

iView

User Guide



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PHONAK

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Welcome

Congratulations on choosing iView, the hearing system status viewer from Phonak.


iView provides clear information about the status of the hearing system at the touch of a button.

Battery life, volume level, current program and serial number can be easily monitored on the color LCD display.

Please read this manual carefully to benefit from all the features of your new iView. Ask your hearing care professional if you have any questions.

For further information, please visit the Phonak website www.accessories.phonak.com

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 **For your safety, carefully read the chapter Important information on pages 21–27.**

Description



- ① ON/OFF button
- ② Color LCD display
- ③ Status read out button
- ④ Mini USB connection
- ⑤ Reset button

iView accessories

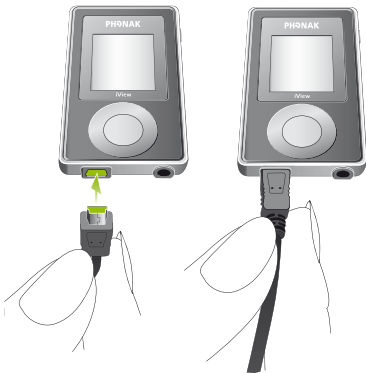
- Case
- Lanyard
- Power supply



Contents may vary depending on country.

Getting started

Charging the battery and general battery info


iView has an internal, rechargeable battery. To charge it, connect the charging cable to iView as shown in the picture below. Plug the other end of the charging cable into a power outlet.




-  Do not use iView while charging.
-  For safety reasons, recharge the battery only with chargers supplied by Phonak.

During the charging process, the battery symbol on the screen will flash. Once the battery is fully charged, the battery symbol will stop flashing.

Charging an empty battery typically takes about 90 minutes. It is safe to leave the charger connected overnight – the battery cannot be overcharged.

 **When charging iView for the first time, leave it to charge for five hours, even if the battery symbol stops flashing.**

 **A new battery's full performance is achieved only after two or three complete charge and discharge cycles.**

The iView battery can be charged hundreds of times. If the operating time of your iView reduces substantially, please contact your hearing care professional.

Getting started

Operating time

The status of the iView battery is shown with a battery symbol on the screen (see page 12). Battery consumption and the operating time greatly depend on the usage of the device. If used regularly, iView will run for several weeks before needing recharging.

Turning iView ON/OFF

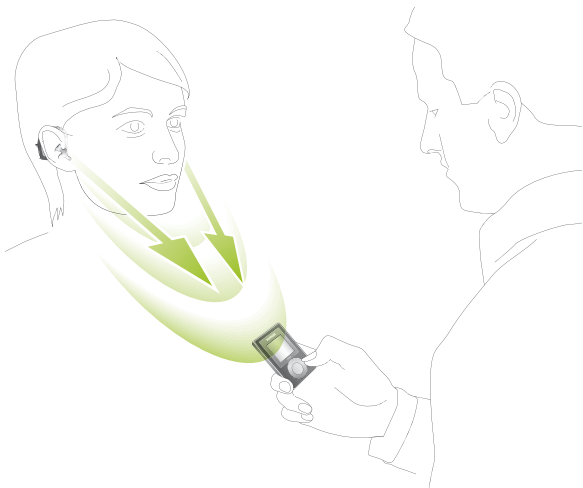
To turn iView ON/OFF, press and hold the ON/OFF button for about a second until you see the display turn ON/OFF.



- ⓘ iView will turn off automatically if not used for more than one minute.

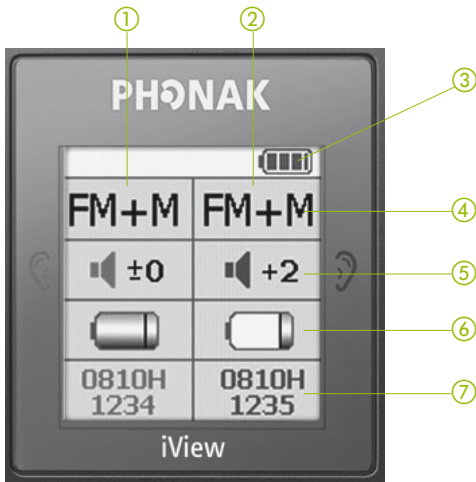
Operating range

The status read out range is up to 50 cm (20").



Using iView

Information on the screen



- ① Status of right hearing instrument
- ② Status of left hearing instrument
- ③ iView battery status
- ④ Hearing instrument program
- ⑤ Hearing instrument volume change in dB relative to start-up level
- ⑥ Hearing instrument battery status
- ⑦ Hearing instrument serial number

Reading out the hearing instrument status


Press the status read out button to initiate the read out process. After the status is read out successfully, the settings for the left and right hearing instruments will be displayed.

If you are trying to read out the status of two hearing instruments, but only one is displayed, reduce the distance and try again. If it still doesn't work, check if the hearing instrument is turned on or replace the hearing aid batteries and press the read out button again.

Displayed status information

Hearing program



- | | | |
|---|---|---|
| A | ▷ | Automatic |
| P1–P5 | ▷ | Program 1–5 |
| FM | ▷ | Program for FM signal only |
| FM+M | ▷ | Program for FM signal and hearing instrument microphone |
| T | ▷ | Program for T-coil |
| M+T | ▷ | Program for hearing instrument microphone and T-coil |
|  | ▷ | Mute |
| ? | ▷ | unknown program |

Ask your hearing care professional for detailed information regarding individual hearing programs.

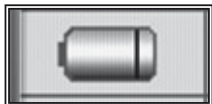
Volume settings



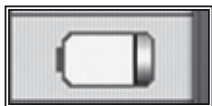
- ▷ The number shows the change in volume relative to the pre-programmed level

Using iView

Hearing instrument battery status



▷ The battery is ok



▷ The battery is approaching exhaustion and has to be replaced

Serial Number

0810H 1234	0810H 1235
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- ▷ Serial number of the hearing instruments

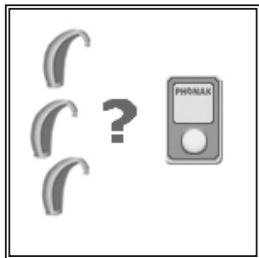
Possible error messages

In the event that the readout process fails, the following screen will be displayed:



Reduce the distance to the hearing instruments and try again. If it still doesn't work, check if the hearing instruments are turned on or replace the hearing aid batteries and press the read out button again.

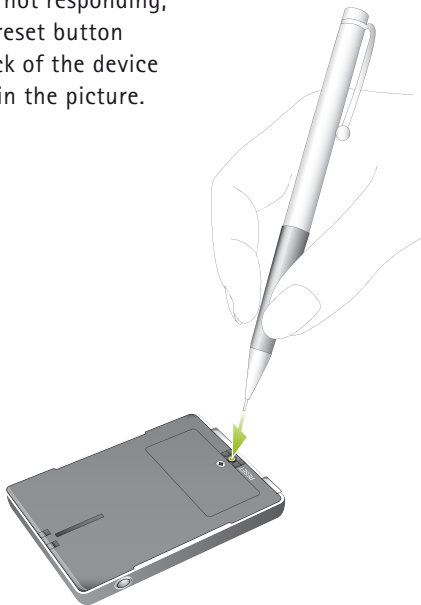
In the event that too many hearing instruments are in range, the following screen will be displayed:



Separate the hearing instruments that you want to read out from the others and press the read out button again.




Reset button

If iView is not responding, press the reset button on the back of the device as shown in the picture.



Important information

Maintenance and care

-  Clean iView using a damp cloth. Never use household cleaning products (detergent, soap, etc.) or alcohol to clean the device.
-  When iView is not in use, turn it OFF and store it safely.
-  Protect iView from excessive moisture (bathing, swimming) and heat (radiator, car dashboard). Protect it from excessive shock and vibration.

Important information

Safety notice



Keep this device out of reach of children under 3 years.



Interference with medical devices

This device uses low-power, digitally coded transmission to communicate with the hearing instrument.





Although unlikely, interference with medical devices such as pacemakers is possible.

Interference should not occur with normal use when the device remains 10 cm (4") or more from the body. Therefore, it is recommended that pacemaker users do not keep this device in a breast pocket.





External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.

Important points

-  The digitally-coded, inductive transmission technology used in this device is extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the device near a computer terminal or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24") away to ensure proper operation. If the hearing instruments do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
-  Do not use this device in locations where it is forbidden to use electronic devices.
-  High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.
-  Use only original Phonak accessories.

Important information

-  Do not make any changes or modifications to this device.
-  Opening iView might damage it. If problems occur which cannot be resolved by following the guidelines in the troubleshooting section of this user guide, consult your hearing care professional.

- ⓘ iView may only be repaired by an authorized service center.
- ⓘ The battery may only be replaced by an authorized service center.
- ⓘ Do not remove this cover:



Important information

Troubleshooting

Situation

A question mark or the information of only one hearing instrument (if you have two) is displayed after performing the readout process

Message with three hearing instruments is displayed after performing the read out process

iView turns OFF

iView is unresponsive

Most probable cause	Remedy
iView may be out of range of hearing instruments	Move iView closer to hearing instruments
Hearing instruments may be turned OFF	Turn hearing instruments ON
Hearing instrument batteries may be depleted	Replace batteries
Too many hearing instruments are in range	Separate the hearing instruments that you want to read out from the others and press the read out button again
The battery is empty	Charge iView
iView may have encountered a software problem	Reset iView

Service and Warranty

Phonak offers you a comprehensive global warranty which becomes effective on the date of purchase. Please ask your hearing care professional about the details and duration. This warranty covers any repairs due to defects in material and/or workmanship. The warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the Phonak warranty null and void. This warranty does not include any services performed by a hearing care professional in their office. This warranty applies to the Phonak products listed below:

Serial number:

Date of purchase:

Declaration of conformity

Phonak AG, Laubisrütistrasse 28, CH-8712 Stäfa, Switzerland declares under its sole responsibility that iView is in conformity with the following standards or other standardizing documents:

Radio: EN 300 330

EMC: EN 60601-1-2

El. Safety: EN/IEC 60601-1

Implementing the provisions of the MDD 93/42/EEC (Medical Device Directive), R&TTE Directive 1999/5/EC (Radio and Telecommunications Terminal Equipment), EMC Directive 2004/108/EC (Electromagnetic Compatibility) and LVD 2006/95/EC (Low Voltage Directive).

Phonak distributors worldwide

Group companies:	(detailed information on www.phonak.com)
Australia	Phonak Australasia Pty. Ltd. Baulkham Hills N.S.W 2153
Austria	Hansaton Akustische Geräte GmbH 5020 Salzburg
Belgium	Ets Lapperre B.H.A.C. NV B-1702 Groot-Bijgaarden Phonak Belgium NV, B-1700 Dilbeek
Brazil	CAS Produtos Médicos São Paulo – SP 04363-100
Canada	Phonak Canada Limited Mississauga, Ontario L5W 0B3
China	Phonak (Shanghai) Co. Ltd. Shanghai City 200233
Denmark	Phonak Danmark A/S, Nitivej 10 2000 Frederiksberg
France	Phonak France SA, 69500 Bron
Germany	Phonak GmbH, 70736 Fellbach-Oeffingen EC Representative
India	Phonak India Pvt. Ltd., 100 034 New Delhi
Italy	Phonak Italia S.r.l., 20159 Milano
Japan	Phonak Japan Co., Ltd., Tokyo 101-0044
Jordan	Phonak Middle East, 11181 Amman
Mexico	Phonak Mexicana, S.A. de C.V. 03920 México, D.F.MEXICO
Netherlands	Phonak B.V., 3439 ME Nieuwegein
New Zealand	Phonak New Zealand Ltd., Takapuna Auckland 9
Norway	Phonak AS, 0105 Oslo
Poland	Phonak Polska SP Z.O.O 00-567 Warszawa

Russian Federation	Phonak CIS Ltd., Moscow, 115114
Spain	Phonak Ibérica S.A., 03008 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
Turkey	Phonak Turkey A.S., 34357 Istanbul
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927

Independent general distributors:

A complete list of Phonak distributors is available at Phonak's Internet site: **www.phonak.com**. Please visit us or ask your hearing care professional for information.

Manufacturer:

Phonak AG, Laubisrütistrasse 28
CH-8712 Stäfa, Switzerland

Notices

Notice 1

This instrument is certified under:



FCC ID: KWC-MYPILOT1

IC: 2262A-MYPILOT1

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications made to this equipment not expressly approved by Phonak may void the FCC authorization to operate this equipment.

Notice 2

This Class B digital apparatus complies with Canadian ICES-003.

Notice 3

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help



The CE symbol is a confirmation by Phonak AG that this Phonak product meets the requirements of directive 93/42/EEC on medical devices and the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment.

The numbers after the CE symbol are the numbers of consulted certified bodies under the above mentioned directives. The alert sign means that potential restrictions on its use are applicable in one or more EU Member States.



This symbol indicates that this product complies with requirements for a B type applied part according to EN 60601-1.



This symbol indicates that it is important that the user refers to associated warnings given in this user guide.



The symbol with the crossed out disposal bin indicates that this product shall not be treated as household waste. Please hand over your old or unused product to the applicable collection point for the recycling of electrical and electronic equipment or bring your old product to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

Operating conditions

This product has been designed for trouble-free operation without restrictions when used as intended, unless otherwise stated in this user guide.

Transportation and storage conditions

Temperature should not exceed limits of $-20^{\circ}/60^{\circ}$ Celsius at a relative air humidity of 65% for extended periods during transportation and storage. Air pressure between 500 and 1100 hPa is not detrimental to this device.



Australia & New Zealand



Brazil

CMI ID:

China



Japan



South Korea



Your hearing care professional

www.phonak.com

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