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Phonak ComPilot

Streamer and remote control

User Guide



PHONAK

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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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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

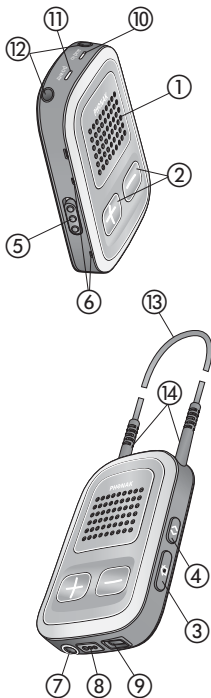
- ⑥ Microphone openings
- ⑦ Audio input (3.5 mm jack)
- ⑧ FM input (Europlug)
- ⑨ Charging input (mini-USB)

Indicators

- ⑩ Audio indicator
- ⑪ Power indicator

Neckloop

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



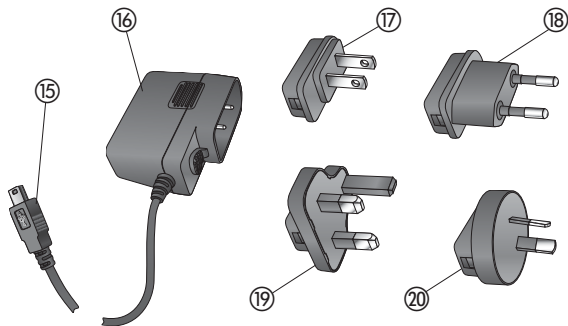
2. Getting to know your ComPilot

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 (51cm)
- Phonak TVLink S basestation
(Phonak Bluetooth transmitter for TV use)
- Audio cable, 1.5m / 5ft.
- USB cable, 3m / 10ft.

3. Getting started

3.1 Setting up the power supply

1. Select the adapter that corresponds to your country.



US



EU

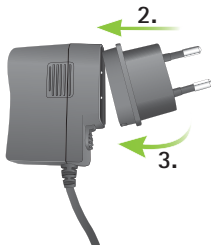


UK



AUS

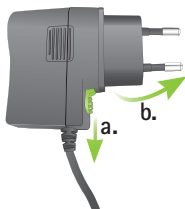
2. Insert the round corner of the adapter to the round corner of the universal power supply until it is completely inserted.



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:

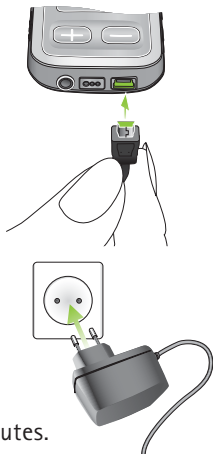
1. Plug the mini-USB plug into the mini-USB port on the ComPilot.
2. Plug the power supply into a power outlet.

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.

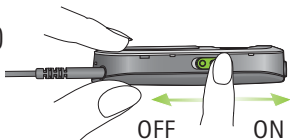
- (i) When charging your ComPilot for the first time, leave it charging for at least three hours, even if the battery indicator is not lit or turns green earlier.



-
- ① A new battery's full performance is achieved only after two to three complete charge and discharge cycles.

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:

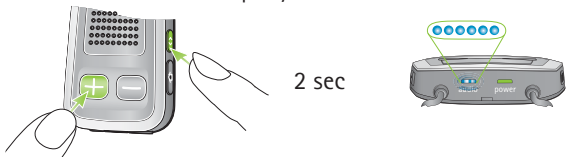
	Green for 2 seconds	Switching ON
	Blink red then solid for 2 seconds	Switching OFF
	Slow blink green	Normal operation
	Short blink red	<20% battery left. Please charge
	No blinking just after switching ON	Charge for at least 2 hours

- ⓘ 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.

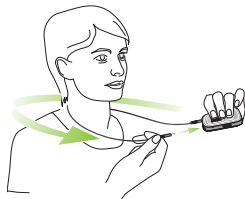
- ① The pairing process does not require the neckloop to be plugged in. For streaming and Bluetooth connection the neckloop is mandatory.
- ① When pairing to a cellular phone we recommend disabling the phone key tones and SMS alerts.

3. Getting started

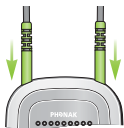
3.5 Wearing the ComPilot correctly

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. After 30 seconds or pressing any other key the sound demo will stop.

If you cannot hear the demo sound:

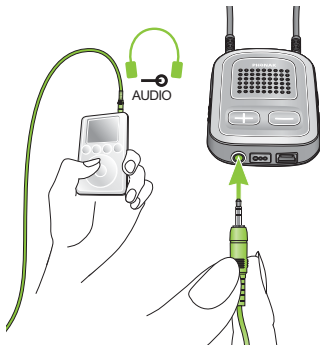
- Make sure your hearing aids are inserted correctly.
- Make sure the ComPilot neckloop is properly plugged in on both ends and worn around your neck.
- Make sure the ComPilot is charged and switched ON.
- Make sure you are not on a phone call connected through the ComPilot.

4. Using 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.

(i) 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 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.

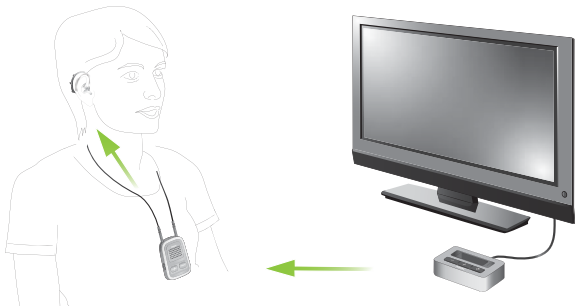
To stop Bluetooth streaming completely, switch the other Bluetooth device OFF or disable its Bluetooth feature.

- i The ComPilot will confirm that Bluetooth streaming is activated (speech messages (VoiceAlerts) or beeps, depending on the ComPilot configuration).
- i 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 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

(i) 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.

(i) 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 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. Making 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.

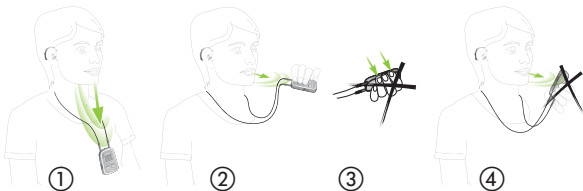
5. Making phone calls

Use of ComPilot during phone calls

The Bluetooth range (maximum distance between ComPilot and the phone) is 5–10 meters (15–30ft). 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. Making 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.

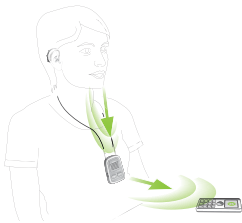
It will take about 5 seconds before you hear the ringtone through your hearing aids.

- 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. Making 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).

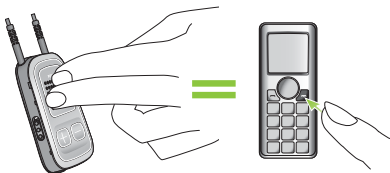
- ⓘ For these phones, the Audio indicator might not blink blue even if the phone was paired before.

-
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. Making 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. Making phone calls

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

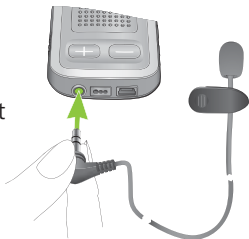
- ① As long as the call is on hold or transferred, you may use the Main (M) button to change your hearing aid programs again.

5.6 Using the external microphone

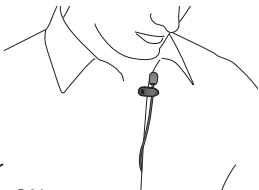
Use the optional external lapel microphone "MC1" if you wear the ComPilot underneath clothing during a phone call.

1. Plug the 3.5mm 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.

6. Using ComPilot as a remote control

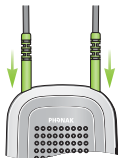
Important: The remote control functionality of the ComPilot is only available for wireless Spice Generation and Spice+ hearing aids.

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

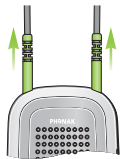
- ① Before the remote control functionality can be used, your hearing care professional must enable the remote control. It is not possible to use the ComPilot as a remote control with different pairs of hearing aids.

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



Press and hold the Home (Home) 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:

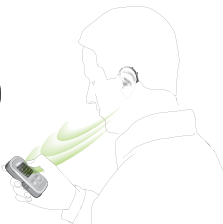
- Your hearing aids may beep to confirm that your selection was applied.
- Both hearing aids are controlled at the same time.
- Please ask your hearing care professional to print your personal ComPilot report.
- The available hearing aid programs and volume levels are set by your hearing care professional.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

ⓘ 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 80cm / 32"
- Hold ComPilot as shown



7. Using 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.

ⓘ 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 (3.5mm 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.