

Phonak ComPilot

User Guide



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Contents

1. Welcome	5
2. Getting to know your ComPilot	6
2.1 Legend	7
2.2 Accessories	8
3. Getting started	9
3.1 Setting up the power supply	9
3.2 Charging the ComPilot battery	10
3.3 Turning the ComPilot ON and OFF	11
3.4 ComPilot Bluetooth pairing introduction	13
3.5 Wearing the ComPilot correctly	14
3.6 Testing sound via the ComPilot	15
4. Using the ComPilot as an audio streamer	16
4.1 Streaming music via a cable	16
4.2 Streaming music via Bluetooth	17
4.3 Watching TV	19
4.4 Adjusting the volume	20

5. Using the ComPilot for phone calls	21
5.1 Introduction	21
5.2 Incoming calls	25
5.3 Making phone calls	28
5.4 Ending a call	29
5.5 Advanced phone options	30
5.6 Using the external microphone	32
5.7 Locking the main button	33
6. Using the ComPilot as a remote control	34
7. Using the ComPilot with FM	38
8. More detailed information	40
8.1 Wearing the ComPilot in different ways	41
8.2 Managing multiple inputs to the ComPilot	42
8.3 Resetting your ComPilot	47
8.4 Summary of indicator lights	48
8.5 Introduction to Bluetooth	51

Contents

8.6	Setting up Bluetooth	56
8.7	Caller identification: spoken caller names	62
8.8	VoiceAlerts: spoken ComPilot status	63
9.	Troubleshooting ComPilot	65
10.	Important safety information	73
10.1	Hazard warnings	73
10.2	Information on product safety	75
10.3	Other important information	78
11.	Service and warranty	79
12.	Compliance information	81
13.	Information and explanation of symbols	84

1. Welcome

Your new ComPilot is a Swiss premium-quality product developed by Phonak, one of the world's leading companies in hearing technology.

The ComPilot provides remote control functions to adjust your hearing aid for increased listening comfort. It also connects your hearing aids wirelessly to other communication and audio devices.

Please read the user instructions thoroughly in order to benefit from all the possibilities your hearing system offers.

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

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www.phonak-us.com



2. Getting to know your ComPilot

The Phonak ComPilot connects all Phonak wireless hearing aids wirelessly to Bluetooth®-enabled phones and devices or MP3 players for speech or stereo music. The ComPilot is also compatible with Phonak's range of FM receivers via Europlug input.

The remote control gives you access to important control elements for most of the Phonak wireless hearing instruments. A list of compatible hearing aids can be found at <http://www.phonak.com/compilot>

- ⓘ Please note that your hearing care professional must configure your ComPilot before it can be used as a remote control for your hearing aids. Audio streaming however is possible at any time.

Bluetooth® is a registered trademark owned by the Bluetooth SIG, Inc.

2.1 Legend

Buttons

- ① Main (M)
- ② Volume +/- (+/-)
- ③ Home (↑)
- ④ Connect (<>)
- ⑤ ON/OFF switch (I/O)

Inputs

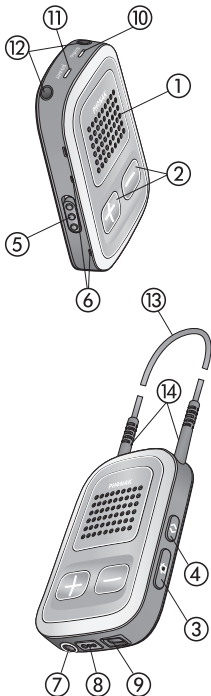
- ⑥ Microphone openings
- ⑦ Audio input (3.5 mm jack)
- ⑧ FM input (Europlug)
- ⑨ Charging input (mini-USB)

Indicators

- ⑩ Audio indicator
- ⑪ Power indicator

Neckloop

- ⑫ Neckloop sockets
- ⑬ Neckloop (with antenna)
- ⑭ Neckloop plugs



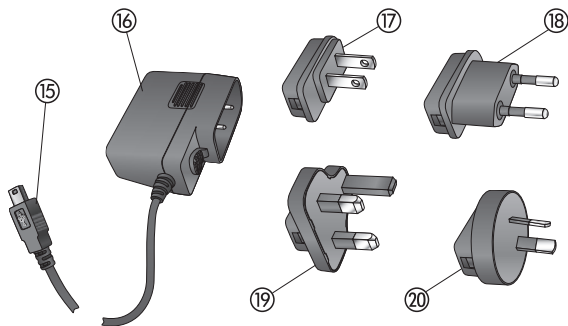
2. Getting to know your ComPilot

2.2 Accessories

(content may vary depending on the country)

⑮/⑯ Universal power supply with mini-USB plug

⑰–⑳ US, EU, UK, AUS adapter



Other optional accessories

- External lapel microphone "MC1"
- Short neckloop (51 cm)
- Phonak TVLink S basestation
(Phonak Bluetooth transmitter for TV use)
- Audio cable, 1.5 m / 5 ft.
- USB cable, 3 m / 10 ft.

3. Getting started

3.1 Setting up the power supply

1. Select the adapter that corresponds to your country.



US



EU

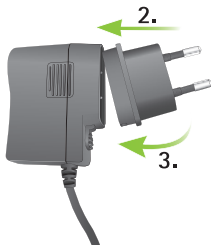


UK



AUS

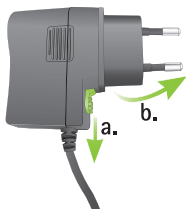
2. Insert the round corner of the adapter to the round corner of the universal power supply until it is completely inserted.



3. Click the tail of the adapter in to lock it into place. Make sure the adapter is securely locked.

To remove the power adapter:

- a. Pull back the tab on the universal power supply and hold.
- b. Gently pull the adapter upwards to remove it from receptacle.
- c. Then start over with step 1 (above).



3. Getting started

3.2 Charging the ComPilot battery

Your ComPilot has a non-removable rechargeable battery.

To charge it:

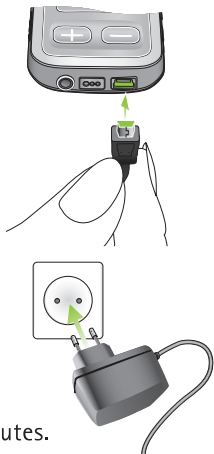
1. Plug the mini-USB plug into the mini-USB port on the ComPilot.
2. Plug the power supply into a power outlet.

Power indicator

- Solid red: Charging, typically 90 minutes.
- Solid green: Battery fully charged.

It is safe to leave the ComPilot connected to the charger overnight.

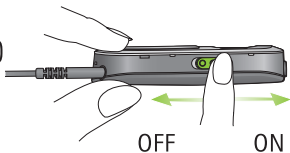
- ⓘ When charging your ComPilot for the first time, leave it charging for at least three hours, even if the battery indicator is not lit or turns green earlier.



-
- ① A new battery's full performance is achieved only after two to three complete charge and discharge cycles.
 - ① A fully charged battery provides 8 hours of streaming and 48 hours of standby time.

3.3 Turning the ComPilot ON and OFF

Slide the Power switch (I/O) as shown to turn the ComPilot ON or OFF.








Switch the ComPilot OFF when not in use or if in storage or during transportation.

For operational use switch the ComPilot ON.

3. Getting started

Battery status information

The Power indicator shows the following:

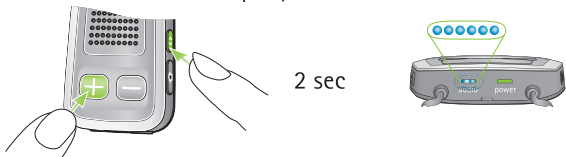
	Green for 2 seconds	Switching ON
	Blink red then solid for 2 seconds	Switching OFF
	Slow blink green	Normal operation
	Short blink red	<20% battery left. Please charge
	No blinking just after switching ON	Charge for at least 2 hours

- ⓘ If the neckloop was removed for more than 2 minutes, the Power indicator is only lit as long as a button is pressed.

3.4 ComPilot Bluetooth pairing introduction

Find more details on page 56.

1. Switch ON (**I/O**) the ComPilot.
2. Press and hold the Connect (**<>**) and Volume (**+**) button simultaneously for 2 seconds until the Audio indicator starts to rapidly blink blue.



3. Start the pairing process on the Bluetooth device (e.g., phone) within 1 minute according to the device's user guide and use code "0000" when prompted.
4. After successful pairing, the Audio indicator will stop rapidly blinking blue.

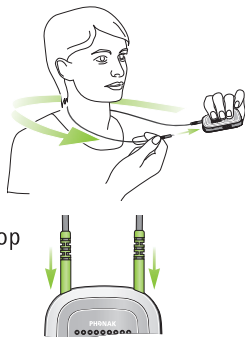
- ① The pairing process does not require the neckloop to be plugged in. For streaming and Bluetooth connection the neckloop is mandatory.
- ① When pairing to a cellular phone we recommend disabling the phone key tones and SMS alerts.

3. Getting started

3.5 Wearing the ComPilot correctly

Before any phone, music or TV streaming can take place, the ComPilot must be switched ON and worn correctly as shown below:

1. Put the neckloop around your neck (easily done when unplugging one neckloop plug).
2. Make sure both plugs are well connected in the neckloop sockets.
3. Switch the ComPilot ON.



- ⓘ For streaming the neckloop must always be plugged in. When unplugged, the ComPilot will go into sleep mode after two minutes. The Power and Audio indicators will stop blinking and all active Bluetooth connections are terminated to save power. Plug the neckloop in again to activate the streaming.

3.6 Testing sound via the ComPilot

1. Wear the ComPilot correctly and switch it ON.
2. Press and hold the Connect (<>) and Main (M) buttons simultaneously for 2 seconds until the Audio indicator turns violet.



The hearing aids will switch to the streaming mode and you will hear the ComPilot theme sound demo for 30 seconds.

Use the Volume (+/-) buttons to adjust the volume. The volume level is permanently stored and will be applied to all VoiceAlert messages.

If you cannot hear the demo sound:

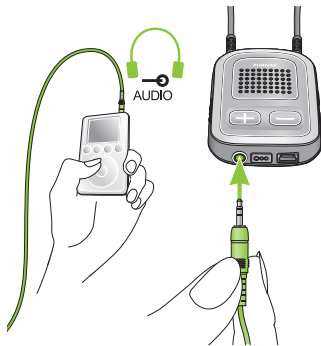
- Make sure your hearing aids are inserted correctly.
- Make sure the ComPilot neckloop is properly plugged in on both ends and worn around your neck.
- Make sure the ComPilot is charged and switched ON.
- Make sure you are not on a phone call connected through the ComPilot.

4. Using the ComPilot as an audio streamer

4.1 Streaming music via a cable

The ComPilot must be switched ON and worn correctly around your neck.

1. Insert the audio cable into the headphones socket on your audio player and start the player.
2. Insert the other end of the audio cable into the Audio input on your ComPilot. The audio streaming is automatically activated and the Audio indicator will change to orange.



Briefly press the Main (M) button to stop and restart streaming.

The programs of your hearing aids cannot be changed via the ComPilot Main (M) button when the audio cable is plugged in.

- ① ComPilot will confirm streaming via cable when activated (speech messages (VoiceAlerts) or beeps, according to the ComPilot configuration).

4.2 Streaming music via Bluetooth

If you have an audio source equipped with Bluetooth functionality (e.g., MP3 player), you can stream audio wirelessly to your hearing aids.

In order to use your ComPilot with a Bluetooth enabled audio device or transmitter, you must first pair the devices. Please refer to page 56 for further details.

To start Bluetooth streaming:

1. ComPilot must be switched ON and worn correctly.
2. Switch ON the other Bluetooth device.

4. Using the ComPilot as an audio streamer

3. For some Bluetooth devices it may be necessary to press "Play" on the device.
4. If the devices were paired and connected correctly streaming will start automatically and the Audio indicator will turn solid blue.

Use the Main (**M**) button to stop and restart Bluetooth streaming.

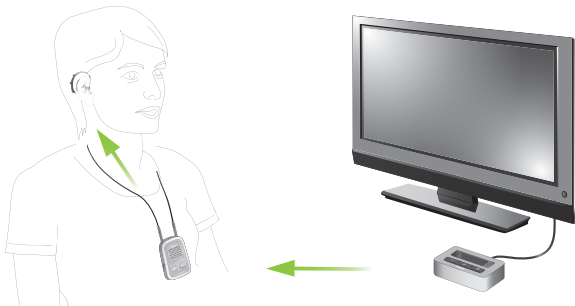
To stop Bluetooth streaming completely, switch the other Bluetooth device OFF or disable its Bluetooth feature.

- ① The ComPilot will confirm that Bluetooth streaming is activated (speech messages (VoiceAlerts) or beeps, depending on the ComPilot configuration).
- ① The hearing aid programs cannot be changed via the ComPilot Main (**M**) button when the Bluetooth device is streaming. Find more details about the remote control on page 34.

4.3 Watching TV

We recommend using the dedicated and optimized Phonak TVLink S basestation for watching TV.

It ensures low latency wireless transmission for up to 30 meters (90 ft.), offers a built-in volume control and acts as a charging cradle for the ComPilot.



4. Using the ComPilot as an audio streamer

4.4 Adjusting the volume

Press the ComPilot Volume (+/-) buttons to adjust:

- Press (+) to increase the volume
- Press (-) to decrease the volume

① Adjusting the volume on the ComPilot will have the same effect as adjusting the volume of the hearing aids.

You can also change the volume of the streaming audio signal only by using the volume controls of the audio device (e.g., cellular phone, MP3 player, TVLink S basestation).

This gives you the ability to decrease the hearing aid volume using the Minus (-) button during a phone call in a noisy environment, and increase the phone volume at the same time by using the volume up button on the phone.

① If your ComPilot was not grouped with your hearing aids by your hearing care professional, the (+/-) Volume buttons will only change the streaming audio but not the hearing aid volumes.

5. Using the ComPilot for phone calls

5.1 Introduction

Before you can use your ComPilot with your phone, you need to make sure the phone is Bluetooth enabled and complete the pairing and connection procedures (details on page 56).



5. Using the ComPilot for phone calls

The Main (M) button offers multi-operation functionality:

- It accepts and ends a phone call.
- It pauses and resumes the streaming from an audio device.
- It operates as a remote control (ComPilot must be configured as a remote control by your hearing care professional).

Some phones are configured to play key-press tones, SMS announcements and confirmation beeps to the ComPilot.

If this is set:

- You will hear these tones interrupting any active audio streaming through your hearing aids.
- Your hearing aids may shortly switch to streaming mode which may be unwanted.

Please refer to your phone user guide for information about disabling these sounds.

-
- ① Phone calls via Bluetooth will always take priority over other audio sources on your ComPilot.
 - ① It is not possible to change hearing aid programs during a phone call.
 - ① You will hear the caller's voice through both hearing aids.

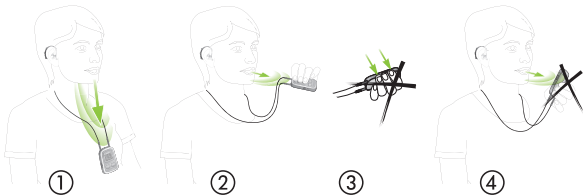
5. Using the ComPilot for phone calls

Use of ComPilot during phone calls

The Bluetooth range (maximum distance between ComPilot and the phone) is 5–10 meters (15–30 ft). Outside this range the connection will be lost or you will encounter intermittency during a call.

When engaged in a phone call, wear the ComPilot normally as shown in figure ① below.

- In very noisy environments, you may move the ComPilot closer to your mouth (figure ②).
- Avoid covering the small microphone openings on the side with your fingers or clothes (figure ③) and do not speak from the front (figure ④).



5.2 Incoming calls

The ComPilot must be switched ON, paired to the phone and worn correctly.

When a call is received on your phone, the ComPilot Audio indicator will show a solid blue light, and you will hear the ringtone signal through your hearing aids.

Different ringtones of the ComPilot

The phone ringtone depends on the ComPilot configuration and your phone capabilities.

The ringtone is assigned automatically during the initial phone pairing process and cannot be configured.

When pairing more than one phone, the second and third paired phone will have a different ringtone. A total of 3 different ringtones are automatically assigned.

5. Using the ComPilot for phone calls

The ComPilot will also announce the caller name as shown on the phone display (Caller identification using text-to-speech technology). The name is taken from your phone's directory.

- ① Please note that this feature must be supported by your phone. Please consult the phone user guide or the phone supplier for more information.
- ① The default language setting of a new ComPilot is US English. Your hearing care professional may configure the appropriate language setting for proper pronunciation of the names.
Your hearing care professional may switch the Caller identification off upon your request.

Accepting incoming calls

To accept an incoming call, briefly press the Main (M) button on your ComPilot once you hear the ringtone through your hearing aids.

Speak into the ComPilot – not into the phone – when the call is in progress.

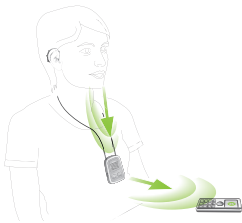
It will take about 5 seconds before you hear the ringtone through your hearing aids.

- ① For your safety, the hearing aid microphones will remain on at reduced level during phone calls and audio streaming.
- ① Only one phone call at a time is possible. A second ringing phone is ignored while phoning.



5. Using the ComPilot for phone calls

5.3 Making phone calls



Make sure the ComPilot and your phone are connected through Bluetooth as described on page 56.

Use the phone keypad to enter the number and press the phone dialing button.

When connected, you will hear the dialing tone through your hearing aid after approximately 3 seconds.

Using cordless phones (DECT) or older phones with Headset profile only

If your phone only supports the Headset profile (HSP), the connection must be initiated manually for outgoing calls. This often applies to cordless home phones (DECT standard).

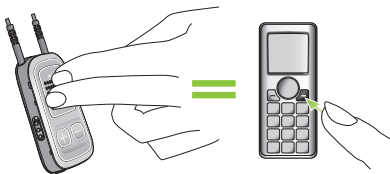
- ❶ For these phones, the Audio indicator might not blink blue even if the phone was paired before.

-
1. Type the number you want to dial on your phone, or select it from the phone book.
 2. Briefly press the Connect (**<>**) button then wait 5 seconds.
 3. The dialing process will automatically start and the Audio indicator will turn solid blue. You may hear a confirmation beep through your hearing aids.

5.4 Ending a call

To end a phone call via your ComPilot, briefly press the Main (**M**) button. The call will terminate and your hearing aids will return to the previously-active program or audio source (such as the audio jack input).

You can also end a call by operating your phone instead of your ComPilot.





5. Using the ComPilot for phone calls


5.5 Advanced phone options

Rejecting a call

If you prefer not to answer an incoming call, press and hold the Main (**M**) button on your ComPilot for about two seconds until the ringtone stops. Using your phone to reject the call will have the same effect.

Pressing the Home () button will terminate the call and the hearing aids will switch to the startup program.

Your hearing care professional may configure the following additional features on ComPilot. They will be assigned to a long press (2 seconds) of the Main (**M**)- or the Connect ()-button:

-  Your phone must support these features. Please consult the phone user manual for details.

1. Redial last number

A long press of the assigned button will redial the last dialed number.

2. Voice dial

A long press of the assigned button will start the voice dial which allows you to speak the person's name instead of typing the number.

- ① When using two phones at the same time (Multi Point) only the last paired phone can be used for voice dial.

3. Hold call

While in a phone conversation, a long press of the assigned button will put the call on hold. The caller stays on the line but there is no audio transfer and the hearing aids switch to the previous hearing program. Use this mode to have a side conversation with a person next to you without transmitting the conversation to the person on the phone.

4. Transfer call

A long press of the assigned button will transfer the call to the phone. This allows you to hand your phone to another person. Your hearing aids will switch back to the previous hearing program.

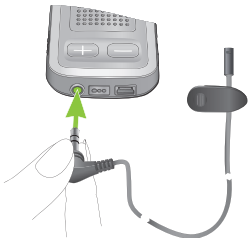
5. Using the ComPilot for phone calls

After holding or transferring a call, either a short press of the Main- or another long press of the assigned button transfers the call back to the ComPilot and the call is resumed through your hearing aids.

5.6 Using the external microphone

Use the optional external lapel microphone "MC1" if you wear the ComPilot underneath clothing during a phone call.

1. Plug the 3.5 mm microphone plug into the audio input of the ComPilot.
Hereby, the internal ComPilot microphones are completely disabled.



2. Use the clip to place the omnidirectional microphone as close to your mouth as possible.



3. Put the neckloop around your neck and switch the ComPilot ON.

Jackets, etc., will not negatively influence the wireless link to your hearing aids.

5.7 Locking the main button

To prevent the Main button being accidentally pressed: Briefly press the Connect and Home button simultaneously to lock or unlock the Main button.

When the Main button is locked, pressing it will have no effect. All other buttons are unaffected.

- ① Accepting an incoming call is still possible.
- ① The Power indicator will tripple-flash red if the Main button is pressed during locked state.

6. Using the ComPilot as a remote control

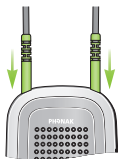
Important: The remote control functionality of the ComPilot is only available for wireless Spice Generation, Spice+ and Quest hearing aids.

The streaming functionality is available for all wireless hearing aids. Please ask your hearing care professional for more information.

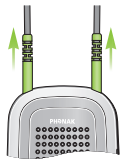
- ① Before the remote control functionality can be used, your hearing care professional must enable the remote control.

There are two ways to use the ComPilot as remote control

- The neckloop is plugged in with both ends and the ComPilot must be worn around your neck. The remote control function is available as long as you are not streaming audio.



-
- The neckloop is completely un-plugged and ComPilot is operated at arm's length.
No streaming is possible in this configuration.



Make sure the ComPilot is switched ON.

Volume change/FlexControl (optional)

FlexControl helps you optimize clarity and comfort for different listening situations (optional on selected hearing aids). Press the (+/-) volume button on the ComPilot to adjust:

- Press (+) to increase
- Press (-) to decrease



6. Using the ComPilot as a remote control

Program change

Use the Main (M) button to change hearing aid listening programs. Changing hearing aid programs is only possible if no streaming is in progress.



Push the Home (Home icon) button to return to the startup hearing aid program and volume levels of your hearing aids.



Press and hold the Home (Home icon) button (>2 sec) to select a favorite program (configured by the hearing care professional).

The first program sent after switching ON the ComPilot is the first program after the startup program.

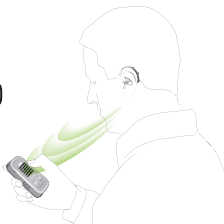
More remote control information:

- Your hearing aids may beep to confirm that your selection was applied.
 - Both hearing aids are controlled at the same time.
 - Please ask your hearing care professional to print your personal ComPilot report.
 - The available hearing aid programs and volume levels are set by your hearing care professional.
 - The Power indicator is lit as long as you press a ComPilot button. Green confirms a good ComPilot battery state, red indicates that you need to charge the ComPilot battery.
- ① 2 minutes after unplugging the neckloop both indicator lights will switch off and the ComPilot disconnects Bluetooth to save power.

Operating distance

If ComPilot is used as a handheld remote control (without neckloop)

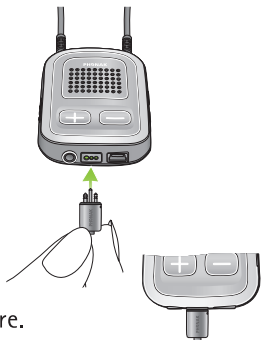
- Max. distance 80 cm / 32"
- Hold ComPilot as shown



7. Using the ComPilot with FM

ComPilot can be used together with Phonak FM equipment.

1. Place the FM transmitter near the sound source and turn it ON.
2. Turn the FM receiver ON if required.
3. ComPilot must be switched ON and worn correctly.
4. Attach your FM receiver to the ComPilot via the FM input as shown in the picture.



When FM is detected, you will hear the FM notification tone for streaming through your hearing aids. The FM notification tone is similar to a phone ringtone.

Options for handling the FM signal during the FM notification tone:

- Accept: Briefly press the Main (M) button.
- Put on hold: Press the Main (M) button for 2 seconds.
- Ignore the FM notification tone: After 20 seconds the FM will be put on hold automatically.

Briefly press the Main (M) button to pause the FM streaming.

The FM input that is paused is automatically kept in the background and can be restarted as long as a FM signal is present by briefly pressing the Main (M) button.

- ① As long as an FM signal is received the hearing aid programs cannot be changed via the Main (M) button.

The ComPilot will play a confirmation sound each time the streaming via FM is activated and the Audio indicator will turn orange.

- The ComPilot will send a short alert signal during FM streaming if there is no FM signal for 45 seconds, and then every 15 minutes.
- If there was no FM signal for more than 15 minutes, the notification tone restarts as soon as the FM signal is detected again.

To deactivate FM completely, unplug the FM receiver from the ComPilot.

8. More detailed information

This section gives more insight in the following topics:

- 8.1. Wearing the ComPilot in different ways
- 8.2. Managing multiple inputs to the ComPilot
- 8.3. Resetting your ComPilot
- 8.4. Summary of indicator lights
- 8.5. Introduction to Bluetooth
- 8.6. Setting up Bluetooth
- 8.7. Caller identification: spoken caller names
- 8.8. VoiceAlerts: spoken ComPilot status

8.1 Wearing the ComPilot in different ways

Standard

To benefit from the streamer and remote control function, we recommend wearing the ComPilot around the neck.

During calls your voice can only be picked up if the ComPilot is not covered by clothes.



Handheld remote control

To use the ComPilot as a remote control only, it can be held and operated in the hand. The neckloop must be removed in this case.



Under clothing

If you wear the ComPilot under clothing during phone calls, the external Phonak microphone "MC1" is needed (optional accessory).



8. More detailed information

8.2 Managing multiple inputs to the ComPilot

When an audio source is connected via the ComPilot, your hearing aids will automatically switch to special programs.

Up to 4 automatic programs can be fine-tuned by your hearing care professional.

It is possible to have multiple audio sources connected and in operation with the ComPilot:

- Two Bluetooth devices
(e.g., phone and TVLink S basestation).
- One audio input (3.5 mm audio plug).
- One FM receiver.

Speech messages (VoiceAlerts) and the Audio indicator light inform you about the different inputs. For a summary of the Audio indicator color during streaming please see page 50.

An audio source is considered as "connected" to the ComPilot if:

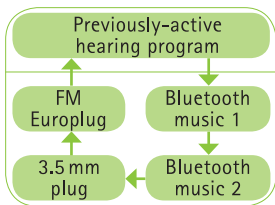
- The audio plug is inserted (with or without audio signal).
 - An FM receiver is inserted and receives a FM signal.
 - A Bluetooth music source is streaming music or paused.
 - A Bluetooth phone is paired and within reach.
- ① A phone call always has priority. You will hear the ringing indication even when listening to other audio sources via cable, Bluetooth or FM. If you reject or terminate the call, audio streaming will resume.
- ① It is not possible to change hearing aid programs using the Main (M) button as long as any audio source is connected to the ComPilot.
- ① Most Bluetooth phones connect to the ComPilot as a phone and a music player at the same time. If you want to listen to music, you must start the music via your phone; it cannot be started from the ComPilot.

8. More detailed information

Selecting one of multiple sources using the ComPilot

With only one audio source (e.g., from a Bluetooth transmitter), each press of the Main (M) button will pause or resume the audio source.

Multiple sound sources can be accessed sequentially by pressing the Main (M) button. After each press, the ComPilot selects the next connected source in a fixed sequence.



- If a source is not connected, the ComPilot will proceed to the next source.
- After the last connected source in the sequence, streaming stops and your hearing aids will resume the previously-active hearing aid program, indicated by beeps.
- Every connected audio source has a fixed place in the sequence, as shown in the picture.

Keep on briefly pressing the Main (M) button until you reach your preferred audio source.

ComPilot will announce each active audio source as you go through the sequence (VoiceAlerts).

Pause streaming

To temporarily interrupt streaming, e.g., if someone wants to speak to you, briefly press the Main (M) button on the ComPilot as many times as needed until you hear the beeps announcing the previously-active acoustic hearing aid program.

To resume streaming, briefly press the Main (M) button until your preferred audio source is found.

- ⓘ Pressing the Home (H) button will always select the startup programs of your hearing aids, regardless of the audio source sequence.

Stopping streaming

To stop audio streaming completely, stop the Bluetooth audio players and unplug the audio plug or the FM receiver.

8. More detailed information

Streaming interruptions

To avoid streaming interruptions, make sure you wear the ComPilot with the neckloop around your neck and keep the Bluetooth device within the operating range.

Situations where streaming may be interrupted:

- If the ComPilot is too far away from the hearing aids while streaming, e.g., if you are not wearing the neckloop or if you have unplugged the neckloop cable.
- If the hearing aids are not worn correctly, e.g., if they are not in an upright position.
- If the Bluetooth signal is out of range.
- If the Bluetooth transmitter is affected by an obstacle, e.g., when carrying a cellular phone in the back-pocket.

In these cases, your hearing aids will lose the audio signal. If this situation continues for more than approximately 5 seconds, they will automatically switch to the previously-active hearing aid program.

8.3 Resetting your ComPilot

If, for some reason, the ComPilot becomes unresponsive:

1. Slide the ComPilot power switch to the ON position.
2. Press and hold the (<>), (🏠) and (−) button simultaneously for 2 seconds.
3. Slide the ComPilot power switch to the OFF position.
4. Wait for 5 seconds.



The ComPilot is now reset and will resume normal operation when switching ON again.

- ⓘ After resetting the Bluetooth pairings, the configuration status and the grouping to the hearing aids are kept.







8. More detailed information

8.4 Summary of indicator lights

The indicator lights provide helpful information as follows:



Power indicator

Charging	Solid Red 
Charged and full battery	Solid green 
Switching ON	Green 2 seconds 
Switching OFF	Red 2 seconds * 
Battery above 20%	Blink green ** 
<20% battery remaining	Short blink red ** 


* When switching the ComPilot OFF, the Power indicator may blink red first while the ComPilot is properly disconnecting all Bluetooth devices.


** If the neckloop is not connected to the ComPilot, the battery level is only shown during startup, charging and when a button is pressed.

-
- ① After unplugging the neckloop the ComPilot enters power down mode after 2 minutes and the Power indicator goes off. Only the remote control functions can be used while the neckloop is unplugged.

Battery state

The color of the Power indicator informs you about the ComPilot battery state.

 The green Power indicator indicates a battery level > 20%.





 The red Power indicator indicates a battery level < 20%. Less than 1.5 hours streaming remain and the battery should be charged.

8. More detailed information

Audio indicator

The neckloop must be plugged in for any streaming.



Plug or FM streaming	Solid orange 
Bluetooth phone or music streaming	Solid blue 
1 Bluetooth device connected	Short blink blue 
2 Bluetooth device connected	Double-blink blue 
In a phone call	Solid blue 
Bluetooth pairing	Very fast blue blinking 
Demo sound playing	Solid violet 

- ① The Bluetooth pairing indication will be visible even if the neckloop is not plugged in.

-
- ① During cable or FM streaming, the Audio indicator will remain orange regardless of the Bluetooth connection state.

8.5 Introduction to Bluetooth

What is Bluetooth?


Bluetooth provides a way for devices like cellular or cordless phones, laptops and personal computers to communicate wirelessly.

Your ComPilot supports Bluetooth to allow audio to be wirelessly received from many different audio devices and transmitted to your hearing aids. For example, you can receive phone calls directly to your hearing aids or listen to a TV show via the TVLink S basestation.

For further information about Bluetooth, visit www.bluetooth.org

8. More detailed information

What Bluetooth devices can I use with my ComPilot?

 **Bluetooth**® First, check whether the device you wish to use is Bluetooth-enabled: Look for the following symbol on the device or in its user guide.

Second, the possible applications on a Bluetooth enabled device are defined by "profiles". The device you wish to use with your ComPilot must support the appropriate Bluetooth profiles. These differ depending on what you want to do with your ComPilot:

- To receive phone calls your phone must support either the "Head Set" or "Hands Free" profile (HSP/HFP)
- To listen to stereo music from your phone or PC, it must support the A2DP / "Stereo Headset" profile.
- The Phone Book Access Profile (PBAP) is an indicator whether Caller identification will work or not.

Look for this information in your phone's user guide or via the compatibility guide at:

<http://www.phonak.com/compilot>

Bluetooth device compatibility

If a problem occurs in the connection between your device and the ComPilot, or if you are unsure about your device's Bluetooth capabilities, please consult your device's user guide or ask your dealer.

Bluetooth operating range

Your ComPilot supports Bluetooth Class 2 operation up to a range of 10 meters (30 ft).

When used with the TVLink S basestation for watching TV, the operation range is up to 30 meters (90 ft).

Line-of-sight between your ComPilot and other devices is not required. However, the following factors may affect the range achieved:

- Interference with other devices in the environment may reduce the operating range.
- The Bluetooth device with which you are connecting may only support a more limited range.

8. More detailed information

If your Bluetooth device moves out of range of your ComPilot and has an active audio connection, this connection first starts to be intermittent and will finally be terminated.

If the device is then moved back into range of your ComPilot, it may or may not resume streaming to your hearing aids. In this case, switch OFF the ComPilot and switch it ON again after the red Power indicator is turned off.

Using a Bluetooth device: pairing and connecting

Only when your device is Bluetooth-enabled and supports the appropriate profiles, it can communicate with the ComPilot. To enable this communication two simple procedures must be completed:

- 1. Pairing:** The pairing procedure allows you to control which Bluetooth devices are permitted to communicate with each other. It needs to be completed only once for each device you wish to use with your ComPilot.

-
- 2. Connecting:** Once a device is allowed to communicate with the ComPilot ("paired") the connection procedure makes sure the devices can exchange audio signals. The paired devices connect every time they are switched ON and are within reach of each other. This is indicated on the ComPilot by the blue blinking Audio indicator.
- Most Bluetooth devices perform the connection procedure automatically after pairing.

On the following pages the pairing and the connecting procedures are described.

8. More detailed information

8.6 Setting up Bluetooth

This section describes the pairing and connection procedure for Bluetooth devices.

Step-by-step: pairing a Bluetooth-enabled phone

- ① It is only necessary to perform the pairing procedure once with each Bluetooth device. The pairing procedure is controlled by your phone.
- ① Different phones have different menu structures. You should, therefore, refer to your phone's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described here.
- ① A maximum of 8 devices can be paired to the ComPilot. Another pairing will replace the device that was not used for the longest period.
- ① The ComPilot can support (connect) two phones at the same time but only one call at a time is possible.

For more information about Bluetooth pairing instructions specific to some of the most popular manufacturers, go to:

<http://www.phonak.com/compilot>

-
1. Turn ON your ComPilot and the phone. Place them next to each other.
 2. Locate the connectivity settings in your phone menu. Look for the Bluetooth feature.
 3. On your phone, ensure that the Bluetooth feature is turned on.
 4. On your phone choose SEARCH to search for Bluetooth devices or audio enhancements.
 5. To initiate the pairing process on your ComPilot, press and hold the (<>) and (+) buttons simultaneously for 2 seconds until the Audio indicator starts to rapidly blink blue.



2 sec



6. Your ComPilot will remain in the pairing mode for two minutes or until pairing is completed.
7. Your phone should present a list of Bluetooth devices discovered. Select "Phonak ComPilot" from this list.


8. More detailed information

8. Your phone may then ask you to enter a passcode. If so, enter "0000" (four zeros). Some phones may ask which Bluetooth service you want to enable. Select "Headset" or, if available, "Stereo Headset".
 9. Your ComPilot should now be paired to your phone and the Audio indicator will stop blinking.
- ① The pairing process is independent from the neckloop (it can be plugged in or not).
 - ① It may be necessary to redo the pairing if your phone's firmware was updated.

How to connect to a phone

Once your phone and ComPilot are paired (see Pairing a Bluetooth-enabled phone), the phone needs to be 'connected' to your ComPilot before it will actually send audio signals to it.

This function should also appear in your phone's Bluetooth menu.

-
1. Ensure that the ComPilot is turned ON and the neckloop is plugged in and worn correctly.
 2. Locate the Bluetooth section in your phone menu and select list of "Paired devices".
 3. Locate and highlight your ComPilot and select "Connect".
 4. Confirmation of successful connection is indicated on the ComPilot by the Audio indicator blinking blue. Additionally a headset symbol () may appear on the main screen of your phone.

- ① The connection between your ComPilot and your phone will be maintained as long as the two devices remain on and are within range of each other. If either device is switched off or moves out of range, you may need to repeat the connection procedure.
- ① Some phones may perform the connection procedure automatically after pairing. We recommend selecting "Yes" when prompted to allow this device to connect automatically once the pairing is completed.

Please consult your phone's user guide in the case where a manual connection is necessary.

8. More detailed information

Pairing with other external Bluetooth devices

If you want to use your ComPilot to listen to music from your stereo system you may use an external Bluetooth transmitter. The ComPilot can also be used with a Bluetooth-enabled landline phone.

① The pairing procedure for other Bluetooth devices is controlled by the device with which you are attempting to pair. The procedure for pairing may vary for each device. Please refer to the device's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described below.

1. Turn ON both your ComPilot and the other device.
2. Place them next to each other.
3. Set your device into Bluetooth pairing mode.
4. Initiate the pairing process on your ComPilot by simultaneously pressing the (<>)- and (+)-buttons for 2 seconds until the Audio indicator is rapidly blinking blue.

-
5. Your ComPilot will remain in the pairing mode for two minutes or until the pairing is completed.
 6. If a passcode is required, enter "0000" (four zeros).

After pairing, wait until the devices have completed connection.

Confirmation of successful connection is indicated on the ComPilot by the Audio indicator shortly blinking blue. A double-blink indicates that two devices are connected to ComPilot.

Deleting the pairing of Bluetooth devices

If you encounter issues with one of the paired devices, or if a device stops connecting to your ComPilot, you may consider deleting the pairing of devices to the ComPilot.

1. Turn ON your ComPilot.
2. Press and hold the (◀▶)- and (+) buttons for 10 seconds until the blue rapid blinking Audio indicator stops.

8. More detailed information

Deleting the pairing of Bluetooth devices removes the ability to connect to any previously paired Bluetooth device. You will need to perform the pairing process again if you wish to reconnect.

8.7 Caller identification: spoken caller names

The ComPilot is able to tell you the name of the caller.

If your phone supports Phone Book Access (PBA) or Phone Book Access Profile (PBAP), the ComPilot will try to access information about the caller every time the phone rings.

As the phone rings, the displayed information is transferred to the ComPilot and spoken through your hearing aids as follows:

- The stored name in your phones phonebook. In the example, you will hear "Mike Office".
- The number if the name is not known.



To make sure the pronunciation is correct your hearing care professional can configure the language settings of your ComPilot.

The phonebook is not downloaded to the ComPilot. This way, ComPilot can also support the use of different phones.

Please consult your phone's user guide or the phone dealer to check whether this feature is supported by your phone.

8.8 VoiceAlerts: spoken ComPilot status

VoiceAlerts inform you about the different operation modes and status of the ComPilot using text-to-speech.

Your hearing care professional can configure the language setting as well as the speech levels.

- **Warnings only:** Spoken information about a low ComPilot battery and during the Bluetooth pairing process.

8. More detailed information

- **Standard:** Additional information about switching ComPilot ON or OFF, start or end charging during streaming, input channel confirmation and FM announcements.
 - **Detailed:** Additional information about start or end of charging even if no streaming source is active, external microphone connection, Bluetooth device connect or disconnect and transfer or hold a call.
-
- ① A new ComPilot is always delivered with English speech messages (VoiceAlerts) on speech level "Standard".
 - ① Caller identification is independent of the speech level.
 - ① Adjust the VoiceAlert volume level by setting the demo sound as described in chapter 3.6.

9. Troubleshooting ComPilot

A summary of frequently asked questions and their answers:

<i>Most probable cause</i>	<i>Remedy</i>
During Bluetooth pairing my other device is prompting for a code, what do I have to enter?	
<ul style="list-style-type: none">■ The pairing code is required for the initial coupling of ComPilot with your Bluetooth device ("pairing").	<ul style="list-style-type: none">■ The ComPilot pairing code is "0000" (four zeros).
I hear intermittency during an audio transfer via ComPilot.	
<ul style="list-style-type: none">■ The Bluetooth device is too far away, or worn in a back pocket (body shielding).■ ComPilot searches for known devices for 2 minutes after switching on.■ A phone connected to other devices such as a PC may not be able to continuously stream music.	<ul style="list-style-type: none">■ Do not to exceed the maximum distance and keep Bluetooth devices in front of you.■ After 2 minutes, ComPilot will stop searching and the intermittency will stop.■ When using your Bluetooth phone as music player, disconnect it from other devices such as PCs.
The volume of the music is too loud or too quiet. The volume of phone conversations is not comfortable (too low or too high).	
<ul style="list-style-type: none">■ Different audio sources have different outputs.	<ul style="list-style-type: none">■ To change the volume of the phone, or any other sound source to ComPilot, use the volume control of that external device.


9. Troubleshooting ComPilot

Most probable cause

Remedy

I have difficulties understanding the phone conversation in a noisy environment.

■ Your hearing aid microphones are set too high during the call.

■ Reduce the hearing aid volume by pressing the  button.
■ If the sound volume over the phone (or music) is too low after this reduction use the phone volume button to increase the volume.

The caller can hear me but I cannot hear the caller.

■ The call was transferred to your phone.

■ Make sure the call is transferred back to ComPilot via the phone menu.

ComPilot is no longer recognized by the phone or other Bluetooth device to which it was previously paired.

■ 2 minutes after no device was found, ComPilot stops seeking devices to save power.

■ The devices are too far away from each other.
■ ComPilot can be paired to a maximum of 8 different Bluetooth devices. If the internal memory is full, new pairings may overwrite previous pairings.

■ Switch ComPilot OFF. Wait until the red indicator switched off, then turn device ON again.
■ Bring devices within 1 meter range and try again.
■ Repeat the pairing between ComPilot and the Bluetooth device which was overwritten.

<i>Most probable cause</i>	<i>Remedy</i>
<ul style="list-style-type: none"> ■ Pairing was deleted. 	<ul style="list-style-type: none"> ■ Repeat the pairing between ComPilot and the Bluetooth device which was deleted.
I am not streaming but the hearing aids keeps switching between the Bluetooth and the normal hearing aid program.	
<ul style="list-style-type: none"> ■ Your phone sends sounds to ComPilot due to incoming SMS or mails. ■ Phone key tones are switched on. 	<ul style="list-style-type: none"> ■ Disable the system sounds for reminders, alarms, SMS, etc. via your phone menu. ■ Switch off phone key tones via your phone menu.
I hear my phone's key-press tones in my hearing aids.	
<ul style="list-style-type: none"> ■ The key-press tones may be enabled on your phone. 	<ul style="list-style-type: none"> ■ Deactivate key-press and confirmation tones on your phone. Please refer to the phone's user guide.
Every time I switch on my phone, the music player starts.	
<ul style="list-style-type: none"> ■ For some phones this is normal behavior and not initiated by ComPilot. 	<ul style="list-style-type: none"> ■ Some phones can be configured not to start the music player automatically. ■ Stop the music player via phone menu after the phone is connected.

9. Troubleshooting ComPilot

Most probable cause

Remedy

Every time I get in my car the ComPilot connection to my phone shows unexpected behavior.

■ The car Bluetooth system connects to your phone.

■ Consider disconnecting the car system from your phone.

I accepted the incoming phone call but cannot hear the call in my hearing aids.

■ Some phones, when accepting the call through the phone button, don't use ComPilot.

■ Always accept the call by pressing the ComPilot Main (M) button.

The phone is ringing but the Audio indicator is not solid blue and there is no ringing signal through the hearing aids.

- Bluetooth is disabled in the phone.
- ComPilot and your phone are not connected to each other.

- Ensure Bluetooth is enabled according to your phone's user guide.
- 1. Disable the Bluetooth functionality in your phone and turn it on again.
2. Restart ComPilot by switching it OFF and then ON. The ComPilot Bluetooth functionality will be automatically reactivated.
3. Activate ComPilot by selecting it in the phone's "Active device" menu.
4. Reduce the distance between ComPilot and the phone.

Most probable cause

Remedy

- ComPilot is not paired to the phone.
- The distance is too great between ComPilot and the phone.

- Follow the pairing process in this guide.
- Wear ComPilot around your neck. Keep distance to phone <5 m (15ft).

The phone is ringing, the Audio indicator is solid blue but there is no ringing signal through the hearing aids.

- ComPilot is out of range of the hearing aids.
- Phone is set to vibrate.
- You are already having a phone call, then a second call cannot be recognized.

- Wear ComPilot correctly around your neck with both neckloop plugs firmly plugged in.
- Enable ring tone on phone.
- Hang up the first phone call, then accept the second call

My phone rings but the name of the caller is not being acoustically given.

- The Caller identification feature is not available or not enabled on your phone.
- Two phones are connected to your ComPilot.
- Caller identification may be switched off.

- Please refer to the phone's user guide to check the availability of this feature.
- If two phones are connected Caller identification is only available on the phone that was last paired to ComPilot.
- Please ask your hearing care professional to enable Caller identification on your ComPilot.

9. Troubleshooting ComPilot

Most probable cause

Remedy

During a phone call the other party reports difficulties hearing me.

- ComPilot microphone openings may be covered.
- ComPilot may not be worn correctly.
- ComPilot may rub against clothing.
- The surrounding noise may be too loud.

- Make sure the microphone openings are not covered by part of your body, clothing or dirt and debris.
- Do not turn ComPilot sideways and make sure the neck-loop plugs point towards your mouth as you speak.
- Reduce movement while you speak, or consider using the external microphone (optional).
- Although ComPilot features noise reduction technologies, too noisy environments should be avoided.
- Suggest to your callers that they increase the phone volume.

ComPilot is unresponsive or does not show any indicator when switching ON.

- ComPilot may be completely discharged.
- It may indicate a software problem.

- Charge your ComPilot for at least 1 hour.
- Unplug any connectors from ComPilot.
- Switch ComPilot OFF and ON again.
- Consider resetting ComPilot.

Most probable cause

Remedy

The operating time of your ComPilot is reduced substantially.

- The battery typically needs several charging cycles to achieve full performance. Please consult the datasheet for the typical operating time for your ComPilot.






- Charge for at least 3 hours the first time you charge ComPilot.
- Let a new ComPilot discharge completely three times.

For any problems not listed in this user guide, please contact your hearing care professional.

10. Important safety information

Please read the information on the following pages before using your Phonak ComPilot.

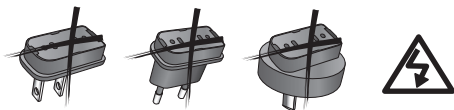
10.1 Hazard warnings

-  Keep this device out of reach of children under 3 years.
-  Persons using medical devices such as pacemakers are not permitted to use this device.
-  Do not wear ComPilot around the neck whilst it is connected to any programming equipment.
-  Make sure to always remove both plugs of the neckloop and other cables when using the ComPilot as a handheld remote control.
-  Opening the ComPilot might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.

10. Important safety information

- ⚠ The ComPilot may only be repaired by an authorized service center. Changes or modifications to the device that were not explicitly approved by Phonak are not permitted.
- ⚠ The battery may only be replaced by authorized personnel.
- ⚠ Dispose of electrical components in accordance with your local regulations by Phonak AG.
- ⚠ Do not use your ComPilot in areas where electronic equipment is prohibited.
- ⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.
- ⚠ Only use accessories approved by Phonak AG.
- ⚠ Using your ComPilot cables in any way contradictory to their intended purpose (e.g., wearing the USB cable around the neck) can cause injury.

-
- ⚠ When operating machinery, ensure that no parts get caught in the machine.
 - ⚠ The mini-USB port is to be used for the described purpose only.
 - ⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.



10.2 Information on product safety

- ⓘ Protect the ComPilot from excessive moisture (bathing, swimming), heat (radiator, car dashboard), and direct skin contact when sweating (workout, fitness, sport).
- ⓘ X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the ComPilot.

10. Important safety information

- ① Protect the ComPilot from excessive shock and vibration.
- ① Do not use excessive force when connecting your ComPilot to the different cables.
- ① Protect all openings (microphones, antenna, audio, FM and charger) from dirt and debris.
- ① Never use a microwave or other heating devices to dry the ComPilot.
- ① Clean the ComPilot using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the ComPilot.
- ① The digitally-coded, inductive transmission technology used in the ComPilot is highly 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.

- ① Do not disconnect the neckloop while the ComPilot is transmitting signals to your hearing aids.
- ① For safety reasons, recharge the ComPilot only with chargers supplied by Phonak or by USB-certified chargers >500 mA.
- ① Do not connect an USB or audio cable exceeding 3 meters (9 ft) in length to the ComPilot.
- ① When the ComPilot is not in use, turn it OFF and store it safely.

10. Important safety information

10.3 Other important information

- ① High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.
- ① If the hearing aids do not respond to the ComPilot because of an unusual field disturbance, move away from the disturbing field.
- ① Your hearing aids and ComPilot may be given a unique communication code during the fitting. This ensures that the device will not affect hearing aids worn by others.
- ① When using an FM transmitter, be aware that radio signals might also be picked up and overheard by other receivers.

11. Service and warranty

11.1 Local warranty

Please ask the hearing care professional, where you purchased your ComPilot, about the terms of the local warranty.

11.2 International warranty

Phonak offers a one year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty only comes into force if proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

10. Service and warranty

11.3 Warranty limitation

This 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 warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number:

Authorized hearing
care professional
(stamp/signature):

Purchase date:

12. Compliance information

Declaration of Conformity

Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Medical Devices Directive 93/42/EEC as well as the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on <http://www.phonak.com> (worldwide locations).

12. Compliance information

Notice 1:

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.

Notice 2:

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

Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 device 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 device and receiver.
- Connect the device 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.

13. Information and explanation of symbols



With the CE symbol, Phonak AG confirms that this Phonak product 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 equipment.



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



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



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.



EMC and Radiocommunications compliance label Australia.

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.

0°–45° Celsius and relative humidity of <95% (non condensing).

13. Information and explanation of symbols

Transport and storage conditions

Temperature: -20° to $+60^{\circ}$ Celsius (-4° to $+140^{\circ}$ Fahrenheit).

Humidity transportation: Up to 90% (non condensing).

Humidity storage: 0% to 70%, if not in use.

Atmospheric pressure: 200 hPa to 1500 hPa.



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 of 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.



The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Phonak is under license. Other trademarks and trade names are those of their respective owners.



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