pair Hearing aids to app

Launch Remote  
Support



**It's that simple!**

# Quick Tutorial – How to Unlock Remote Support

Switching from the old process to the new process is easy and automatic

1. Connect hearing aids to Target via Remote Support or in-person
2. Save and close the session
3. Remote Support is now automatically paired to the Target fitting file

Close session

✓ Successfully saved

Hearing aids

✓ L: Audéo P90-R (SN: 2018H00D8) Battery level: High

✓ R: Audéo P90-R (SN: 2018H00D6) Battery level: High

✓ "Remote Support" enabled

✓ Database

Optional session note...

Close session

# Unlocked Remote Support Ready – New Patient

Phonak Target 7.1.9 File eService Help

Client & session

Remote Test New

Noah audiogram

(R) No audiogram (L) No audiogram

eSolutions

✓ Paired to phone

PhonakPro login... Start "Remote Support" ⚙

Fitting session 8/12/2021 10:52 AM

(R) No audiogram (L) No audiogram

Audéo M90-R SN: 2008N13WX Audéo M90-R SN: 2008N14CF

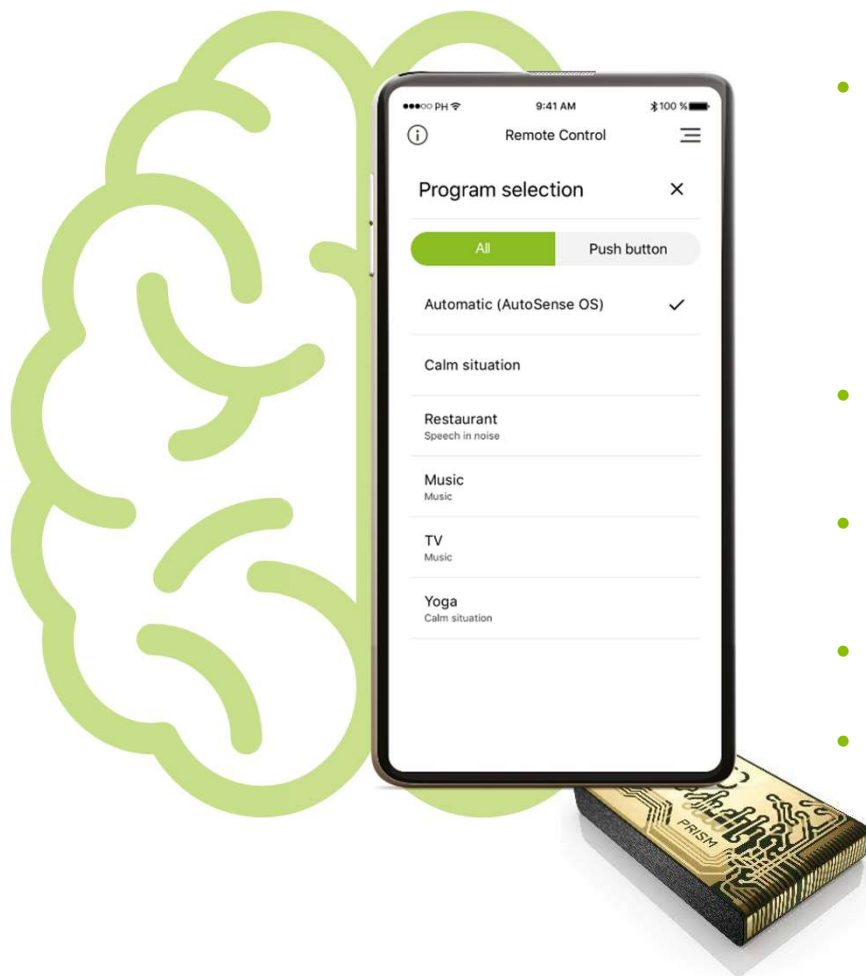
Check warranty

✓ Paired to phone Start "Remote Support" ⚙

Open fitting session Reports...

Client & session Demonstrator Media News Trial & tools Updates Setup

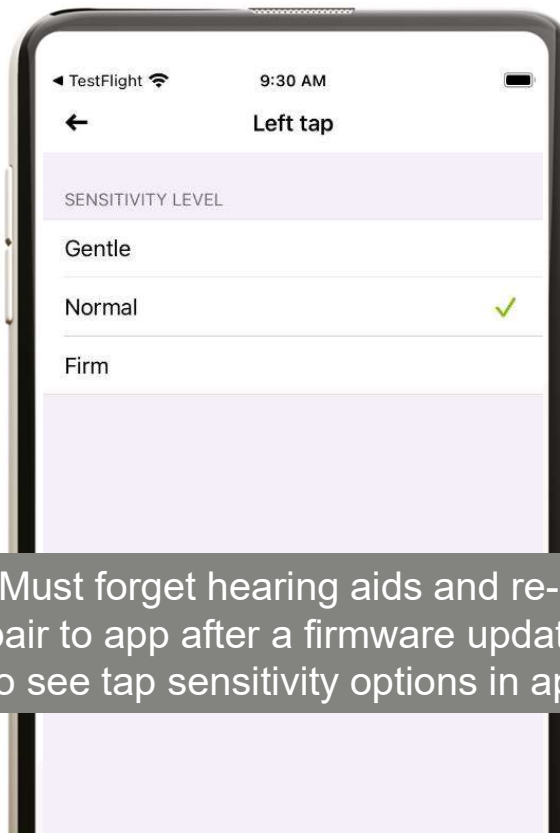
# myPhonak Memory



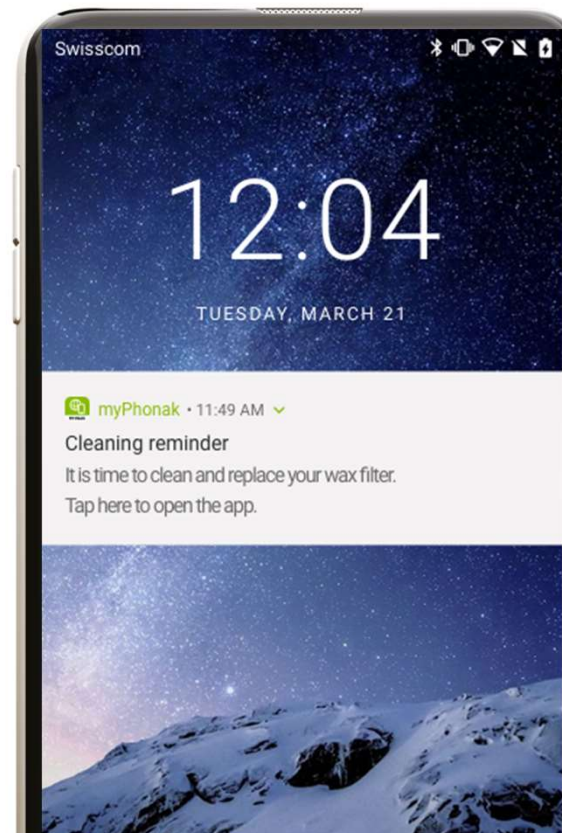
- Persistent Custom Programs
  - No more reverting to Autosense OS after Bluetooth sounds
  - Access from multiple devices
- Customize and rename up to 10 programs
- Delete or rename app pre-set programs
- Access custom programs via the push button
- myPhonak Memory is for Paradise devices only
  - Enabled by the PRISM™ chip technology



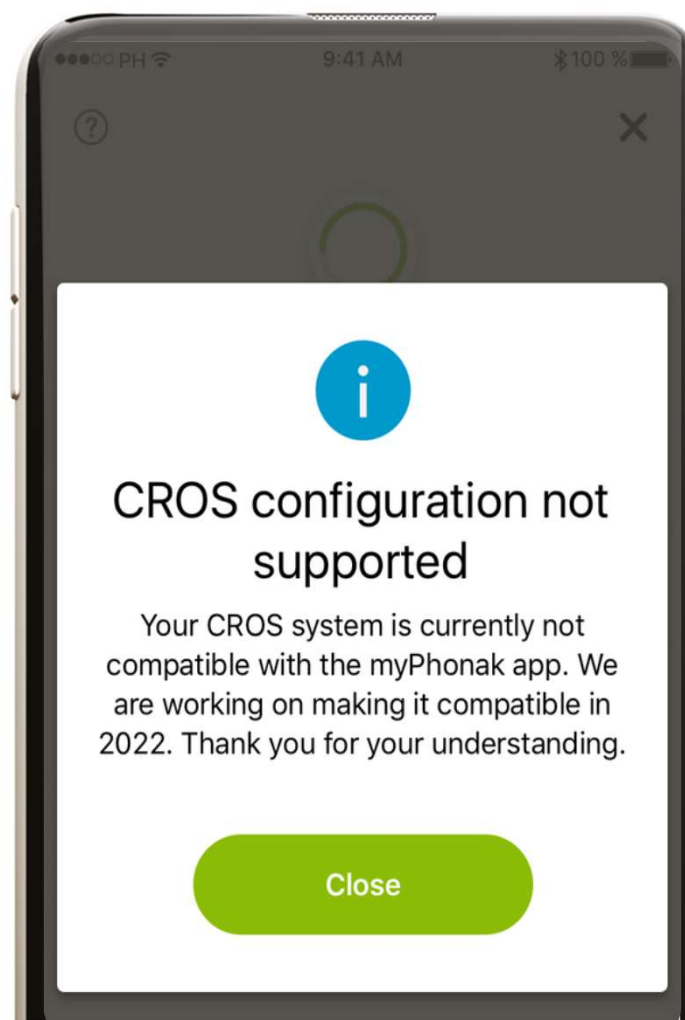
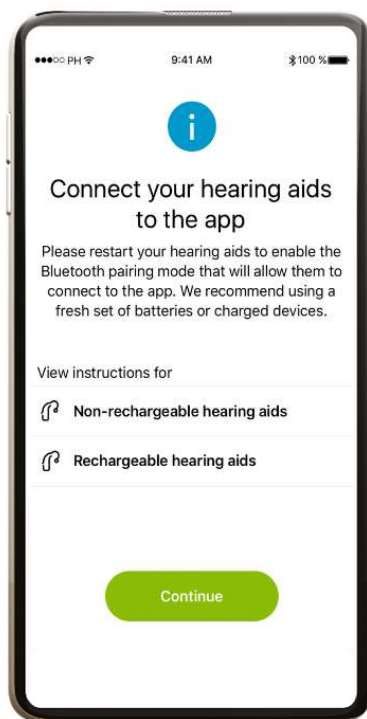
# Tap Control Sensitivity\* & Cleaning Reminder



\*Must forget hearing aids and re-pair to app after a firmware update to see tap sensitivity options in app



# CROS P and myPhonak app compatibility



## Firmware update

ActiveVent compatibility

CROS P compatibility

Tap Control sensitivity adjustments

Improved fitting while charging

Roger™ receivers in Audéo P Trial



# Personalize Tap Control sensitivity

## TAP CONTROL

- ✓ Accept/end call
- ✓ Pause/resume streaming
- ✓ Start/stop voice assistant




Training & sensitivity...

Training & sensitivity

☐ Client view


Tap control training for client

The client can perform tap control training now by doing two quick taps at the ear. Successful double taps are indicated by a green check mark.




R

Successful double taps: 6  
Sensitivity: Normal double tap



L

Successful double taps: 6  
Sensitivity: Normal double tap




Sensitivity

Normal double tap

Firm double tap

Normal double tap

Gentle double tap



Stop

## Audéo P Trial and Roger

röger



All Audéo P Trial hearing aids will now have (02) Roger receivers pre-installed.

# Default setting for AutoSense OS 4.0 streaming

The screenshot displays the Phonak fitting software interface. The top bar includes a 'Client' section with 'Target, Phonak', an 'Instruments' section with 'Audéo P90-R', and a 'Fitting' section with 'Media speech + mic'. Below this is a navigation bar with tabs: 'Feedback & real ear test', 'ECLD', 'AudiogramDirect', 'Global tuning', 'Fine tuning', 'DataLogging', and 'Device options'. The 'Fine tuning' tab is active, showing a 'Program manager' on the left and a list of programs. The 'Hearing aid microphone' section is highlighted, showing 'Enable microphone' checked at 0 dB. The 'ActiveVent' section shows 'Open vent' selected. The bottom bar includes 'Gain & MPO', 'Program options', 'Audibility fine tuning', 'SoundRecover2', and 'Automatic fine tuning'.

Client Target, Phonak Instruments Audéo P90-R Fitting Media speech + mic

Feedback & real ear test ECLD AudiogramDirect Global tuning Fine tuning DataLogging Device options

Program manager >>

ALL PROGRAMS

AUTOMATIC PROGRAMS 9

AutoSense OS 4.0

Calm situation

Hearing aid microphone

Enable microphone 0 dB 0 dB

WindBlock

ActiveVent

Open vent Closed vent

Gain & MPO Program options Audibility fine tuning SoundRecover2 Automatic fine tuning



# Phonak Audeo Life



# Introducing Phonak Audéo P-Life

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\*Up to 50 cm or 19.69 inches

## A note about receivers

Compatible with  
existing SDS 4.0  
receivers and domes



Not recommended  
for use with  
ActiveVent™ receivers



## Why?

Internal tests show that SDS 4.0 receivers are not at high-risk of damage due to their depth in the ear, there is a higher risk for failure for ActiveVent Receiver.

# Phonak Charger Case Go

**PHONAK**  
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**Inductive** charging

Fully charged in **under 3 hours**

**Built-in** lithium ion battery

Up to **3 full charges** on the go



# Audéo Life Compatibility

## Technology levels

90

## Roger microphones



Roger On™



Roger Select



Roger TableMic II

## Wireless accessories



PartnerMic



RemoteControl



TV Connector



myPhonak app





# ActiveVent receiver



## Industry shift



**Decision based on lifestyle & communication needs**



**Decision based on audiogram**

## Industry shift



**Decision based on lifestyle & communication needs**



**Decision based on audiogram, lifestyle & communication needs**

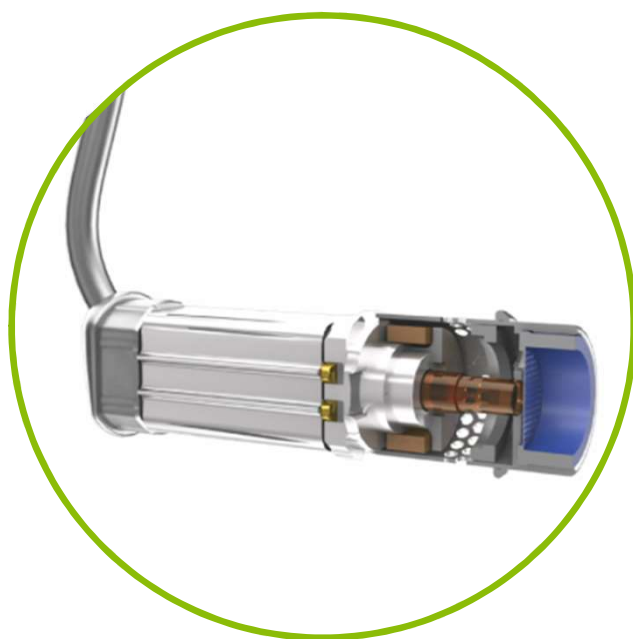


# The world's first intelligent hearing aid receiver

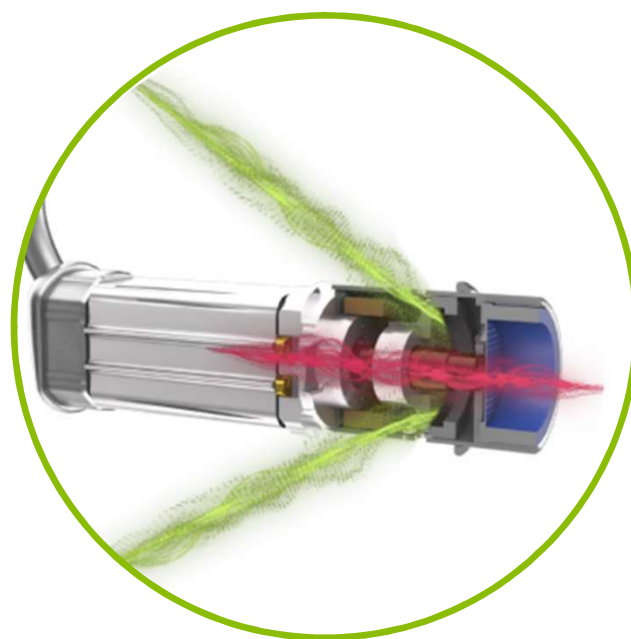
**PHONAK**  
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Open when you want it, closed when you need it



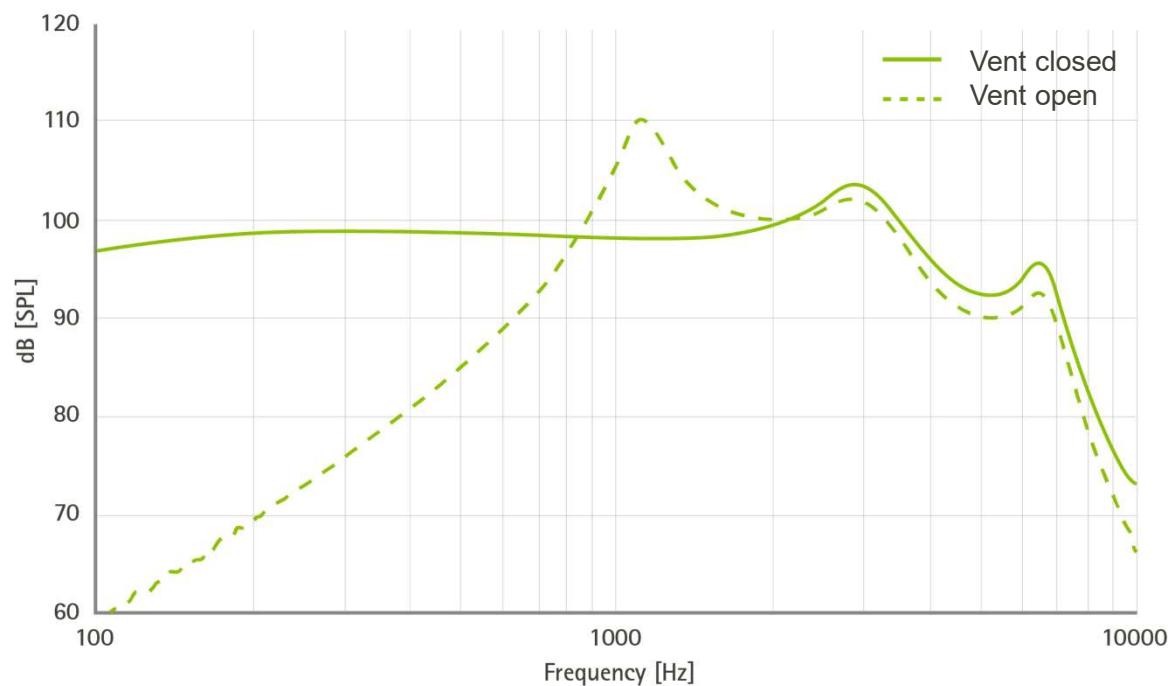
Open vent state



Closed vent state

# Acoustic properties

Graph showing frequency response of ActiveVent open versus closed



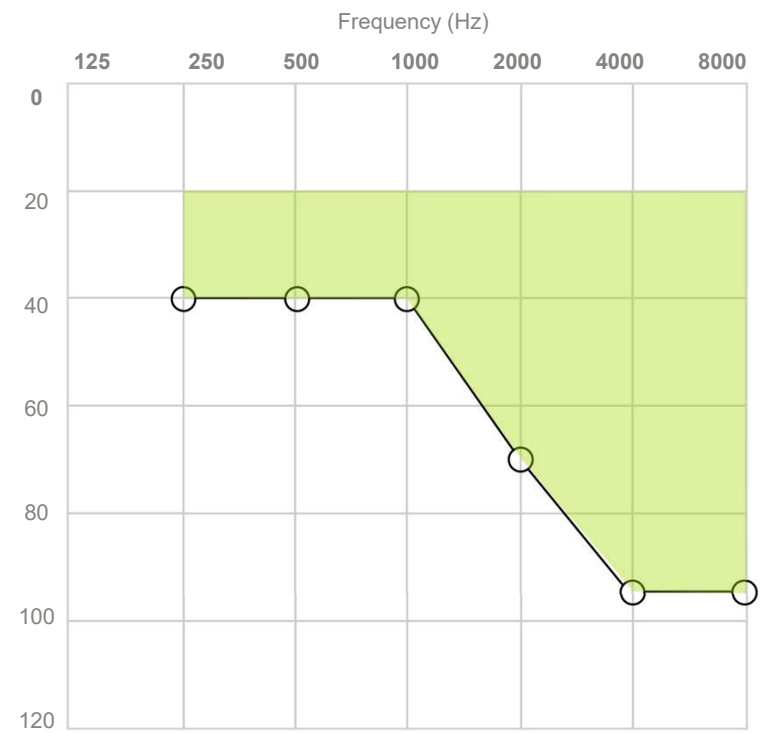
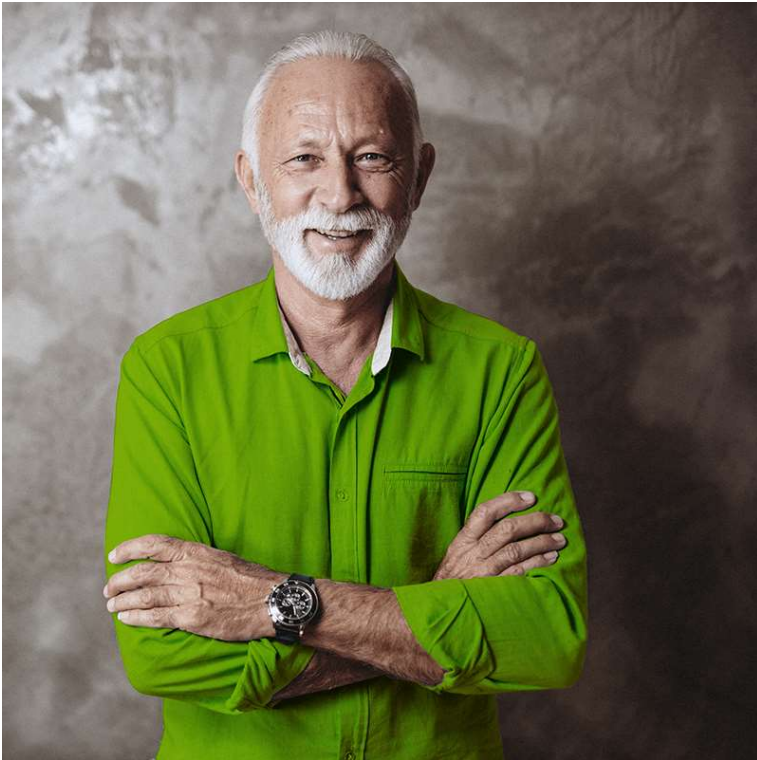
Similar acoustic characteristics  
as M receiver

Acoustically between vented  
and occluded earpiece

Open state is equivalent  
to 3.5mm vent

Closed state is equivalent to  
an occluded custom earpiece

# Audiological considerations



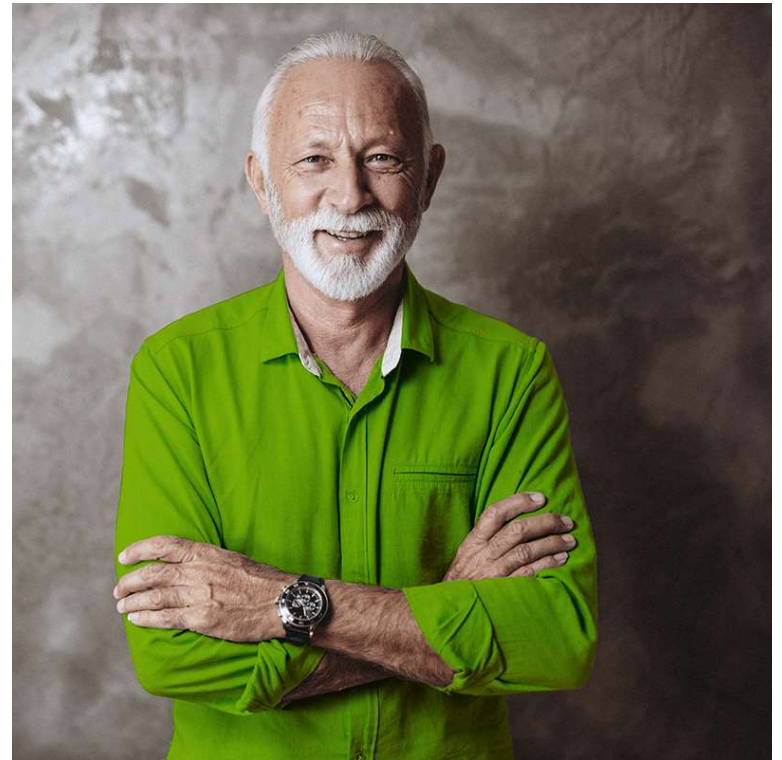
# Audiological considerations

Audiogram

Ear anatomy and physiology

Lifestyle

Maintenance



# ActiveVent candidacy checklist

- Designed to help HCPs determine which patients would be good candidates
- Considers factors including:
  - Audiometric thresholds
  - Wax and moisture problems
  - Problems with loud sounds or tinnitus
  - Willingness to disable phone notifications

**Phonak ActiveVent™ Receiver**  
**Candidacy checklist**

Patient name: \_\_\_\_\_ Date: \_\_\_\_\_ DOB: \_\_\_\_\_

**Background**  
ActiveVent Receiver features a switchable vent, which combines the benefits of an open fit and a closed fit in one receiver. Due to the complex nature of this technology, please consider the following:

**ActiveVent Receiver requires:**

- Hearing thresholds within the appropriate range (see diagram)
- Rechargeable Audéo Paradise hearing aids
- Additional cleaning and care beyond a standard receiver

**Is ActiveVent Receiver right for your client?**  
Ask the following questions to determine if ActiveVent is the right solution for your client.

1. Does the client have hearing thresholds within the above range?
2. Would the client normally be fit with an open or a vented dome?
3. Does the client have sufficient dexterity to change wax filters?
4. Are the client's ears free of excess moisture and cerumen?
5. Is the client willing to disable audio notifications on their phone?
6. Does the client report problematic tinnitus?
7. Does the client report pain or discomfort from loud sounds?

**Optimal fitting range for ActiveVent Receiver**

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

☐ Yes ☐ No

**OK to proceed with ActiveVent Receiver trial and fitting?**

**ActiveVent Receiver proficiency checklist**  
Before sending your client home with ActiveVent Receivers, they should be able to independently:

- ☐ Verify the comfort of the Universal SlimTip AV or Titanium SlimTip AV
- ☐ Remove and insert ActiveVent Receiver into/out of the ear
- ☐ Wipe away any cerumen or debris on the SlimTip AV
- ☐ Change the HF3 wax filter
- ☐ Confirm the loudness of the vent closing as acceptable
- ☐ (Optional) Recognize when a cleaning reminder is received in the myPhonak app

If the client is unable or unwilling to do any of the following, we recommend to continue the fitting with a standard SDS 4.0 receiver.

A Sonova brand

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# Evidence: ActiveVent hearing performance



**10%**

ActiveVent Receiver provides on average **10% better speech understanding in noise** than conventional acoustic coupling while **providing natural sound in different listening situations<sup>1</sup>**.

1. Latzel, M & Hobi, S (2021) Receiver with mechanical vent provides benefit of open and closed acoustics for better speech understanding in noise and naturalness of own voice perception. Phonak Field Study News in preparation. Expected end 2021.

## ActiveVent compatibility

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Audéo P-R



Audéo P-RT

Available in all performance levels: 90, 70, 50 and 30



# Unique acoustic coupling options for ActiveVent

## Universal SlimTip

- Made of silicone
- Comes in four shapes
- Demo the benefits
- Temporary earpiece

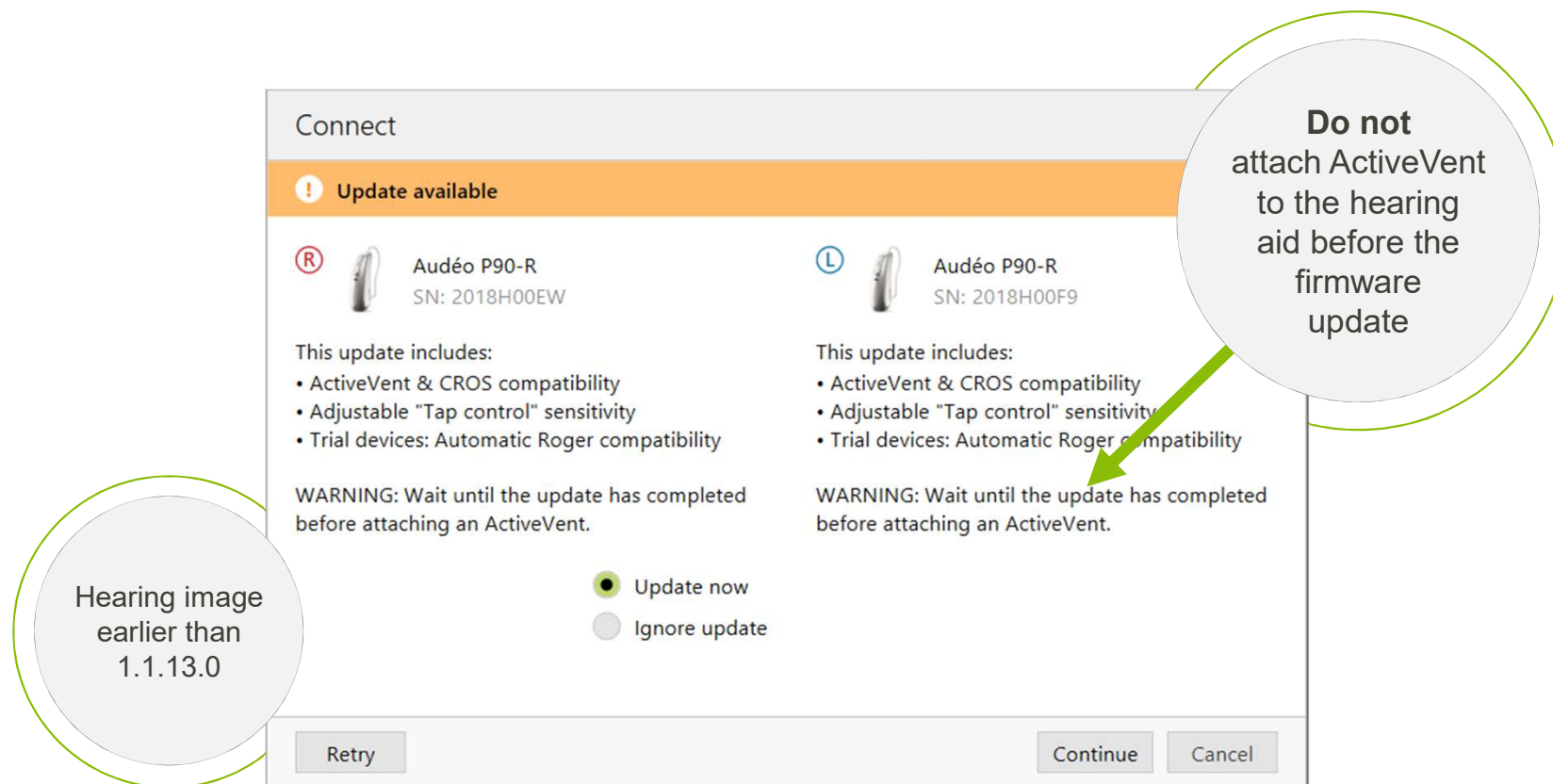


## SlimTip Titanium

- Medical grade titanium
- Custom made
- Optimal hearing performance



# Firmware update



Thank you!

Beth.Christie@phonak.com

630 465 2340