

# Phonak ComPilot II

User Guide



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## 1. Welcome

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

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

 **Compatibility information:**  
Check your hearing aid compatibility with your hearing care professional.

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[www.phonak.com](http://www.phonak.com)



CE mark applied: 2020

## 2. Getting to know your ComPilot II

The intended use of ComPilot II is to wirelessly connect different Bluetooth® devices to your hearing aids. For example, cell phones, MP3 players etc.

You can also connect other audio devices directly via a plug. E.g. computers, Roger and FM receivers.






ComPilot II can also be used as a remote control to adapt your hearing aids to different listening situations.

**i** Please note that your hearing care professional must configure your ComPilot II before it can be used as a remote control for your hearing aids.

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

### 2.1 Legend

#### Buttons

- A Main 
- B Volume up / down 
- C Home 
- D Connect 
- E On / Off switch 

#### Inputs

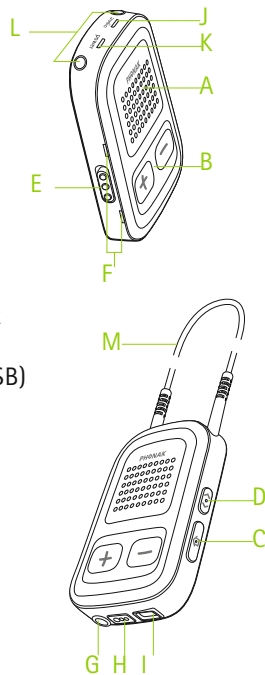
- F Microphones
- G Audio input 3.5 mm jack
- H Roger / FM (Europlug)
- I Charging input (mini-USB)

#### Indicator lights

- J Audio
- K Power

#### Others

- L Neckloop sockets
- M Neckloop

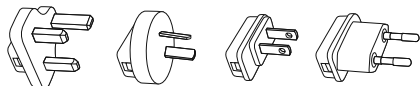


### 3. Getting started

ComPilot II must be set up and charged **before** use.

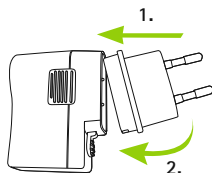
#### 3.1 Setting up the power supply

Select the adapter that corresponds to your country.

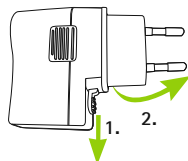


UK      AUS      US      EU

- Firstly, insert the top round end of the adapter into the round corner of the power supply.
- Click the bottom end of the adapter in to lock it into place.



- To remove, first pull back the tab on the power supply.
- Pull the adapter upwards to remove it.



#### Power supply specification

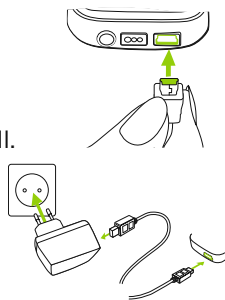
- Power supply output voltage: 5.0V DC 1000mA 5W LPS
- Charger input voltage: 100–240V AC 50/60Hz 0.2A
- USB cable specifications: length <3m

#### List of accessories:

- USB cable (1m)
- power supply with wallplug
- adapter
- pouch (optional)

## 3.2 Charging the battery

- Plug the larger end of the charging cable into the universal power supply. Plug the smaller end into the mini-USB port on ComPilot II.
- Plug the power supply into a power outlet.



The power indicator is red during charging and will turn green when charging is complete.

**i** ComPilot II has a non-removable rechargeable battery.

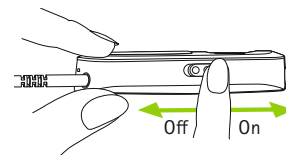
**i** Before using ComPilot II for the first time, charge it for at least 3 hours.

**i** It is safe to leave ComPilot II connected to the charger overnight.

**i** The full performance of a new battery is achieved only after three complete charge and discharge cycles.

## 3.3 Switching On and Off

Slide the power switch **I/O** as shown to turn the ComPilot II On or Off.

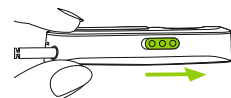


**i** Switch ComPilot II off when not in use.

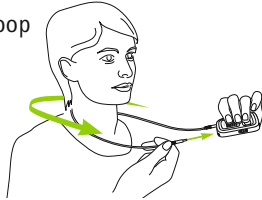
## 3.4 How to wear

Before any phone call, music or TV streaming:

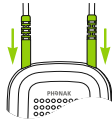
- Insert the hearing aids into your ears correctly and switch them on.
- Switch ComPilot II on.



- Put the ComPilot II neckloop around your neck.




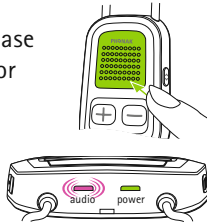
- Insert both plugs firmly.






### 3.5 Sound demonstration

- ⓘ Wear your hearing aids and ComPilot II correctly and switch them on (see chapter 3.4).

Press and **hold** the main  button while switching on the device. Release the main button. The audio indicator light will turn pink.



The hearing aids will switch to streaming mode and you will hear the ComPilot II sound demonstration.

- Use volume up/down   buttons to adjust the volume.
- The demo will stop after 3 minutes or when the main  button is pressed.

- ⓘ Adjusting the volume during the sound demonstration will also set the volume level of the spoken ComPilot II messages (see chapter 8.8).

- ⓘ If you cannot hear the sound demonstration, please consult the troubleshooting section (see chapter 9).

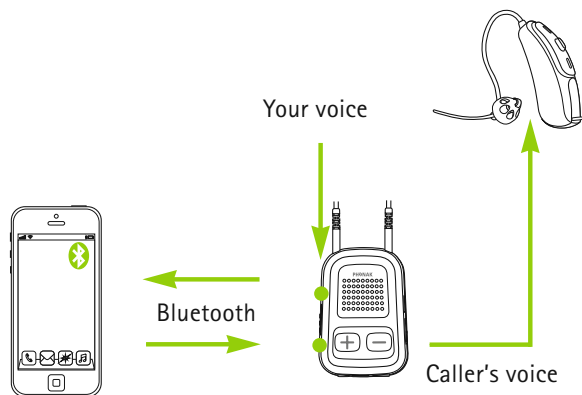
- ⓘ The default language setting of a new ComPilot II is English and can be configured by your hearing care professional.

## 4. Phone calls

### 4.1 How it works



ComPilot II acts as an interface between the phone and your hearing aids. During a call you will hear the caller's voice directly in your hearing aids.

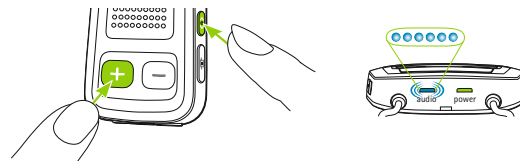
ComPilot II picks up your voice through its own microphones. Speak into ComPilot II – not into the phone – when a call is in progress.



### 4.2 Initial pairing to a phone



**i** It is only necessary to perform the pairing procedure once with each Bluetooth device, e.g. a phone. ComPilot II will connect automatically to the phone after the initial pairing.


- On your phone, ensure that Bluetooth is enabled and search for Bluetooth devices in the connectivity setting menu.
- Switch on ComPilot II.
- Press and hold the connect  and volume up  buttons simultaneously (2 sec) until the audio indicator starts to rapidly blink blue.



- Start the pairing process on the phone within 1 minute according to the phone user guide.
- Your phone shows a list of found Bluetooth devices. Select "Phonak ComPilot II" from this list and enter the code "0000" if prompted.
- ComPilot II requires access to your phone book. When prompted accept the request.
- After successful pairing, the audio indicator will stop blinking blue.

A quick pairing instruction is also shown on the back of ComPilot II.

Bluetooth pairing  
2 sec    
code: 0000

 For more information about Bluetooth pairing instructions specific to some of the most popular phone manufacturers, go to:  
<http://www.phonak.com/compilotII>

## 4. Phone calls


### 4.3 Connecting to the phone


Wear your hearing aids and ComPilot II correctly and switch them on (see chapter 3.4).


After your phone has been paired to ComPilot II, they will automatically connect to each other. If they do not connect automatically, go to your phone's Bluetooth menu and select ComPilot II from the list.

If you are required to connect manually, please refer to your phone's user guide.

Confirmation of successful connection is indicated on ComPilot II by the audio indicator blinking blue.

 The connection will be maintained as long as the devices remain on and within range.

 ComPilot II can connect to two phones at the same time but only one call at a time is possible.

 When pairing to a phone we recommend to disable the phone key tones and SMS alerts.

#### 4.4 Making a call

Enter the phone number using the phone keypad and press the dialing button.




You will hear the dialing tone through your hearing aid.

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

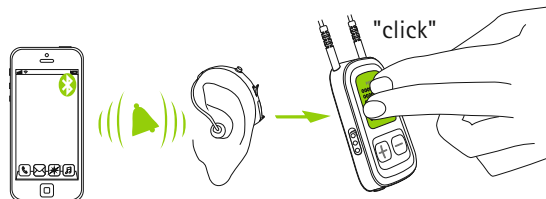


#### 4.5 Accepting a call

When a call is received on your cell phone:


- ComPilot II audio indicator will show a solid blue light.
- It will take about 2 seconds before you hear the ringtone through your hearing aids.
- Press the main  button once you hear the ringtone through your hearing aids.

#### 4. Phone calls




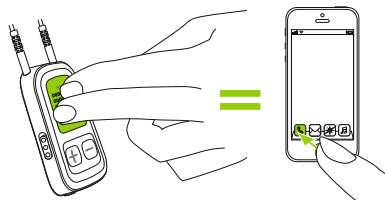
If a second call comes in on the same phone:

- Press the main  button to accept
- Press and hold the main  button (2 sec) to reject

 An incoming call from a second paired phone will be ignored during an active call.

#### 4.6 Ending a call


Press the main  button to end the call. You can also end a call on your phone instead of your ComPilot II.



You will hear the previously-active program or audio source.

#### 4.7 Advanced phone options

##### Rejecting a call



Press and hold the main  button (2 sec) until the ringtone stops. Using your phone to reject the call will have the same effect.

##### Setting the phone volume

Use the phone's volume buttons to adjust the phone volume to a comfortable level.

For better understanding of a call, surrounding sounds picked up by the hearing aids are reduced according to the settings made by the hearing care professional.

##### Reducing surrounding sounds

- Press and hold the volume down  button (2 sec) for more reduction.
- Press and hold the volume up  button (2 sec) to return to the default reduction.

#### 4. Phone calls

##### Disabling unwanted alerts

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

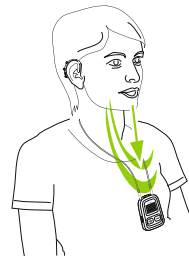
You are able to hear these alerts in your hearing aids.

If this is disturbing, refer to your phone user guide for information about disabling these alerts.

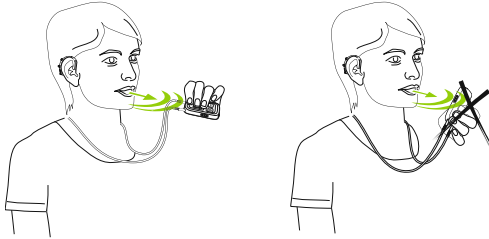
##### How to hold ComPilot II during phone calls

Note: Maximum distance between ComPilot II and the phone is 5–10 m (15–30 ft).

- Wear ComPilot II around the neck during the phone call.



- In very noisy environments, you can move ComPilot II closer to your mouth.



- Avoid covering the microphone openings on the side with your fingers or clothes.



#### 4. Phone calls

#### 4.8 Additional features

The following features can be set by your hearing care professional.

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

#### Caller's name announcement


By default, ComPilot II will announce the caller's name as shown on the phone display (caller identification).

The following features can be enabled separately. Press and hold the assigned button (2 sec) to use the feature:

1. *Last number redial*: This will redial the last dialed number.
2. *Voice dial*: Allows you to say the person's name instead of typing the number.
3. *Dial preferred number*: Directly dials a pre-defined number
4. *Hold call*: While in a phone conversation, this 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 previously active hearing program.

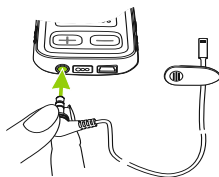
5. *Transfer call*: This allows you to forward a phone call to another telephone. Your hearing aids will switch back to the last hearing program.

To transfer the call back to ComPilot II, press and hold the main  button. The call will now resume through your hearing aids.

#### 4.9 Using the external phone microphone

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

- Plug the 3.5 mm microphone plug into the audio input of ComPilot II (the internal microphones on ComPilot II will be disabled).




#### 4. Phone calls

- Use the clip to place the microphone close to your mouth.
- Put the neckloop around your neck and switch ComPilot II on.



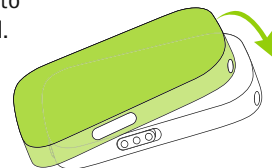
Jackets, etc., will not negatively influence the wireless link to your hearing aids.

-  Use only the recommended external microphone from Phonak.

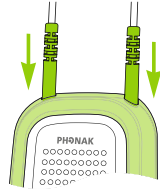
#### 4.10 Using the protective silicon skin

To protect the ComPilot II when wearing it underneath clothing, use the protective silicon skin.

- Slip the silicon skin onto the back of ComPilot II.



- Plug the neckloop through the neckloop sockets into ComPilot II.



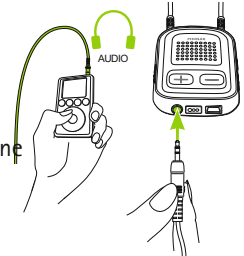
⚠ The protective skin does not guarantee complete resistance against water, moisture or sweat.

## 5. Streaming audio


- ⓘ Before streaming, wear your hearing aids and ComPilot II correctly and switch them on (see 3.4).

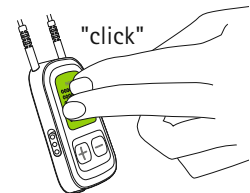
### 5.1 Streaming audio via a cable

- Insert the audio cable into ComPilot II.
- Insert the other end of the audio cable into the headphone socket on your audio player and start the player.



The audio streaming will automatically start. Adjust the volume on your audio player.

Press the main  button to stop and restart streaming.



## 5.2 Streaming audio via Bluetooth



### Streaming audio via cell phone

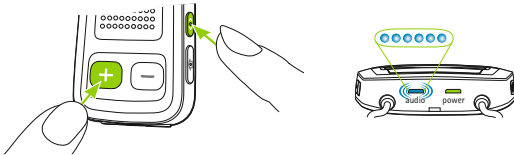
You can stream music wirelessly from your cell phone:

- Make sure ComPilot II is connected to your phone as described in chapter 4.3.
- Use your phone music player to play music.

### Streaming audio via other devices

To use ComPilot II with a Bluetooth enabled audio device (e.g. mp3 player), you must first pair the devices:

- Switch on ComPilot II.
- Press and hold the connect  and volume up  buttons simultaneously (2 sec) until the audio indicator starts to rapidly blink blue.



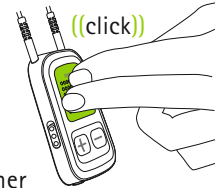
- Start the pairing process on the Bluetooth device within 1 minute according to the device's user guide and use code "0000" if prompted.

## 5. Streaming audio


- After successful pairing, the audio indicator will stop rapidly blinking.
- Press play on the Bluetooth device if needed.
- Streaming will start automatically and the audio indicator will turn solid blue indicating a successful connection.


To adjust the volume of the audio signal use the volume on the audio device.

Press the main  button to pause and restart streaming.



To stop Bluetooth streaming completely, press and hold the main button (2 sec), switch the other Bluetooth device off or disable its Bluetooth feature.

 Please refer to the device's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described.

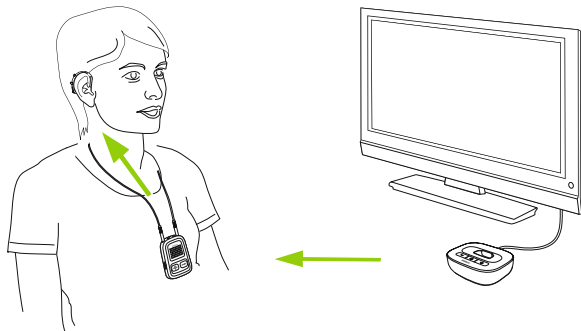
 ComPilot II streaming time is up to 24 hours with a fully charged battery.

### 5.3 Streaming audio from TV or HiFi

It is recommended to use the dedicated and optimized Phonak TVLink II basestation for watching TV or listening to music through it.

It offers the following benefits:

- Wireless transmission up to 30 meters (90 ft.).
- Analog and digital inputs (optical, coaxial).
- Charging cradle for ComPilot II.



**i** Refer to the TVLink II user guide for pairing instructions.

## 6. Using ComPilot II as a remote control

Before this functionality can be used, your hearing care professional must enable the remote control in ComPilot II.

### 6.1 Changing the volume

Press buttons on ComPilot II:

- **+** to increase the volume
- **-** to decrease the volume




**i** Adjusting the volume with ComPilot II will have the same effect as adjusting the volume directly on your hearing aids.

### Reducing surrounding sounds


You can reduce the surrounding sounds with a single button press. This may be helpful during music or phone streaming. The level of reduction is set by your hearing care professional.

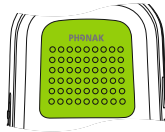
- Press and hold the volume down **-** button (>2 sec) for more reduction.


- Press and hold the volume up  button (>2 sec) to return to the original hearing aid volume.

## 6.2 Changing the program

Changing hearing aid programs is only possible if no streaming is in progress.

Press the main  button to change hearing aid programs.



Press the home  button to return to the startup program and volume level of your hearing aids.




## 6. Using ComPilot II as a remote control

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

- Max. distance to the hearing aids is 110 cm / 43".
- Hold ComPilot II as shown.



## 6.3 More remote control information

- Press and hold the home  button (>2 sec) to select the favorite hearing program configured by the hearing care professional.
- Both hearing aids are controlled at the same time.



## 7. Using ComPilot II with Roger /FM

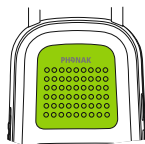
ComPilot II can be used together with Roger or FM receivers through its direct audio input (Europlug).

- Place the Roger /FM transmitter near the sound source and turn it on.
- Attach your receiver to ComPilot II via the Europlug socket as shown in the picture (turn receiver on if required).




When a signal is detected, you will hear a beep notification through your hearing aids.

- Press main  button to accept the signal.
- Press main  button again to stop or resume the signal.




## 7. Using ComPilot II with Roger/FM

- ① After 20 seconds the input will be put on hold automatically if you do not accept it.
- ① As long as a signal is received the hearing aid programs cannot be changed via the main  button.
- ① If ComPilot II does not receive a signal through the Europlug for 3 minutes, an alert will be heard.


## 8. More detailed information

### 8.1 Main button functionality

The main  button has multiple functions:





1. *Phone*: It accepts and ends a phone call.
2. *Stream*: It pauses and resumes the streaming from an audio device.
3. *Remote control*: It changes the hearing aid programs (ComPilot II must be configured as a remote control by your hearing care professional).

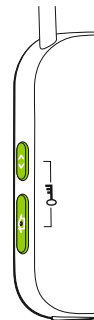
-  The hearing programs cannot be changed when:
- a phone call is in progress
  - a Bluetooth device is streaming or paused
  - a audio cable is plugged in
  - a direct audio input is available


## 8. More detailed information


### 8.2 Locking the buttons

To prevent the buttons being accidentally pressed:

- Press the connect  and home  button simultaneously to lock or unlock the buttons.
- The power indicator will triple blink red indicating that the buttons are locked.



-  Accepting an incoming call is still possible.

-  The key symbol on the back reminds you of the lock function.

### 8.3 Switching off the indicator light

If the indicator light is disturbing:

- Lock the ComPilot II as described in chapter 8.2
- During locked state the indicator light remains switched off

-  A low battery state will be shown.

## 8.4 Managing multiple inputs

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

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



- Two Bluetooth devices
- One 3.5 mm audio plug
- One direct audio input (Europlug)

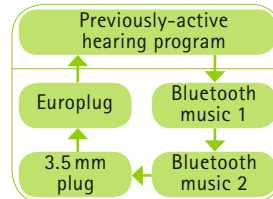
**i** A phone call always has priority. You will hear the ringtone even when listening to other audio sources. If you reject or terminate the call, audio streaming will resume.

**i** If you want to listen to music from your connected mobile phone, you must start the music via your phone initially; it cannot be started from the ComPilot II.

## 8. More detailed information

### Selecting audio sources

- *One source:* Each press of the main  button will pause or resume the source.
- *Multiple sources:* After each press of the main  button, ComPilot II selects the next connected source in a fixed sequence.
- If a source is not connected, the ComPilot II will proceed to the next source.
- Every connected source has a fixed place in the sequence, as shown in the picture.

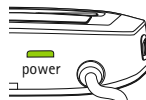


## 8.5 Understanding the indicator lights



Bluetooth pairing	Rapid blink blue 
1 Bluetooth device connected	Short blink blue 
2 Bluetooth devices connected	Double-blink blue 
Phone or music streaming via Bluetooth	Solid blue 
Plug or Europlug streaming	Solid orange 
Demo sound playing	Solid pink 


## 8. More detailed information





Charging	Solid Red 
Charged and full battery	Solid green 
Switching On	Green 2 seconds 
Switching Off	Blink red then solid for 2 seconds 
Battery above 10%	Slow blink green 
<10% battery left. Please charge	Short blink red 
Charging required. (at least 2 hours)	No blinking just after switching On 
Enable/ Disable lock state	Triple flash red (locked)  Triple flash green (unlocked) 

## 8.6 Deleting paired Bluetooth devices

If you encounter issues with one of the paired devices, you may consider deleting the pairing to the ComPilot II.

 Deleting the pairing of Bluetooth devices removes the ability to connect to any previously paired Bluetooth device.

1. Turn on your ComPilot II.
2. Press and hold the connect  and volume up  buttons for 10 seconds until the blue rapid blinking audio indicator stops.
3. Also delete the ComPilot II pairing entries on your mobile phone before any re-pairing.
4. Repeat the pairing procedure as described in chapter 4.2.

## 8. More detailed information

### 8.7 Caller identification

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

ComPilot II will try to access information about the caller from your phone book. It will be spoken through your hearing aids as follows:

- The stored name in your phone's phonebook
- The number if the name is not known

Your hearing care professional can configure the language setting of your ComPilot II.

## 8.8 VoiceAlerts (spoken messages)

Informs you about the different operation modes and status of the ComPilot II using spoken messages.

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


- *Warnings only:* Spoken information about a low ComPilot II battery and during the Bluetooth pairing process.
- *Standard:* Additional information about switching ComPilot II on or off, start or end charging during streaming, input channel selection and Europlug 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.

## 9. Troubleshooting

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


<i>Causes</i>	<i>What to do</i>
<b>During Bluetooth pairing my other device is prompting me for a code, what do I have to enter?</b>	
<ul style="list-style-type: none"><li>The pairing code is required for the initial coupling of ComPilot II with your Bluetooth device ("pairing").</li></ul>	<ul style="list-style-type: none"><li>Enter 0000 (four zeros) when prompted for a code.</li></ul>
<b>I hear intermittency during an audio transfer via ComPilot II.</b>	
<ul style="list-style-type: none"><li>The Bluetooth device is too far away, or worn in a back pocket (body shielding).</li><li>ComPilot II searches for known devices for 2 minutes after switching on.</li><li>A phone connected to other devices such as a PC may not be able to continuously stream music.</li></ul>	<ul style="list-style-type: none"><li>Do not to exceed the maximum distance (15–30 ft.) and keep Bluetooth devices in front of you.</li><li>After 2 minutes, ComPilot II will stop searching and the intermittency will stop.</li><li>When using your Bluetooth phone as music player, disconnect it from other devices such as PCs.</li></ul>

## 9. Troubleshooting

<i>Causes</i>	<i>What to do</i>
<b>The volume of the music is too loud or too quiet. The volume of phone conversations is not comfortable (too low or too high).</b>	
<ul style="list-style-type: none"><li>Different audio sources have different outputs.</li></ul>	<ul style="list-style-type: none"><li>To change the volume of the phone, or any other sound source to ComPilot II, use the volume control of that external device.</li></ul>
<b>I have difficulties understanding the phone conversation in a noisy environment.</b>	
<ul style="list-style-type: none"><li>Your hearing aid microphones are set too high during the call.</li></ul>	<ul style="list-style-type: none"><li>Reduce the hearing aid volume by pressing the  button (see chapter 6.1).</li><li>If the sound volume over the phone (or music) is too low after this reduction use the phone volume button to increase the volume.</li></ul>
<b>The caller can hear me but I cannot hear the caller.</b>	
<ul style="list-style-type: none"><li>The call was transferred to your phone.</li></ul>	<ul style="list-style-type: none"><li>Make sure the call is transferred back to ComPilot II via the phone menu.</li></ul>

## 9. Troubleshooting

<i>Causes</i>	<i>What to do</i>
<b>ComPilot II is no longer recognized by the phone or other Bluetooth device to which it was previously paired.</b>	
<ul style="list-style-type: none"> <li>• 2 minutes after not finding a device, ComPilot II will stop seeking devices to save power.</li> <li>• The devices are too far away from each other.</li> <li>• ComPilot II can be paired to a maximum of 6 different Bluetooth devices. If the internal memory is full, new pairings may overwrite previous pairings.</li> <li>• Pairing was deleted.</li> </ul>	<ul style="list-style-type: none"> <li>• Switch ComPilot II off. Wait until the red indicator switches off, then turn device on again.</li> <li>• Bring devices within a meter of each other and try again.</li> <li>• Repeat the pairing between ComPilot II and the Bluetooth device which was overwritten.</li> <li>• Repeat the pairing between ComPilot II and the Bluetooth device which was deleted.</li> </ul>
<b>I am not streaming but the hearing aids keeps switching between the Bluetooth and the normal hearing aid program.</b>	
<ul style="list-style-type: none"> <li>• Your phone sends sounds to ComPilot II due to incoming SMS or e-mails.</li> <li>• Phone key tones are switched on.</li> </ul>	<ul style="list-style-type: none"> <li>• Disable the system sounds for reminders, alarms, SMS, etc. via your phone menu.</li> <li>• Switch off phone key tones via your phone menu.</li> </ul>
<b>I hear my phone's key-press tones in my hearing aids.</b>	
<ul style="list-style-type: none"> <li>• The key-press tones may be enabled on your phone.</li> </ul>	<ul style="list-style-type: none"> <li>• Deactivate key-press and confirmation tones on your phone. Please refer to the phone's user guide.</li> </ul>

<i>Causes</i>	<i>What to do</i>
<b>Every time I switch on my phone, the music player starts.</b>	
<ul style="list-style-type: none"> <li>• For some phones this is normal behavior and not initiated by ComPilot II.</li> </ul>	<ul style="list-style-type: none"> <li>• Some phones can be configured not to start the music player automatically.</li> <li>• Stop the music player via phone menu after the phone is connected.</li> </ul>
<b>Every time I get in my car the ComPilot II connection to my phone behaves unexpectedly.</b>	
<ul style="list-style-type: none"> <li>• The car Bluetooth system connects to your phone.</li> </ul>	<ul style="list-style-type: none"> <li>• Consider disconnecting the car system from your phone.</li> </ul>
<b>I accepted the incoming phone call but cannot hear the call in my hearing aids.</b>	
<ul style="list-style-type: none"> <li>• Some phones, when accepting the call through the phone button, don't use ComPilot II.</li> </ul>	<ul style="list-style-type: none"> <li>• Always accept the call by pressing the main  button.</li> </ul>
<b>The phone is ringing but the Audio indicator is not solid blue and there is no ringing signal through the hearing aids.</b>	
<ul style="list-style-type: none"> <li>• Bluetooth is disabled in the phone.</li> <li>• ComPilot II and your phone are not connected to each other.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure Bluetooth is enabled according to your phone's user guide.               <ol style="list-style-type: none"> <li>1. Disable the Bluetooth functionality in your phone and turn it on again.</li> </ol> </li> </ul>

<i>Causes</i>	<i>What to do</i>
<ul style="list-style-type: none"> <li>ComPilot II is not paired to the phone.</li> <li>The distance is too great between ComPilot II and the phone.</li> </ul>	<ol style="list-style-type: none"> <li>Restart ComPilot II by switching it off and then on. The ComPilot II Bluetooth functionality will be automatically reactivated.</li> <li>Activate ComPilot II by selecting it in the phone's "Active device" menu.</li> <li>Reduce the distance between ComPilot II and the phone.</li> </ol> <ul style="list-style-type: none"> <li>Follow the pairing process in this guide.</li> <li>Wear ComPilot II around your neck. Keep distance to phone &lt;10m (&lt;30ft).</li> </ul>

<b>The phone is ringing, the Audio indicator is solid blue but there is no ringing signal through the hearing aids.</b>	
<ul style="list-style-type: none"> <li>ComPilot II is out of range of the hearing aids.</li> <li>Phone is set to vibrate. You are already on a phone call and a second call cannot be recognized.</li> </ul>	<ul style="list-style-type: none"> <li>Wear ComPilot II correctly around your neck with both neckloop plugs firmly plugged in.</li> <li>Enable ring tone on phone.</li> <li>Hang up the first phone call, then accept the second call.</li> </ul>

## 9. Troubleshooting

<i>Causes</i>	<i>What to do</i>
<b>My phone rings but the name of the caller is not heard acoustically.</b>	
<ul style="list-style-type: none"> <li>The Caller identification feature is not available or not enabled on your phone.</li> <li>Two phones are connected to your ComPilot II.</li> <li>Caller identification may be switched off.</li> </ul>	<ul style="list-style-type: none"> <li>Please refer to the phone's user guide to check the availability of this feature.</li> <li>If two phones are connected Caller identification is only available on the phone that was last paired to ComPilot II.</li> <li>Please ask your hearing care professional to enable Caller identification on your ComPilot II.</li> </ul>

<b>During a phone call the other party has difficulty hearing me.</b>	
<ul style="list-style-type: none"> <li>ComPilot II microphone openings may be covered.</li> <li>ComPilot II may not be worn correctly.</li> <li>ComPilot II may rub against clothing.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the microphone openings are not covered by part of your body, clothing or dirt and debris.</li> <li>Do not turn ComPilot II sideways and make sure the neckloop plugs point towards your mouth as you speak.</li> <li>Reduce movement while you speak, or consider using the external microphone (optional).</li> </ul>

<i>Causes</i>	<i>What to do</i>
<ul style="list-style-type: none"> <li>The surrounding noise may be too loud.</li> </ul>	<ul style="list-style-type: none"> <li>Although ComPilot II features noise reduction technologies, very noisy environments should be avoided.</li> <li>Suggest to your callers that they increase the phone volume.</li> </ul>

**ComPilot II is unresponsive or there are no light indicators when switching on.**

<ul style="list-style-type: none"> <li>ComPilot II may be completely discharged.</li> <li>It may indicate a software problem.</li> </ul>	<ul style="list-style-type: none"> <li>Charge your ComPilot II for at least 1 hour.</li> <li>Unplug any connectors from ComPilot II.</li> <li>Switch ComPilot II Off and On again.</li> <li>Consider resetting ComPilot II.</li> <li>Switch ComPilot II Off, wait 30 seconds, then switch On again.</li> </ul>
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**The operating time of your ComPilot II is reduced substantially.**




<ul style="list-style-type: none"> <li>The battery typically needs several charging cycles to achieve full performance. Please consult the datasheet for the typical operating time for your ComPilot II.</li> </ul>	<ul style="list-style-type: none"> <li>Charge for at least 3 hours the first time you charge ComPilot II.</li> <li>Let a new ComPilot II discharge completely three times.</li> </ul>
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## 9. Troubleshooting

<i>Causes</i>	<i>What to do</i>
<b>I have interruptions while my audio streaming is active.</b>	
<ul style="list-style-type: none"> <li>The neckloop antenna is broken.</li> <li>ComPilot II is too far away from the hearing aids while streaming.</li> <li>Hearing aids are not worn correctly.</li> <li>Bluetooth signal is out of range.</li> <li>Bluetooth transmitter is affected by an obstacle (e.g. cellular phone).</li> </ul>	<ul style="list-style-type: none"> <li>Replace the neckloop.</li> <li>Wear the ComPilot II with the neckloop around your neck or check if neckloop cable is plugged in the ComPilot II correctly.</li> <li>Wear ComPilot II in upright position.</li> <li>Keep the Bluetooth device within the operating range.</li> </ul>

**I cannot hear the demo sound.**

<ul style="list-style-type: none"> <li>Hearing aids are not worn correctly</li> <li>ComPilot II is not worn correctly or switched Off</li> <li>The neckloop is broken</li> </ul>	<ul style="list-style-type: none"> <li>Make sure your hearing aids are inserted correctly</li> <li>Wear the ComPilot II with the neckloop around your neck or check if neckloop cable is plugged into the ComPilot II correctly</li> <li>Make sure the ComPilot II is charged and switched on</li> <li>Replace the neckloop</li> </ul>
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<i>Causes</i>	<i>What to do</i>
<p>I cannot hear the call in my hearing aids when using my cordless phone with ComPilot II.</p> <ul style="list-style-type: none"> <li>Some older phones cannot automatically stream audio to ComPilot II.</li> </ul>	<ul style="list-style-type: none"> <li>The connection must be initiated manually.</li> <li>Type the number on your phone.</li> <li>Then press the connect  button and wait 5 sec.</li> </ul>
<p>Nothing happens when I press a button on the ComPilot II. Only the indicator light tripple flash red.</p> <ul style="list-style-type: none"> <li>The ComPilot II is in locked state.</li> </ul>	<ul style="list-style-type: none"> <li>Press the connect  button and home  button simultaneously to unlock or lock ComPilot II.</li> </ul>

## 10. Service and Warranty

### 10.1 Local warranty

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

### 10.2 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.

### 10.3 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:

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Date of purchase:

---

Authorized hearing  
care professional  
(stamp/signature):

---

## 11. Compliance information

**Europe:**

### **Declaration of conformity**

Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Medical Device Regulation 2017/745 as well as the Radio Equipment Directive 2014/53/EU. 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 <https://www.phonak.com/com/en/certificates.html> (Phonak worldwide locations).

### **Australia/New Zealand:**

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Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia. The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

FCC ID: KWC-COMPILOT2  
IC: 2262A-COMPILOT2

**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.

## 11. Compliance information

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.

**Notice 4:**

**Japanese Radio Law and Japanese Telecommunications Business Law Compliance.** This device is granted pursuant to the Japanese Radio Law (電波法) and the Japanese Telecommunications Business Law (電気通信事業法). This device should not be modified (otherwise the granted designation number will become invalid)."

Any serious incident that has occurred in relation to the device should be reported to the manufacturer representative and the competent authority of the state of residence. The serious incident is described as any incident that directly or indirectly led, might have led or might lead to any of the following:

- the death of a patient, user or other person
- the temporary or permanent serious deterioration of a patient's, user's or other person's state of health
- a serious public health threat.

To report an unexpected operation or event, please contact the manufacturer or a representative.

Diligent and routine care of your ComPilot II contributes to outstanding performance and a long service life. To ensure a long service life, Phonak AG provides a minimum of a five year service period after phase out of the respective product.

For more information regarding features, benefits, setup, use and maintenance or repairs of your accessories – contact your hearing care professional or manufacturer representative. Additional information can be found in the Data Sheet of your product.

For any information regarding the repair service of the hearing aid accessories please contact the hearing care professional.

### **Intended use**

The intended use of ComPilot II is to wirelessly connect different Bluetooth® devices to your hearing aids.

For example, cell phones, MP3 players etc. You can also connect other audio devices directly via a plug. E.g. computers, Roger and FM receivers. ComPilot II can also be used as a remote control to adapt your hearing aids to different listening situations.

Indication: Presence of hearing loss and use of hearing aids of the Venture and Belong generation

Contra-Indication: n.a.

Target population: Target group are people with hearing loss wearing wireless capable Phonak Venture or Belong generation hearing instruments. No restrictions on the hearing loss level.

ComPilot II is suitable for the home healthcare environment and due to its portability it may happen that it is used in professional healthcare facility environment like physician offices, dental offices etc.

**Emission standards:** EN 60601-1-2:2015 , IEC 60601-1-2:2014, EN 55011:2009 +A1, CISPR11:2009/AMD1:2010 , CISPR22:1997 , CISPR32:2012, ISO 7637-2:2011, CISPR25:2016 , EN 55025:2017

**Immunity standards:** EN 60601-1-2:2015, IEC 60601-1-2:2014, EN61000-4-2:2009, IEC 61000-4-2:2008, EN 61000-4-3:2006+A1+A2, IEC61000-4-3:2006+A1+A2, EN 61000-4-4:2012, IEC 61000-4-4:2012, EN 61000-4-5:2014, IEC 61000-4-5:2014, EN 61000-4-6:2014, IEC 61000-4-6:2013, EN61000-4-8:2010, IEC 61000-4-8:2009, EN 61000-4-11:2004, IEC 61000-4-11:2004, IEC 60601-1 ( § 4.10.2):2005, ISO 7637-2:2011

#### **Loop antenna information**

Type: Removable, inductive  
Operation frequency: 10.6 MHz  
Occupied bandwidth (99% BW): 582 kHz  
Modulation: 8-DPSK  
Channel: Single channel radio  
Magnetic field strength @10 m: -18 dB $\mu$ A/m  
Operating range to hearing aid: 40 cm (15")  
Wearing option: Worn around neck  
Use case: Streaming and remote control

#### **Ferrite antenna information:**

Type: Integrated, inductive  
Operation frequency: 10.6 MHz  
Occupied bandwidth (99% BW): 556 kHz  
Modulation: 8-DPSK  
Channel: Single channel radio  
Magnetic field strength @10 m: -16 dB $\mu$ A/m  
Operating range to hearing aid: up to 100cm (39")  
Wearing option: handheld  
Use case: remote control only

## 12. Information and explanation of symbols



With the CE symbol, Phonak AG confirms that this product - including accessories - meets the requirements of the Medical Device Regulation 2017/745 as well as the Radio Equipment Directive 2014/53/EU. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives.



This symbol indicates that the products described in these user instructions adhere to the requirements for an applied 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.



Indicates the medical device manufacturer, as defined in EU Medical Device Regulation 2017/745.



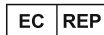
This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.



Important information for handling and product safety.



The device is a medical device.



Indicates the Authorized representative in the European Community. The EC REP is also the importer to the European Union.

## 12. Information and explanation of symbols



Temperature transport and storage:  
-20° to +60° Celsius  
(-4° to +140° Fahrenheit).  
Temperature operation:  
0° to +40° Celsius  
(+32° to +104° Fahrenheit).

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Keep dry.

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Humidity transportation and storage:  
<90% (non condensing).  
Humidity operation: <95% (non  
condensing).

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Atmospheric pressure, transportation,  
storage and operation: 500 hPA to  
1060 hPA.

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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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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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Japanese mark for certified radio equipment.

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## 13. Important safety information

The following pages contain important safety information.

### Hazard warnings

⚠ Keep this device out of reach of children aged under 3 years and mentally challenged people or pets.

⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):

- Keep the wireless hearing aid or wireless accessory at least 15 cm (6 inches) away from the active implant. If you experience any interference, do not use the wireless hearing aids and contact the manufacturer of the active implant.

Please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.

- Keep magnets (i.e. battery handling tool, Easy-Phone magnet, etc.) at least 15 cm (6 inches) away from the active implant.

⚠ Do not wear the device around the neck while it is connected to any programming equipment.

⚠ Changes or modifications to the device that were not explicitly approved by Phonak are not permitted.

⚠ Opening the device 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 local Phonak representative.

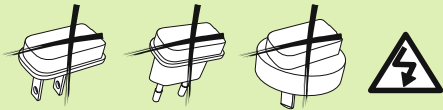
⚠ This product has an embedded, non-replaceable battery. Do not attempt to open the product or remove the battery as this may cause injury and damage the product.

⚠ External devices may only be connected if they have been tested in accordance with corresponding IEC standards. Only use accessories approved by Phonak AG, to avoid any electrical shock.

⚠ Your device operates at 10.6 MHz and between 2.4 GHz-2.48 GHz frequency range. When flying please check if flight operator requires devices to be switched off.

### 13. Important safety information

- ⚠ Using the device, its connectors or cables in any way contradictory to their intended purpose as described in this user guide (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.
- ⚠ For charger, use only EN60950 - and/or EN60601-1 certified equipment with an output rating of 5 VDC, min. 500 mA.



- ⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.

- ⚠ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.
- ⚠ Use of this equipment adjacent to or stacked with other equipment should be avoided because it could result in improper operation. If such use is necessary, this equipment and the other equipment should be observed to verify that they are operating normally.
- ⚠ Use of accessories, transducers and cables other than those specified or provided by the manufacturer of this equipment could result in increased electromagnetic emissions or decreased electromagnetic immunity of this equipment and result in improper operation.
- ⚠ Portable RF communications equipment (including peripherals such as antenna cables and external antennas) should be used no closer than 30 cm (12 inches) to any part of the ComPilot II including cables specified by the manufacturer. Otherwise, degradation of the performance of this equipment could result."

## Information on product safety

- ① Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard) or direct skin contact when sweating (workout, fitness, sport).
- ① Do not drop the device. Dropping onto a hard surface can damage your device.
- ① 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).
  - Medical examinations with MRI/NMRI scans, generating magnetic fields.

## 13. Important safety information

- ① Protect the device connectors, plugs, charging slot and power supply from dirt and debris.
- 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 installations 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 Keep the device at least 10 cm away from any kind of magnets.
- ① Do not disconnect the neckloop while the device is transmitting signals to your hearing aids.
- 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.





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