

The Phonak Wireless Communication Portfolio

The new wireless accessories for Venture and beyond



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Disclosure: CEU Requirements

Paul J Kreimer, MA
Senior Clinical Trainer

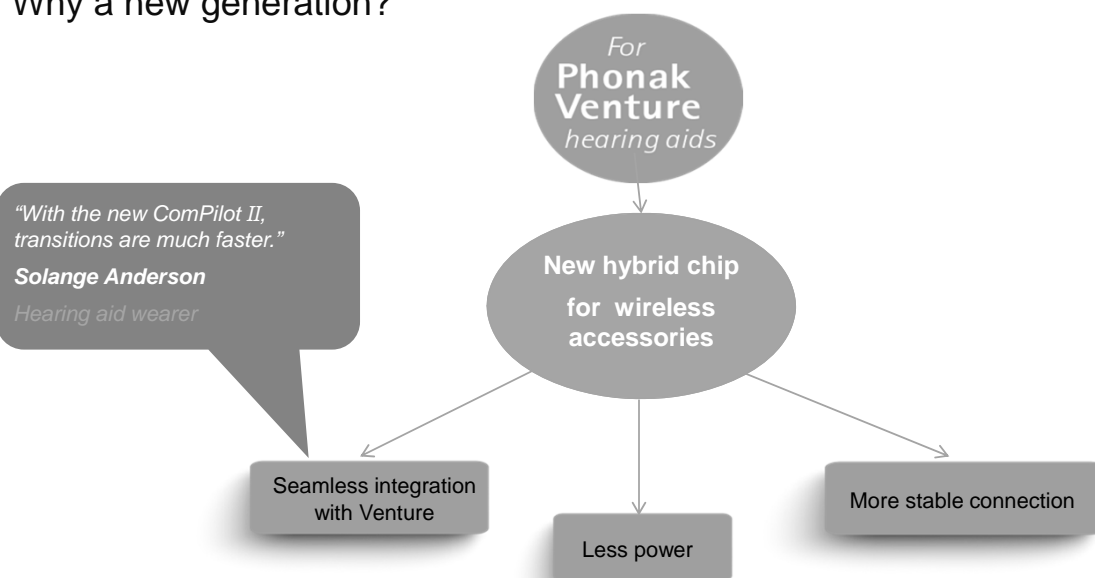
- Paul Kreimer is a Senior Clinical Trainer and is based in Indianapolis. He has been with Phonak since 2009. His primary responsibility is assisting fitters with Phonak hearing aid technology. Paul received his MA in Audiology from Indiana University in 1998 and BS in Audiology and Speech Sciences from Purdue University in 1996. His previous work experience includes diagnostic audiological evaluations, vestibular testing, and hearing aid dispensing to pediatric and geriatric populations in various medical and private practice settings.
- Financial-Phonak employee who receives a salary for employment
- Nonfinancial-No relevant nonfinancial relationships exists

Learner Objectives

- Participants will be able to describe how and when to use Phonak DECT II and the Remote Control App as well as demonstrate usage in their practice.
- Participants will be able to describe how and when to use the ComPilot II and ComPilot Air II as well as demonstrate usage in their practice.
- Participants will be able to describe how and when to use the Roger Pen and Roger Clip-On as well as demonstrate usage in their practice.

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Why a new generation?



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Recognizing device compatibility

- All devices that directly connect to a Venture hearing aid have a "II"

II

- Sticker on each package

For
**Phonak
Venture**
hearing aids

- Venture-compatible wireless accessories are Champagne color (P5)



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Why wireless accessories?

- Significant benefits in challenging listening situations
 - 40% more speech understanding on the phone*
 - Hear TV directly in full stereo quality
 - Listening over distance



*Appleton-Huber J, (2013) 'Phonak DECT CP1 cordless phone' Field Study News. Phonak AG: 2013

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Why Demo?

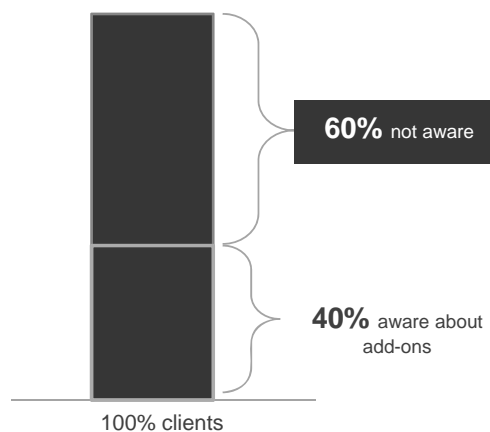
- If done well, it can really impress your patient
- Allows patient to experience improved communication
- Address specific needs of your patients
- Establishes rapport
- Builds trust
- Breaks hearing aid stereotypes
- Helps set realistic expectations which can lead to reduced RFC
- Informs patient regarding technology
- Addresses potential objections

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Why do many users miss this opportunity?

- Market survey results
 - **60% of professionals do not promote or do not even mention wireless accessories**
 - **60% of users are unaware about additional add-on solutions**



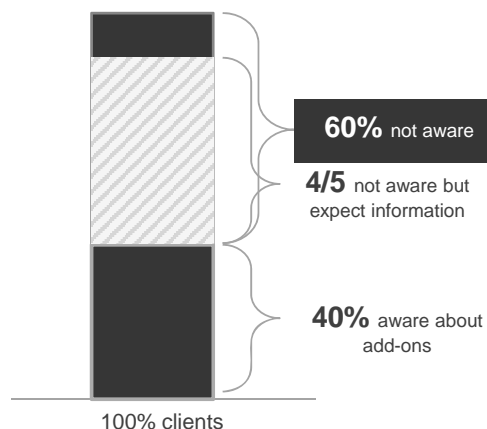
*Data collected in North America and Europe indicates that demonstration and trial of accessories leads to higher purchasing rate (N = 299 hearing aid owners).

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Why do many users miss this opportunity?

- Market survey results
 - **60% of professionals do not promote or do not even mention wireless accessories**
 - **60% of users are unaware about additional add-on solutions**
 - **4/5 (80%) of them expected more information!!**
- Possible reasons for not mentioning wireless accessories
 - **Additional effort**
 - **Lack of confidence in demonstrating**



*Data collected in North America and Europe indicates that demonstration and trial of accessories leads to higher purchasing rate (N = 299 hearing aid owners).

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Phonak Wireless Communication Portfolio

Phone



EasyCall II



DECT II



ComPilot II



ComPilot Air II



TV and music

TVLink II



Conversation



RemoteMic



Roger Clip-On Mic



Roger Pen Roger EasyPen

Control



PilotOne II



RemoteControl App

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Phonak DECT II cordless phone



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Introducing Phonak DECT II cordless phone

- Easy to operate, set-up and use
- Instantly demonstrate the benefits of hearing in both ears
- Optimal (40% more) speech understanding on the phone
- Binaural transmission of the sound simultaneously to both ears
- Reduced noise and maximum understanding



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Phonak DECT II description



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Phonak DECT II Easy Demo Feature



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Phonak EasyCall

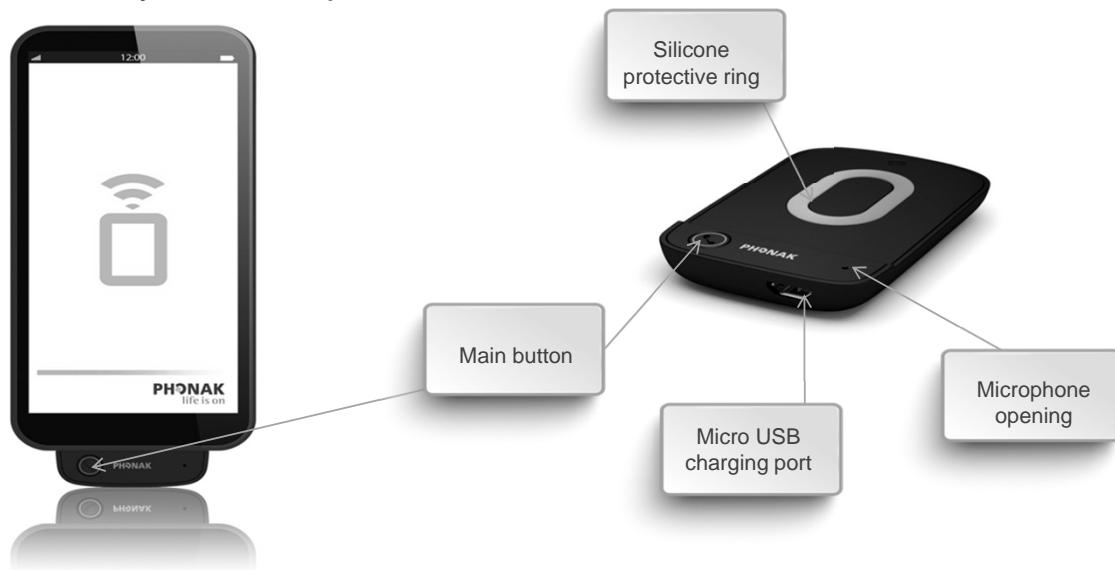


Phonak EasyCall

- The universal cell phone streamer
- Connects to **ANY** Bluetooth-enabled phone
 - including non-smartphones
- 2 versions:
 - EasyCall II for Venture
 - EasyCall for Spice+ / Quest



Phonak EasyCall description

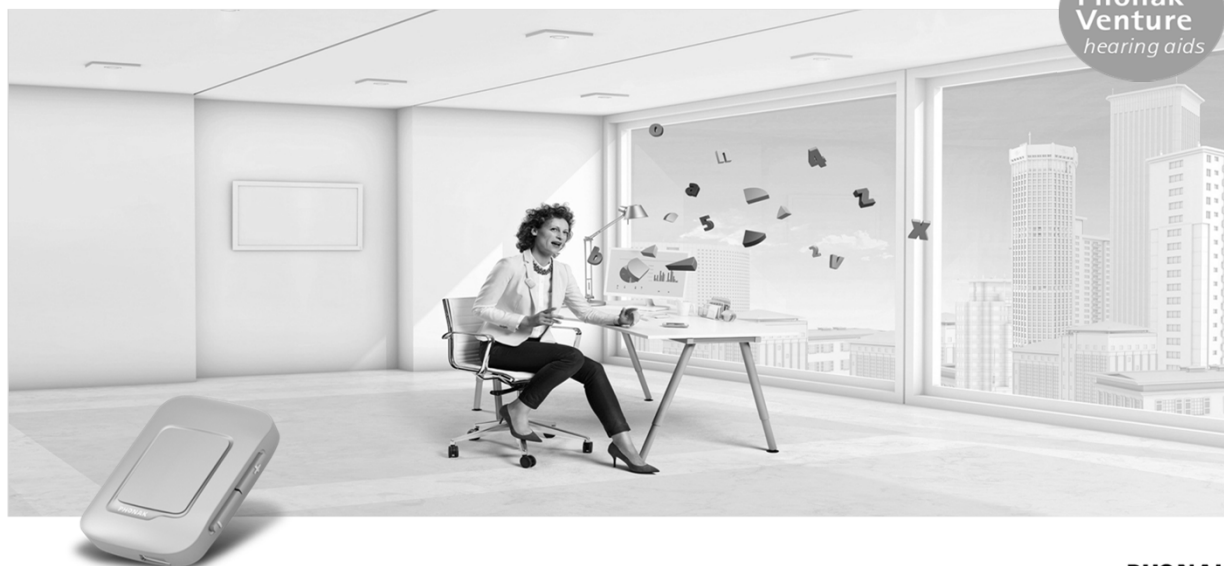


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ComPilot Air II



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ComPilot Air II

- The clip-on audio streamer
- Neckloop-free design
- For Bluetooth connectivity
- Simple hearing aid remote control
- RemoteControl App compatible
- Direct dial preferred number feature
- 4 Hour streaming time

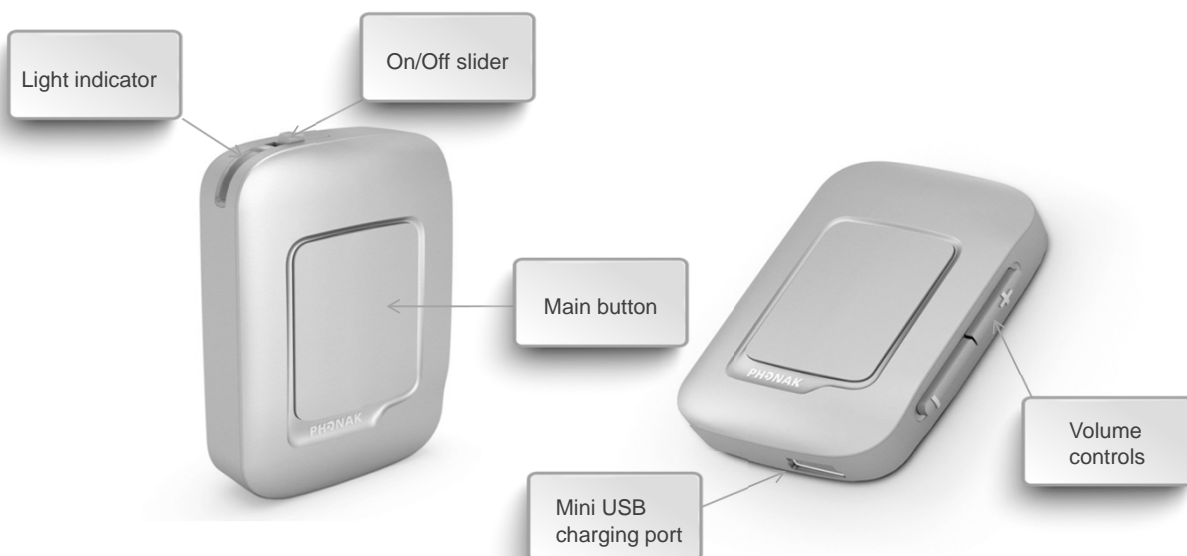


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Phonak ComPilot Air II description



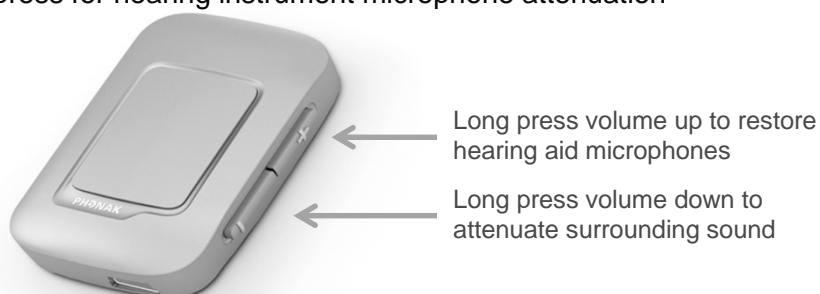
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ComPilot Air II improved usability

- Faster, seamless operation
- Integrated instant streaming demonstration capability
- Support two phones parallel, even if TVLink II or RemoteMic is active
- Streaming distance: 16 inches
- Volume control long press for hearing instrument microphone attenuation



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How to Demo Phonak ComPilot Air II



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Phonak ComPilot II



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Great new features!

- Multi-purpose streamer
- Integrated instant streaming demonstration capability
- "Directly call a preferred number" feature
- 24 hours streaming time
- Volume control long press for hearing instrument microphone attenuation
- Supports two phones in parallel while connected to TVLink II or RemoteMic
- RemoteControl App compatible



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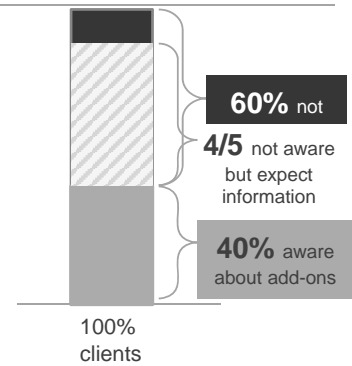
How to Demo Phonak ComPilot II



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Instant demonstration solutions



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on

Phonak Wireless Communication Portfolio

Phone



EasyCall II



DECT II



ComPilot II



ComPilot Air II



TV and music

TVLink II



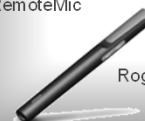
Conversation



RemoteMic



Roger Clip-On Mic



Roger Pen Roger EasyPen

Control



PilotOne II



RemoteControl App

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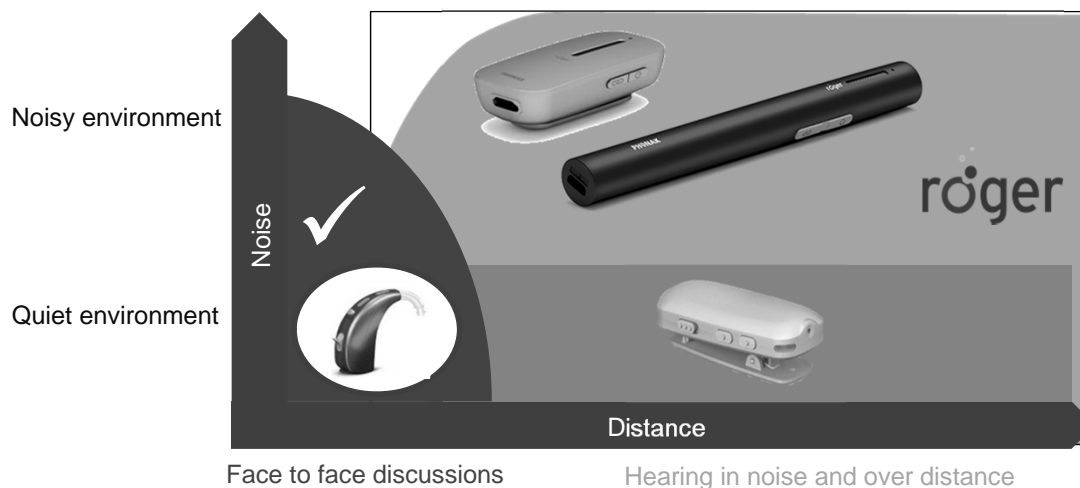
Roger

roger



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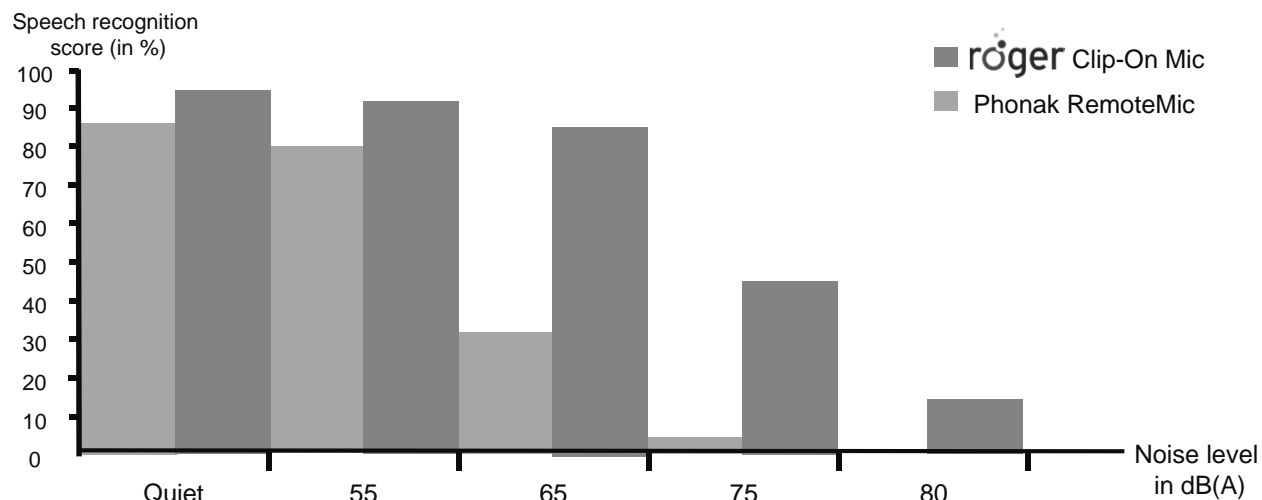
Solution for near and far...quiet and noise



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Roger Clip-On Mic vs. Phonak RemoteMic

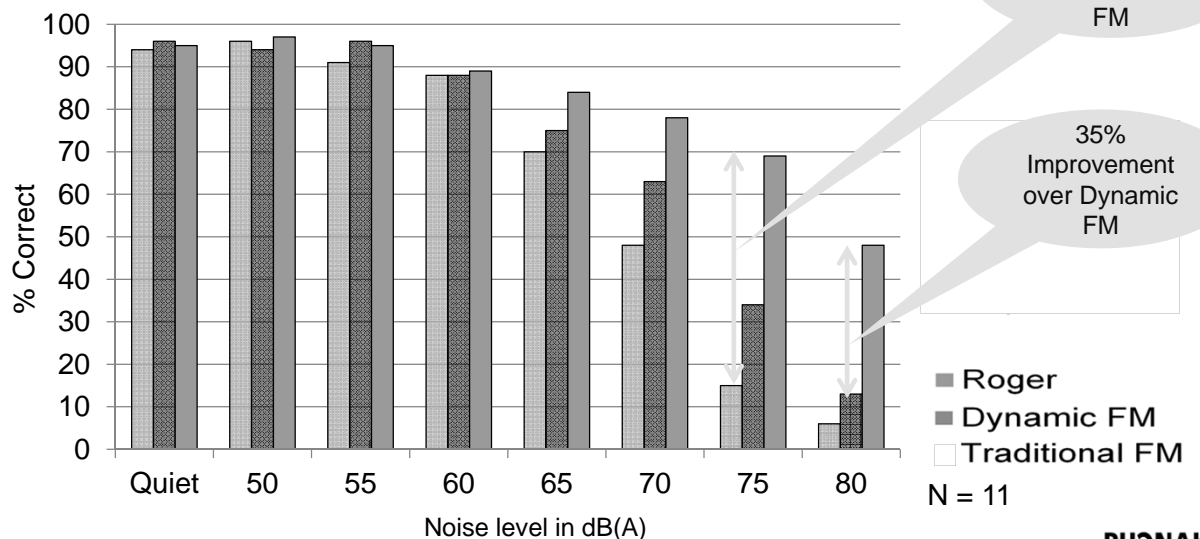


Jace Wolfe, 2014, Wireless Microphone Comparison

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Roger relative to traditional FM



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Roger products

röger

Roger microphones



Roger Pen /
Roger EasyPen



Roger
Clip-On Mic

Roger receivers

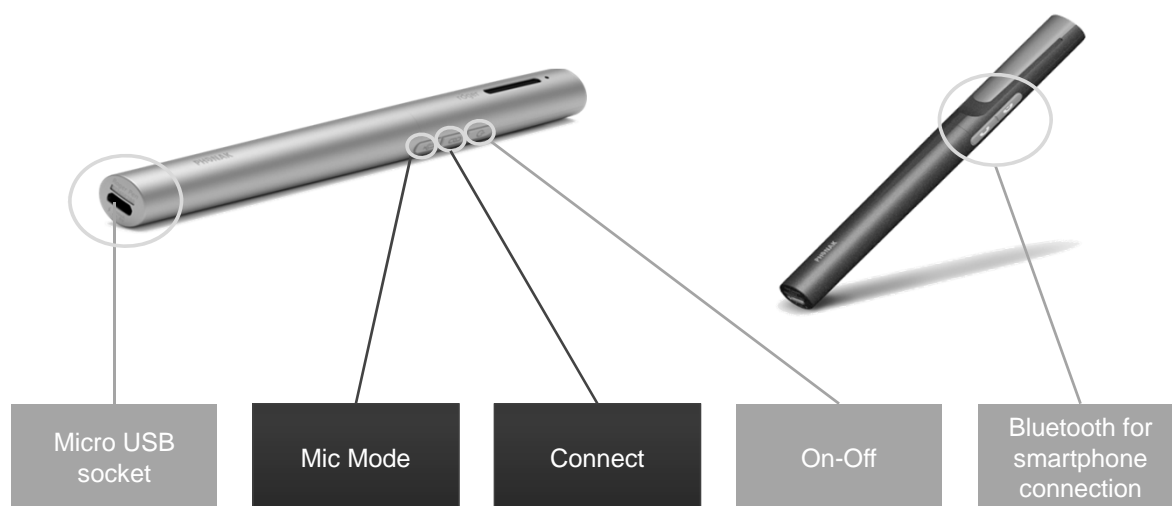


Design-integrated
Roger receivers

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Roger Pen

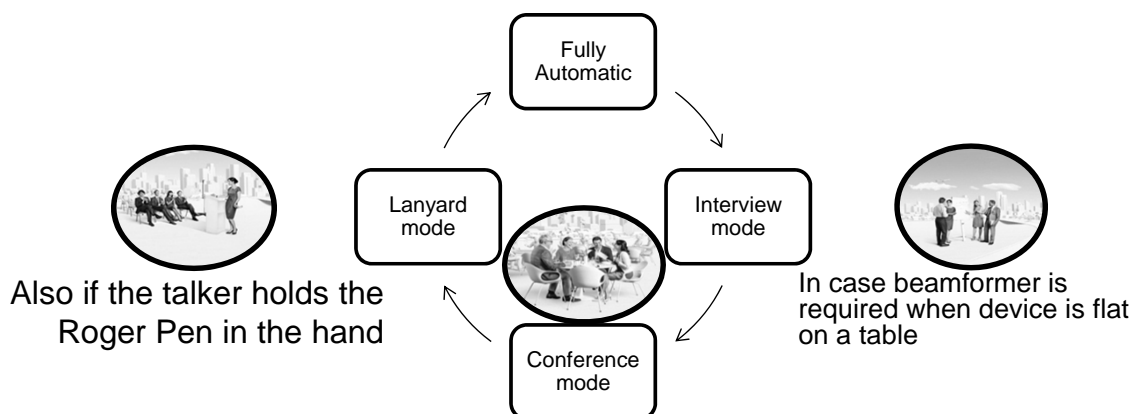
roger



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Manual microphone modes

Pressing the microphone button will change to a manual mic mode in a sequential manner

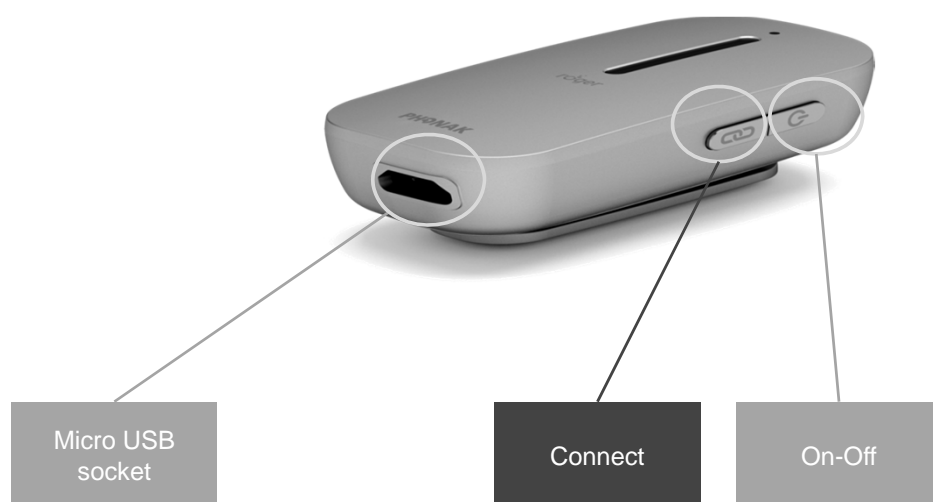


In case omni is required when Roger Pen is not flat on a table

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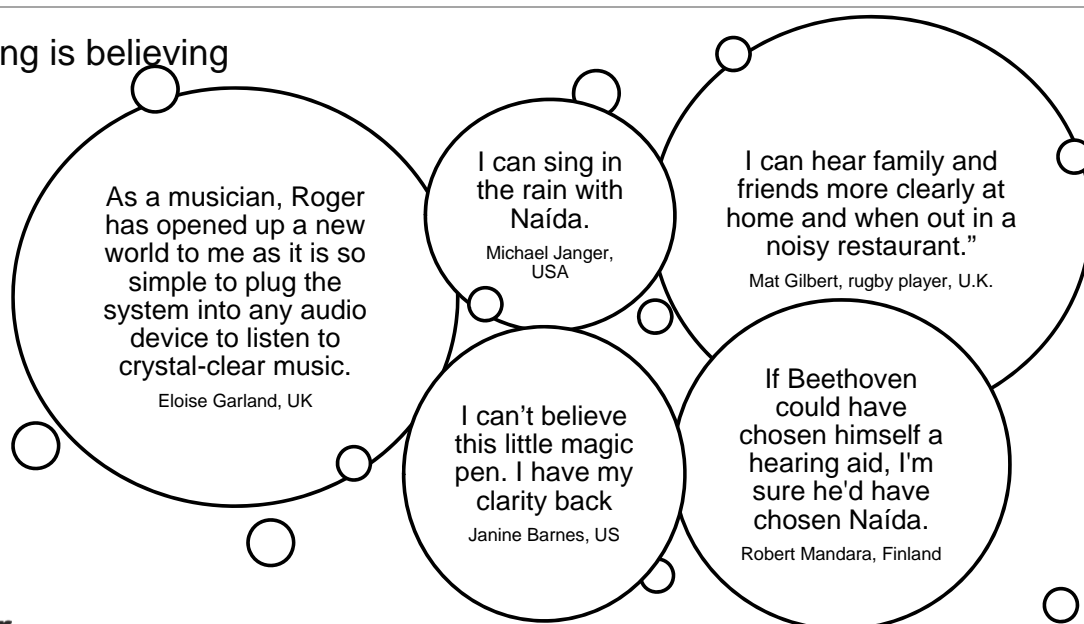
Roger Clip-On Mic

röger



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Hearing is believing



röger

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How to demo Roger in your office

- Use the following:
 - Set of Phonak hearing instruments programmed for the patient
 - ComPilot I or II (based on hearing instruments) with Roger X receiver (grouped or universal mode)
 - Roger Pen that is connected to Roger X receiver



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How to demo Roger in your office

- In Quiet:
 - Hold Roger Pen toward your mouth while talking and then turn away from your mouth to demonstrate the sensitivity of the microphone in Interview mode
 - Set Roger Pen on table and allow to go into Conference mic mode
- In Noise:
 - Turn on 'Party Noise' from Phonak software through desktop speakers and point Roger pen toward your mouth while talking and then turn away from your mouth to demonstrate interview mode.
 - Try clipping Roger Pen to included lanyard to demonstrate Lanyard mode which will create the most impressive SNR for the patient.

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How to demo Roger in your office

- Play multimedia for the patient
 - Use micro-usb audio cable to plug Roger directly into your media device
 - Stream music to the patient using a Compilot I or II with a Roger X receiver inserted into the europlug port on the base of the Compilot.



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Phonak Wireless Communication Portfolio

Phone



EasyCall II



DECT II



ComPilot II



ComPilot Air II



TV and music

TVLink II



Conversation



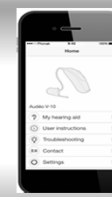
RemoteMic

Roger Clip-On
MicRoger Pen Roger
EasyPen

Apps



RemoteControl App

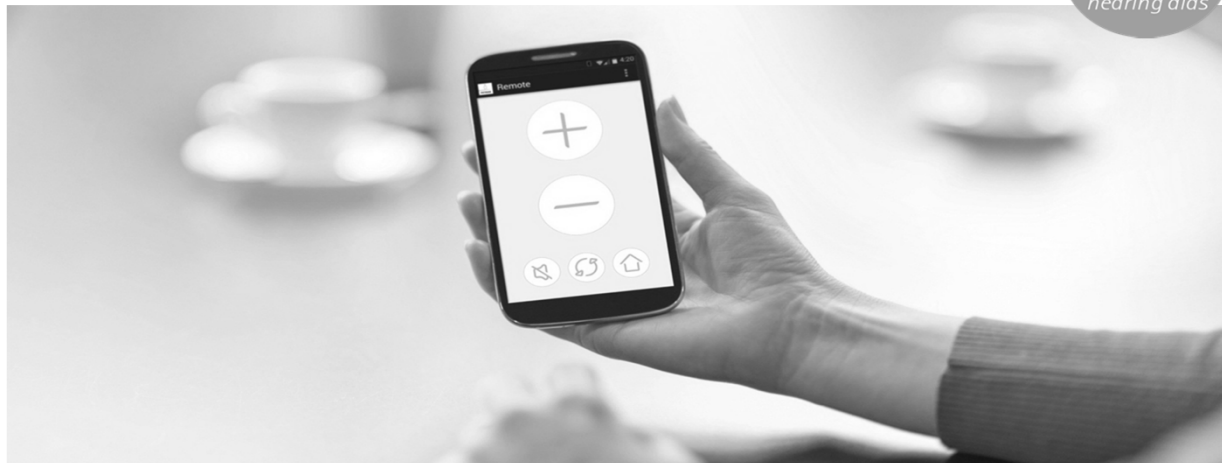


Support App

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Phonak RemoteControl App

For
**Phonak
Venture**
hearing aids



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How does it work?

- No direct fitting required
- Automatically gets information from the streamer



Pair of Phonak Venture
hearing aids

+

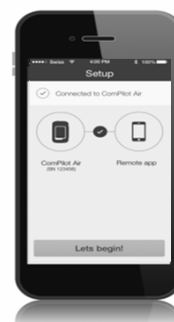


Phonak
ComPilot II

or



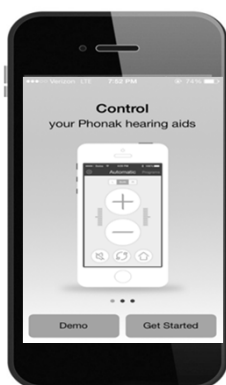
Phonak
ComPilot Air II



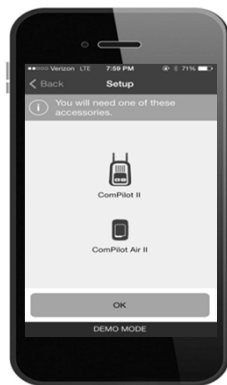
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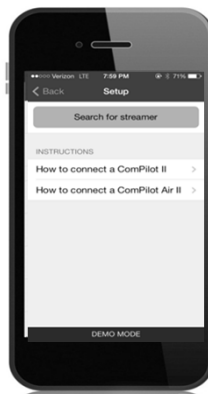
Remote Control App Demo



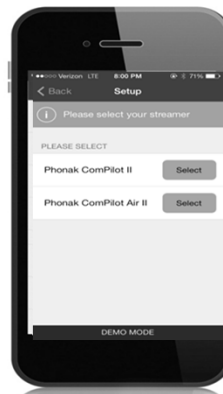
Hit Demo



Press Ok To Continue



Press Search For Streamer



Select Streamer For Simulation



Select Let's Begin

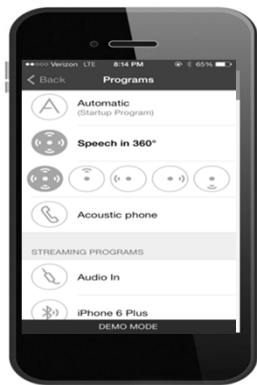
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Remote Control App Demo



Ability to Mute, Go Home, or Toggle Programs



Ability to Change Programs



Individual L/R volume control

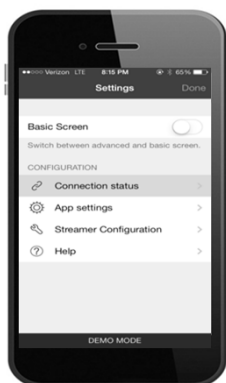


Ability to Show Streaming Options

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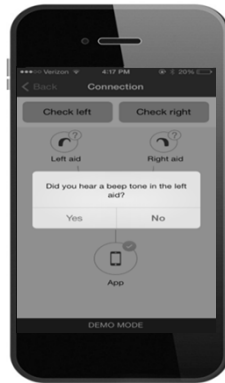
Remote Control App Demo



**Options under
Setting Screen**



**Can check
Connection Status**

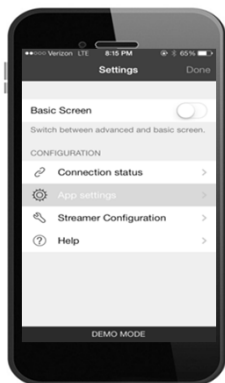


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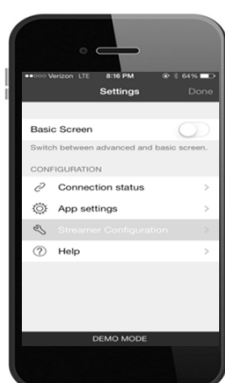
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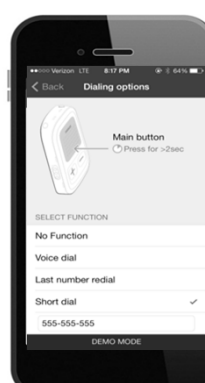
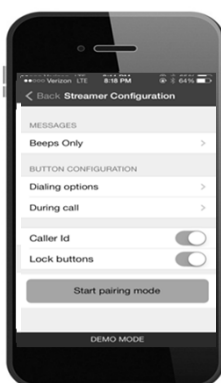
Remote Control App Demo



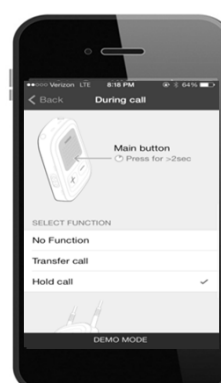
**Ability to
Change App
Settings**



**Ability to
Change Streamer
Configuration**



**Dialing
Options for
Patients**



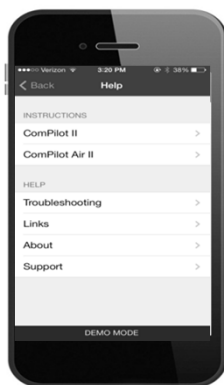
**During Call
Options for
Patients**

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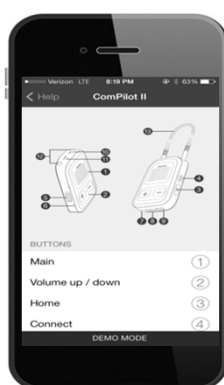
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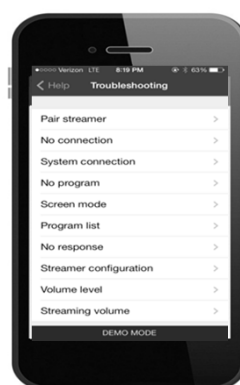
Remote Control App Demo



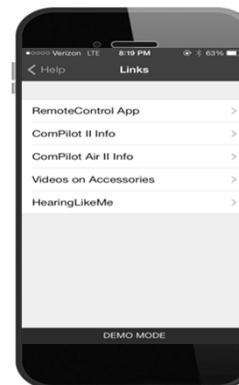
Help Options



Configuration of streamer



Ability for Patient to troubleshoot



Links available for more information

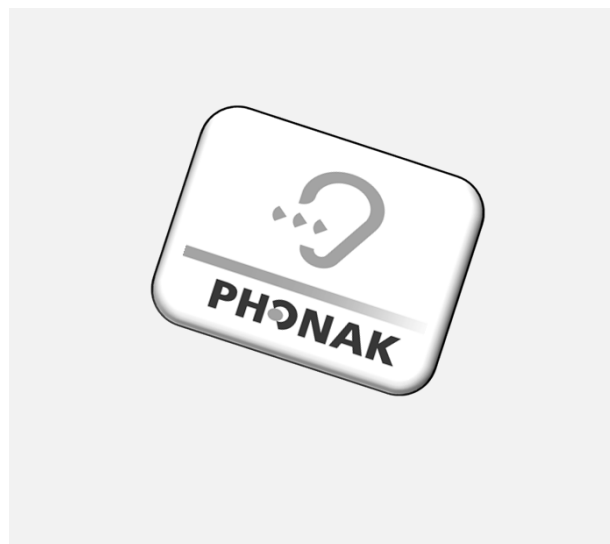
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Tinnitus Balance App

- Based on PTM – individualized management
- Customize own library of sounds/music
- Review with hearing care professional
- Streams through ComPilot/ComPilot II
- Headphones or speaker
- Available for iOS (Apple) and Android (Google)

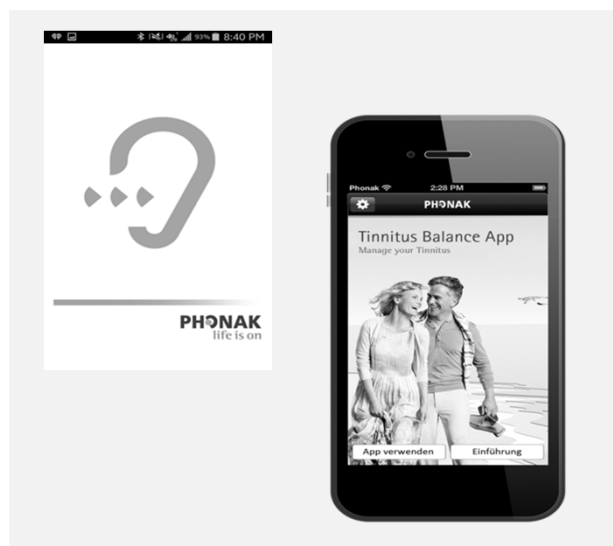


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Sound types

Three different sound types:

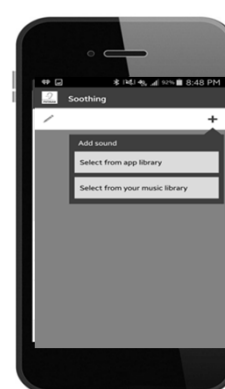
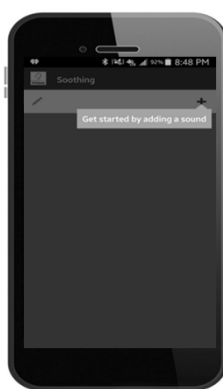
- 1 **Soothing**
induce sense of relief
- 2 **Background**
reducing perception of tinnitus
- 3 **Interesting**
active attention diversion



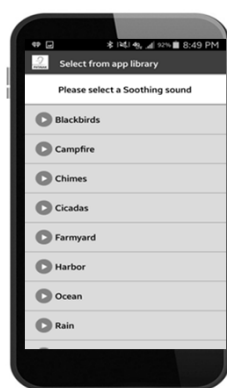
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Sound Types



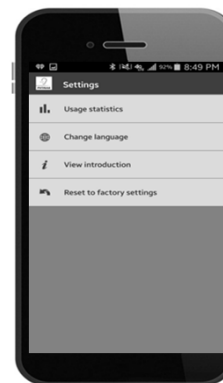
Adding Sounds



Sound Library



Sound Options



Settings

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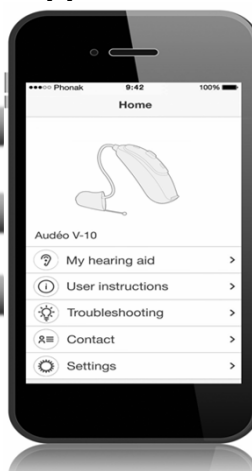
Phonak Support App

Turns the user guide into an app

User relevant content only

Step-by-step user instructions

Troubleshooting guide



iOS 7.0 and newer / Android 4.0 and newer

**Available globally in English, German,
Spanish and French**

All Venture products are supported

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Phonak Support App

Helping clients help themselves

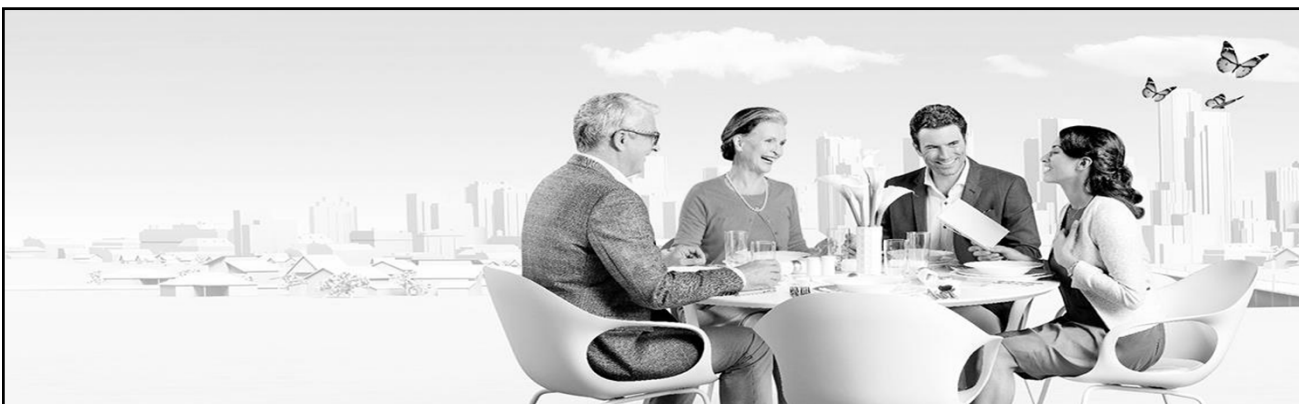
Results showed
over **90%** of
participants found
the app easy
or very easy to use.



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

Ms A. Caposecco, Ms B. Timmer, & Prof L. Hickson Validation of the Phonak
Support App for Hearing Aid Management and Troubleshooting

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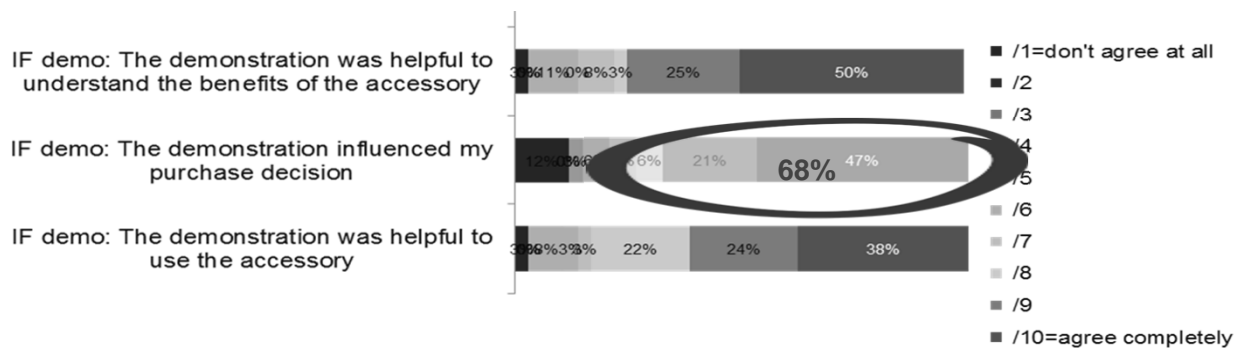


So now that we have shown you the Phonak Wireless Communication Portfolio,

How can you include wireless accessories in your daily business?

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Demonstration proves that hearing is believing*

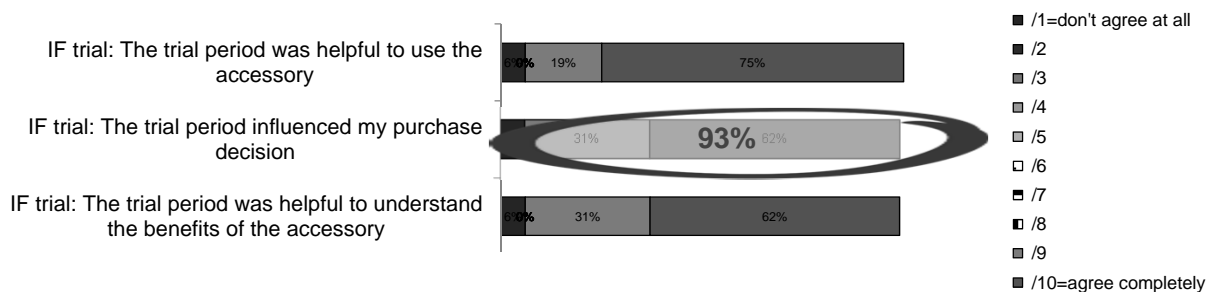


*Data collected in North America and Europe indicates that demonstration and trial of accessories leads to higher purchasing rate (N = 299 hearing aid owners)

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Trials are even better for the purchase decision*



Sample Size = Trial:16 Demo: 35

*Data collected in North America and Europe indicates that demonstration and trial of accessories leads to higher purchasing rate (N = 299 hearing aid owners)

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Where else can you find more information?

Wireless Accessories Compatibility Overview

Hearing aid generation

	Phonak Venture Compatible					Phonak Quest/Spice+ Compatible			
	PilotOne II	ComPilot II	ComPilot Air II	DECT II	EasyCall II	PilotOne	ComPilot	DECT	EasyCall
TVLink S									
TVLink II									
RemoteBtic									
RemoteControl App*									

* Apple iOS7 or Android 4.0 and higher

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The Wireless Communication Portfolio page

Wireless Communication Portfolio

The Phonak Wireless Communication Portfolio enables clients to hear more in challenging listening situations - on the phone, watching TV, in noisy places and more.

This expanded family of accessories includes our game-changing Roger microphones, which are proven to perform better than any in the industry, and the DECT CFI cordless phone. These solutions are both simple to use and to demonstrate. So there's nothing to prevent your clients enjoying a substantial communication boost.

Easy Guide

Matching your clients' needs with the right Phonak wireless accessory in 2 steps.

- Select your client's listening challenges
- Choose their current hearing technology

The Easy Guide will then highlight which Phonak accessories can provide a substantial communication boost.

Open the Easy Guide
Learn more

Wireless Accessories - a quick overview

	Roger Pen	Roger Clip-On Mic	ComPilot	RemoteMic	TVLink S	DECT CFI	PilotOne	myPilot
In noise and over distance	✓	✓	-	✓	-	-	-	-
TV and multimedia	✓	✓	✓	-	✓	-	-	-
Phone calls	✓	-	✓	-	-	✓	-	-
Bluetooth enabled	-	-	✓	-	-	-	✓	✓

Wireless Communication Portfolio

Roger Pen
Roger Clip-On Mic
ComPilot
RemoteMic
TVLink S
PilotOne
myPilot
DECT CFI

Downloads

- Guidelines for preparing wireless accessories (PDF, 104KB)
- Product Information Phonak Wireless Communication Portfolio (PDF, 348KB)
- Boost the performance of your hearing aids (PDF, 248KB)

<http://www.phonakpro-us.com/com/b2b/en/products/wireless-communication.html>

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The broadest portfolio in the market

Phone

EasyCall II

DECT II

ComPilot Air II

Conversation

RemoteMic

Roger Clip-On Mic

Roger Pen Roger EasyPen

TV and music

TVLink II

Apps

RemoteControl App

Support App

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Join our Venture!

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