

# Phonak ComPilot II

User Guide



**PHONAK**  
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# 1. Welcome

Your ComPilot II is a Swiss 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:**  
Your ComPilot II is compatible to Venture? generation hearing aids and newer.

If you have any questions, please consult your hearing care professional.

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



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## 2. Getting to know your ComPilot II

ComPilot II can receive audio inputs from different Bluetooth® devices and transmits them wirelessly to the hearing aids.

Virtually any Bluetooth enabled audio device such as cell phones or MP3-players are supported.

You can also plug in other audio sources directly to enjoy speech and music from other multimedia devices, such as computers, TV, Roger and FM receivers or music players.

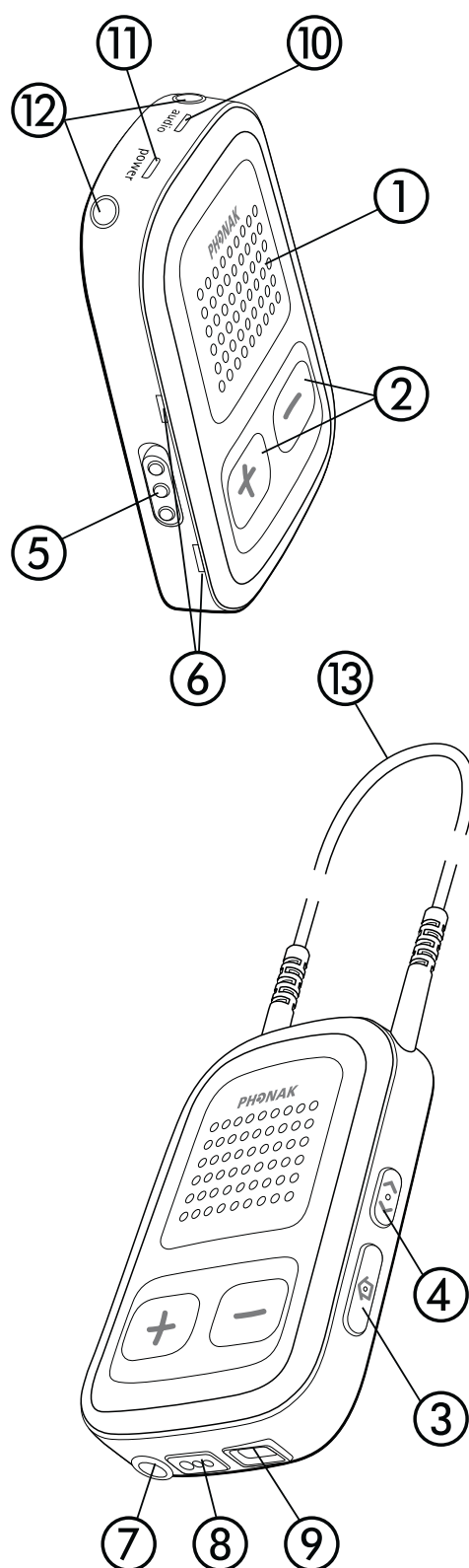
ComPilot II can also be used as a remote control to adapt your hearing aids to different listening situations.

❶ 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

- ① Main 
- ② Volume +/- 
- ③ Home 
- ④ Connect 
- ⑤ On/Off switch 
  
- ⑥ Microphone openings
- ⑦ Audio input (3.5 mm jack)
- ⑧ FM input (Europlug)
- ⑨ Charging input (mini-USB)
  
- ⑩ Audio indicator
- ⑪ Power indicator
  
- ⑫ Neckloop sockets
- ⑬ Neckloop



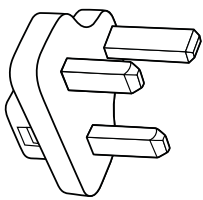
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## 3. Getting started

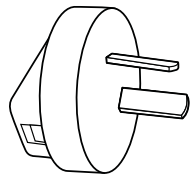
Before using ComPilot II, it has to be set up and charged.

### 3.1 Setting up the power supply

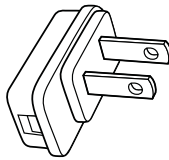
Select the adapter that corresponds to your country.



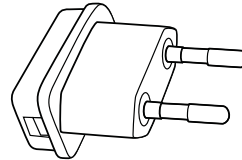
UK



AUS

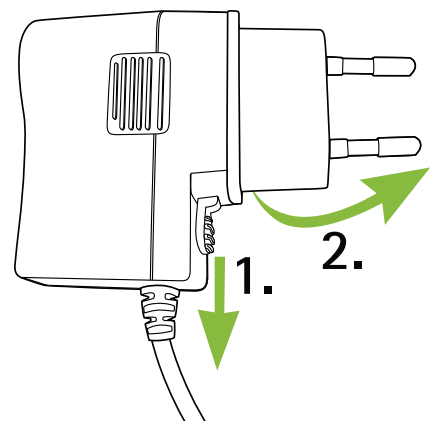
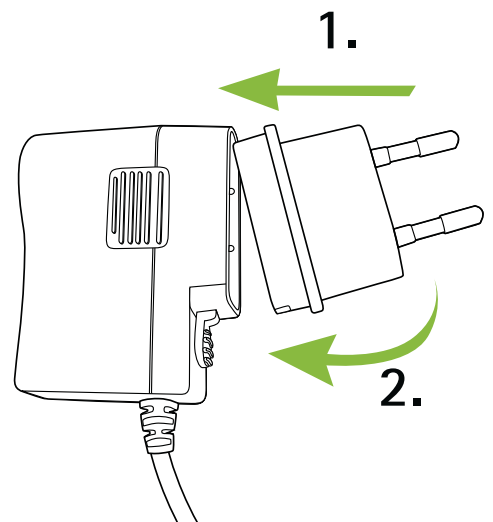


US



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.



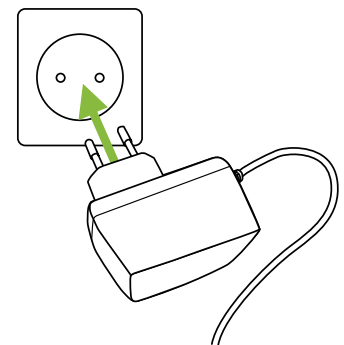
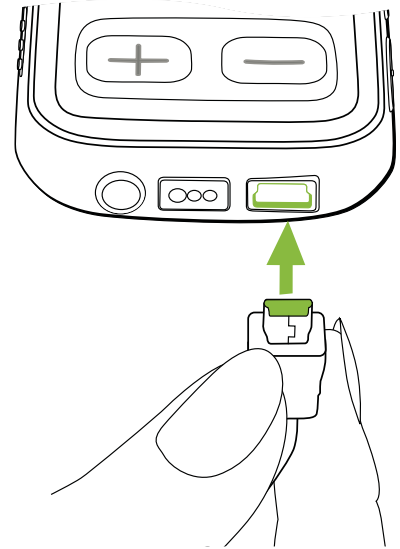
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## 3.2 Charging the battery

- Plug the mini-USB plug 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.

- ① ComPilot II has a non-removable rechargeable battery.
- ① Before using ComPilot II for the first time, charge it for at least 3 hours.
- ① It is safe to leave ComPilot II connected to the charger overnight.
- ① The full performance of a new battery is achieved only after three complete charge and discharge cycles.

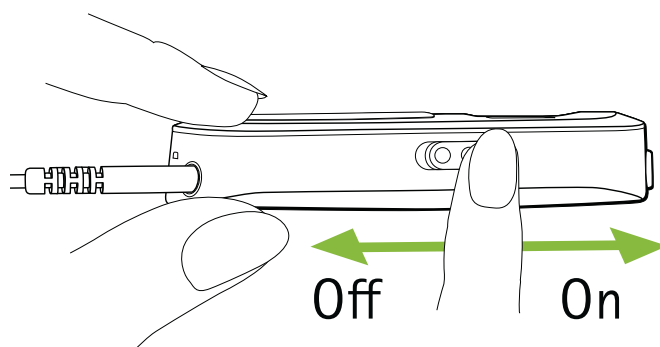


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## 3. Getting started

### 3.3 Switching On or Off

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

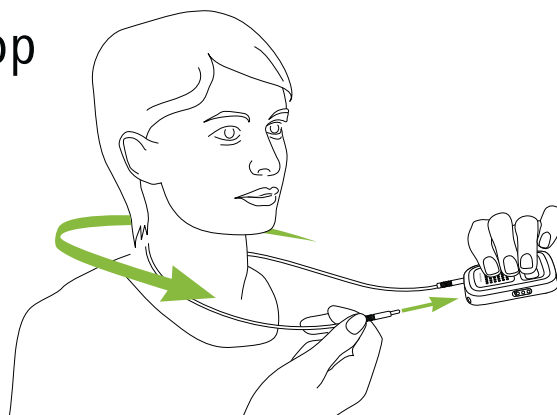
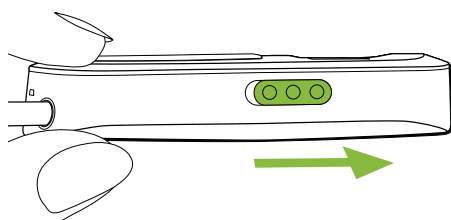


❶ Switch ComPilot II off when not in use.

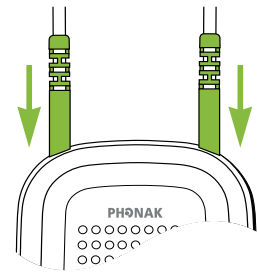
### 3.4 How to wear

Before any phone, 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.



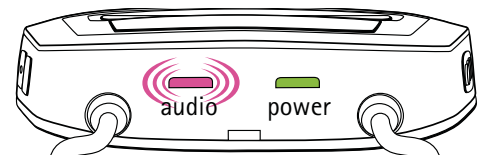
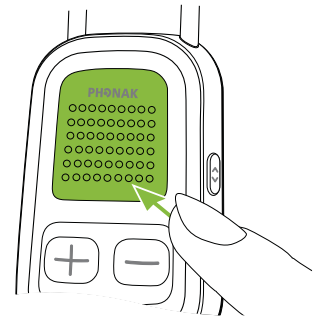
- Insert both plugs firmly.



### 3.5 Demonstration of the sound

- ① 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 / buttons to adjust the volume.
- It will stop after 3 minutes or until the Main  button is pressed.

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### 3. Getting started

- ① Adjusting the volume during the sound demonstration will also set the volume level of the spoken ComPilot II messages.
- ① If you cannot hear the sound demonstration, please consult the troubleshooting section.
- ① The default language setting of a new ComPilot II is English and can be configured by your hearing care professional or the Phonak RemoteControl App (see chapter 8.9).

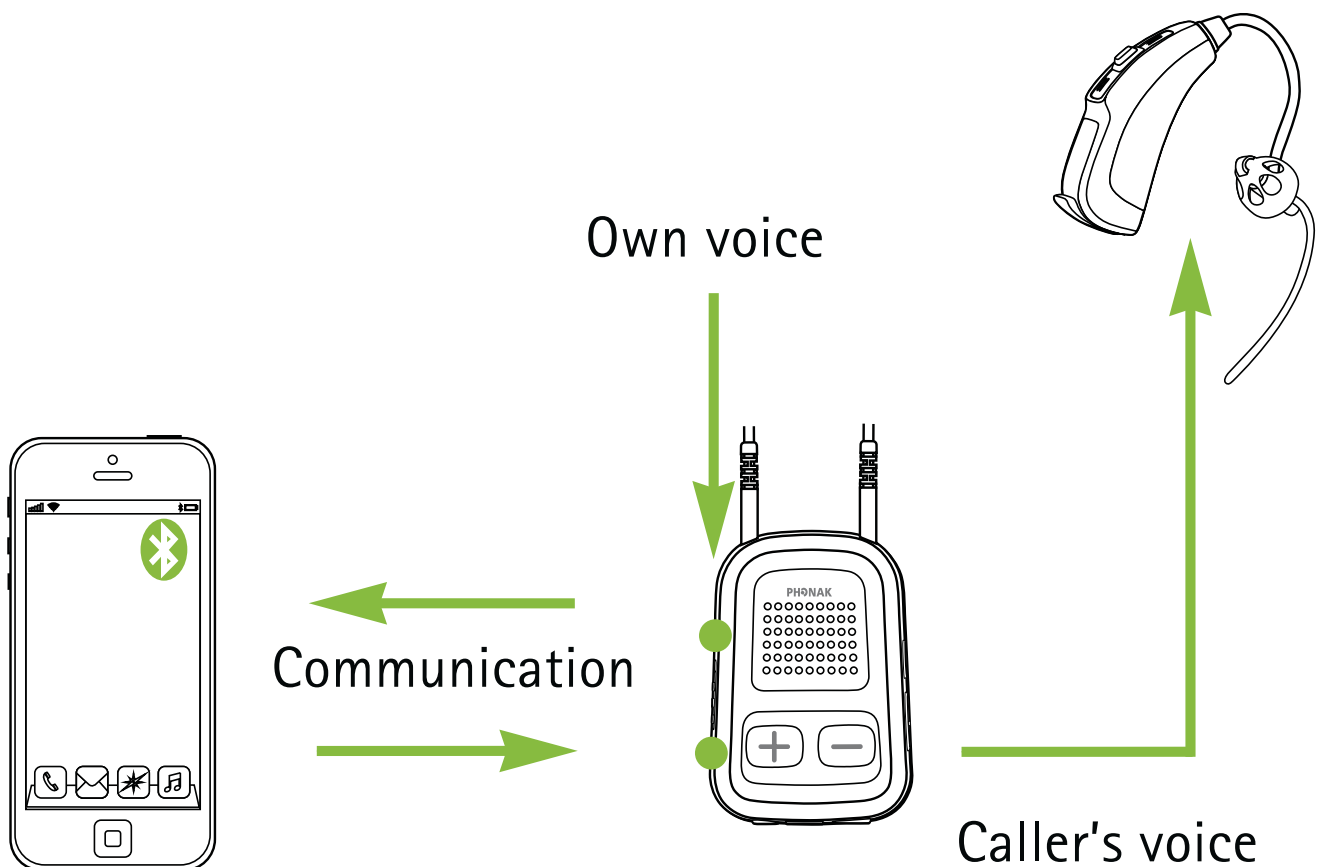
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## 4. Making phone calls

### 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 callers 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.

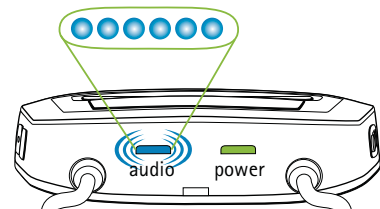
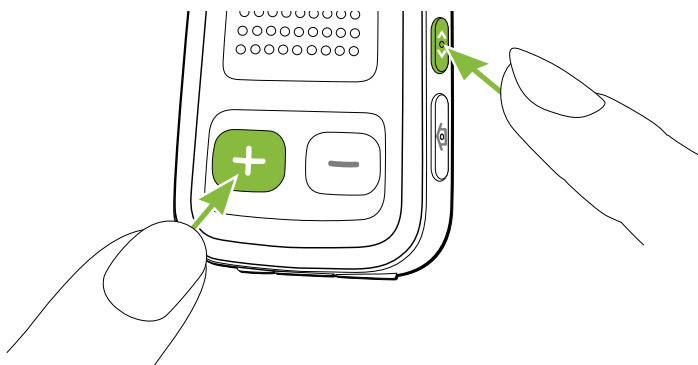


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## 4. Making phone calls

### 4.2 Initial pairing to a phone

- ① It is only necessary to perform the pairing procedure once with each Bluetooth device. ComPilot II will connect automatically to the phone after the initial pairing.
- On your phone, ensure that the Bluetooth feature is turned on and search for Bluetooth devices in the connectivity setting menu.
- Switch on ComPilot II.
- Press and hold the Connect <◁> and Volume + buttons simultaneously for 2 seconds 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 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 rapidly blinking blue.

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



- ① For more information about Bluetooth pairing instructions specific to some of the most popular phone manufacturers, go to:  
<http://www.phonak.com/compilotII>  
or scan QR code:



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## 4. Making 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.

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

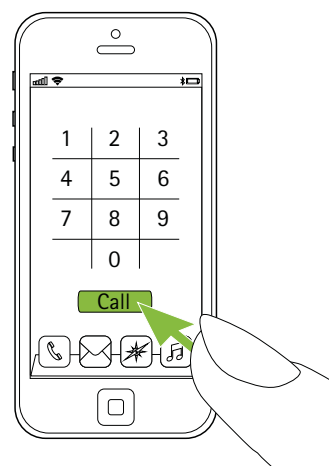
- ① The connection will be maintained as long as the devices remain on and within range.
- ① ComPilot II can connect to two phones at the same time but only one call at a time is possible.

Please consult your phone's user guide in the case where a manual connection is necessary.

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## 4.4 Making phone calls

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.

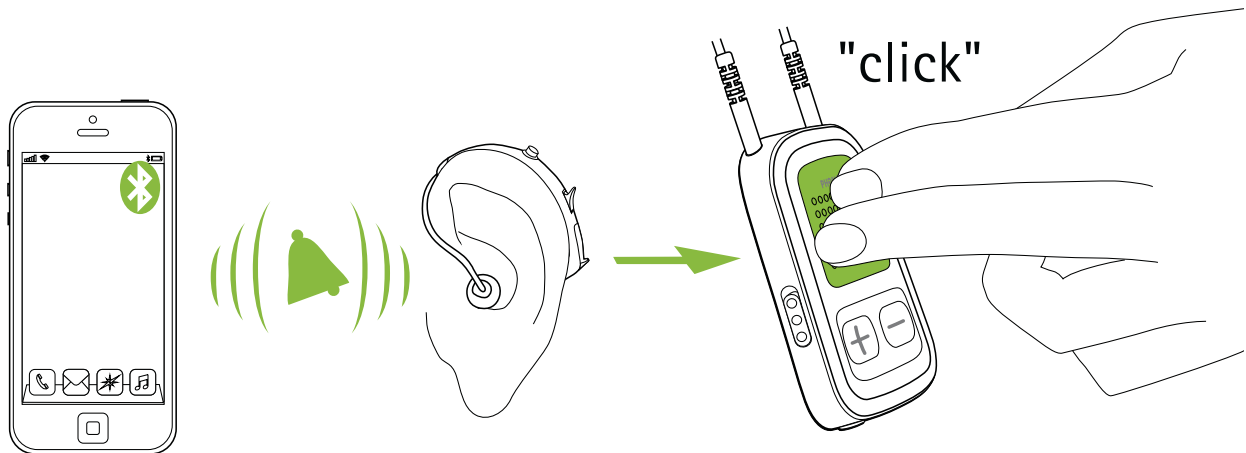


## 4.5 Incoming calls

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.
- Briefly press the Main  button on your ComPilot II once you hear the ringtone through your hearing aids.

## 4. Making phone calls



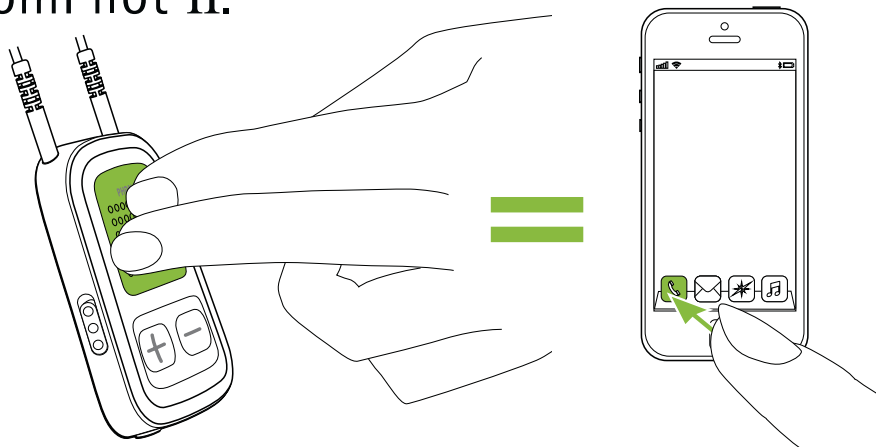
If a second call comes in on the same phone:

- Briefly press the Main  button to accept
- Press the Main  button for 2 seconds to reject

① An incoming call from a second paired phone will be ignored during an active call.

### 4.6 Ending a call

Briefly press the Main  button to end the call.  
You can also end a call on your cell phone instead of your ComPilot II.



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

## 4.7 Advanced phone options

### Rejecting a call

Press and hold the Main  button on ComPilot II for about two seconds 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 attenuated according to the settings made by the hearing care professional.

For additional attenuation of surrounding sounds:

- Press the ComPilot II minus  button (>2 sec) for more reduction of the surrounding sound.
- Press on the plus  button (>2 sec) to return to the default attenuation.

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## 4. Making phone calls

### Disabling unwanted alerts

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

You will hear these alerts in your hearing aids.

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

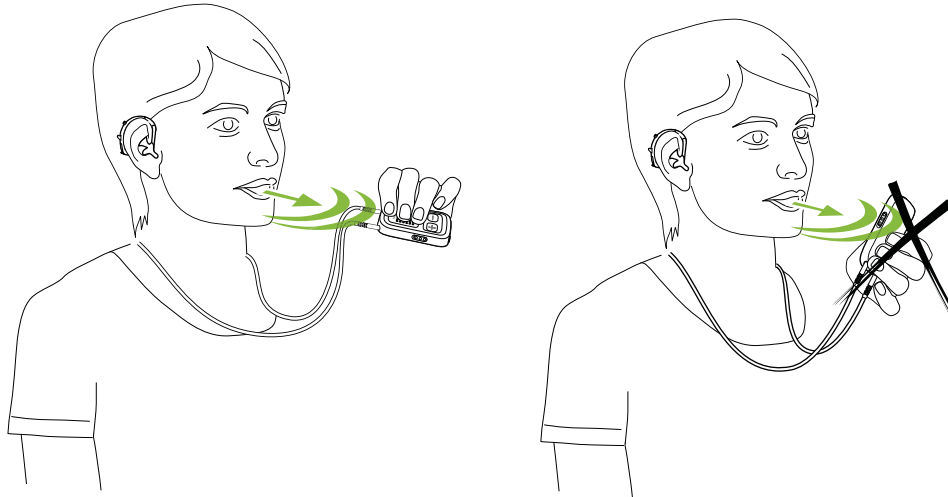
### How to hold ComPilot II during phone calls

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

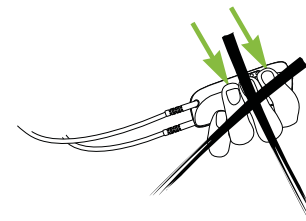
- Wear ComPilot II around the neck during the phone call.



- 
- 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.



Wir würden es so lassen.

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## 4. Making phone calls

### 4.8 Additional features

The following features can be set either using the Phonak RemoteControl App (see chapter 8.9) or by your hearing care professional.

- ① Your phone must support these features. Please consult the phone user manual for details.

#### Callers name announcement

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

The following features can be enabled separately:

1. *Redial last number*: A long press of the assigned button 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 to a pre-defined number
4. *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

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and the hearing aids switch to the previously active hearing program.

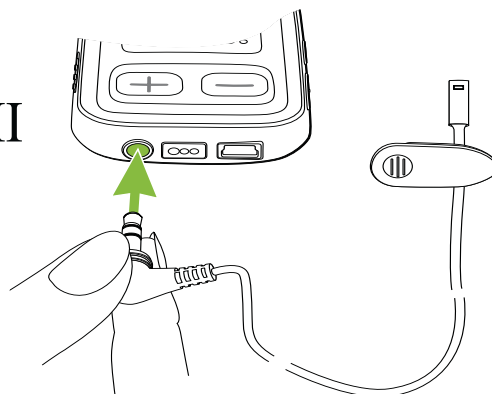
5. *Transfer call*: This allows you to hand your phone to another person. Your hearing aids will switch back to the previously active hearing program.

After holding or transferring a call, either a short press of the Main  button or another long press of the assigned button transfers the call back to ComPilot II and the call is resumed 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.

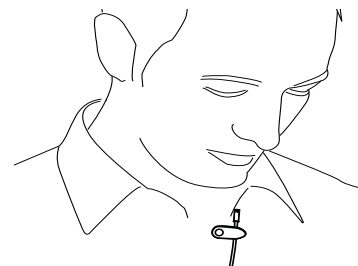
- Plug the 3.5 mm microphone plug into the audio input of ComPilot II (the internal microphones on ComPilot II will be disabled).



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## 4. Making phone calls

- Use the clip to place the microphone as close to your mouth as possible.



- Put the neckloop around your neck and switch ComPilot II on.

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

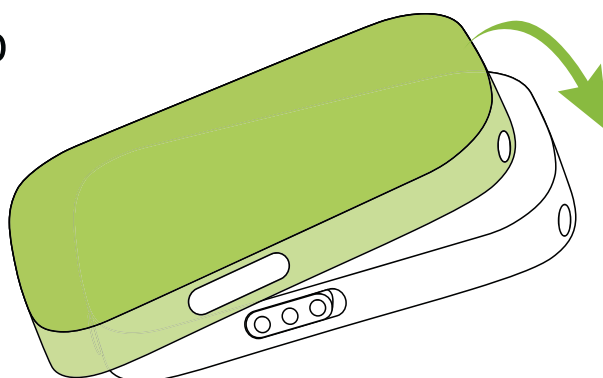
- ① Use only recommended external microphone from Phonak.

### 4.10 Using the protective silicon skin

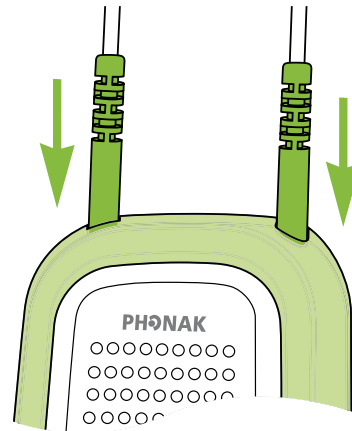
Use the optional protective silicon skin if you wear ComPilot II underneath clothing.

It helps to protect the ComPilot II from corrosion.

- Slip the silicon skin onto the back of ComPilot II



- 
- Plug the neckloop through the holes into ComPilot II



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

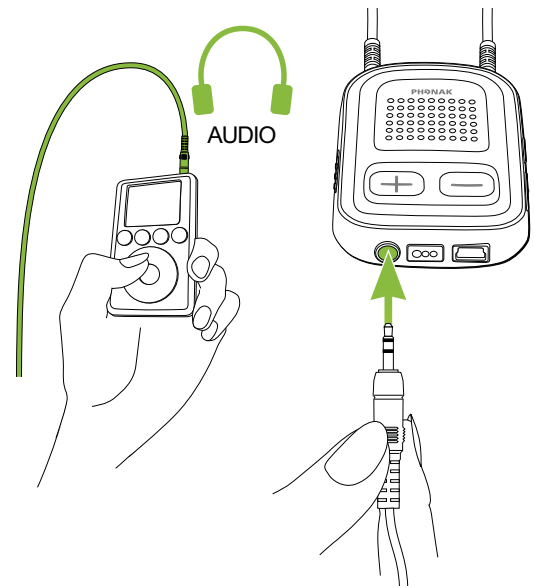
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## 5. Streaming audio

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

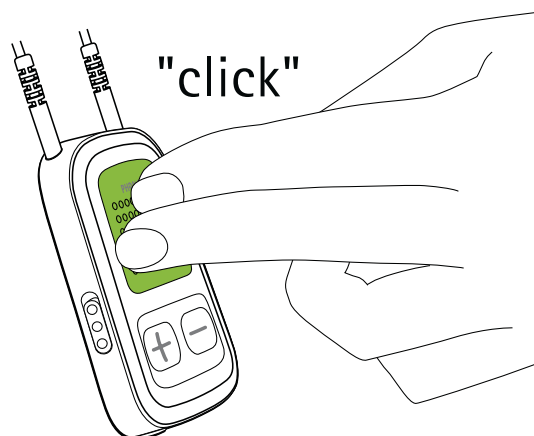
### 5.1 Streaming audio via a cable

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



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

Briefly press the Main  button to stop and restart streaming.



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## 5.2 Streaming audio via Bluetooth

### Streaming audio via cell phone

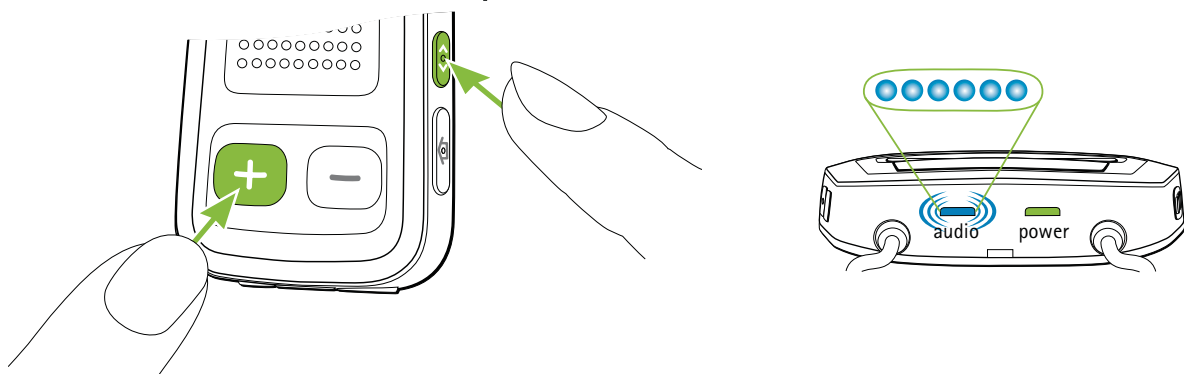
You can stream music from your cell phone wirelessly:

- 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  button simultaneously for 2 seconds until the audio indicator starts to rapidly blink blue.



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

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## 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 of the audio device.

Briefly press the Main  button to pause and restart streaming.



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

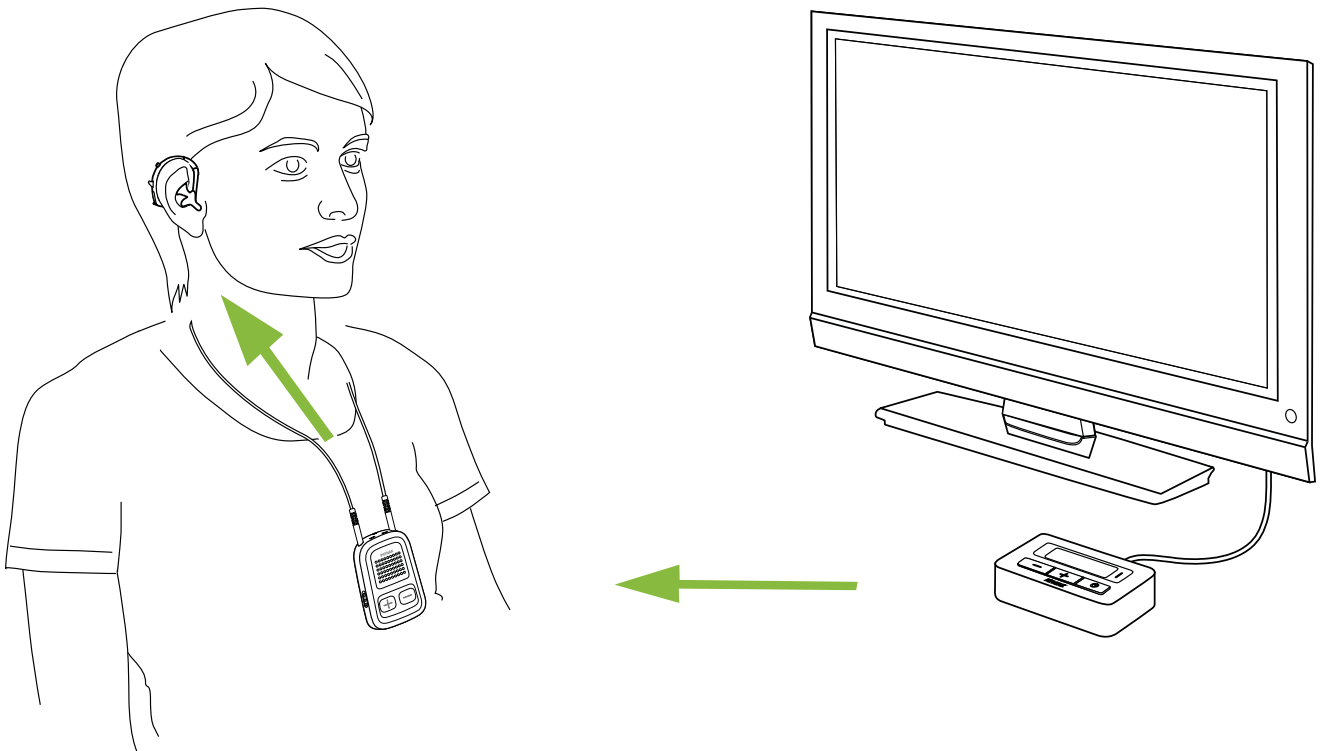
- ① Please refer to the device's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described.
- ① Maximum ComPilot II streaming time is 10 hours with a fully charged battery.

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## 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 another music source.

- Wireless transmission up to 30 meters (90 ft.)
- Low delay sound transmission
- Offers a built-in volume control
- Charging cradle for ComPilot II



① Refer to the TVLink II user guide for pairing instructions.

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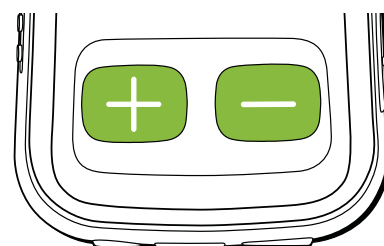
## 6. Using ComPilot II as a remote control

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



- ① 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. This level of reduction is set by your hearing care professional.

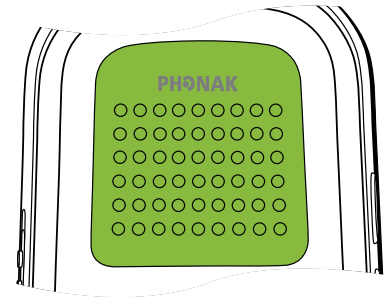
- Press the minus  button (>2 sec) for more reduction.

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

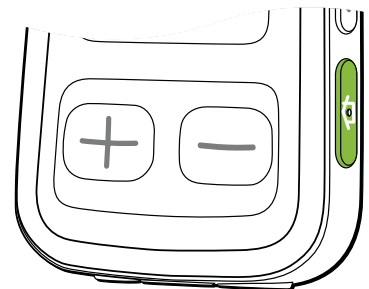
## 6.2 Changing the program

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

Use the Main  button to change hearing programs.



Push the Home  button to return to the startup program and original volume levels of your hearing aids.



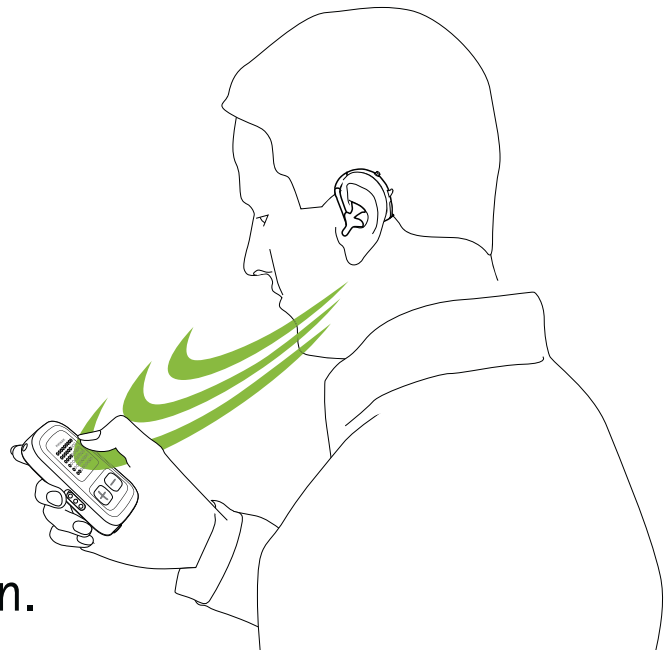
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## 6. Using ComPilot II as a remote control

### 6.3 Operating distance

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.



### 6.4 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.

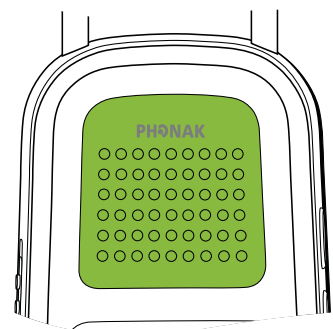
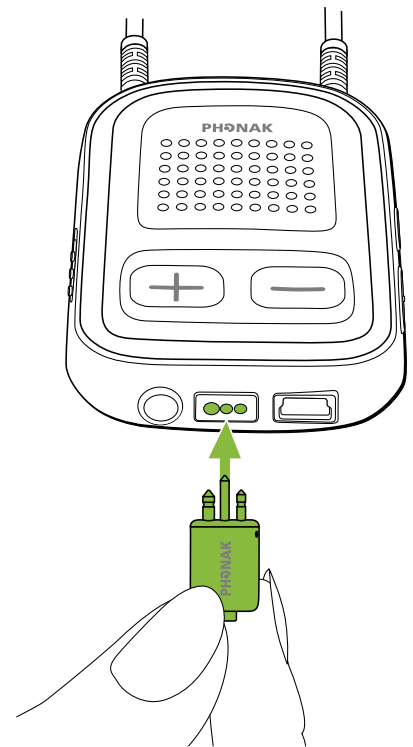
## 7. Using ComPilot II with Roger / FM

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

- Place the 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.



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## 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. This alert will be repeated every 15 minutes until you stop the Europlug streaming.

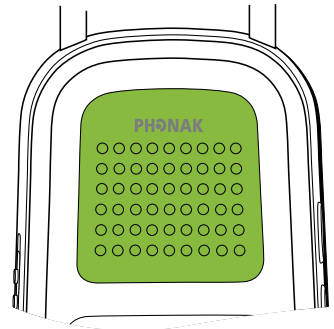
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## 8. More detailed information

### 8.1 Main button functionality

The Main  button has multiple functionalities:

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



- ① The hearing programs cannot be changed when:
- a phone call is in progress
  - a Bluetooth device is streaming or paused
  - an audio cable is plugged in
  - a direct audio input is available

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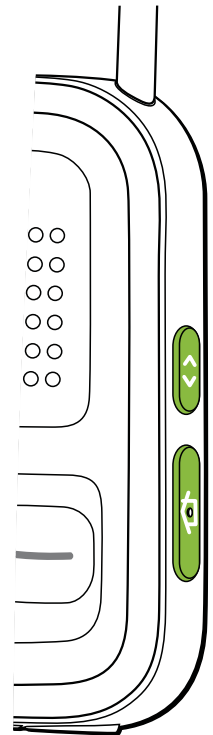
## 8. More detailed information

### 8.2 Locking the buttons

To prevent the buttons being accidentally pressed:

- Briefly press the Connect  and Home  button simultaneously to lock or unlock the buttons.
- The Power indicator will triple flash indicating that the buttons are locked.

① Accepting an incoming call is still possible.



---

## 8.3 Managing multiple inputs

When an audio source is connected via ComPilot II, your hearing aids will automatically switch to 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 Europlug

① A phone call always has priority.

You will hear the ringing indication even when listening to other audio sources. If you reject or terminate the call, audio streaming will resume.

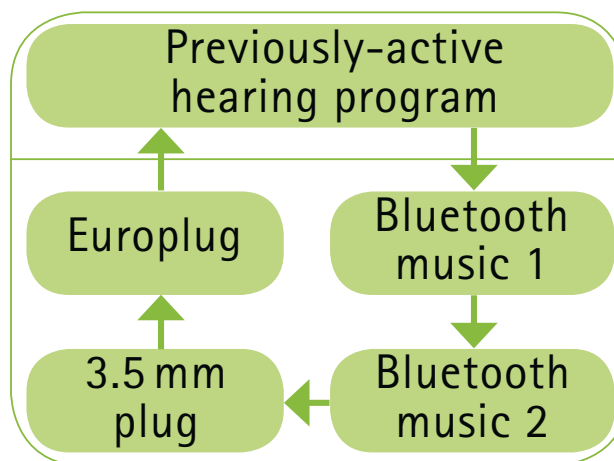
① If you want to listen to music from your connected mobile phone, you must start the music via your phone initially; it cannot be started from the ComPilot II.

---

## 8. More detailed information

### Selecting the sources

1. *One audio source:* Each press of the Main  button will pause or resume the audio source.
  2. *Multiple audio 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 audio source has a fixed place in the sequence, as shown in the picture.

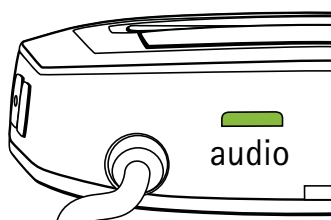




---

## 8. More detailed information

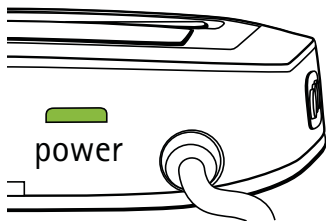
### 8.4 Understanding the indicator lights



|                               |                                                                                                              |
|-------------------------------|--------------------------------------------------------------------------------------------------------------|
| Bluetooth pairing             | Very fast blue blinking<br> |
| 1 Bluetooth device connected  | Short blink blue<br>       |
| 2 Bluetooth devices connected | Double-blink blue<br>     |
| Phone or music via Bluetooth  | Solid blue<br>            |
| Paused Bluetooth              | Slow blink<br>            |
| Plug or Europlug streaming    | Solid orange<br>          |
| Demo sound playing            | Solid pink<br>            |

---

Power indicator shows the following:



Charged and full battery

Solid green



Switching ON

Green 2 seconds



Switching OFF

Blink red then solid for 2 seconds



Battery above 20%

Slow blink green



<20% battery left.  
Please change

Short blink red



Charge for at least  
2 hours

No blinking just after  
switching On



Charging

Solid Red



---

## 8. More detailed information

### 8.5 Deleting the pairing of 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  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.

---

## 8.6 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 phones phonebook
- The number if the name is not known

To make sure the pronunciation is correct your hearing care professional can configure the language settings of your ComPilot II.

Alternatively you can also use the Phonak RemoteControl App to configure the language setting (see chapter 8.9).

---

## 8. More detailed information

### 8.7 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.

---

## 8.8 Phonak RemoteControl App

The Phonak RemoteControl App is a Smartphone application, which offers additional control of your hearing aid functionality.

Most important features are visualized on your Smartphone screen and give you the freedom to configure your hearing system partially.

Experience more:

- Direct program or alternative audio input selection
- Individual left/right volume control
- Support for the Bluetooth pairing process

① Download the RemoteControl App for free for more information

Screens  
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the App

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## 9. Troubleshooting

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

| <i>Most probable cause</i>                                                                                                                                                                                                                                                                                                    | <i>Remedy</i>                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>During Bluetooth pairing my other device is prompting for a code, what do I have to enter?</b>                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                      |
| ■ The pairing code is required for the initial coupling of ComPilot II with your Bluetooth device ("pairing").                                                                                                                                                                                                                | ■ Enter 0000 (four zeros) when prompted for a code..                                                                                                                                                                                                                                                                                                 |
| <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> |

| <i>Most probable cause</i>                                                                                                    | <i>Remedy</i>                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| The volume of the music is too loud or too quiet. The volume of phone conversations is not comfortable (too low or too high). |                                                                                                                                                                                                                                                                                                                                                                |
| <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>                                                                                                                                                                               |
| I have difficulties understanding the phone conversation in a noisy environment.                                              |                                                                                                                                                                                                                                                                                                                                                                |
| <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> |
| The caller can hear me but I cannot hear the caller.                                                                          |                                                                                                                                                                                                                                                                                                                                                                |
| <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

### *Most probable cause*

### *Remedy*

**ComPilot II is no longer recognized by the phone or other Bluetooth device to which it was previously paired.**

- 2 minutes after not finding a device, ComPilot II will stop seeking devices to save power.
- The devices are too far away from each other.
- ComPilot II can be paired to a maximum of 8 different Bluetooth devices. If the internal memory is full, new pairings may overwrite previous pairings.
- Pairing was deleted.

- Switch ComPilot II off. Wait until the red indicator switches off, then turn device on again.
- Bring devices within 1 meter range and try again.
- Repeat the pairing between ComPilot II and the Bluetooth device which was overwritten.
- Repeat the pairing between ComPilot II and the Bluetooth device which was deleted.

**I am not streaming but the hearing aids keeps switching between the Bluetooth and the normal hearing aid program.**

- Your phone sends sounds to ComPilot II due to incoming SMS or mails.
- Phone key tones are switched on.

- Disable the system sounds for reminders, alarms, SMS, etc. via your phone menu.
- Switch off phone key tones via your phone menu.

**I hear my phone's key-press tones in my hearing aids.**

- The key-press tones may be enabled on your phone.

- Deactivate key-press and confirmation tones on your phone. Please refer to the phone's user guide.

| <i>Most probable cause</i>                                                                                                                                     | <i>Remedy</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 ComPilot II 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.</li> <li>■ 1. Disable the Bluetooth functionality in your phone and turn it on again.</li> </ul>  |

## 9. Troubleshooting

| <i>Most probable cause</i>                                                                                                                                                                                              | <i>Remedy</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>2. Restart ComPilot II by switching it off and then on. The ComPilot II Bluetooth functionality will be automatically reactivated.</li><li>3. Activate ComPilot II by selecting it in the phone's "Active device" menu.</li><li>4. 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;10 m (&lt;30 ft).</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.</li><li>■ 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>                                                                                                                                                                                                                                                                             |

---

*Most probable cause*

*Remedy*

**My phone rings but the name of the caller is not heard acoustically.**

- The Caller identification feature is not available or not enabled on your phone.
- Two phones are connected to your ComPilot II.
- Caller identification may be switched off.

- Please refer to the phone's user guide to check the availability of this feature.
- If two phones are connected Caller identification is only available on the phone that was last paired to ComPilot II.
- Please ask your hearing care professional to enable Caller identification on your ComPilot II.

**During a phone call the other party has difficulty hearing me.**

- ComPilot II microphone openings may be covered.
- ComPilot II may not be worn correctly.
- ComPilot II may rub against clothing.

- Make sure the microphone openings are not covered by part of your body, clothing or dirt and debris.
- Do not turn ComPilot II sideways and make sure the neckloop plugs point towards your mouth as you speak.
- Reduce movement while you speak, or consider using the external microphone (optional).

## 9. Troubleshooting

| <i>Most probable cause</i>                                                                                                                                                                                           | <i>Remedy</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>           |
| <b>ComPilot II is unresponsive or there are no light indicators when switching On.</b>                                                                                                                               |                                                                                                                                                                                                                                           |
| <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></ul> |
| <b>The operating time of your ComPilot II is reduced substantially.</b>                                                                                                                                              |                                                                                                                                                                                                                                           |
| <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>                                                    |

---

*Most probable cause*

*Remedy*

**I have interruptions while my audio streaming is active.**

- The neckloop antenna is broken.
- ComPilot II is too far away from the hearing aids while streaming.
- Hearing aids are not worn correctly.
- Bluetooth signal is out of range.
- Bluetooth transmitter is affected by an obstacle (e.g. cellular phone).

- Replace the neckloop.
- Wear the ComPilot II with the neckloop around your neck or check if neckloop cable is plugged in the ComPilot II correctly.
- Wear ComPilot II in upright position.
- Keep the Bluetooth device within the operating range.

**I cannot hear the demo sound.**

- Hearing aids are not worn correctly
- ComPilot II is not worn correctly or switched Off
- The neckloop is broken

- Make sure your hearing aids are inserted correctly
- Wear the ComPilot II with the neckloop around your neck or check if neckloop cable is plugged in the ComPilot II correctly
- Make sure the ComPilot II is charged and switched on
- Replace the neckloop

---

## 9. Troubleshooting

*Most probable cause*

*Remedy*

**I cannot hear the call in my hearing aids when using my cordless phone with ComPilot II.**

■ Some older phones cannot automatically stream audio to ComPilot II.

- The connection must be initiated manually.
- Type the number on your phone.
- Then briefly press the connect  button and wait 5 seconds.

---

## 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. Service and Warranty

### 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:

---

Date of purchase:

---

Authorized hearing  
care professional  
(stamp/signature):

---

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## 11. 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 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.

---

## 11. Compliance information

### **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.

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)."

---

## 12. 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. CE mark applied 2014.



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.



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 guide.



Temperature transport and storage:  
0°–50° Celsius.

Temperature operation: 0° to  
40° Celsius (+32° to +104° Fahrenheit)

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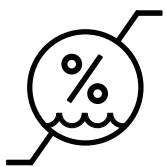
---

## 12. Information and explanation of symbols



Keep dry

---

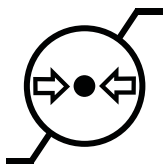


Humidity transportation: up to 90% (non condensing).

Humidity storage: 0% to 70%, if not in use.

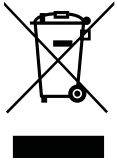
Humidity operation: <95% (non condensing) Humidity operation: <95% (non condensing)

---



Atmospheric pressure: 200 hPA to 1500 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.



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.

**Manufacturer:**

Phonak AG  
Laubisrütistrasse 28  
CH-8712 Stäfa  
Switzerland

**EU Representative:**

Phonak GmbH  
Max-Eyth-Strasse 20  
DE-70736 Fellbach-Oeffingen  
Germany

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

