myPilot™

User Guide

Your hearing care professional

0682

PHONAK life is on

www.phonak.com

Contents

Welcome

Congratulations on choosing a digital hearing system from Phonak. Your new myPilot is a very important part of it. myPilot is an elegant and user-friendly remote control which gives you access to all functions of your digital hearing system. Furthermore, it guarantees easy management of your hearing programs with visual confirmation on a state-of-the-art color display.

You can use myPilot to tune both of your hearing instruments simultaneously. Or you can control both hearing instruments individually, allowing you to perfectly fine-tune your hearing instruments to any specific hearing situation.

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

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

Phonak – life is on

For your safety, carefully read the chapter Important information on pages 31–37.

Description

① **ON/OFF button**
② **Color LCD display**
③ **Keypad**
   Up   △ Volume up
   Down   ▽ Volume down
   Right   ▷ Next program
   Left   ◁ Previous program
   Center ▤ Menu/select

④ **Mini USB**
   connection
⑤ **Reset button**

myPilot accessories

• Case
• Lanyard
• Power supply

Contents may vary depending on country.

Getting started

Charging the battery and general battery info

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

📖 **Do not use myPilot while charging.**

📖 **For safety reasons, recharge the battery only
with chargers supplied by Phonak.**

During the charging process, the battery symbol on
the Home screen is blinking. Once the battery is fully
charged, the battery symbol will stop flashing and
remain visible.

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

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

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

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

Getting started /
Turning myPilot ON or OFF

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

Turning OFF
To turn myPilot OFF, press and hold the ON/OFF button
for about two seconds until you see the display turn
OFF.

[i] For optimal convenience it is suggested to keep
myPilot turned on while wearing the hearing
instruments. To avoid unwanted changes of the
hearing instruments settings you can use the
keypad lock. When you turn your hearing
instruments off please also switch off myPilot.

Getting started / Keypad lock

Auto keypad lock
myPilot is equipped with an automatic keypad lock
which locks the keys automatically, once the device is
not being used for more than 20 seconds. To enable
the feature, refer to section "Auto keypad lock".

Manual keypad lock
You also have the possibility of manually activating the
keypad lock via the menu.

To lock
To lock the keypad, press 📱 to enter the menu
and select *Lock keypad*. The keypad will lock and
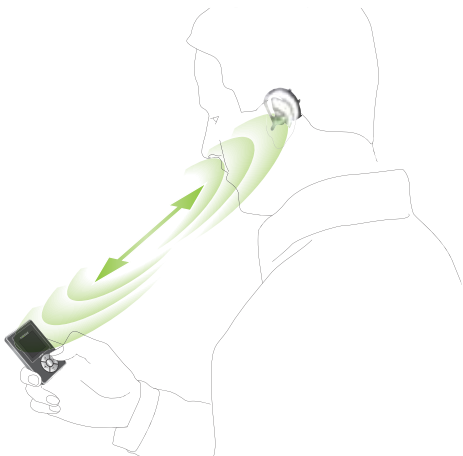the device will enter the sleep mode.

To unlock
Press ◁ followed by ▷.
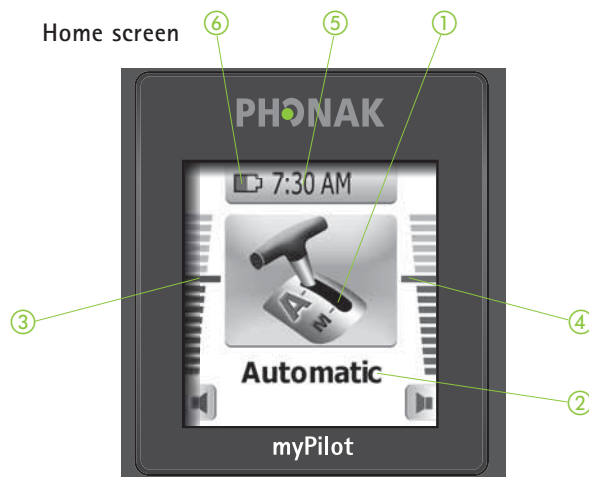
Getting started / Operating range

Operating range
Remote control operating range is about 100 cm (40").

Using myPilot

Home screen

① Program icon
② Program name
③ Volume setting of left hearing instrument
④ Volume setting of right hearing instrument
⑤ Clock
⑥ Battery symbol

[i] The screens of your myPilot may look different, depending on your preferences set by your hearing care professional.

Using myPilot

Volume control

Binaural volume control

To change the volume setting of your hearing instruments, go to the Volume screen by pressing either △ or ▽ while in the Home screen. Once in the Volume screen, you can change the volume of both hearing instruments simultaneously by pressing △ to increase the volume and ▽ to decrease the volume.

The Volume screen shows the volume settings of both hearing instruments, including the most comfortable level (MCL) ① which was defined by your hearing care professional during the fitting process. It also indicates the change compared to MCL in decibels (dB) ②.
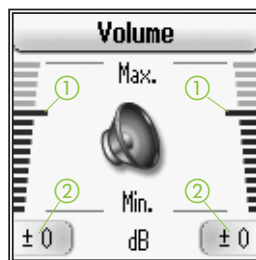
① Most comfortable level (MCL)
② Change compared to MCL in dB

Monaural volume control

Direct access

To change the volume settings of your left (or right) hearing instrument individually, go to the Volume screen by pressing either △ or ▽ while in the Home screen. Once in the Volume screen, press ◁ to choose the left side (or ▷ to choose the right side) and use △ to increase, and ▽ to decrease volume.
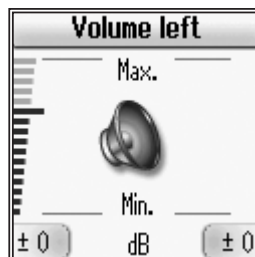
Access via menu

To change the volume of the left or right hearing instrument individually, press 📋 , select *Volume* and *Volume left* or *Volume right*. Change the volume using the △ or ▽ key and press 📋 to return to the Home screen.

Using myPilot

**Program selection**

Selecting a hearing program
To select a hearing program use ◁ and ▷ while in the Home screen. By pressing ▷, the hearing instruments change to the next hearing program and the respective program icon appears for about 3 seconds.
By pressing ◁, the hearing instruments return to the previous hearing program in the program sequence.

[i] All program changes made by myPilot are applied to both hearing instruments simultaneously.

[i] The order of the program sequence is set by your hearing care professional during the fitting process. For further information on hearing programs, please ask your hearing care professional.

myPilot battery status
The status of the myPilot battery is shown with a battery symbol in the Home screen. Battery consumption and the operating time greatly depend on the usage of the device. With normal use, myPilot will run for a few days before needing recharging. Once the battery is close to being depleted, the low battery symbol will appear in the top left corner of the Home screen.

 7:30 AM
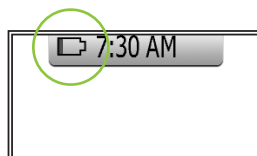
myPilot will still run for about an hour but you should recharge the battery as soon as possible.

ZoomControl (optional)

If your hearing instruments are equipped with ZoomControl, this special feature allows you to choose four directions in which to focus your hearing system (front, back, left or right).

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Using myPilot

Direct access

A special function of the menu key is to access ZoomControl directly. If you press and hold 📖 for about 2 seconds you will enter the Select direction screen (bypassing other menu options described later) and the default direction is shown. Use the arrow keys to change the direction in which you want to focus.

Access via menu

To access ZoomControl, press 📖 , select *ZoomControl* and choose the desired direction using the arrow keys.

After selecting the zoom position, press 📖 to return to the Home screen.

Once in the Home screen, press ◁ or ▷ to exit ZoomControl and return to the default hearing program.

Menu functions

Menu overview

- ↩
- **ZoomControl (optional)**
- **Volume**
- **Lock keypad**
- **Alarm clock**
- **Settings**

↩   Pressing ↩ will navigate one level back in the menu structure.

[i]   Please note that you can directly return to the Home screen from any submenu point by briefly pressing the ON/OFF button.

- **ZoomControl (optional)**

To access ZoomControl, press 🗐 , select *ZoomControl* and choose the desired direction using the arrow keys.

- **Volume**

With myPilot, you may set/change the volume of each hearing instrument individually.

[i]   Please note that volume of both hearing instruments can conveniently be changed via direct access, as described on page 15.

Left / right volume
To change the volume of the left or right hearing instrument individually, press 🗐 , select *Volume* and *Volume left* or *Volume right*. Change volume using the △ or ▽ key and press 🗐 .

Reset volume
This function resets the volume of both hearing instruments to the default level as defined by your hearing care professional during the fitting process.

To reset volume, press 🗐 , select *Volume*, *Reset volume* and *Confirm*.

Menu functions

• **Lock keypad**

To avoid unwanted pressing of buttons (e.g. when myPilot is in your pocket), you can manually lock the keypad.
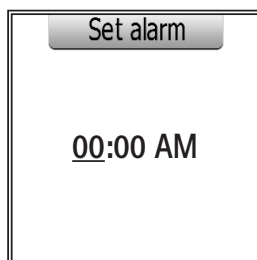
To lock the keypad, press 🗒 and select *Lock keypad*.

To unlock the keypad, press ◁ followed by ▷.

• **Alarm clock**

Set alarm
To set the alarm, press 🗒 , select *Alarm clock* and *Set alarm*. Enter the alarm time, using the △ or ▽ key to change the hours / minutes and the ◁ or ▷ key to turn from hours to minutes, and press 🗒 .

Set alarm

00:00 AM

If an alarm is set, the alarm symbol appears on the Home screen next to the clock.

Respond to alarm
When the alarm fires, myPilot will send an alarm signal to your hearing system (if myPilot is within 100 cm (40") of the hearing system). Additionally, myPilot itself will sound and show an alarm message on the screen.

Press any key on myPilot to stop the alarm. The alarm will then be set to OFF and has to be set again if needed.

ℹ️ **To modify the alarm time, set alarm again.**

Alarm ON/OFF
To cancel a set alarm press 🗒 , select *Alarm clock, Alarm ON/OFF* and *Alarm OFF*.

To (re)activate an alarm press 🗒 , select *Alarm clock, Alarm ON/OFF* and *Alarm ON*.

Menu functions

myPilot tone

You have the possibility to turn the myPilot alarm tone ON or OFF. Press 🗐 , select *Alarm clock*, *myPilot tone*, and choose either ON or OFF.

ⓘ myPilot will only perform the alarm when turned ON.

ⓘ The alarm will only be audible in the hearing instruments if myPilot is within 100 cm (40") of the hearing instruments.

• **Status info**

Serial numbers

To see the serial numbers of your hearing system, press 🗐 , select *Status info* and *Serial numbers*.

Serial numbers

John Smith

📞 0801H10AA

0801H10AB 🔊
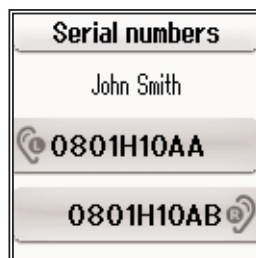
• **Settings**

Clock

myPilot has an internal clock which shows the time in the Home screen and when entering the sleep mode.

<u>00</u>:00 AM

Set time

To set the time, press 🗐 , select *Settings*, *Clock* and *Set time*. Enter the time, using the △ and ▽ keys to change the hours / minutes and the ◁ and ▷ keys to turn from hours to minutes, and press 🗐 to return.

Show/hide clock

You may choose whether or not to show the clock in the Home screen.

To show the clock in the Home screen, press 🗐 , select *Settings*, *Clock*, *Show/hide clock* and *Show*.

To remove the clock from the Home screen, press 🗐 , select *Settings*, *Clock*, *Show/hide clock* and *Hide*.

Menu functions

Time format

You may choose between 2 different time formats in which the clock will appear.

To choose the 12-hour format, press 🗒 , select *Settings*, *Clock*, *Time format* and *12-hour*.

To choose the 24-hour format, press 🗒 , select *Settings*, *Clock*, *Time format* and *24-hour*.

Date   **MM/DD/YYYY**

myPilot has an internal date which is shown when myPilot enters the sleep mode.

Set date

To set the date, press 🗒 , select *Settings*, *Date* and *Set date*. Enter the date, using the △ and ▽ keys to change the day / month / year and the ◁ and ▷ keys to turn from days to months to years, and press 🗒 .

Date format

You may choose between 2 different date formats.

To choose the DD.MM.YYYY format, press 🗒 , select *Settings*, *Date*, *Date format* and *DD.MM.YYYY*.

To choose the MM/DD/YYYY format, press 🗒 , select *Settings*, *Date*, *Date format* and *MM/DD/YYYY*.

Display

Contrast

To change the contrast, press 🗒 , select *Settings*, *Display*, and *Contrast*. In the contrast screen use the △ key to decrease and the ▽ key to increase the contrast level, and press 🗒 .

Brightness

To change the brightness, press 🗒 , select *Settings*, *Display*, and *Brightness*. In the brightness screen use the △ key to increase and the ▽ key to decrease the brightness le-vel, and press 🗒 .

Menu functions

Backlight timer
By default, the backlight is lit for 20 seconds.

To change the backlight time, press 🗐 , select *Settings*, *Display* and *Backlight timer* and choose the desired time (3, 5, 10, 15, 20 or 25 seconds).

When navigating in menu screens the backlight time is automatically extended.

[i] myPilot will briefly display a sleep mode screen before switching off the backlight.

Auto keypad lock

myPilot can be configured to automatically lock the keys when switching off the backlight.

To activate the auto keypad lock, press 🗐 , *Settings*, *Auto keypad lock* and *ON*.

To deactivate the auto keypad lock, press 🗐 , *Settings*, *Auto keypad lock* and *OFF*.

Auto power OFF

To reduce power consumption, you can enable the auto power OFF feature.
By default, the auto power OFF is disabled. To enable it and to set the time before myPilot turns OFF automatically, press 🗐 , select *Settings*, *Auto power OFF* and choose the desired time (1 minute, 3 minutes or 5 minutes).

To disable the auto power OFF feature, press 🗐 , select *Settings*, *Auto power OFF* and *OFF*.

Reset button (on the back of the device)

If, for some reason, myPilot becomes
unresponsive, press the reset button
on the back of the device
as shown in the picture.
No data will be lost.
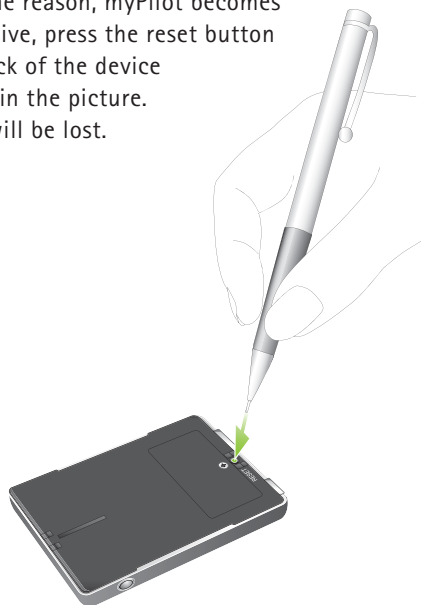
Important information

Maintenance and care

📖 Clean myPilot using a damp cloth. Never use
household cleaning products (washing powder,
soap, etc.) or alcohol to clean the device.

📖 When myPilot is not in use, turn it OFF and store
it safely.

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

Important information

Safety notice

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

📖 Interference with medical devices
This device uses low-power, digitally coded transmission to communicate to your hearing instrument.
Although unlikely, interference with medical devices such as pacemakers is possible. Interference should not occur with normal use, keep the device 10 cm (4") or more from the body. Therefore, it is recommended that pacemaker users do not keep this device in a breast pocket.

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

Important points

📖 The digitally-coded, inductive transmission technology used in this device is extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the device near a computer terminal or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24") away to ensure proper operation. If the hearing instrument do not respond to the device because of an unusual field disturbance, move away from the disturbing field.

📖 Do not use this device in locations where it is forbidden to use electronic devices, for instance on airplanes.

📖 X-ray radiation (e.g. CT scans, MRI scans) may adversely affect the correct functioning of this device. We recommend that you turn the device OFF before undergoing X-ray procedures and keep it outside the room.

Important information

- Your hearing instrument and this device were given a unique communication network code during the fitting. This ensures that the device will not affect hearing instruments worn by others.

- High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.

- Use only original Phonak accessories.

- Do not make any changes or modifications to this device.

- Opening myPilot 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.

- myPilot may only be repaired by an authorized service center.

- The battery may only be replaced by an authorized service center.

- Do not remove this cover:

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Important information

Troubleshooting

Situation	Most probable cause	Remedy
myPilot turns OFF automatically.	The battery is empty.	Charge myPilot.
myPilot becomes unresponsive.	myPilot may have encountered a software problem.	Reset myPilot.
The screen is white or dark.	Brightness and / or contrast settings might be sub-optimal.	Adjust the brightness and / or contrast settings.
myPilot commands apply only to one hearing instruments as opposed to both.	myPilot may be out of range of unresponsive hearing instrument.	Move myPilot closer to the hearing instrument.

iCom (optional)

iCom is an optional accessory available for your hearing instruments. With the push of a single button, iCom connects your hearing system with the technology around you (mobile phones, audio equipment, FM etc.).

Bluetooth connections
iCom offers a simple way to connect your mobile phone via Bluetooth to your hearing system.

iCom is also capable of transmitting a stereo audio signal from any Bluetooth enabled device (built-in or via an adapter).
For further information, please ask your hearing care professional.

Service and Warranty

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

Serial number:

_____

Date of purchase:

_____

Declaration of conformity

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

Radio: EN 300 330
EMC: EN 60601-1-2
El. Safety: EN/IEC 60601-1

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

Phonak distributors worldwide

Group companies:	(detailed information on **www.phonak.com)**
Australia	Phonak Australasia Pty. Ltd. Baulkham Hills N. S. W. 2153
Austria	Hansaton Akustische Geräte GmbH 5020 Salzburg
Belgium	Ets Lapperre B.H.A.C. NV B-1702 Groot-Bijgaarden Phonak Belgium NV, B-1700 Dilbeek
Brazil	CAS Produtos Médicos São Paulo – SP 04363-100
Canada	Phonak Canada Limited Mississauga, Ontario L5S 1V9
China	Phonak (Shanghai) Co. Ltd., Shanghai City 200233
Denmark	Phonak Danmark A/S, Nitivej 10 2000 Frederiksberg
France	Phonak France SA, 69500 Bron
Germany	Phonak GmbH, 70736 Fellbach-Oeffingen EC Representative
Italy	Phonak Italia S.r.l., 20159 Milano
Japan	Phonak Japan Co., Ltd., Tokyo 101-0044
Jordan	Phonak Middle East, 11181 Amman
Mexico	Phonak Mexicana, S.A. de C.V. 03920 México, D.F.MEXICO
Netherlands	Phonak B.V., 3439 ME Nieuwegein
New Zealand	Phonak New Zealand Ltd., Takapuna Auckland 9
Norway	Phonak AS, 0105 Oslo
Poland	Phonak Polska Sp. z o.o., 00-567 Warszawa
Russian Federation	Phonak CIS Ltd., Moscow, 115114

Spain	Phonak Ibérica S.A., 03008 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927
Independent general distributors:	A complete list of Phonak distributors is available at Phonak's Internet site: **www.phonak.com.** Please visit us or ask your hearing care professional for information.
Manufacturer:	Phonak AG, Laubisrütistrasse 28 CH-8712 Stäfa, Switzerland

The CE symbol is confirmation by Phonak AG that this Phonak product meets the requirements of directive 93/42/EEC on medical devices and the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment.
The numbers after the CE symbol are the numbers of consulted certified bodies under the above mentioned directives. The alert sign means that potential restrictions on its use are applicable in one or more EU Member States.

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

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

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

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

Transportation and storage conditions Temperature should not exceed limits of –20°/60° Celsius at a relative air humidity of 65% for extended periods during transportation and storage.
Air pressure between 500 and 1100 hPa is not detrimental to this device.

Australia & New Zealand

Brazil

China

Japan

South Korea

0682

Notices

Notice 1

This instrument is certified under:

FCC ID: KWC-MYPILOT1
IC: 2262A-MYPILOT1

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

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

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

Notice 2

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

Notice 3

This equipment has been tested and found to comply
with the limits for a Class B digital device, pursuant to
Part 15 of the FCC Rules.
These limits are designed to provide reasonable
protection against harmful interference in a residential
installation. This equipment generates, uses, and can
radiate radio frequency energy and, if not installed and
used in accordance with the instructions, may cause
harmful interference to radio communications. However,
there is no guarantee that interference will not occur
in a particular installation.
If this equipment does cause harmful interference to
radio or television reception, which can be determined
by turning the equipment off and on, the user is
encouraged to try to correct the interference by one or
more of the following measures:

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