

Frequently Asked Questions

SmartLink+, ZoomLink+, EasyLink+

Question	Answer	EasyLink+	ZoomLink+	SmartLink+
Internal microphones and external audio				
What can I do to improve the speech intelligibility of my conversation partner(s)?	Always place the transmitter as close as possible to the speaker's mouth.	■	■	■
	Use the Omni microphone mode when the noise level is low to ensure that signals from every direction are picked up.		■	■
	In noisy situations, change the microphone setting to Zoom or SuperZoom and make sure the transmitter is pointing towards your target speakers.		■	■
On which microphone settings are the Dynamic FM features available and what is it?	Dynamic FM is available in Zoom and SuperZoom modes when used in conjunction with a Phonak Dynamic FM receiver. Dynamic FM automatically adjusts the FM gain in noisy environments for maximum intelligibility in these challenging situations.	■	■	■
How can I change the EasyLink+ microphone setting?	Please consult your clinic or audiologist who will be able to change the microphone setting of this transmitter. The chosen microphone setting then becomes the permanent default.	■		
How do I use my transmitter's audio input?	When attached to a multimedia device, the transmitter automatically detects the presence of an external audio signal and switches to the external audio input mode (indicated by an «A» on the transmitter's display). If the transmitter does not recognize the external audio immediately, try turning up the audio device's output volume a little.	■	■	■
My transmitter exits audio mode if there is no audio present. Can I make my transmitter stay in audio mode until I manually exit it?	Yes, this is the so-called GPS mode. Switch On your transmitter before you connect it to the audio source. When the transmitter detects the audio source in this «active» mode, it will stay in audio mode until you short press either the Zoom or SuperZoom button on SmartLink+ and ZoomLink+, or switch the transmitter Off with a long press.	■	■	■
What charger should I use to charge my transmitter?	Phonak recommends using only the dedicated charger for SmartLink+, ZoomLink+ and EasyLink+. The use of other mini USB chargers (e.g. car or solar chargers) may be possible but Phonak does not take any responsibility for problems caused by using a non-recommended charger.	■	■	■
Is there any additional benefit to using my transmitter with a Phonak hearing instrument?	Yes. SmartLink+ has a built-in remote control, which is compatible with most Phonak hearing instruments. With this you can change your hearing instrument's volume or program.			■
	In addition, all transmitters send out a remote command when switched On or Off. When switching On, this command forces a Phonak hearing instrument to switch to its dedicated FM program. When switching Off, it commands the hearing instrument to reset to its normal program. Note: Your audiologist or hearing clinic staff can customize which hearing instrument programs is activated when switching your transmitter On or Off.	■	■	■

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Radio link				
How can I increase my transmitter's FM range?	SmartLink+ has an internal antenna which transmits its FM signal around 3 meters. If you want a greater transmission range, you should attach the external cord.			■
	To ensure the maximum possible transmission range, make sure the external cord is not accumulated.	■	■	■
What can I do if I experience static noise within my transmitter's transmission range?	Some radio antenna or other electronic equipment can interfere with the FM transmission. Please try another FM channel.	■	■	■
I can not hear the FM signal. What should I do?	Make sure your FM receivers are turned On. (When using the MyLink or MyLink+ receiver, make sure its battery is charged).	■	■	■
	Check the program of your hearing instrument. Switch your hearing instrument to the FM program. (When using the MyLink or MyLink+ receiver, your hearing instrument must be switched to T-mode).	■	■	■
	Synchronize the receiver to the same channel as your transmitter by holding the transmitter within 50 cm (20 inches) of your receiver and pressing the F key.			■
	Synchronize the receiver to the same channel as your transmitter by placing your transmitter within 50 cm (20 inches) of the receiver and switching the transmitter Off and On again.	■	■	
	Other suggestions: <ul style="list-style-type: none"> ■ Insert a new battery into the hearing system ■ Clean the contact of the receiver ■ Check that you are using the correct audio shoe/patch cable ■ Check the mechanical interface: make sure the audio shoe/receiver/patch cable is attached correctly to the hearing system 	■	■	■
Can the FM transmission or Bluetooth link affect my cardiac pacemaker?	If you use a cardiac pacemaker or any other medical device, you should consult your medical specialist BEFORE using an FM transmitter. Your medical specialist can obtain all the required technical data from Phonak.	■	■	■

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Bluetooth				
What is the Bluetooth specification used in SmartLink+?	SmartLink+ supports Bluetooth specification 2.0 with EDR (enhanced data rate).			■
Which Bluetooth devices can I connect to SmartLink+?	SmartLink+ can be connected to virtually all Bluetooth devices, providing they offer one or more of the following profiles: <ul style="list-style-type: none"> ■ HFP – Handsfree profile ■ HSP – Headset profile ■ A2DP – advanced audio distribution profile Accessibility, connectivity and link quality may vary between different Bluetooth devices. Some Bluetooth devices only allow selected Bluetooth companions. If you experience problems connecting your device and SmartLink+, please contact the dealer of your Bluetooth device (cellphone, MP3 etc.).			■
Can I pair SmartLink+ with several Bluetooth devices?	Yes, SmartLink+ can be paired with up to eight Bluetooth devices. After pairing, you need to establish a connection with a device. The number of active connections is limited (see following question).			■
Can I connect SmartLink+ to several Bluetooth devices simultaneously?	SmartLink+ cannot be connected to several cellphones or other Bluetooth devices at the same time. However, you can be connected to a cellphone via the HF/HS profile and simultaneously connected to your Bluetooth MP3 player using the A2DP profile.			■
I cannot find the SmartLink+ via Bluetooth. What's the problem?	Make sure you have set your SmartLink+ to pairing mode (pressing 5 seconds on the green telephone button). This makes it identifiable over Bluetooth. Place the SmartLink+ close to the Bluetooth device.			■
I followed all the connection guidelines but still have no Bluetooth connection. What should I do?	Have your local phone dealer check its Bluetooth functionality and ask for an update of the mobile phone's operating system, if required.			■
What is the maximum range possible between SmartLink+ my cellphone?	SmartLink+ supports a transmission range of up to 10 m. However, Bluetooth range is strongly affected by the local situation and the phone used. To ensure hassle-free communication, Phonak recommends not placing SmartLink+ and your cellphone more than 3 meters apart.			■
What is the passkey for SmartLink+ and is it possible to personalize this code?	The default passkey is «0000» (four zeros). This code can be changed by your audiologist or hearing clinic staff using Phonak's FM SuccessWare.			■
Can somebody else equipped with a Bluetooth cellphone listen in on my phone conversation?	No, SmartLink+ receives and transmits Bluetooth signals only from and to devices to which it has been paired and connected. Communications between your phone and SmartLink+ are encoded and cannot be decoded by other phones.			■

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If I am connected to an audio source and my cellphone, what happens when I receive a call?	The phone call always has priority over the audio line. When an incoming call arrives, SmartLink+ suspends the audio line and you should hear the ringing tone of the mobile phone. Depending on the Bluetooth integration of the audio source, it may be possible that you have to reconnect your audio source to hear the music again.			■
How can I connect the SmartLink+ to a mobile phone and multimedia player simultaneously?	Some mobile phones also offer the A2DP profile, so you can listen to the music from the mobile phone. However, if you prefer listening music from another device than the mobile phone, you must disable the A2DP connection with SmartLink+ in your mobile phone. Then you can connect the SmartLink+ to a multimedia player featuring A2DP.			■
When there is an incoming call, I see the Bluetooth icon flashing but I do not hear a ringing tone. How can I enable this tone?	Some cellphones do not send the expected ring tone if the user has selected a silent profile (such as vibration only) on the phone itself. This problem is usually solved by enabling the phone's Normal or Active profile.			■
Does SmartLink+ support voice dialing?	Yes. Switch SmartLink+ On, then briefly press the green telephone button and say the name of the person you want to call into SmartLink+'s microphone. Note: This feature is supported by the HFP and not the HSP profile.			■
Why can't I reject an incoming call with the red telephone button?	The HSP does not support «call reject». You must reject the call via your cellphone.			■
When I stop playing my Bluetooth MP3 player, the SmartLink+ Bluetooth icon keeps flashing. Why?	Player Pause and Stop buttons do not usually terminate the Bluetooth connection. Instead the A2DP stream is kept open until you either switch your music player Off or disconnect SmartLink+.			■
Why doesn't SmartLink+ wake up from Bluetooth's standby mode when I start playing music on my MP3 player?	Some music players and Bluetooth adaptors are not able to wake SmartLink+ from Bluetooth standby mode. In this case, you must turn On the SmartLink+ first and then turn On your music player.			■
I cannot perform voice dialing or last number dialing while I am streaming music from my cellphone. Why?	Some phones refuse to execute voice dial or last number dial commands while streaming music. In this case you must first stop the player before voice- or last-number dialing.			■
How can I un-pair my device?	In your device's connectivity settings find the list of trusted or paired devices. You should then have the option of deleting a trusted or paired device. Highlight SmartLink+ and select «delete».			■