Phonak RemoteMic

User Guide

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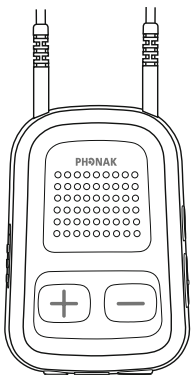
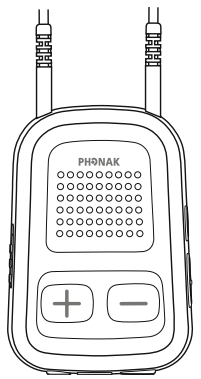
For detailed information on the ComPilot, ComPilot II or ComPilot Air II such as features, indicator light explanations, etc., please refer to the corresponding user guides.

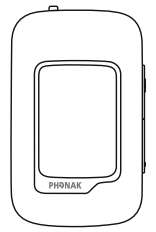
I will use the RemoteMic along with the following streamer:



☐ ComPilot



☐ ComPilot II



☐ ComPilot Air II

1. Welcome

RemoteMic is a quality product developed by Phonak, one of the world's leading companies in the field of hearing technology.

Please read the user instructions thoroughly in order to be able to benefit from all the possibilities your hearing system can offer.

If you have any questions, please consult your hearing care professional or go to www.phonak.com/remotemic

Phonak – life is on www.phonak.com

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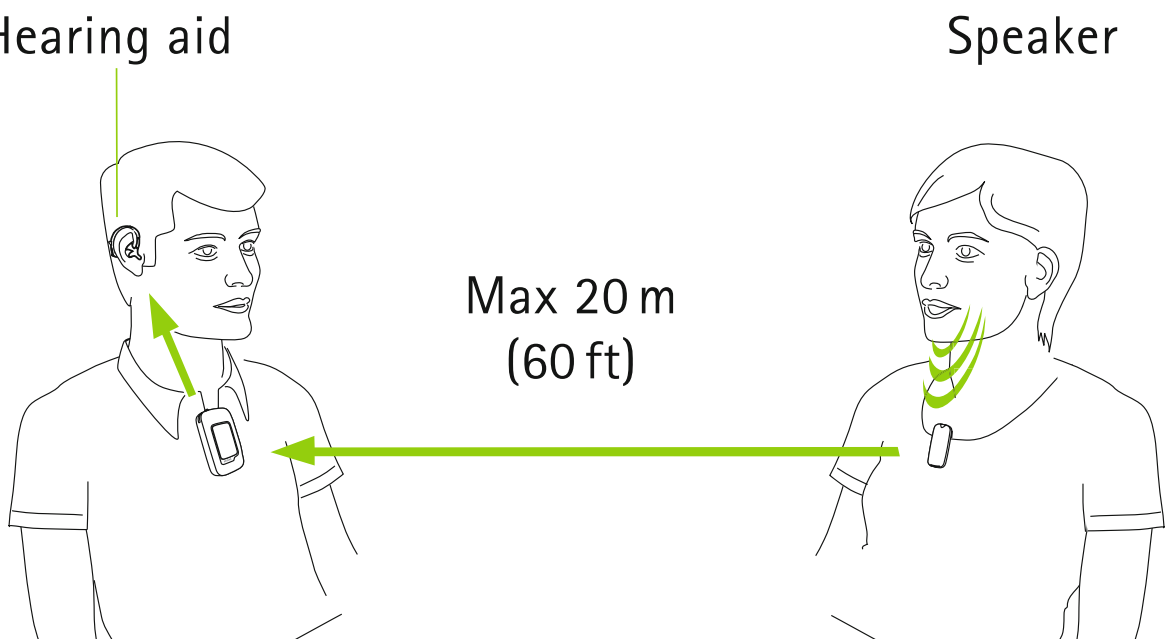
CE mark applied: 2012

2. Getting to know your RemoteMic

The RemoteMic sends the speaker's voice wirelessly to your hearing aids via the Phonak streamer.

The system consists of three main elements: the RemoteMic, your Phonak hearing aids and a streamer, such as Phonak ComPilot Air II.



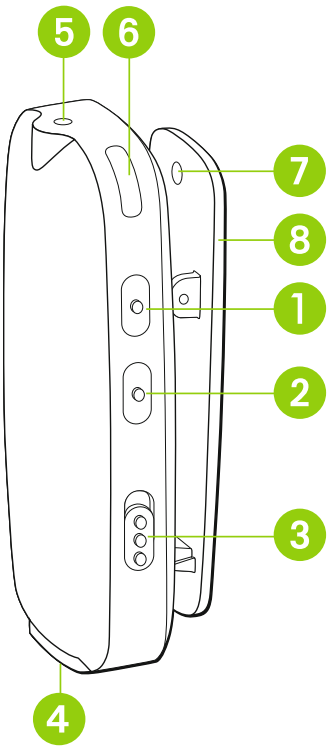
*Phonak streamers ComPilot or ComPilot II are also compatible

2.1 Device description

1. Volume up (+)
2. Volume down (−)
3. Power switch (I 0)

4. Charging input (mini-USB)
5. Microphone opening
6. Indicator light
7. Securing cord eyelet

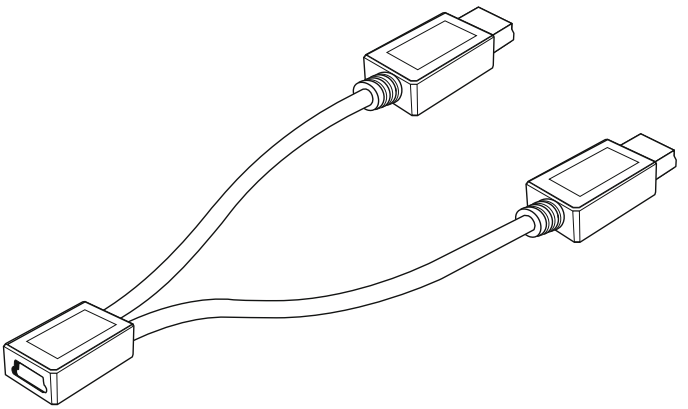
8. Retaining clip



Accessories

(content may vary depending on country)

- Dual mini-USB splitter (1 in / 2 out)
- Detachable securing cord
- Protective bag



Other optional accessories

- Phonak mini-USB power supply (charger)
- 12 V car charger adapter

2.2 Compatibility note

In addition to your Phonak wireless hearing aids, a compatible streamer is required.

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.

2.3 Streaming stability note

The Bluetooth connection range between the RemoteMic and a streamer can be up to 20 meters (60 ft).

The range may be reduced when the signal is obstructed by obstacles such as walls or the human body.

The best results are achieved when the RemoteMic is in the line of sight to the streamer.

3. Getting started

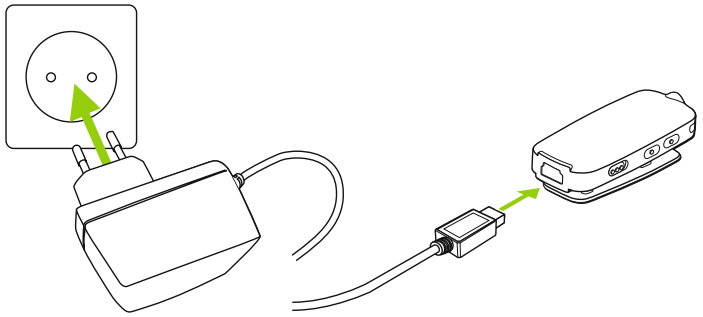
3.1 Charging the battery

Your RemoteMic has a built-in, non-removable, rechargeable battery.

ⓘ When charging your RemoteMic for the first time, let it charge for at least 3 hours, even if the indicator light is not lit or turns green.

To charge it:

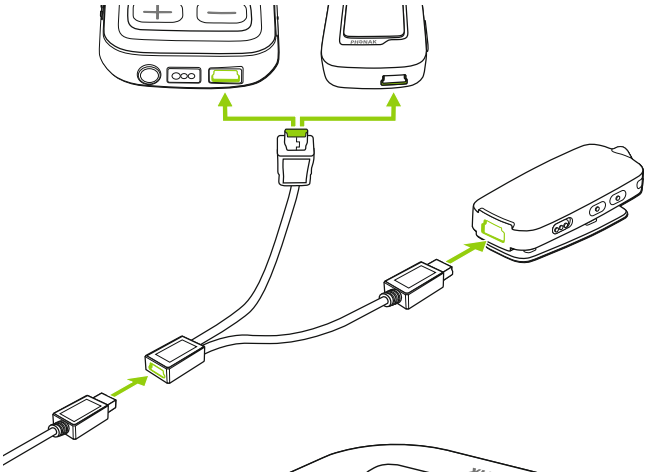
- Take the Phonak power supply from the streamer.
- Plug the power supply into a power socket.
- Plug the mini-USB plug into the RemoteMic mini-USB socket.
- The typical charging time is 2 hours.
- Charging is complete when the indicator light turns solid green.



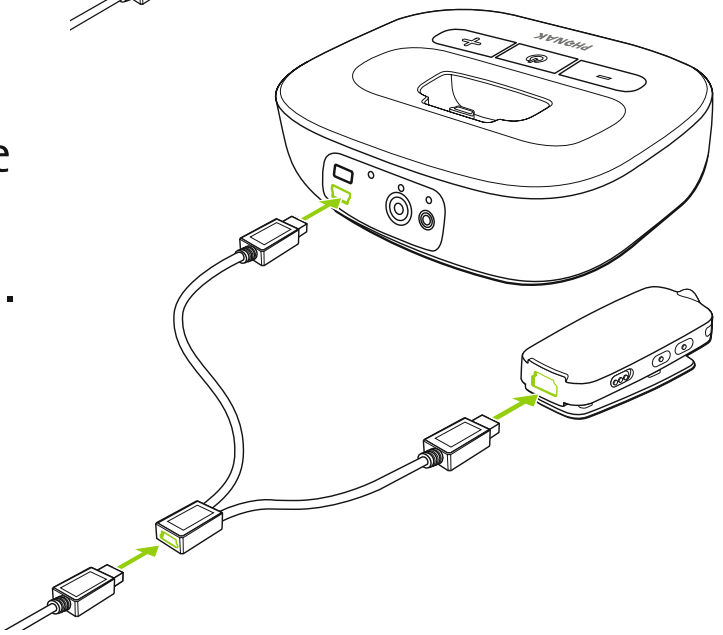
Using one power supply for two devices

Place the dual mini-USB splitter between the power supply and the devices as shown below.

With a streamer:
Both devices can be charged at the same time.



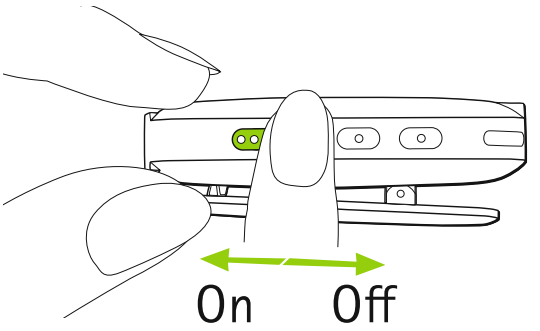
With TVLink II:
The RemoteMic can be charged while the TVLink II is being used.



ⓘ It is safe to leave the RemoteMic connected to the charger overnight.

3.2 Switching On

Slide the power switch to turn the RemoteMic on or off.



Sleep mode

If no streamer is detected for more than 30 minutes, the RemoteMic enters sleep mode even if it is still switched on.

To return from sleep mode, switch the RemoteMic off and turn it on again.

3.3 Pairing the RemoteMic

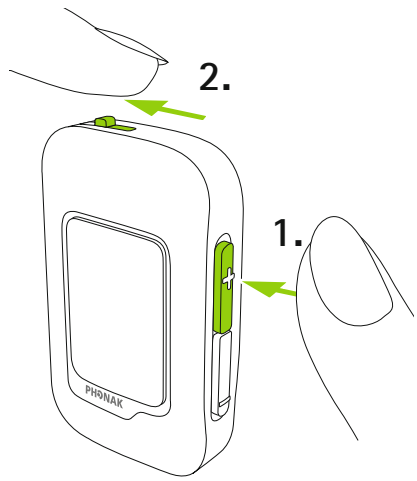
Before using the RemoteMic with a streamer for the first time, the devices must first be paired with each other.

ⓘ If you have received the RemoteMic and the streamer in a set, they are paired already.
Move to Chapter 3.4.

Put the streamer into pairing mode

With ComPilot Air II:

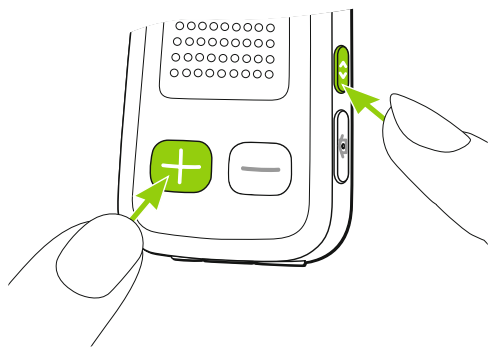
- Turn on and press the volume up button at the same time.



With ComPilot II:

- Turn on first. Press the connect and volume up buttons at the same time for 2 sec.

  The rapidly blinking blue indicator light confirms that the streamer is in pairing mode.

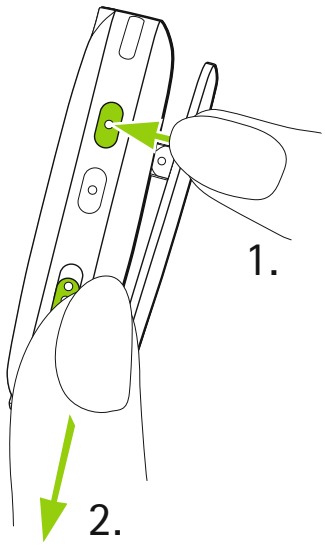


Put RemoteMic into pairing mode

ⓘ If the RemoteMic has never been paired, it will automatically be in pairing mode for 30 minutes after turning on. This is indicated by a rapidly blinking blue indicator light.

To manually start pairing mode:

- Switch the RemoteMic off.
- Press and hold the volume up button ( ).
- Turn the RemoteMic on while pushing the ( ) button at the same time.
- Release the ( ) button when the indicator light starts rapidly blinking blue.
- Make sure the streamer and RemoteMic are within a 1 meter (3 ft) range.



The RemoteMic will remain in pairing mode for 2 minutes or until the pairing has been completed.

Completion of pairing

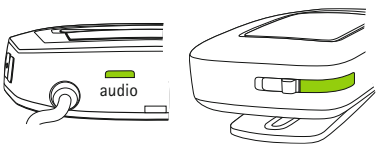
Wait until both indicator lights turn solid blue. This can take up to 2 minutes but usually occurs within a few seconds.

ⓘ You only have to pair the devices once. They will remain paired and will automatically connect after being turned on again as described in chapter 4.2.

3.4 Understanding the indicator lights

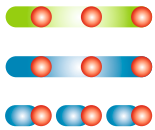
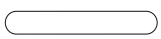
Information during operation

or



	RemoteMic	Streamer
Searching for paired device	Solid green	
Streaming	Solid blue	Solid blue
Pause mode	Blink blue	Blink blue
Pairing mode	Rapid blink blue	Rapid blink blue

RemoteMic power and battery information

Switching on		Green for 2 seconds
Switching off		Red for 2 seconds
Charging		Solid red
Fully charged while charger attached		Solid green
Low battery warning		Additional red short blinks
RemoteMic in sleep mode or off		Indicator light is not lit at all

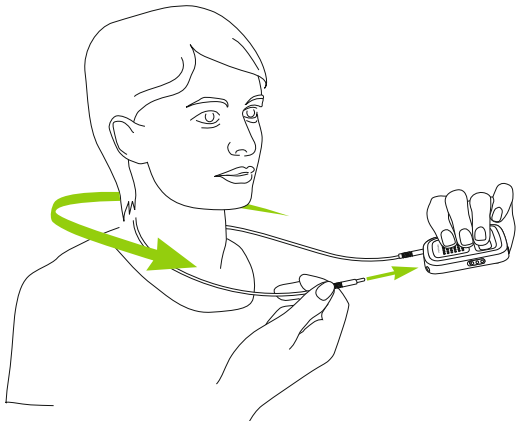
ⓘ Switch the RemoteMic off and on again to turn the device back on from sleep mode.

4. Daily use

4.1 Preparing the streamer

- Turn the streamer on.
- Wear the streamer as shown.

With ComPilot or ComPilot II:



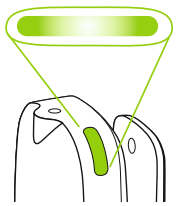
With ComPilot Air II:

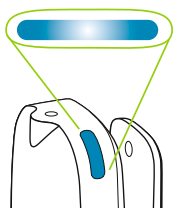
For a more detailed explanation of the streamers, refer to the streamer's user guides.

4.2 Connecting devices

Each time the devices are turned on, they will connect to each other automatically.

- Make sure the streamer and RemoteMic are within 2 meters (6 ft) range.
- Turn the RemoteMic and the streamer on.
- The indicator lights will turn green.
- Wait until the indicator light of both devices turn solid blue. This may take up to 30 seconds but usually occurs within 5 seconds.

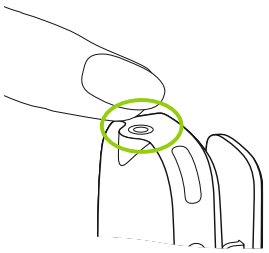




ⓘ If the indicator light is rapidly blinking blue after turning on the RemoteMic or if the indicator light does not turn solid blue within two minutes, repeat the pairing in chapter 3.3.

Functional test

Before using the system, perform a quick functional test by gently tapping on the microphone opening.



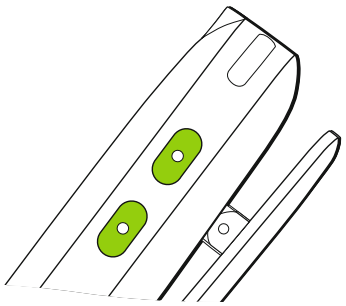
You should clearly hear the tapping noise through your hearing aids.

ⓘ Line of sight between the RemoteMic and the streamer is usually not required. If you encounter audio drops, please refer to the troubleshooting guide in chapter 6.

4.3 Setting the volume

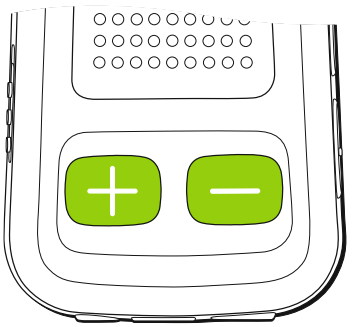
To change the RemoteMic volume setting:

- Speak into the RemoteMic from a 20 cm (8") distance.
- Use the − / + volume controls to set the volume to a comfortable volume level.



To fine-tune the overall volume of the hearing aids and the RemoteMic, you may use the streamer volume buttons:

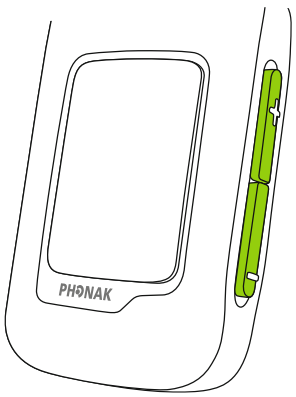
- + to increase the volume
- − to decrease the volume



To reduce surrounding sounds

- Press and hold − (2 sec) for more reduction.
- Press and hold + (2 sec) to return to the original hearing aid volume.

or

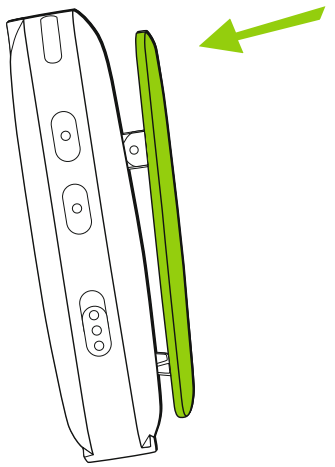


ⓘ The RemoteMic volume setting will be stored even after switching off the RemoteMic.

ⓘ Your hearing care professional can change the level of the hearing aid microphones whilst using the RemoteMic if you are not satisfied.

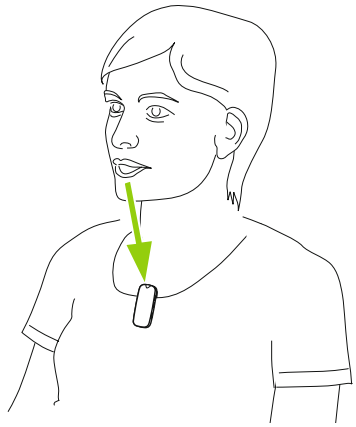
4.4. How to wear

- Gently press to open the clip.
- Ensure the RemoteMic is clipped securely to clothing as shown in the picture.
- To prevent scratching sounds, do not cover the RemoteMic with clothing during use.



Distance to the speaker's mouth:

- The best results are achieved at 20 cm (8").
- A distance of 50 cm (20") should not be exceeded.

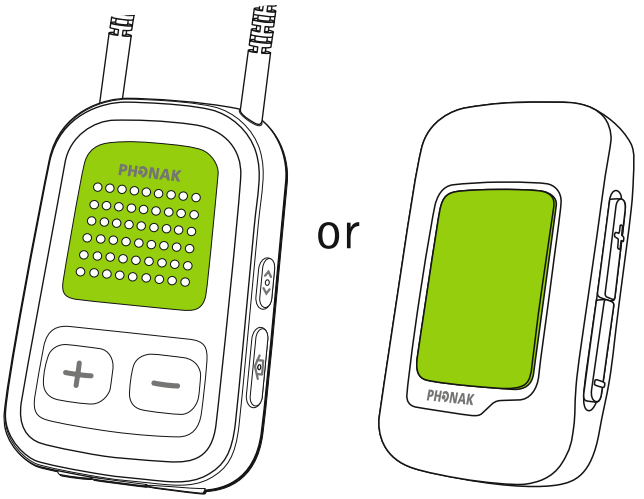


ⓘ The greater the surrounding noise, the closer the RemoteMic should be positioned to the speaker's mouth.

ⓘ Do not use a neckloop lanyard during streaming. Scratching noise may worsen the listening experience.

4.5 Pause and resume

To pause the audio transmission from your streamer, press the main button.



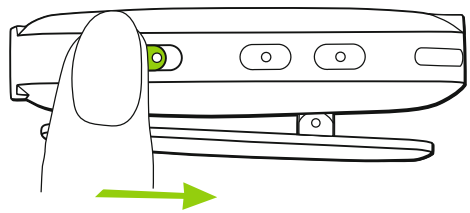
When paused:

- The indicator lights will blink blue on both devices.
- Your hearing aids will switch back to the most recent hearing aid program.
- To resume the streaming, press the streamer main button again.

ⓘ The hearing aid programs cannot be changed during streaming or when paused.

4.6 Switching off

To end the RemoteMic transmission completely, switch off the RemoteMic by sliding the power switch to the off position.



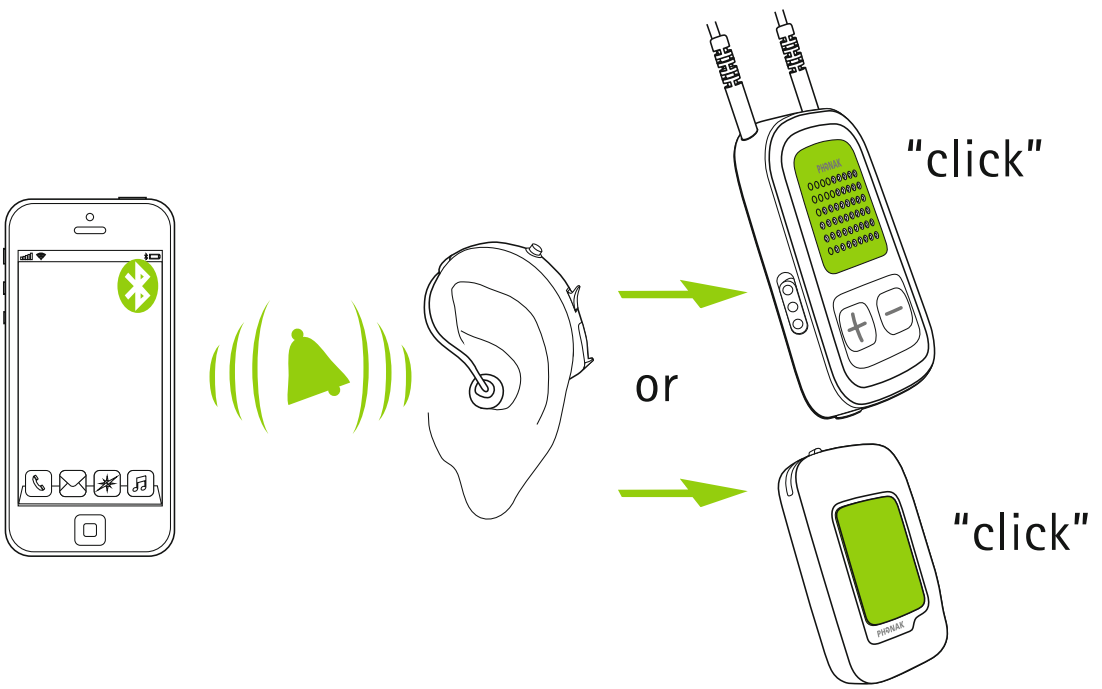
Switch the RemoteMic off when not in use.

5. Special use cases

5.1 RemoteMic and phone calls

ⓘ Phone calls via Bluetooth will always take priority over the RemoteMic streaming.

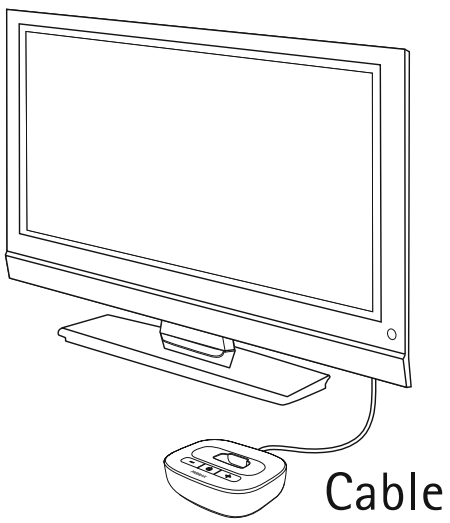
If the streamer is paired and connected to your mobile phone, you can still receive phone calls, even when using RemoteMic. In case of an incoming call, the streamer automatically stops transmitting the audio signal from your RemoteMic and sends the signal from your mobile phone to your hearing aids.



To accept an incoming call, briefly press the streamer's main button once you hear the ringtone through your hearing aids. Press the main button again and the phone call will be ended.

5.2 RemoteMic and watching TV

To ensure high quality audio in stereo sound from your TV or other audio sources, we recommend using the dedicated Phonak **TVLink II basestation.**

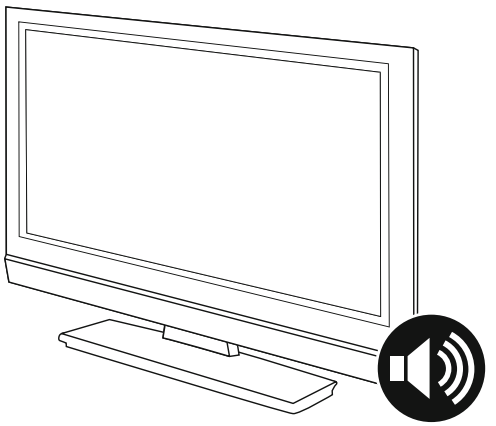


TVLink II basestation

In cases where a cable connection is not available or while travelling, the RemoteMic may be used to improve the sound quality while watching TV.

To achieve the best results:

- Locate the TV loudspeaker.
- Place the RemoteMic 20 cm (8") from the speaker.
- Consider leaving the charger plugged in while watching TV.



RemoteMic

5.3 RemoteMic streaming distance

The RemoteMic operates up to a range of 20 m (60 ft). Line of sight between your streamer and the RemoteMic is not required. Interference in the environment due to walls, the furniture or the human body may reduce the operating range.

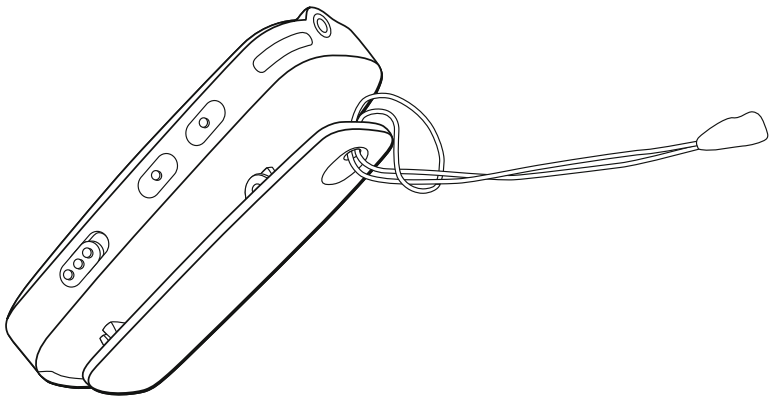
If the RemoteMic is moved out of the range of the streamer, the wireless audio transmission will be interrupted or even terminated. Move the RemoteMic back into the range of the streamer to resume streaming to your hearing aids.

It may take up to 10 seconds before the streaming resumes.

ⓘ If the streaming was interrupted for more than 30 minutes, it may be necessary to switch the RemoteMic off and on again.

5.4 Using the securing cord

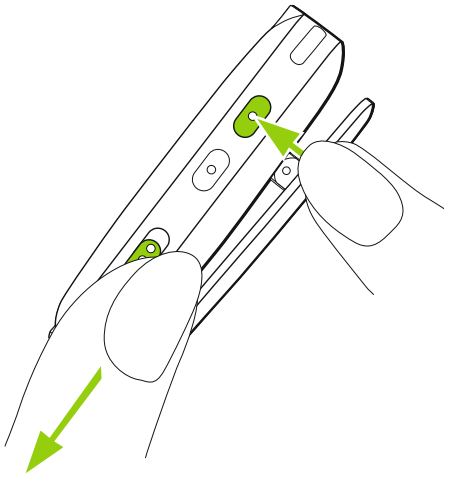
For transportation purposes, you can use the detachable securing cord as shown:



5.5 Deleting all Bluetooth pairings

If you encounter problems with one of the paired devices, or if a device stops connecting to your RemoteMic, you may consider deleting all pairings from the RemoteMic.

- Turn the RemoteMic on while pushing the + button.
- Release the + button after 10 seconds when the blue blinking light turns green.



Deleting the pairing of Bluetooth devices means you will not be able to connect to any previously paired Bluetooth device. You will need to perform the pairing process again (see 3.3) if you wish to reconnect.

ⓘ The indicator lights will start to rapidly blink blue a few seconds after pairings were deleted (automatic pairing mode).

6. Troubleshooting

The following is a summary of frequently asked questions about RemoteMic and the answers to them.

Causes	*What to do*
I cannot hear the sound from the RemoteMic	
■ One or all devices are switched off	■ Make sure all devices (RemoteMic, streamer, hearing aids) are turned on and fully operational
■ RemoteMic is in pause mode (blue blinking)	■ Briefly press the streamer main button to resume streaming
■ The distance between the streamer and the RemoteMic is too great	■ Bring the devices closer to each other. 20 meters (60 ft) is the maximum outdoors ■ To avoid streaming interruptions, make sure you wear the streamer correctly and keep the RemoteMic within the operating range
■ An obstacle is preventing transmission	■ Depending on the material (e.g. the human body), line of sight may be necessary

Causes	*What to do*
I hear breakup during audio transfer	
■ The RemoteMic device is too far away from the streamer or shielded by an obstacle (e.g. human body)	■ Do not exceed the maximum distance and adjust the device orientations
■ The streamer searches for other paired devices for 2 minutes after being turned on	■ After 2 minutes, the streamer will stop searching other devices and the breakup will stop
The volume during streaming is not suitable (too low or too high)	
■ The volume levels are not set correctly	■ Adjust the volume using the RemoteMic and the streamer's volume buttons

Causes	*What to do*
There is too much noise, I cannot understand the speaker	
■ Your hearing aid microphones are set too high	■ Reduce the hearing aid volume by a long press of streamer button ■ Place the RemoteMic closer to the mouth of the speaker (20 cm, 8") ■ Use the RemoteMic button to increase the volume of the RemoteMic
■ The RemoteMic rubs against the wearer's clothing	■ Make sure the RemoteMic is clipped firmly. Clothing should not cover the RemoteMic
■ The settings of your hearing aids are not right	■ Please ask your hearing care professional to fine-tune your hearing aids

6. Troubleshooting

Causes	*What to do*
RemoteMic is no longer recognized by the streamer it was previously paired with	
■ 2 minutes after no device has been found, the streamer stops seeking devices in order to save power	■ Switch the streamer off. Wait until the red power indicator light turns off, then turn the device on again
■ The devices are too far away from each other	■ Bring devices within 1 meter range and then try again
■ RemoteMic can be paired to a maximum of 4 different Bluetooth devices. If the internal memory is full, the fifth will delete the first pairing	■ Repeat the pairing between the devices
■ Pairing has never been carried out or has been deleted	■ Repeat the pairing between the devices
The indicator light does not turn solid blue	
■ RemoteMic and the streamer are not paired	■ Complete the pairing as described in 3.3

Causes	*What to do*
I see a rapidly blinking blue indicator light on the RemoteMic	
■ RemoteMic has never been paired and is always in pairing mode	■ Complete the pairing as described in 3.3
Indicator lights are solid blue but I cannot hear the RemoteMic	
■ The streamer is out of the range of the hearing aids	■ Wear the streamer around the neck and correctly secure the neckloop
■ The streamer is not correctly programmed for your hearing aids	■ Ask your hearing care professional to regroup your streamer and the hearing aids
The charging time is longer than usual	
■ The device is being used during charging	■ Charging during use is possible, although this increases the charging time by 30%
■ The charger is not providing enough charging current	■ Only use chargers approved by Phonak

7. Service and warranty

7.1 Local warranty

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

7.2 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.

7.3 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:

_____

Authorized hearing care professional (stamp / signature):

Date of purchase:

_____

_____

8. Compliance information

Europe:

Declaration of Conformity

Hereby Phonak AG declares that this product meets the requirements of the Radio Equipment Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address: www.phonak.com

Australia/New Zealand:

R-NZ

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.

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. 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:

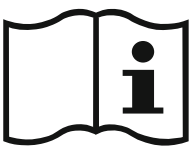
- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice 4:
FCC/IC RF Radiation Exposure Statement
This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment. End-users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Notice 5:
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)."

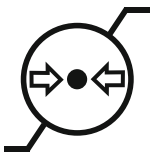
More details can be found in the product data sheet on www.phonak.com/remotemic

9. Information and explanation of symbols

CE	The CE symbol is a confirmation by Phonak AG that this Phonak product meets the requirements of the Radio Equipment Directive 2014/53/EU.
	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 this user guide.

	Important information for handling and product safety.
Operating conditions	This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.
	Temperature transport and storage: –20° to +60° Celsius (–4° to +140° Fahrenheit) Temperature operation: 0° to 55° Celsius (+32° to +131° Fahrenheit).
	Keep dry.

9. Information and explanation of symbols

	Humidity transportation: Up to 90% (non condensing). Humidity storage: 0% to 70%, if not in use.
	Atmospheric pressure: 200 hPA to 1500 hPA.
	Indicates the device manufacturer, as defined in EU Directive 93/42/EEC.
	Japanese mark for certified radio equipment.

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 devices, 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.

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.

Please contact the local recycling facility for removal of the battery.

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.

10. Important safety information

The following pages contain important safety information.

Hazard warnings

⚠ Keep this device out of reach of children and mentally challenged people or pets.

⚠ Phonak devices may generate magnetic fields. Tests that Phonak conducted showed that no interferences with the Implantable devices (e.g. pacemakers, defibrillators, etc.) were caused that would impact the safe and effective use of the Implantable devices. Users of Implantable devices should contact their doctor and/or the manufacturer of the Implantable device before they start using a Phonak device. Stop using the Phonak device if any influence of the Phonak device on the Implantable Device is experienced and contact the manufacturer of the Implantable device for advice.

⚠ Only use hearing aids that have been specially programmed for you by your hearing care professional.

10. Important safety information

⚠ For safety reasons, only use chargers supplied by Phonak or stabilized chargers with a rating of 5 VDC, min. 250 mA.

⚠ Do not charge RemoteMic from a PC or laptop USB port. This may damage your equipment.

⚠ Changes or modifications to any of the devices that have not been explicitly approved by Phonak are not permitted.

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

⚠ The mini-USB port is to be used for the specified purpose only.

⚠ 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.

⚠ Using the device cables in any way contradictory to their intended purpose (e.g., wearing the USB cable around the neck) can cause injury.

⚠ Dispose of electrical components in accordance with your local regulations by Phonak AG.

⚠ 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.

Product safety information

ⓘ When the device is not in use, turn it off and store it safely.

ⓘ Protect the device connectors, plugs, charging slot and power supply from dirt and debris.

ⓘ Protect the device from excessive moisture (bathing, swimming), heat (radiator, car dashboard) or direct skin contact when sweating (workout, fitness, sport).

10. Important safety information

ⓘ Do not drop the device. Dropping onto a hard surface can damage your device.

ⓘ Clean devices using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean them. Never use a microwave or other heating devices to dry any of the devices.

ⓘ The digitally coded, inductive transmission technology used in these devices is extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the system near computer equipment, larger electronic installations or other strong electro-magnetic fields, it may be necessary to be at least 60 cm (24") away from the interfering device to ensure proper operation.

ⓘ 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.

ⓘ Keep the device at least 10 cm away from any kind of magnets.

Other important information

- The RemoteMic is a Bluetooth 2.1 compliant device. Its wireless transmission technology is not limited to but optimized for Phonak streamer.
- The use of RemoteMic with non-Phonak streamer is not supported by Phonak.
- High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.

Notes

Notes

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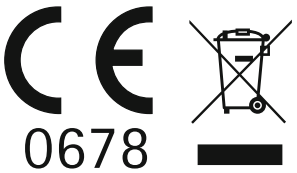
CH-8712 Stäfa
Switzerland

www.phonak.com



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