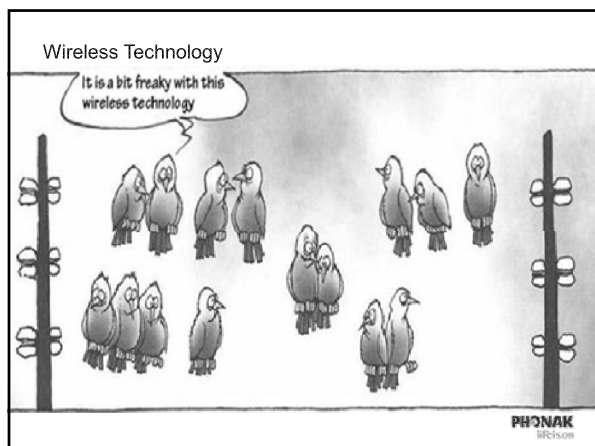


Learner Objectives

- Participants will be able to describe how the Phonak RemoteMic can help hearing instrument wearers hear in noise and at a distance.
- Participants will be able to describe when to utilize specific wireless accessories for specific situations.
- Participants will be able to explain the features and benefits of different wireless accessories





Phonak Quest Naming Structure

Performance level	Spice+	Quest BTE	Quest ITE
Premium	Phonak Ambra	Phonak Bolero Q90	Phonak Virto Q90
Advanced	Phonak Solana	Phonak Bolero Q70	Phonak Virto Q70
Standard	Phonak Cassia	Phonak Bolero Q50	Phonak Virto Q50

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Phonak Bolero Q – Capturing voices, captivating looks

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Phonak Quest BTE portfolio

Phonak Spice+	Phonak Bolero Q
Petite	N/A
microM	Phonak Bolero Q-M312
M H2O	Phonak Bolero Q-M13
microP	Phonak Bolero Q-P
SP	Phonak Bolero Q-SP

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Phonak Virto Q – explore life's rich soundscapes with confidence

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Phonak Quest Customs Naming Structure

Performance level	Quest ITE
Premium	Phonak Virto Q90
Advanced	Phonak Virto Q70
Standard	Phonak Virto Q50



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Now let's take a step back....

- Let's talk a little about Bluetooth

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Are you already using Bluetooth?

- Bluetooth is used for a variety of applications, such as:
 - Wireless control and communication between a mobile phone and a wireless headset
 - Wireless communication between computers and input devices, such as keyboards, printers and mice
 - Wireless replacement of serial port applications, such as GPS receivers and medical devices (i.e. - HiPro boxes)
 - Wireless networking of computers, where small amounts of information exchange occur
 - Wireless transfer of contact information and calendar details

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History of Bluetooth

- *Bluetooth* wireless technology is a short-range communications technology intended to replace the cables connecting portable and/or fixed devices
- The original technology was invented in 1994 by engineers working at Ericsson.
- It was named after a 10th century Danish king, Harald Blatand, or *Harold Bluetooth* in English. He was famous for uniting warring factions of Sweden, Norway and Denmark.
- The technology was almost called "Flirt". The tag line was to be "Getting close without touching"



Bluetooth Transfer of Information

- It uses an unlicensed radio frequency bandwidth of 2.4 – 2.485GHz
- However, many devices currently operate in the 2.4GHz range so interference can occur
- Is omni-directional and is able to penetrate solid objects

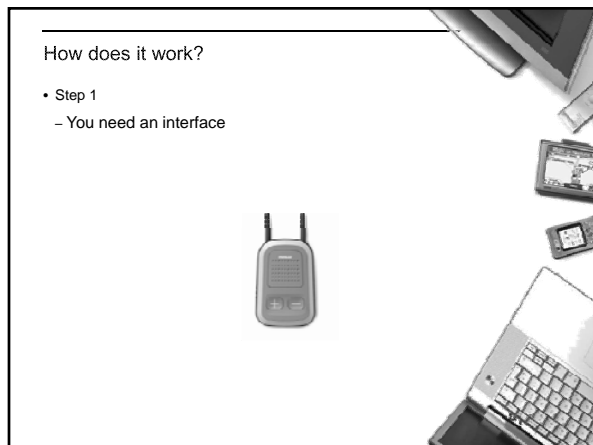


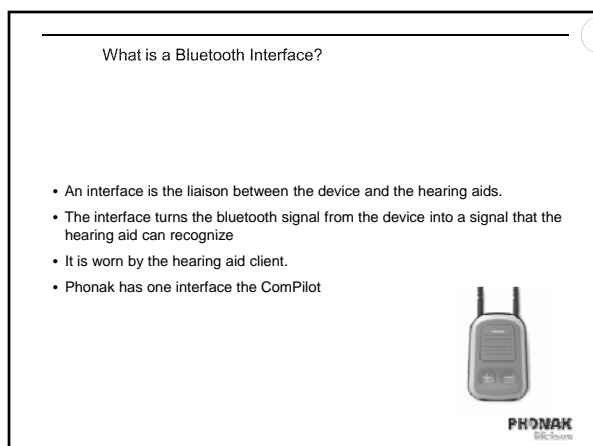
Why is Bluetooth beneficial to my hearing aid clients?

- Connectivity to multiple devices without having to remove hearing aids
- Hands Free









How does it work?

- Step 2
 - Grouping????



What is Grouping?

- **Grouping** occurs in the software. It is when a device is attached to hearing instruments to create a hearing system
- Do you need to group?



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How do I Group?

- Find your grouping cable
- Connect hearing aids to Phonak Target just as you would to program them
- Connect ComPilot to Phonak Target



How does it work?

- Step 3: Pairing

- **Pairing** is when a trusted relationship is established between two Bluetooth devices. The devices place each other on their "buddy list"
- You are getting the hearing aids and the device to talk to each other....and only each other.



Bluetooth: Pairing

- Pairing occurs when two devices agree that it is safe to communicate with one another and create a connection
- To pair two compatible devices, a shared passkey (password) is needed
- Many devices use the standard 0000, especially those without keyboards for manual number input
- Once two devices are paired, they need not be re-paired unless either device is reset or the pairing has been deleted



How does it work?

- Step 4: Connecting

- Connecting is when two previously paired devices recognize each other and start talking.
- Many devices will prompt you to connect, others will not. Do not forget this critical step.



It is as easy as 1, 2, 3...and 4!
Let's Review!

- Interface
- Grouping
- Pairing
- Connecting



Other Considerations

- Verify that the devices are actively connected. Enable auto-connect if available.
- Another common issue is that the Bluetooth device may already be currently connected to another device using the same profile that is needed to connect to a new device.
- Make sure the volume is turned up on the phone.
- Don't forget, an intermittent Bluetooth signal could actually be a bad cell phone signal.



Bluetooth: Where It Gets Confusing

Profiles

- Think of profiles as capabilities or features
- Both devices have to support the same profile for a feature to work
- There are many different profiles available
- For hearing aids, only three profiles are important.



Headset Profile (HSP)

- This is the most commonly used profile and allows mobile phones to communicate with wireless headsets
- It only allows the ability to ring, adjust the volume, answer a call and hang up



Hands-Free Profile (HFP)

- This is commonly used to allow communication with a car hands free system
- The extra features that HFP allows are last number redial, call waiting and voice dialing
- Most Bluetooth headsets support both HSP and HFP profiles.



Advanced Audio Distribution Profile (A2DP)

- This profile is used to define how high quality mono and stereo audio information is streamed from one device to another
- Examples include:
 - Music from a mobile phone to a car audio system or a wireless headset
 - Audio from a television or stereo to a wireless headset



Connection Issues

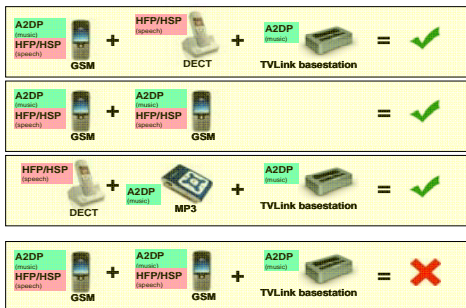
- Bluetooth generally is a one-to-one connection based on the profile. Two receiving devices cannot be connected to the same transmitting device at the same time.
- However, many newer devices have started to support a feature called Multipoint.

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Multipoint

- This technology also allows a patient to maintain a connection to a cell phone while also being connected to a landline Bluetooth phone.
- When either phone rings, the BTR will notify the patient that a call is coming in and they can choose to receive it.
- However, Multipoint does not allow for conferencing of both phones.

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Capturing the voice at the source



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ComPilot: The all-in-one accessory from Phonak



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Streaming Functionality:


Out of the box:

- Listen to music
- Stream television
- Attach an FM receiver
- Stream phone calls
- Alter streaming volume

Streams with any wireless instruments



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Remote Control Functionality:

Grouped with instruments:

- Change programs
- Toggle audio inputs
- Increase/decrease volume of instruments
- Home program

Remote control functionality is only available in Spice+ and Quest


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Phonak RemoteMic

So...

What if I want a direct one-to-one connection to my hearing aids through the ComPilot or iCom?


Phonak RemoteMic



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Challenging Listening Environments

- In the car
- During a lecture
- One on one in a busy restaurant/bar
- Business meeting
- TV use
- Classroom
- Outdoor activities
- Sporting event
- Busy shopping mall
- Jail Cell



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Phonak has solutions for every listening environment

Attribute	Zoom technology on hearing instrument	RemoteMic	FM systems
Device	Integrated	Additional device	Additional device
Ideal distance	0 - 6 ft	6 - 60 ft	6 - 100 ft
Microphone	Adaptive directional	Fixed (omni)	Different modes
Number of sources	Many (requires head movement or zoom control)	One	Many
Other advantages	Always available when needed	Independent of head movement	Independent of head movement
			Improved sound and microphone quality

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HEARING AIDS

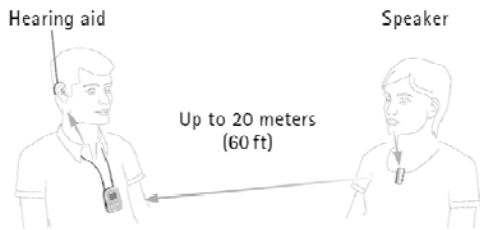
Phonak RemoteMic Highlights

- Compatible with all wireless Phonak hearing aids and ComPilot/iCom
- Excellent sound quality thanks to full audio bandwidth streaming
- Over 8 hours of continuous streaming
- Small, lightweight (<.5 oz / 13 g) design
- Easy to demonstrate; ready to go out of the box

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Stay connected for up to 60 feet



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Helpful Hints

Having trouble hearing the speaker with RemoteMic?

Step 1:

- Increase the volume on the RemoteMic



Step 2:

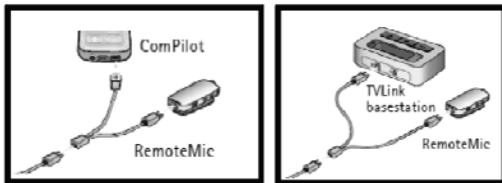
- If ambient noise is still too loud, decrease the volume on the ComPilot



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Charging options

- Only one charger is needed
- Stand-alone RemoteMic is delivered with mini USB Y-Splitter
- Use the Y-splitter for multiple device



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Special use cases

- Can take a phone call during RemoteMic usage



- Can use the RemoteMic to improve TV reception



RemoteMic

- Securing cord

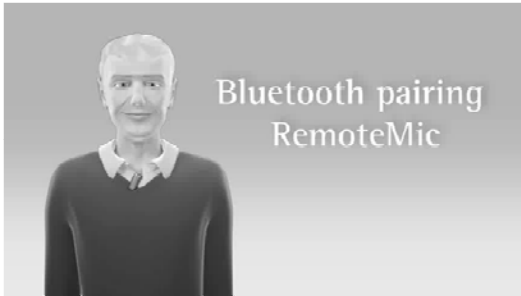


- User guide describes all



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Pairing RemoteMic



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Pairing RemoteMic

- If the RemoteMic and ComPilot are ordered together they will already be paired
- If a ComPilot is ordered by itself it will remain in pairing mode for 30 minutes
- The RemoteMic can be placed into pairing mode by pressing and holding on the volume up button while turning the device on- once the light on the RemoteMic starts to rapidly blink blue, release the volume up button
- When the ComPilot and RemoteMic are connected/streaming the lights on both devices will be solid blue

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Other AccessLine updates with Target 3.0

- ComPilot - **Recommended update**
 - New VoiceAlerts for RemoteMic
 - Introduction of main button lock option
 - Configurable volume of VoiceAlerts and Sidetone
 - New languages Japanese, Chinese (mandarin), Portuguese, Italian
- iCube and PilotOne
 - Optional update
 - Improvement of the wireless fitting stability



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TVLink S

- Functionally equal
 - From a Bluetooth point of view, iCom/ComPilot are interoperable with TVLink and TVLink S
- TVLink S available stand-alone and as a TVLink S bundle
- Charging slot changed to match the new shape of the ComPilot
- Transmission range up to 100 feet



AccessLine myPilot

myPilot

- Volume and program changes at the touch of a button with status information and a full color display
- Access to a multitude of functions and can be configured to be either menu-driven or with direct control to match the needs of each client.



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When to use MyPilot

- Compatible only with wireless CORE, Spice+ and Quest hearing instruments
- Ideal for tech savvy clients who want to use a remote control only but want to be able to access all of the features of their hearing instruments.
- Allows the client to adjust volume in each ear separately
- Allows the client to select the direction of focus for ZoomControl when used with Premium and Advanced hearing instruments
- Also has a display which gives the client visual information regarding which program he or she is in



PilotOne

Clever Simplicity

- Simple, ergonomic and user-friendly
- Sleek design features large volume control, program and home buttons
- **Focus on the essentials when it comes to discreet control, clever simplicity and user-friendly ergonomic design.**



PilotOne

Clever Simplicity

