Phonak PilotOne

Remote Control

User Guide

PHONAK life is on

Contents

1. Welcome 5

2. Important information: Please read before operating your Phonak PilotOne remote control for the first time 6

- Hazard warnings 6
- Information on product safety 8

3. Description 10

4. Step-by-step instructions for using the Phonak PilotOne remote control 11

- **Step 1.** Inserting or replacing the battery 11
- **Step 2.** Locking & unlocking the remote control 12
- **Step 3.** FlexControl / Volume change 12
- **Step 4.** Program change button 13
- **Step 5.** "Home"-Button 13
- **Step 6.** Understanding the status light 14

5. Troubleshooting 16

6. Service and warranty 18

7. Declaration of conformity 19

8. Information and explanation of symbols 21

1. Welcome

Congratulations on the purchase of this premium Swiss quality product.

Your new Phonak PilotOne remote control was developed by Phonak, one of the world's leading companies in hearing technology.

Your user-friendly remote control gives you access to the most important functions of your hearing system. It guarantees easy management of your hearing programs, listening comfort and volume at any time.

Please read these user instructions thoroughly in order to benefit from all the possibilities your new hearing system has to offer.

If you have any questions, please consult your hearing care professional.

Phonak – life is on www.phonak.com

2. Important information

Please read the information on the following pages before using your Phonak PilotOne remote control.

2.1 Hazard warnings

⚠ Keep this remote control out of reach of children under 3 years.

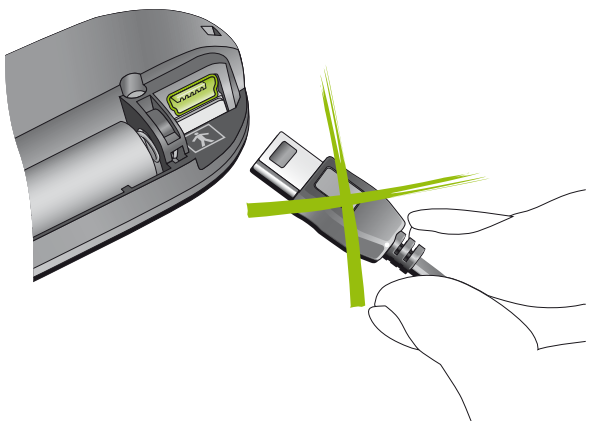
⚠ Use only a PilotOne that has been specially programmed for your hearing systems by your hearing care professional.

⚠ Changes or modifications to the PilotOne that were not explicitly approved by Phonak are not permitted.

⚠ Batteries are toxic if they are swallowed! Keep out of reach of children and pets. If batteries are swallowed, consult your physician immediately!

⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Phonak AG.

⚠ The mini-USB port is to be used for programming purpose only by your hearing care professional.



⚠ Interference with medical devices. This remote control uses low-power, digitally coded transmission to communicate to your hearing system. Although unlikely, interference with medical devices such as pacemakers is possible. Therefore pacemaker users must not keep this remote control in or near a breast pocket.

2.2 Information on product safety

ⓘ Protect PilotOne from excessive moisture (bathing, swimming) and heat (radiator, car dashboard). Protect it from excessive shock and vibration.

ⓘ Clean PilotOne using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean PilotOne. Never use a microwave or other heating devices to dry PilotOne.

ⓘ Always use a high quality, long-life alkaline battery as replacement and dispose of the old one in an environmentally-friendly way. Use of rechargeable batteries is not recommended.

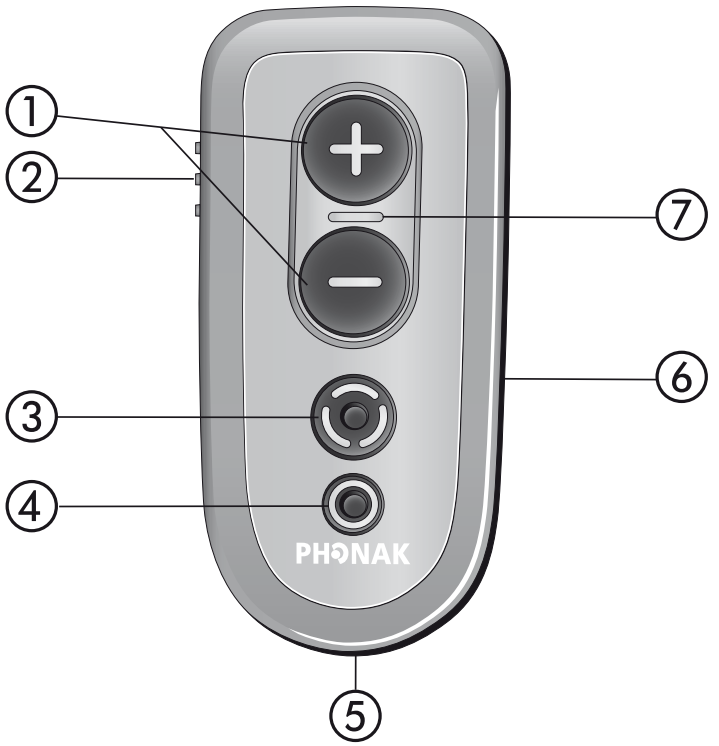
ⓘ Remove the battery if you are not using PilotOne for a long period of time.

ⓘ The digitally-coded, inductive transmission technology used in this remote control is extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the hearing system near computer equipment, larger electronic installation or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24") away from the interfering device to ensure proper operation.

ⓘ X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the PilotOne remote control.

ⓘ Do not use your PilotOne remote control in areas where electronic equipment is prohibited.

3. Description



① FlexControl / Volume
② PilotOne buttons lock
③ Program change
④ “Home”-Button
⑤ Eyelet for keyring lanyard
⑥ Battery door
⑦ PilotOne status light

4. Step-by-step instructions for using the Phonak PilotOne remote control

Step 1. Inserting or replacing the battery

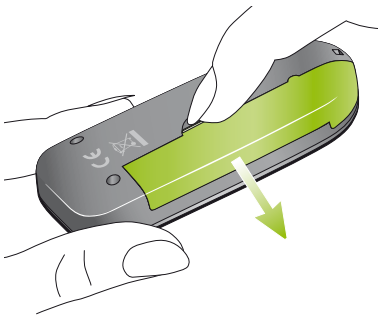


Fig. 1a

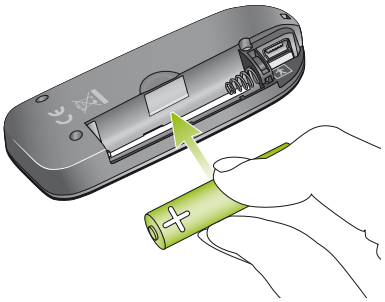


Fig. 1b

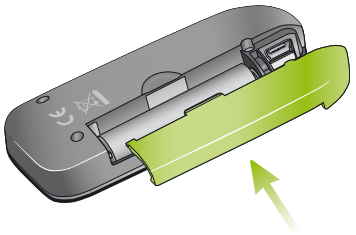


Fig. 1c

Slide the battery cover in the direction of the arrow to remove it (Fig. 1a).

If necessary remove the old battery first. Insert 1 new battery with the correct +/– position
(Alkaline 1.5 V, type AAA, LR03 or AM4), (Fig. 1b).

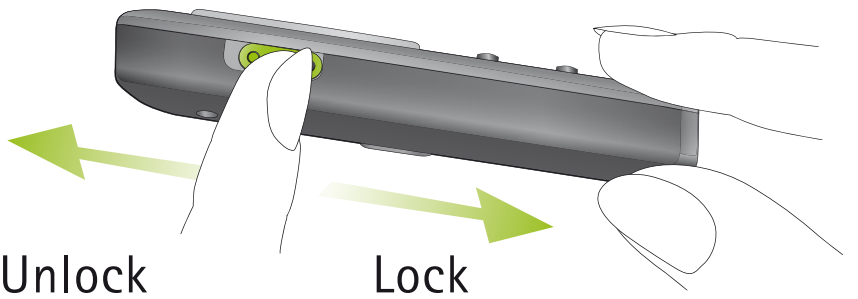
Secure the battery cover by sliding it in the direction of the arrow (Fig. 1c).

⚠ **The mini-USB port cannot be used for battery charging. Do not use rechargeable batteries.**

Step 2. Locking & unlocking the remote control

Your PilotOne is equipped with a lock function to prevent unwanted button press.
For storage and transportation you may lock the remote control.

Slide lock as shown to lock or unlock the remote control



For operation make sure PilotOne is unlocked.

Use the following steps to adjust your hearing system

Step 3. FlexControl / Volume change

As well as changing volume, FlexControl helps you optimize clarity and comfort for different listening situations using the +/- buttons.

This innovative solution from Phonak is available on selected hearing systems and configurable by the hearing care professional.

Please ask your hearing care professional for more information.

Press “+” to increase
Press “–” to decrease

Step 4. Program change button

Use the program change button to switch listening programs.

Step 5. “Home”-Button

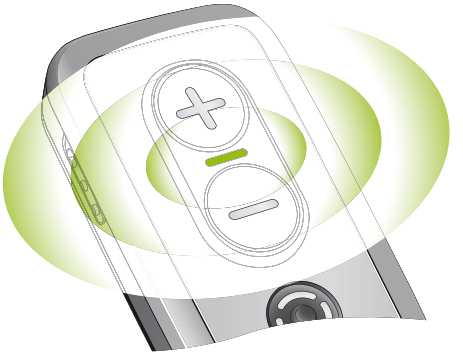
Push the “Home” button to return to the startup hearing program and volume levels of your hearing system.

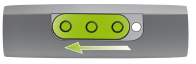
Notes:

- Your hearing system may beep to confirm that your selection was applied
- Both hearing instruments are controlled at the same time
- Please ask your hearing care professional to print your personal PilotOne report
- The available hearing programs and volume levels are set by your hearing care professional

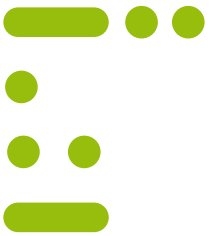
Step 6. Understanding the status light

With the unlocked PilotOne, the status light supports you with helpful information in the following way:



- When unlocking (), the status light is lit for one second indicating that PilotOne is ready to use
- As long as a button is pressed the status light is lit until the button is released again

- After pressing the program ( ) or home ( ) button the status light will flash to indicate the selected program



Automatic
Manual program 1
Manual program 2, etc.
Mute

All of the above light indications are either green or yellow color depending on the PilotOne battery status

Green: Battery ok

Yellow: 20% left. Replace the battery

5. Troubleshooting

No light indication if a button is pressed

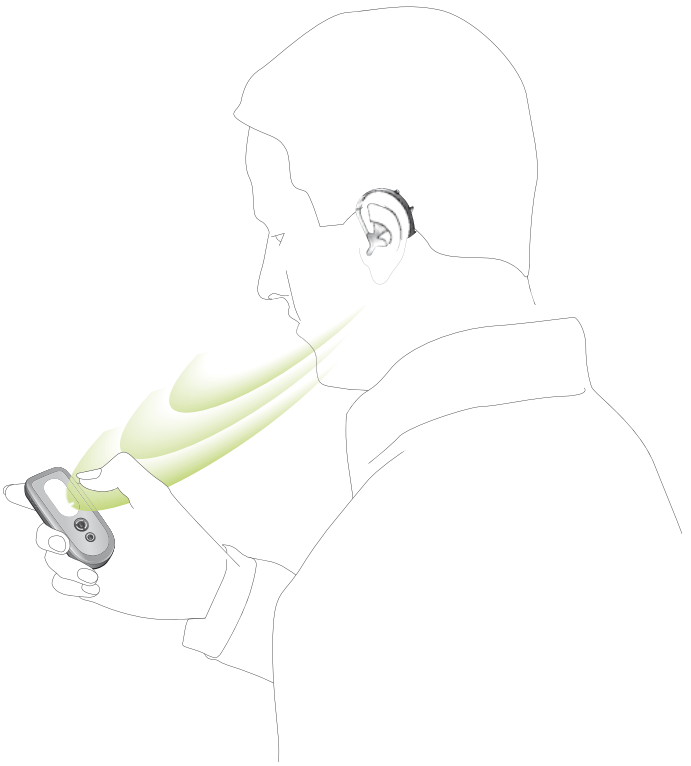
- Unlock the PilotOne ( )
- If the status light still does not flash after a button press replace the PilotOne battery

The hearing system does not react to the remote control commands

- Make sure your hearing system is switched on and worn correctly
- Hold the PilotOne no further than arms' length. Its surface should be oriented towards your face during operation
- Ask your hearing care professional to re-program your PilotOne

Operating distance

1 meter / 40"



Keyring lanyard attachment (Fig. 5)

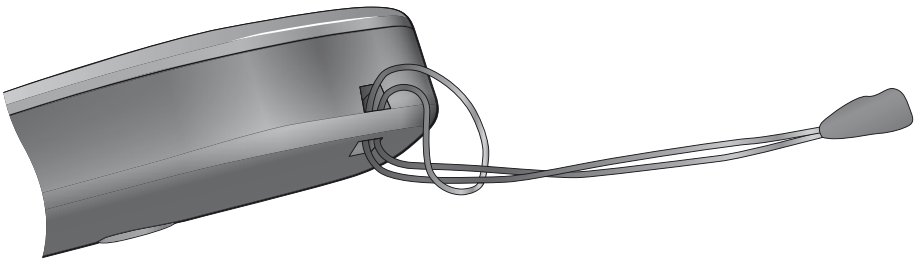


Fig. 5

6. Service and warranty

Phonak offers you a comprehensive, worldwide 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 demage 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 produckts listed below:

Serial number:

Purchase date:

7. Declaration of conformity

Hereby Phonak AG declares that this Phonak PilotOne is in compliance with the essential requirements of the Medical Device Directive 93/42/EEC & the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the addresses below.

Manufacturer:
Phonak AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland

EU Representative:
Phonak GmbH
Max-Eyth-Strasse 20
D-70736 Fellbach-Oeffingen
Germany

7. Declaration of conformity

This Phonak PilotOne is certified under:

USA	FCC ID:	KWC-PILOTONE1
Canada	IC:	2262A-PILOTONE1

This remote control 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 PilotOne not expressly approved by Phonak may void the FCC authorization to operate this device.

Australia	✓	N15398
New Zealand		Z1285

8. Information and explanation of symbols

CE
XXXX

With the CE symbol, Phonak AG confirms that this Phonak product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the R&TTE Directive 1999/5/EC on radio and telecommunications transmitters. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.

This symbol indicates that the products described in these user instructions adhere to the requirements for an application part of Type BF of EN 60601-1. The surface of the device is specified as application part of Type BF.

8. Information and explanation of symbols

This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.

This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.

Important information for handling and product safety.

Australian EMC and Radiocommunications compliance label.

Operating conditions

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides. –10°/55° Celsius and relative humidity of <95% (non condensing).

Transport and storage conditions

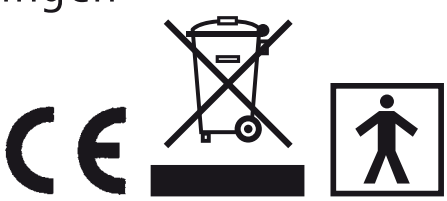
During transport or storage, the temperature should not exceed the limit values of –20°/60° Celsius and relative humidity of 90% for a long period of time. The air pressure between 500 and 1100 hPa is appropriate.

The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose old or unused device, at waste disposal sites intended for electronic waste, or give your device to your hearing care professional for disposal. Proper disposal protects the environment and health.

Manufacturer:
Phonak AG
Laubisrütistrasse 28
CH-8712 Stäfa
Switzerland

EU Representative:
Phonak GmbH
Max-Eyth-Strasse 20
D-70736 Fellbach-Oeffingen
Germany

www.phonak.com



029-0225-02/V1.00/2010-08/A+W/FO Printed in Switzerland
©Phonak AG All rights reserved