

Phonak Accessories

Wireless for All



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Disclosure in accordance with CEU Requirements

Dr. Busisiwe Merritt, Au.D

- Dr. Merritt is an audiologist and Senior Clinical Trainer with Phonak hearing systems. Dr. Merritt began her career with Phonak December 2012 and is based in Bronx, NY. She received her B.S. from Pennsylvania State University in 2006 and her Au.D from Salus University in 2011. She has worked in several different clinic settings and her experience includes providing diagnostic hearing evaluations in various clinical sites and fitting hearing aids, including Lyric extended wear devices.
- Financial-Phonak employee who receives a salary for employment and travel expenses
- Nonfinancial-No relevant nonfinancial relationships exists

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Learner Objectives

- Participants will be able to identify various accessories and products in the Phonak portfolio that can be utilized in conjunction with one another to create unique fitting opportunities.
- Participants will be able to describe how and when to use the Remote Control App and PilotOne II for specific clients.
- Participants will be able to describe how the use Easy Call and DECT II.
- Participants will be able to describe how and when to use the Roger Pen, Roger Clip-On, and Remote Mic v.2.0 mic for specific clients.

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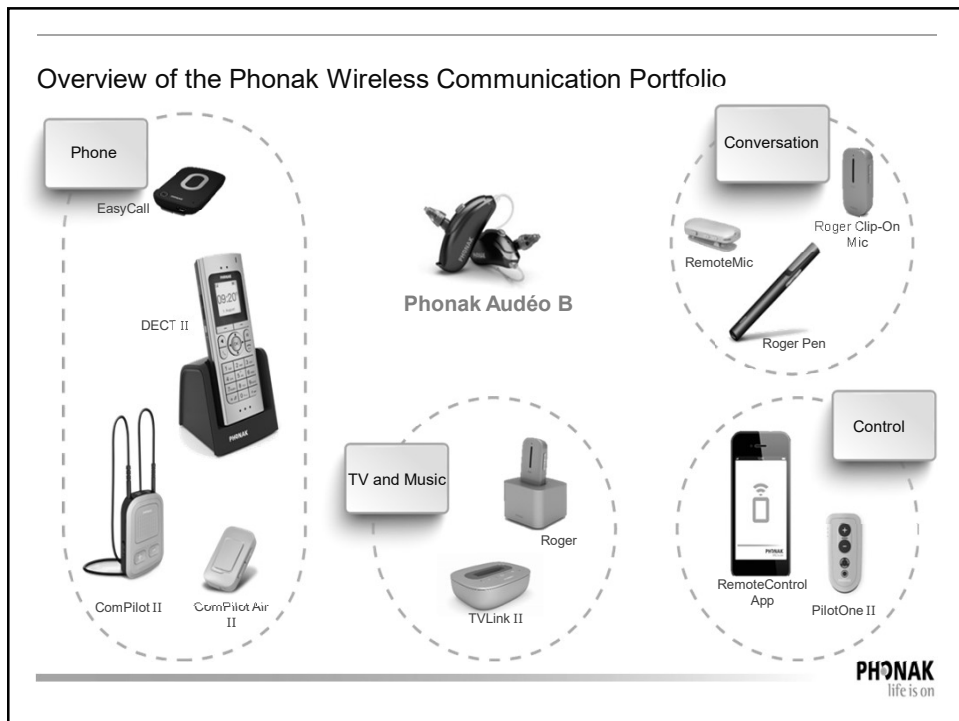
Why wireless accessories?

- Significant benefits in challenging listening situations
 - 40% more speech understanding on the phone*
 - Hear TV directly in full stereo quality
 - Listening over distance



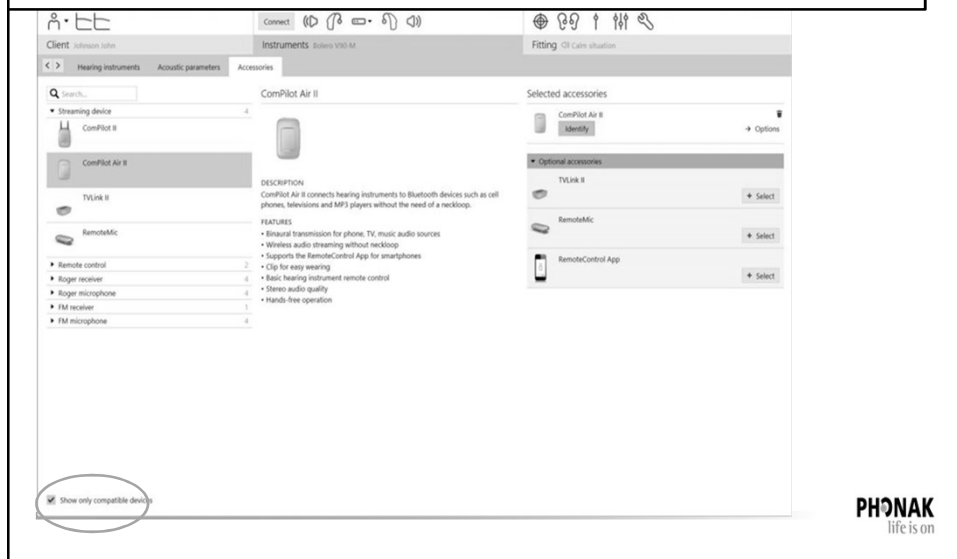
*Appleton-Huber J. (2013) 'Phonak DECT CP1 cordless phone' Field Study News. Phonak AG: 2013

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Fitting Phonak Wireless Accessories

- Show only devices that are compatible with the selected hearing instruments



Overview of the Phonak Wireless Communication Portfolio



Let's take a look at phone solutions



Phonak Audéo B

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Phonak DECT II cordless phone



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Introducing Phonak DECT II cordless phone

- Easy to operate, set-up and use
- Instantly demonstrate the benefits of hearing in both ears
- Optimal (40% more) speech understanding on the phone
- Binaural transmission of the sound simultaneously to both ears
- Reduced noise and maximum understanding



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Phonak DECT II description



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Phonak EasyCall



Phonak EasyCall

- The universal cell phone streamer
- Connects to **ANY** Bluetooth-enabled phone
 - including non-smartphones
- 2 versions:
 - EasyCall II for Belong/Venture
 - EasyCall for Spice+ / Quest



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Phonak EasyCall description



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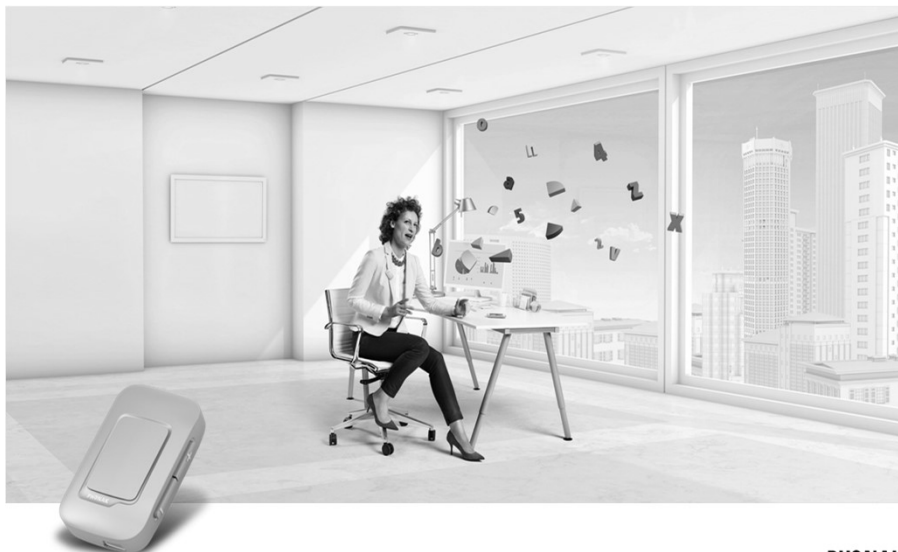
Versatile integrated case options

- Hard shell available for the most popular phones
 - iPhone 4, 5
 - Samsung Galaxy S5, S4 mini
- Compatible with all other phones by using removable double sided adhesive tape



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ComPilot Air II



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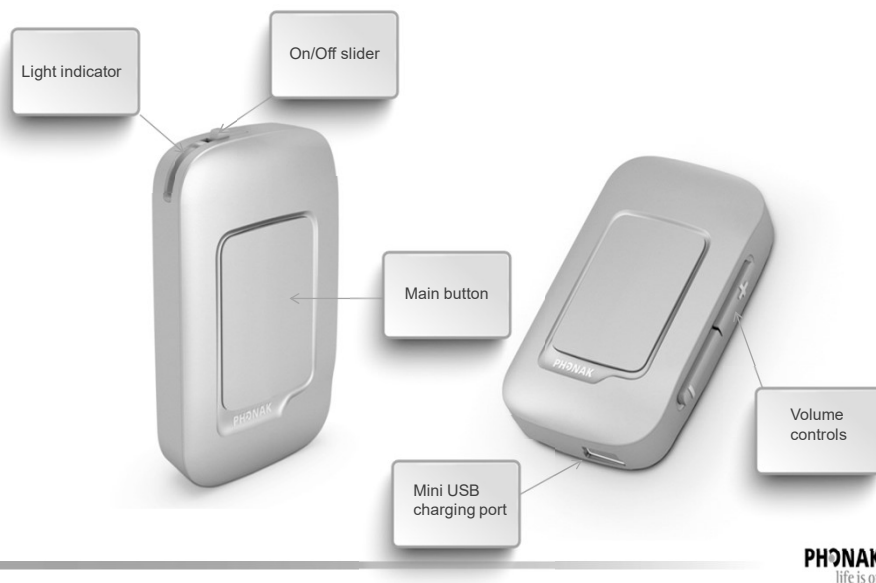
ComPilot Air II

- The clip-on audio streamer
- Neckloop-free design
- For Bluetooth connectivity
- Simple hearing aid remote control
- RemoteControl App compatible
- Direct dial preferred number feature
- 4 Hour streaming time



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Phonak ComPilot Air II description



ComPilot Air II improved usability

- Faster, seamless operation
- Integrated instant streaming demonstration capability
- Support two phones parallel, even if TVLink II or RemoteMic is active
- Streaming distance: 16 inches
- Volume control long press for hearing instrument microphone attenuation



Phonak ComPilot II



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Great new features!

- Multi-purpose streamer
- Integrated instant streaming demonstration capability
- "Directly call a preferred number" feature
- 24 hours streaming time
- Volume control long press for hearing instrument microphone attenuation
- Supports two phones in parallel while connected to TVLink II or RemoteMic
- RemoteControl App compatible



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ComPilot II and ComPilot Air II comparison



or



- 24 hours streaming time
- Directional microphones
- 3.5 mm and FM/Roger receivers inputs
- Home button

→ TV , phone & music oriented

- No neck loop
- Around 4 hours streaming time
- Focus only on Bluetooth

→ Phone & TV oriented

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Direct dial a preferred number feature

- Under Device options -> Phone settings, assign any phone number
- Dial the number any time with a simple button press

▼ Phone settings

DIALING OPTIONS

☐ Enable voice dial

☐ Enable redial last number

☒ Enable dial preferred number

Via

No.

DURING CALL

☐ Enable transfer call

☐ Enable hold call

RECEIVING CALLS

☒ Enable caller identification

OWN VOICE DURING PHONE CALL

☒ Enable own voice

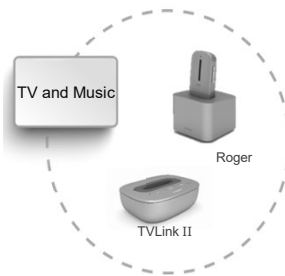
Volume offset ⓘ

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Let's look at TV and music solutions



Phonak Audéo B



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Phonak TVLink II



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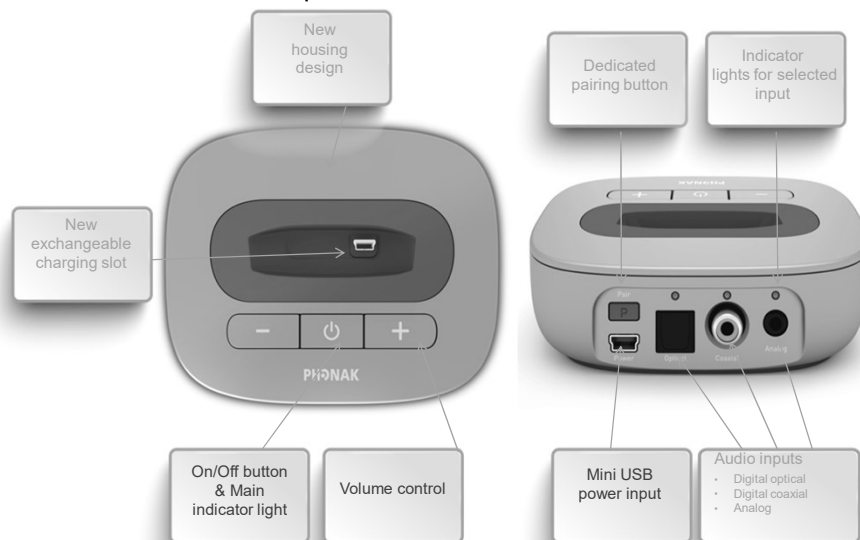
The new TVLink II basestation

- Input signal automatically selected
 - Optical ("Toslink")
 - Digital Coaxial ("SPDIF")
 - Analog
- HDMI is not supported
- Fully backward compatible to current ComPilot



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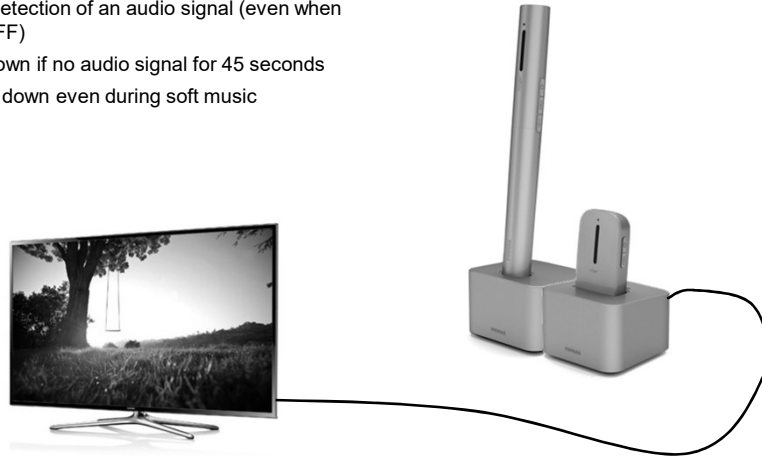
Phonak TVLink II description



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Listening to TV with Roger docking station

- Charging station
- Automatic detection of an audio signal (even when device is OFF)
 - Powers down if no audio signal for 45 seconds
 - No power down even during soft music

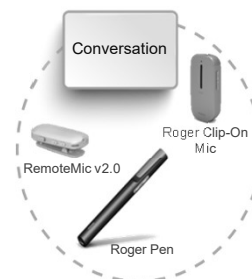


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Let's have a look at conversation solutions



Phonak Audéo B



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Listening over distance – RemoteMic v2.0



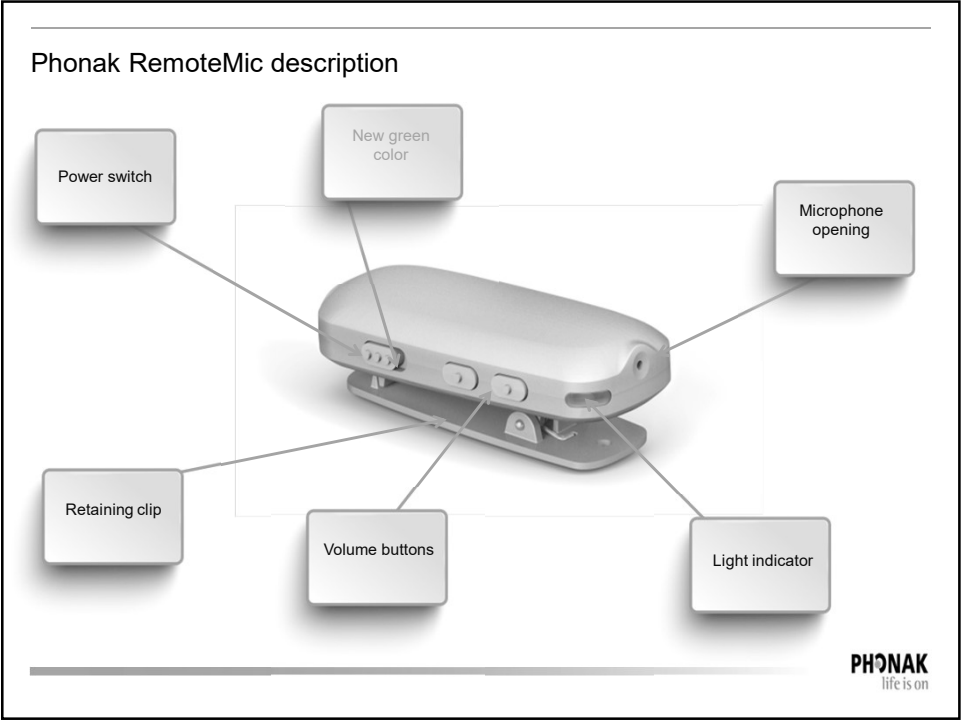
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The Phonak RemoteMic v2.0

- ComPilot, ComPilot II and ComPilot Air II compatible
- New default volume level 8 (previously 11)
- Ideal for a distant speaker over large distance up to 20 m (60 ft)



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What is a Roger system?

- A Roger system consists of **one or more Roger microphones** with accompanying **Roger receivers**
- The Roger system functions by **picking up the voice of a speaker and wirelessly transmitting it to the listener** while reducing background noise



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Roger Microphones

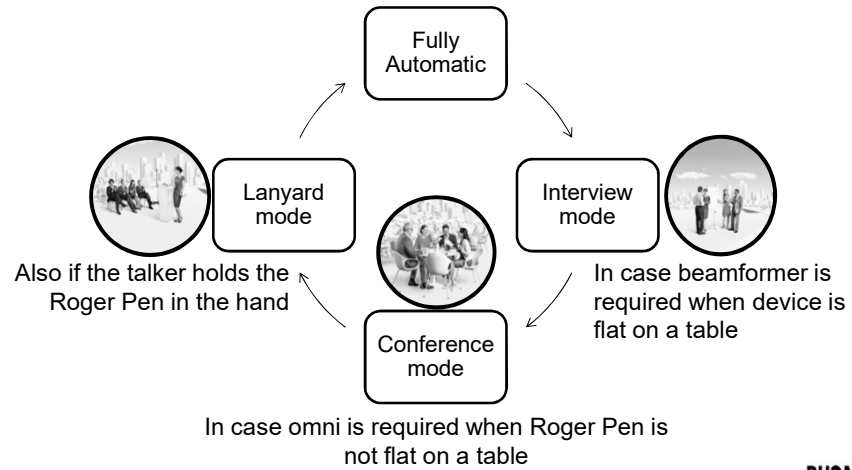


Roger Pen	Roger EasyPen	Roger Clip-On Mic
A discreet, wireless Roger microphone that delivers superior speech-in-noise and over distance performance. It's the ideal solution for hands-free phone via Bluetooth™ connectivity.	An easy-to-use wireless microphone for one-on-one or group conversations, featuring full Roger speech-in-noise and over distance performance.	A discreet and lightweight stand-alone microphone for a conversation partner, with industry leading speech-in-noise and over distance performance.

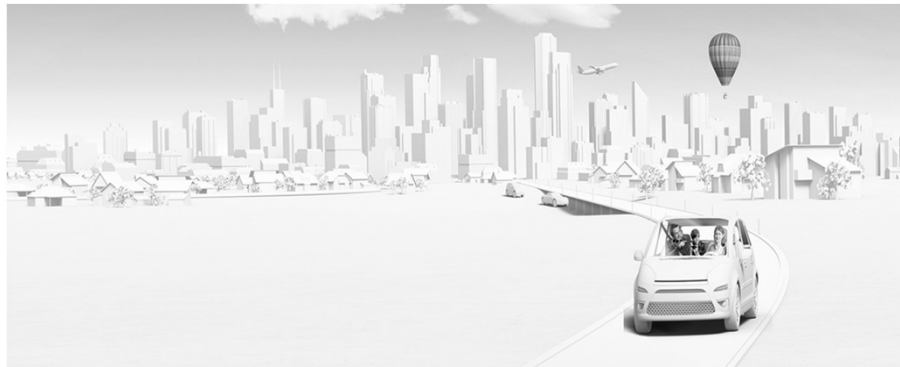
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Manual microphone modes

Pressing the microphone button will change to a manual mic mode in a sequential manner









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Compatibility of ComPilot, ComPilot II, and ComPilot Air II With Different Hearing Instrument Platforms and Other Wireless Accessories

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ComPilot, ComPilot II, and ComPilot Air II Compatibility with Hearing Instruments
















	ComPilot	ComPilot II	ComPilot Air II
Spice			
Quest			
Venture			
Belong			

*Spice & Quest products must be wireless.

*All current Belong and Venture products are wireless except Virto B Titanium.

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Streamer Compatibility with TVLink, TVLinkS, TVLink II, RemoteMic, and Remote Mic v2.0

	ComPilot	ComPilot II	ComPilot Air II
TVLink	 Not as a charger	 Not as a charger	 Not as a charger
TVLinkS			 Not as a charger
TVLink II			
RemoteMic			
RemoteMic v2.0			

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Review of Grouping, Pairing, and Setting Up Digital Wireless Accessories

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Grouping/Identifying the ComPilot, ComPilot II, and ComPilot Air II

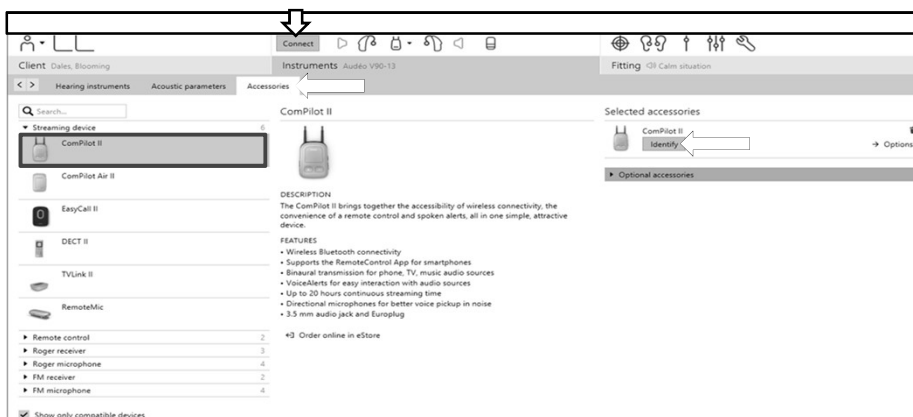
To identify, the streamer must be connected to a miniUSB to USB cable into the computer.

Accessory	Does it need to be identified in the software?
ComPilot*	Yes, if want to use as a remote control
ComPilot II*	Yes, if want to use as a remote control
ComPilot Air II*	Yes, if want to use as a remote control
TVLink	No
TVLinkS	No
TVLink II	No
RemoteMic/RemoteMic v2.0	No

*The ComPilot, ComPilot II, and ComPilot Air II do NOT need to be identified if using as a streamer only.

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Identifying the ComPilot, ComPilot II, and ComPilot Air II
Select the Instruments tab, Accessories, choose streamer on the left, appropriate streamer, and choose identify. Often the accessory will auto-identify and this step may not be necessary.

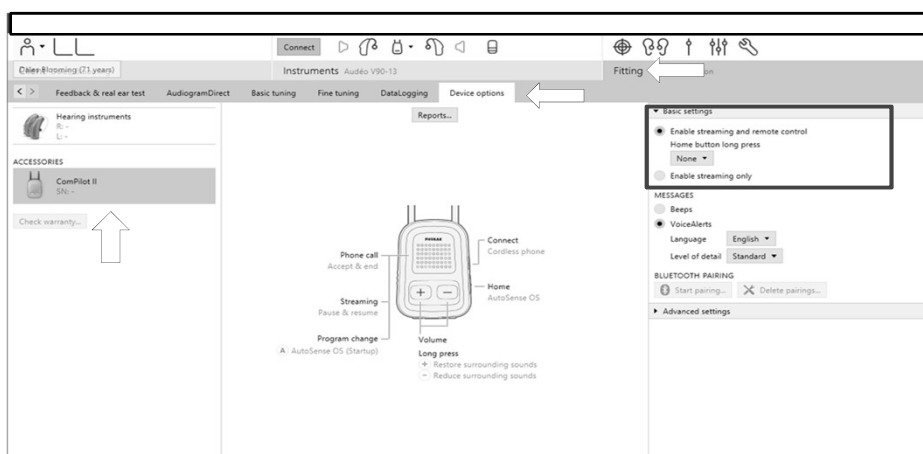


Please note: If the mini USB to USB cable has a tag that says “No Data”, this is for charging only and will NOT identify the accessory.

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Setting Up the Streamer as a Remote Control

Once the accessory has been identified, it is recommended to verify that the remote function is enabled. Select the **Fitting** tab, Under **Device Options**, click the accessory on left, and ensure that “Enable streaming and remote control” is selected.



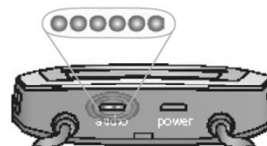


How to Put the ComPilot and ComPilot II Into Pairing Mode

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How to Put the ComPilot and ComPilot II Into Pairing Mode

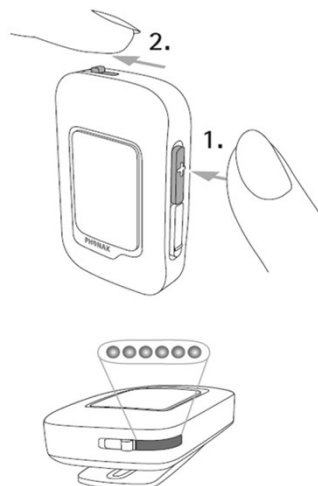
- When device is powered on (green light flashing above power) and neckloop is attached, press and hold the <> button and + button simultaneously until the audio light is rapidly flashing blue. Release the buttons as soon as you get this flash.
- If the pairing buttons are held down for more than 10 seconds, ALL Bluetooth pairings will be wiped out.
- If the item to which you are pairing requests a pin, it is four zeros "0000".



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How to Put the ComPilot Air II Into Pairing Mode

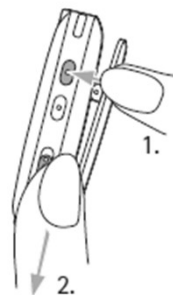
- Press and hold the + button while turning the ComPilot Air II on until the audio light is rapidly flashing blue. Release the button as you get this flash.
- If the pairing buttons are held down for more than 10 seconds, ALL Bluetooth pairings will be wiped out.
- If the item to which you are pairing requests a pin, it is four zeros "0000".



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RemoteMic/RemoteMic 2.0 Pairing

- If the RemoteMic has never been paired, it should automatically go into pairing mode when turned on. This is indicated by a fast flashing blue light.
- If the RemoteMic has previously been paired, it will need to manually be put into pairing mode. To put into pairing mode:
 - Turn the device off
 - Press and hold down the + volume key
 - 1) While turning the device back on
 - 2) As soon as you get a rapid blue flash, release.



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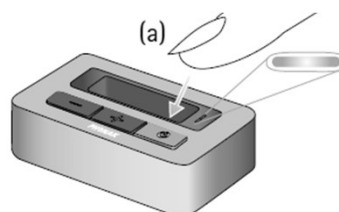
Additional resource for pairing with cell phones

- The following link is a great resource for assistance in pairing unknown phone models with the ComPilot, ComPilot II, and ComPilot Air II

<http://www.jabra.com/support/bluetooth-pairing-guide?l=28&pp=477>

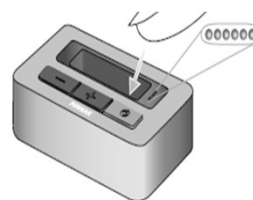
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TVLink/TVLinkS Pairing



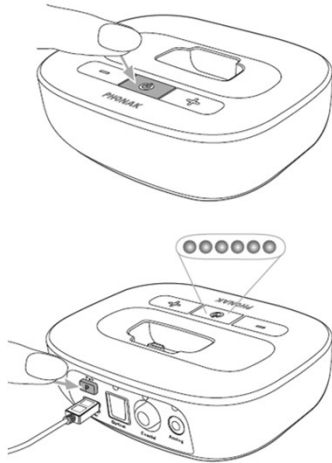
For the TVLink and the TVLinkS:

- Plug in and turn on (will see green light)
- Press the power button down until a rapid blue flashing light is seen
- Holding more than 10 seconds will remove the pairing so be sure to release the power button as soon as you see the rapid flashing blue light



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TVLink II Pairing



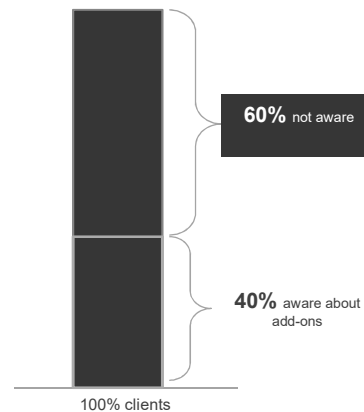
- **For the TVLink II:**
 - Plug in and turn on
 - There is a pairing button on the back side (designated P) next to the cable plug ins. Press and hold this until a rapid blue flash is seen and then release.
 - Holding more than 10 seconds will remove the pairing so be sure to release the power button as soon as you see the rapid flashing blue light

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Why should we Demo?

- Market survey results
 - **60% of professionals do not promote or do not even mention wireless accessories**
 - **60% of users are unaware about additional add-on solutions**

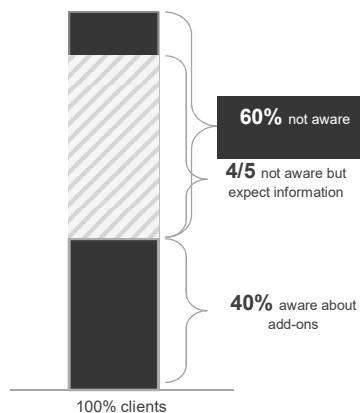


*Data collected in North America and Europe indicates that demonstration and trial of accessories leads to higher purchasing rate (N = 299 hearing aid owners).

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Why do many users miss this opportunity?

- Market survey results
 - 60% of professionals do not promote or do not even mention wireless accessories
 - 60% of users are unaware about additional add-on solutions
 - 4/5 (80%) of them expected more information!!
- Possible reasons for not mentioning wireless accessories
 - Additional effort
 - Lack of confidence in demonstrating



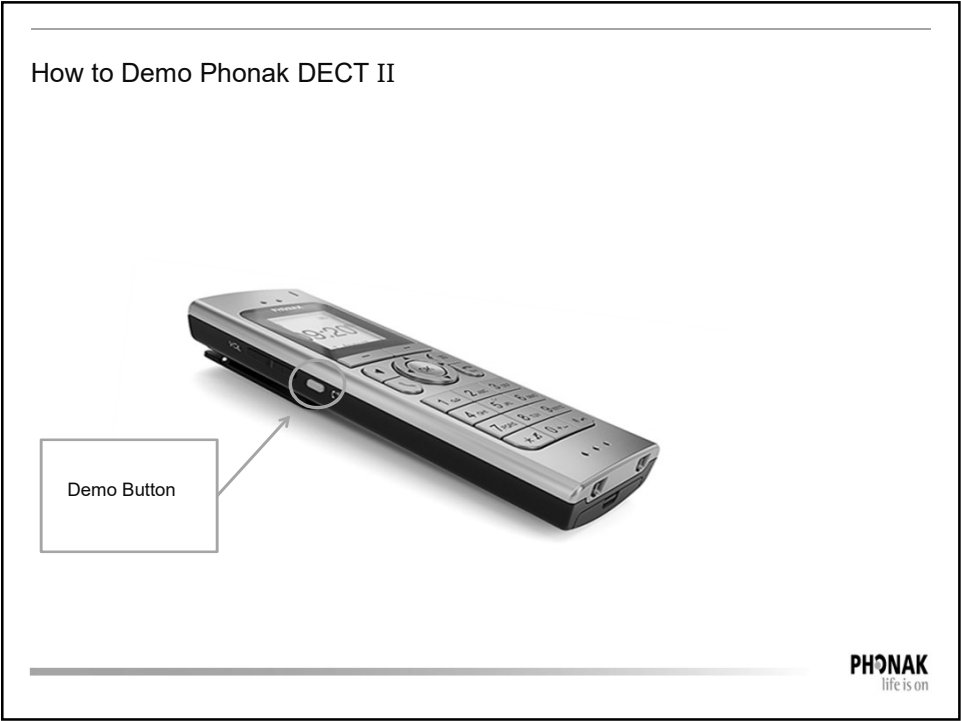
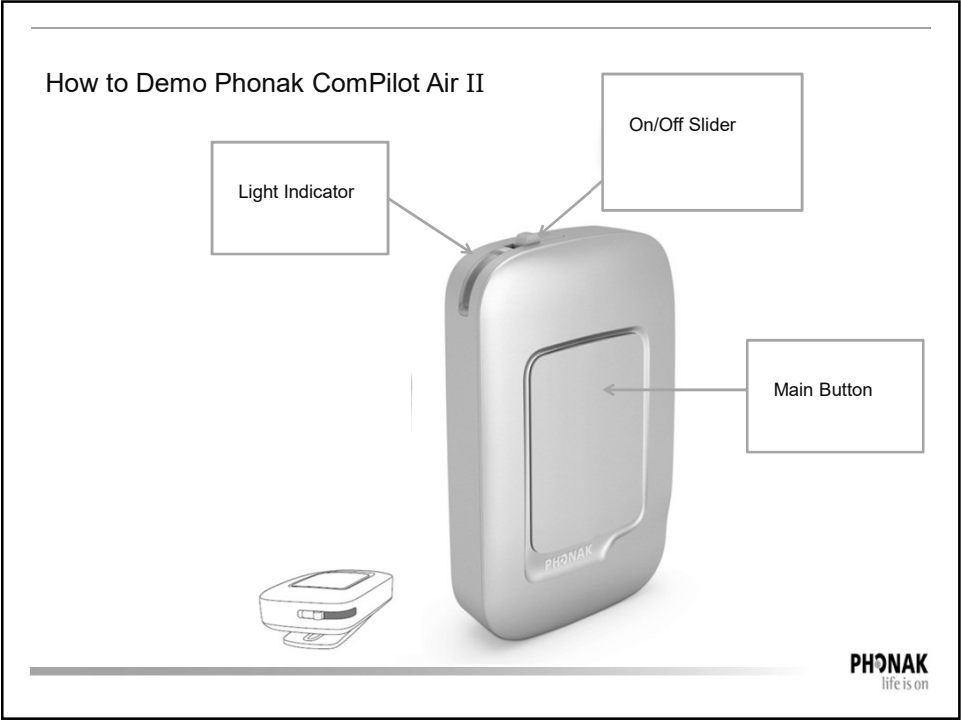
*Data collected in North America and Europe indicates that demonstration and trial of accessories leads to higher purchasing rate (N = 299 hearing aid owners).

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How to Demo Phonak ComPilot II



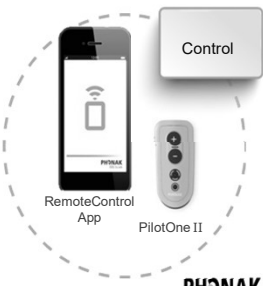
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Lets have a look at control solutions



Phonak Audéo B



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Phonak RemoteControl App



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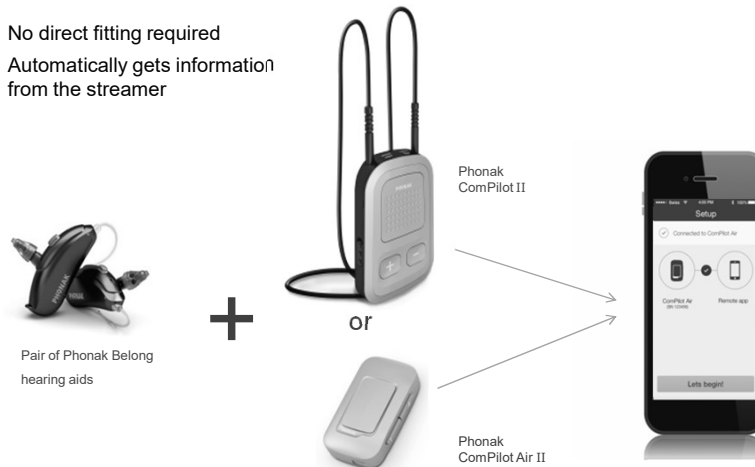
Its all about the benefits



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How does it work?

- No direct fitting required
- Automatically gets information from the streamer



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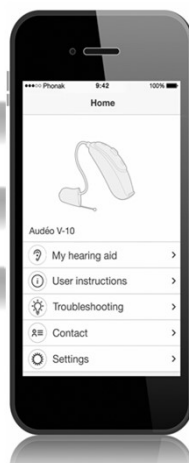
Phonak Support App

Turns the user guide into an app

User relevant content only

Step-by-step user instructions

Troubleshooting guide



iOS 7.0 and newer / Android 4.0 and newer

Available globally in English, German, Spanish and French

All Belong and Venture products are supported

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Phonak Support App

Helping clients help themselves

Results showed
over **90%** of
participants found
the app easy
or very easy to use.



Ms A. Caposecco, Ms B. Timmer, & Prof L. Hickson Validation of the Phonak Support App for Hearing Aid Management and Troubleshooting

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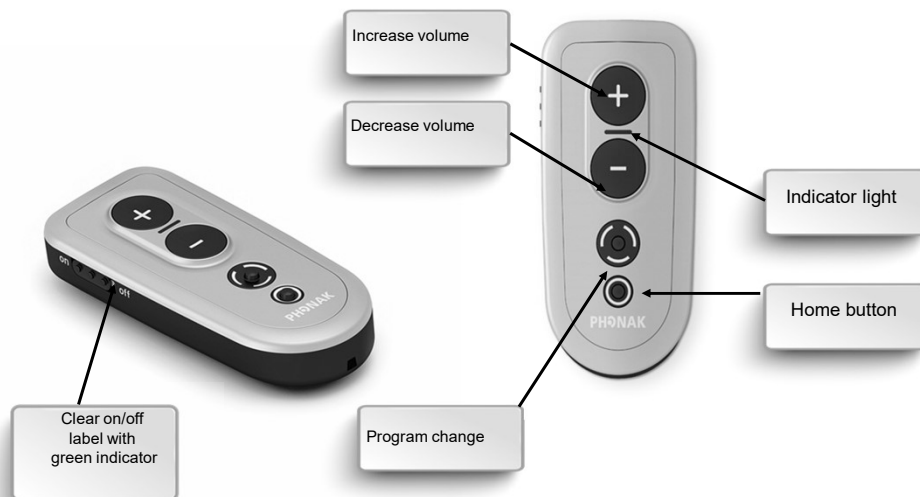
Phonak PilotOne II

- Adjusts volume and program settings of Phonak hearing aids
- Four large and easy-to-push buttons
- Uses a standard AAA alkaline battery

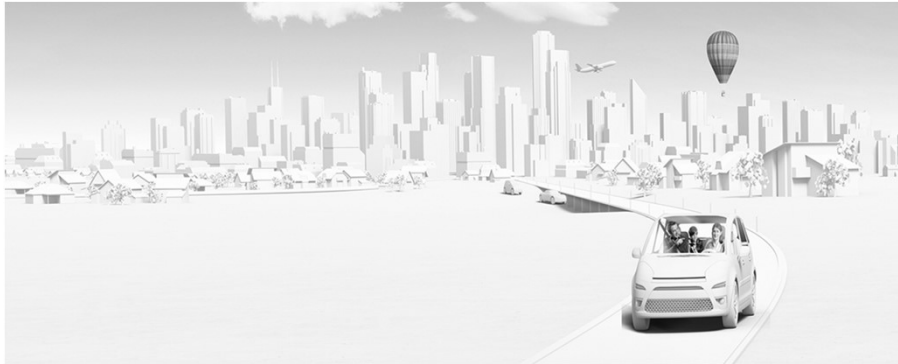


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Phonak PilotOne II description



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Troubleshooting the ComPilot, ComPilot II, ComPilot Air II, TVLink, TVLinkS, TVLink II, and RemoteMic

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So what can you do when your client comes to you and says “it’s not working”?



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Verifying the ComPilot, ComPilot II, and ComPilot Air II Is Communicating with the Hearing Instruments

- If Voice Alerts are activated, the easiest way to determine if the streamer is communicating with the hearing instruments is to:
 - turn off the streamer and turn it back on while around the patient's neck. They should hear it say "ComPilot Off" and "ComPilot On"
- If Voice Alerts are not active:
 - put the streamer into demo mode



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How to Put the ComPilot, ComPilot II, and ComPilot Air II Into Demo Mode

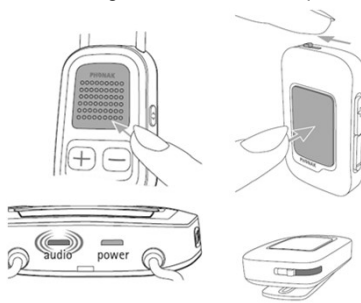
ComPilot Demo

- Wear the ComPilot correctly and switch it ON.
- Press and hold the Connect (<=>) and Main (M) buttons simultaneously for 2 seconds until the audio indicator turns violet.
- The hearing instruments will switch to the streaming mode and you will hear the ComPilot theme sound demo for 30 seconds.



ComPilot II and Air II Demo

- To get it to play the test/demo sound, hold the main button down while you turn the ComPilot II on.
- The audio light turns pink and the "Hear The World" song plays.
- Pressing the main button stops the demo.



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What if the demo was unsuccessful?

- Ensure the hearing instrument is not a “petite”, “mini”, or “NW” (non-wireless)
- Ensure the neckloop is fully plugged in to the body of the ComPilot/ComPilot II and is being worn around the neck
- Ensure the ComPilot Air II is within 16 inches of the hearing instruments (preferably at midline)
- Regroup the hearing instruments and streamer
- If the audio check was successful *in only one ear*:
 - The wireless antenna in the other hearing instrument may be defective
 - The wires may be broken on that side of the neckloop. Try another neckloop if you have one available in the clinic.
 - The ComPilot Air II may be too far from the hearing instrument or there may be head shadow. Ensure it is being worn at midline, equidistant from the hearing instruments.







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ComPilot and ComPilot II Not Streaming

- Most common cause is a bad neckloop. Please do the following to check:
- Turn the ComPilot on and check the green power light.
- The green power light should come on and then flash intermittently
- If the power light flashes green for a moment and then the green flash goes away, check that the neck loop is tight and pushed in on both sides, power off, and then power back on.
- If the neck loop is secure and the power light does not continue to flash green intermittently, you most likely have a bad neck loop.

The indicator lights provide helpful information as follows:



Power indicator	
Charging	Solid Red 
Charged and full battery	Solid green 
Switching ON	Green 2 seconds 
Switching OFF	Red 2 seconds * 
Battery above 20%	Blink green ** 
<20% battery remaining	Short blink red ** 

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ComPilot Air II Not Streaming or Bouncing Between Ears

- The position of the ComPilot Air II is critical for streaming and quality of sound.
- The ComPilot Air II must be clipped to the patient's shirt collar in a midline position. If the ComPilot Air II is too far away (greater than 16 inches), then it will not stream. If it is not midline, the signal may bounce back and forth between the ears.



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Troubleshooting the Streamer with the Cell Phone

- If the cell phone cannot find the streamer while searching for Bluetooth devices:
 - Ensure both the phone and the streamer are actually in Bluetooth pairing mode
 - If you are in an area with many Bluetooth signals (i.e. NOAHlink, iCube, your own cell phone, etc) try moving to a room with less interference
 - Turn off any other accessories the client has (i.e. TVLink or RemoteMic)



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Troubleshooting the Streamer with the Cell Phone

- If all else fails – do the following:
 - Delete the pairing from the phone
 - Restart the phone
 - Do soft reset on the streamer as discussed previously
 - Re-pair the devices
- If this does not resolve the issue, please try another cell phone to determine if the issue lies with the streamer or the cell phone.
- The Phonak streamer is only half of the equation – it may be the cell phone itself that is the issue (i.e Bluetooth antenna malfunction inside, known bug on their end, etc.) It is always worth investigating the cell phone's function with the client's cell provider.

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Considerations

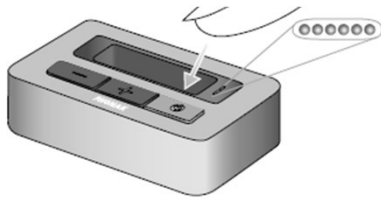
- Flip Phones
 - In order to send a call to the streamer, the client needs to change the “answer call” option in the phone settings to “any button/key”
- Smartwatches
 - These are an extension of the phone itself. The streamer still needs to be paired with the phone.



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Streamer Won't Pair to the TVLink, TVLinkS, or TVLink II

- If the streamer will not pair to the TVLink, TVLinkS, or TVLink II, it is recommended to delete the Bluetooth pairings on the basestation.
- To delete the pairings on the TVLink and TVLinkS, press and hold the power button for approximately 10 seconds until the fast flashing blue turns to green.
- To delete the pairings on the TVLink II, press and hold the pairing button for approximately 10 seconds until the fast flashing blue turns to green.
- Once the pairings have been deleted, try pairing again.
- If the streamer and the basestation still won't pair, it is recommended to try either pairing the streamer to another device such as a cell phone or another streamer to the basestation. This will determine which component may need servicing.



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TVLink, TVLinkS, or TVLink II Will Not Stream the TV

What color are the lights on the streamer and basestation?

- If both are solid blue, should be streaming and proceed to test demo
- If both are blinking blue, the streaming is paused
- If the basestation is green and the streamer is green (may also have flashing blue), then do the following:
 - Verify cables are connected firmly to TV and basestation
 - Change settings on TV from variable audio out to fixed
 - If it still isn't streaming, try connecting to a cable box, satellite box, or DVD player.
 - If using the headphone jack, the volume will need to be turned up.

	ComPilot	TVLink S basestation
Streaming	Solid blue 	Solid blue
Streaming pause*)	Short blinks 	Blinks
TVLink S not connected*)	Dark	Green

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TVLink, TVLinkS, TVLink II Test Mode

- To put the streamer and basestation into test mode, turn off the basestation. Then press and hold the – button and power button on the basestation until the indicator light flashes different colors
- The patient should hear a test melody through the hearing instruments. If not, then the devices need to be re-paired.
- The indicator light will flash alternating lights to indicate status (i.e. red/blue/red/blue)
- Color Codes:
 - Red: No audio input on basestation
 - Green: Audio input detected on basestation
 - Orange: Searching for streamer
 - Blue: Streaming test sound to streamer

For red, check connections as discussed previously

For orange, re-pair the streamer and the basestation



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RemoteMic/RemoteMic v2.0 Will Not Pair

- If the streamer and the RemoteMic will not pair, delete the pairings in the RemoteMic by turning device off, pressing and holding + key until fast flashing blue turns to green, then release and try again.
- If the devices will still not pair, try pairing the streamer to a different device such as a cell phone or the RemoteMic to a different streamer to determine which device may need to come in for service.



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No Sound with the RemoteMic/RemoteMic v2.0

- **If the patient has a solid blue light on both devices and reports no sound, please check the following:**
 - Does the patient hear RemoteMic when the RemoteMic is turned on? Voice Alerts must be enabled for this.
 - Does raising the volume on the RemoteMic or the hearing aid make a difference?
 - If yes, then raise volume of the Bluetooth audio program in the software.
 - If no, try streaming with another Bluetooth device to determine which component may need to come in for service.



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Wireless Communication Portfolio: In Summary

EasyCall/EasyCall II

- Compatibility with any Bluetooth-enabled phone
- Always with your patient
- Easy to use

ComPilot Air II

- Neckloop Free
- Small and discreet
- Preferred-number dialing
- Demo Button
- Environmental Noise Reduction

ComPilot II

- Improved functionality
- Preferred-number dialing
- Demo Button
- Environmental Noise Reduction

DECT II

- AM/PM
- Improved features
- Demo Button

TV Link II

- Increased connectivity options
- Interchangeable options
- Backwards compatible

RemoteControl/Support App

- User-friendly
- Flexibility
- Customizable

PilotOne II

- Environmental Noise Reduction

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The broadest portfolio in the market



Thank you

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