

PilotOne II

User Guide



PHONAK
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1. Welcome

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

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.

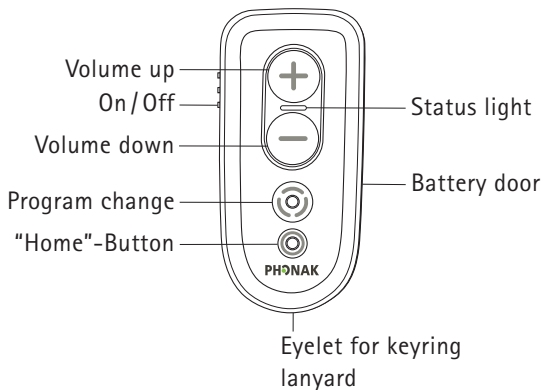
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2. Description

The PilotOne II remote control enables easy change of your hearing aid programs and volume.

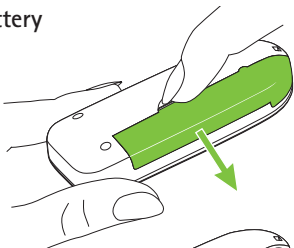


- ⓘ The PilotOne II needs to be configured for your hearing aids by the hearing care professional before you can use it.

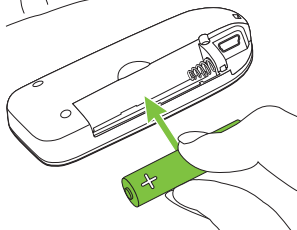
3. Using Phonak PilotOne II

3.1 Inserting a new battery

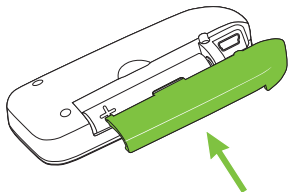
Slide battery cover in direction of the arrow to remove it.



Insert new battery with correct +/- position (Alkaline 1.5 V, type AAA, LR03 or AM4).



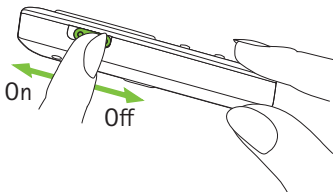
Secure battery cover by sliding it back into place.



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

3.2 Switching On/Off

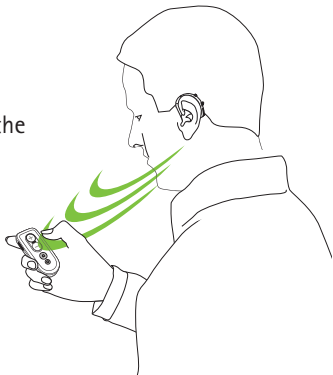
Use the slider to switch on or off.



3.3 Holding correctly

Hold PilotOne II so that the buttons are facing you.

Operating distance is max. 1 meter /40" between hearing aids and PilotOne II.



3. Using Phonak PilotOne II

3.4 Changing hearing aid volume

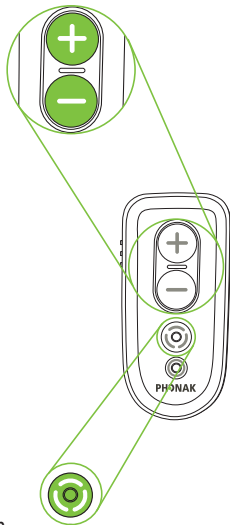
Press "+" to increase volume

Press "-" to decrease volume

- i** If set as such by your hearing care professional, a long-press of the "-" will mute your hearing aids. Unmute hearing aids by a long-press of the "+" button.

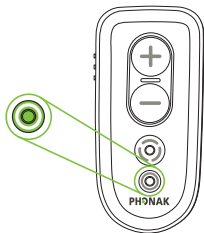
3.5 Changing hearing program

Each press of the program button will switch your hearing aids to the next available hearing program.



3.6 Using the “Home” button

Briefly push the “Home” button to return to the startup hearing program and default volume levels of your hearing aids.



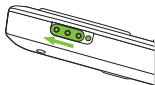
Press and hold the “Home” button (>2 sec) to jump to your favorite hearing program configured by the hearing care professional.

- ① Hearing aids may beep to confirm chosen selection.
- ① Changes on the PilotOne II are applied to both hearing aids at the same time.
- ① Available hearing programs and volume levels are set by your hearing care professional.
- ① For information about your personal settings, ask your hearing care professional to print your PilotOne II report.

3. Using Phonak PilotOne II

3.7 Understanding the status light

When switching PilotOne II on, the status light will flash for two seconds indicating that PilotOne II is ready to use.



Status light always remains on as long as a button is pressed.



The light indicator either green, orange or red depending on the battery status.



Green: Battery ok



Orange: 20% left. Replace the battery



Red: <10% left. Replace the battery immediately

3.8 Attach keyring lanyard



Important safety information


Please read the information on the following pages before using your device.

1. Hazard warnings

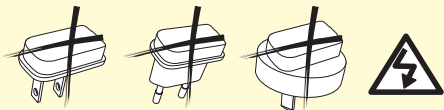
- ⚠ Keep this device out of reach of children and mentally challenged people or pets.
- ⚠ For persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.) the use of this device is not permitted. Ask your hearing care professional for details.
- ⚠ Only use hearing aids that have been specially programmed for you by your hearing care professional.
- ⚠ Changes or modifications to the device that were not explicitly approved by Phonak are not permitted.
- ⚠ Batteries are toxic. Do not swallow them! Keep out of reach of children and pets. If batteries are swallowed, consult your physician immediately!



Important safety information

- ⚠ Remove the battery if you are not using PilotOne II for a long period of time.
- ⚠ Always use a high quality, long-life alkaline battery as a replacement and dispose of the old one in an environmentally-friendly way. Do not use rechargeable batteries.
- ⚠ Dispose of electrical components in accordance with your local regulations by Phonak AG.
- ⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.
- ⚠ Using the device cables in any way contradictory to their intended purpose (e.g., wearing the USB cable around the neck) can cause injury.
- ⚠ The mini-USB port is to be used for the described purpose only.

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-  Do not use the device in explosive areas (mines or industrial areas with danger of explosions) or where electronic is prohibited.

2. Information on product safety



-  Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard) or direct skin contact when sweating (workout, fitness, sport). Do not drop the device. Dropping onto a hard surface can damage your device.
-  Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your device. Remove and keep it outside the examination room/area before undergoing:
- Medical or dental examination with X-ray (also CT scan).

Important safety information

- Medical examinations with MRI/NMRI scans, generating magnetic fields.
- ① Protect the PilotOne II plugs and Battery slot from dirt and debris.
- ① Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device. Never use a microwave or other heating devices to dry the device.
- ① The digitally-coded, inductive transmission technology used in the device 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. Keep the device in distance of at least 10 cm to any kind of magnets.

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- ① Do not connect an USB or audio cable exceeding 3 meters (9 ft) in length to the device.
 - ① When the device is not in use, turn it OFF and store it safely.

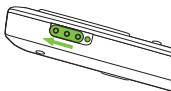
3. Other important information

- 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 device because of an unusual field disturbance, move away from the disturbing field.

4. Troubleshooting

No light indication when a button is pressed:

- Switch on PilotOne II



- ① If the status light still does not flash while switching on, replace the battery (see chapter 3.1).

Hearing aids do not respond to the PilotOne II commands:

- Make sure your hearing aids are switched on and worn correctly
- Make sure PilotOne II is switched on
- If status light does not flash or flashes red while pressing a button, replace the battery
- Hold the PilotOne II closer to your hearing aids

- ① If your hearing aids still do not react, ask your hearing care professional to re-program your PilotOne II.

5. 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).

Notice 1:

This Phonak PilotOne II is certified under:

USA FCC ID: KWC-PILOTONE2

Canada IC: 2262A-PILOTONE2

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

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

Notice 2:

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

Australia N15398

New Zealand Z1285

6. Service and Warranty

6.1 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.

6.2 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.

Serial number:

Date of purchase:

7. 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 an 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.

7. Information and explanation of symbols



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 radio communications compliance label Australia.

Operating conditions

The 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).

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.



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Switzerland

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