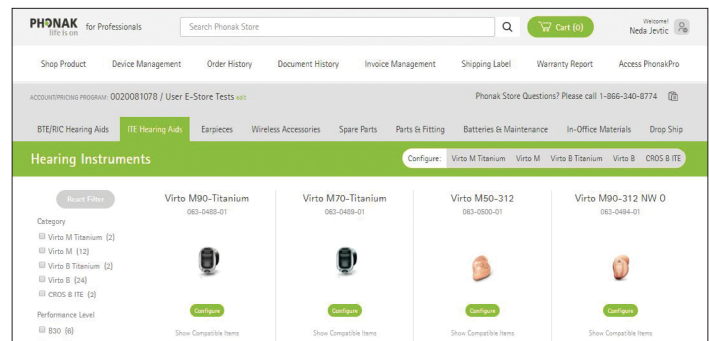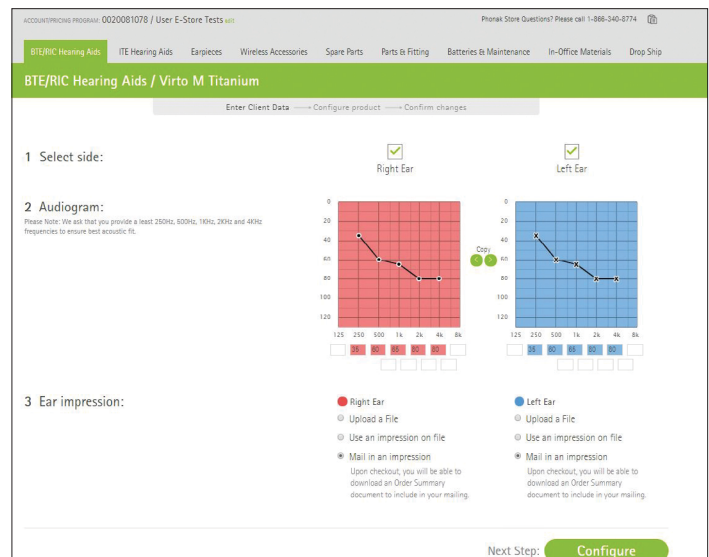# Phonak
Guide

How to order custom products on Phonak Store

Phonak Store allows you to easily place a custom order online. Select the product and configuration you would like and proceed to checkout.

1. Configure "ITE Hearing Aids" by selecting ITE Category in Configure bar or Category list on the left of the page.

2. Select appropriate ear(s) the hearing aid is for and enter the audiogram. Next, select your method for providing the impression to Phonak and click Configure. Select the performance level and model.

A Sonova brand

PHONAK
life is on

3. Select the performance level and model.

4 Choose a performance level

| Premium (M90) ✓ | Advanced (M70) |

5 Choose a model

● Right Ear   ● Left Ear

| 🎙 Virto M90–Titanium ✓ | | 🎙 Virto M90–Titanium ✓ |

4. Choose power level, color and options in standard or advanced mode for the hearing aid.

Note: Click on the "Advanced Mode" button to the right of the options to display the full list of available options.

6 Choose a shell style

● Right Ear   ∞   ● Left Ear

| IIC ⌄ | | IIC ⌄ |

7 Choose a power level

● Right Ear   ∞   ● Left Ear

| Moderate ✓ | Power | Super Power | | Moderate ✓ | Power | Super Power |

Your audiograms

8 Choose colors

● Right Ear   ∞   ● Left Ear

Shell Color: Titanium – U0   Shell Color: Titanium – U0

| ✓ | | ✓ |

Faceplate Color: Black – 06   Faceplate Color: Black – 06

| ✓ | 22 | 26 | | ✓ | 22 | 26 |

9 Choose options   Advanced Mode ⬤

● Right Ear   ∞   ● Left Ear

5. Select any additional warranty and indicate if you would like to be contacted if changes to the selected options are required. Click "Add to Cart" once your selections are complete.

6 Extend your hearing aid warranty

Right Ear — Left Ear

| 3 Years (included) | 3 Years (included) |
| 4 Years | 4 Years |

7 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
☑ Titanium FitGuide Measurement
☑ Wax System
☑ Venting
☑ TCoil, Easyphone
☑ Removal Line
☑ User Control
☑ Shell Options

Virto M Titanium

Virto M90-Titanium #063-0488

Right Ear　　Left Ear

Added Items:

Add to cart

6. Enter your patient's name, age range and gender (if available) and click "Proceed to Checkout."

Continue Shopping >　　**Proceed To Checkout**

First Name　Last Name　Medicaid #　Age　Gender

7. Review your order and click "Submit Order."

8. Your order number will be displayed. If you are mailing an impression to Phonak, click on "Download PDF" to download and print the Custom Product Overview and include this document in the box with the impression(s) you are sending to Phonak.

Thank you for your order　　Start a New Order

Your order confirmation number is W512210605.

If you have any questions please call us at 1-866-340-8774 or email us.

Next Steps:

1. Download and print the custom product overview PDF below.
2. Put the printout in a box with the ear impressions.
3. Mail to Phonak.

Download PDF

New to Phonak Store?

Signing up only takes a minute. Unsure as to where to begin? Schedule a one-on-one training with an eServices specialist. Simply email your training request to **eservices@phonak.com**.

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