

Phonak e-Store Ordering – Custom Earpiece

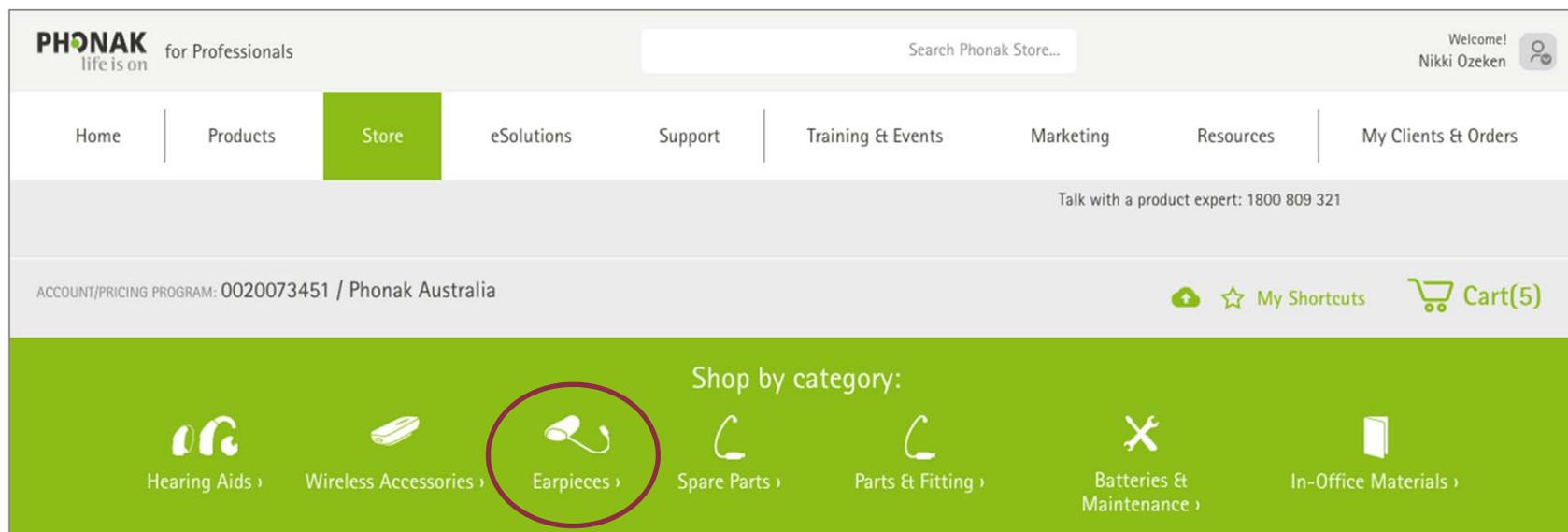
August 2019

A Sonova brand

PHONAK
life is on

There are two ways to locate & order custom earpieces:

1. Directly from the 'Earpieces' tab on the main menu to order all custom earpiece configurations.



2. Prior to checkout of a BTE/RIC hearing aid, in the configuration flow, open the 'Earpieces' tab and select from the associated custom earpiece options.

✓

The items have been added to your cart.

Checkout

[Continue Shopping >](#)



Phonak Audéo M30-R comes with the following:

- *Choose one (1) complimentary charger option & one (1) cleaning kit option. Specify your choice of each in the special notes section on the check out page. Please do not add these items to your cart.
- Choose from: Phonak Minicharger (075-3009) or Phonak Charging Case (075-0040)
*Phonak Minicharger will default if none selected.
- Choose from: C&C Cleaning Kit (098-0041) or D-Dry Electronic Cleaning Kit (098-0083-00014)
*No cleaning kit will be provided if not selected.

Material No. 050-0439-P6

Your clients might also be interested in these items that work with Phonak Audéo M30-R :
(Items will be added to your order)

Chargers & Cases <small>See all Chargers & Cases ></small>	Earpieces	Wireless Accessories <small>See all Wireless Accessories ></small>	Literature <small>See all Literature ></small>	Parts & Fittings <small>See all Parts & Fittings ></small>
<p style="font-size: 0.8em;">SlimTip 4.0 Acryl</p>  <div style="background-color: #4CAF50; color: white; padding: 2px 10px; border-radius: 10px; margin-top: 10px;">Configure</div>	<p style="font-size: 0.8em;">eShell 4.0 Acryl</p>  <div style="background-color: #ffff00; color: black; padding: 2px 10px; border-radius: 10px; margin-top: 10px;">Configure</div>	<p style="font-size: 0.8em;">SlimTip 4.0 Silicone</p>  <div style="background-color: #4CAF50; color: white; padding: 2px 10px; border-radius: 10px; margin-top: 10px;">Configure</div>	<p style="font-size: 0.8em;">SlimTip 4.0 Titanium</p>  <div style="background-color: #4CAF50; color: white; padding: 2px 10px; border-radius: 10px; margin-top: 10px;">Configure</div>	

Checkout

[Continue Shopping >](#)

How to Order a Custom Earpiece

1. If the custom earpiece is for an hearing aid, select the make and model.

2. If the custom earpiece is a standalone order select 'unknown' in the make and model menu drop downs.

Earpieces

To order a custom earpiece for your client, please complete the required client information and select your configuration options by following the steps below.

Client Data → Configure Product → Confirm & add to cart

1 This item is for:

2 Select side: Right Ear Left Ear

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

4 Ear impression:

Right Ear

- Upload a File
- Use an impression on file
- Mail in an impression

Upon checkout, you will be able to download an Order Summary document to include in your mailing.

Left Ear

- Upload a File
- Use an impression on file
- Mail in an impression

Upon checkout, you will be able to download an Order Summary document to include in your mailing.

Next Step:

Earpieces

To order a custom earpiece for your client, please complete the required client information and select your configuration options by following the steps below.

Client Data → Configure Product → Confirm & add to cart

1 This item is for:

2 Select side: Right Ear Left Ear

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

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Left Ear

- Upload a File
- Use an impression on file
- Mail in an impression

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Next Step:

3. Select the side of the ear, left, right or both
4. Proceed to plot the audiogram. **Please note this is a mandatory step.** If you don't have an audiogram, plug in any numbers in the audiogram to proceed to the next step. If the audiogram is the same for both ears, the copier arrows can be used to transfer the audiogram to the other side (see diagram)
5. Next, indicate how the impression will be received by Phonak. There are three options:
 - Upload a file
 - Use impression on file (enter the serial no)
 - Mail an impression (default pre-selected option)
6. When the selections are complete, click on the 'Configure' button.

Earpieces

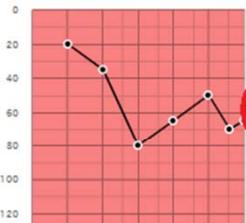
To order a custom earpiece for your client, please complete the required client information and select your configuration options by following the steps below.

Client Data → Configure Product → Confirm & add to cart

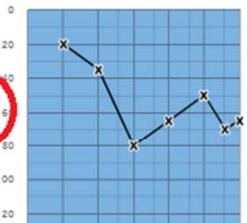
1 This item is for: Audio M 312T

2 Select side: Right Ear Left Ear

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



125 250 500 1k 2k 4k 8k



125 250 500 1k 2k 4k 8k

Copy



4 Ear impression:

Right Ear

Upload a File

Use an impression on file

Mail in an impression

Upon checkout, you will be able to download an Order Summary document to include in your mailing.

Left Ear

Upload a File

Use an impression on file

Mail in an impression

Upon checkout, you will be able to download an Order Summary document to include in your mailing.

Next Step: Configure

7. Now choose a model, receiver, length and colours.

5 Choose a model

● Right Ear ● Left Ear

Earmold Hard	Earmold Hard
Earmold Soft	Earmold Soft
Slim Tip Hard	Slim Tip Hard
Slim Tip Soft	Slim Tip Soft
SlimTip 4.0 Acryl, Marvel	SlimTip 4.0 Acryl, Marvel
SlimTip 4.0 Silicone, Marvel	SlimTip 4.0 Silicone, Marvel
SlimTip 4.0 Titanium, Marvel	SlimTip 4.0 Titanium, Marvel
cShell Hard	cShell Hard
cShell 4.0 Acryl, Marvel	cShell 4.0 Acryl, Marvel
Phonak CROS Tip	Phonak CROS Tip

Note: you can link or unlink these model options to allow you to choose the same or different options for the left and right earpiece. See below linking tool.

6 Choose a receiver

● Right Ear ● Left Ear

xP - Power Power	xS - Standard Standard	No Receiver Slim Tube Adapter	xP - Power Power	xS - Standard Standard	No Receiver Slim Tube Adapter
		✓			✓

7 Choose a length

● Right Ear ● Left Ear

8. Now review the 'Choose Options' section. The choose options section will pre-populate with the standard selections.

If you would like to make any changes to these options, click the 'Advanced Mode' button, then you can make changes to the desired fields.

Once your selections are complete, click 'Confirm'.

9 Choose options

Advanced Mode

Right Ear **Material** **Left Ear**

Right Ear	Material	Left Ear
Hollow	Material	Hollow
None	Wax System	None
Cavity Vent/Custom Large	Venting	Cavity Vent/Custom Large
Removal Line - Transparent	Removal Line	Removal Line - Transparent
None	Ear Retention	None
Hard Acrylic Lacquer	Shell Options	Hard Acrylic Lacquer
None	Extended Tip	None
None	Tapered Tip	None
None	Color Dot	None
Not Required	Extended Helix	Not Required

[< Back](#) **Next Step: Confirm**

9. Select any warranty desired if applicable.
10. Now review the changes section. In the changes section, you can indicate whether you would like to be contacted prior to any changes being made during the manufacturing process or if it's ok for Phonak to make changes if needed to any of the options listed.
11. Add any special instructions in the special instructions section but please note, any instructions written here will route the order for manual review prior to the beginning of the manufacturing process.

Once your review is complete, click on 'Add to cart'.

12 Changes

In case any selected options are incompatible with other selected options, please tell us how you'd like to resolve the issue.

Please call if changes are required

It's OK for Phonak to change these items:

- Style
- Power level
- Wax System
- Venting
- TCool, Easyphone
- Removal Line
- User Control
- Color Dot
- Volume Control

Special instructions for this item

Please provide a telephone number in case we have questions about your order.

Together,
we change lives