

# myPilot

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## User Guide



PHONAK

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## Welcome

Congratulations on choosing a digital hearing system from Phonak. Your new myPilot is a very important part of it. myPilot is an elegant and user-friendly remote control and status reader which gives you access to all functions of your digital hearing system. Furthermore, it guarantees easy management of your hearing programs with visual confirmation on a state-of-the-art color display.

You can use myPilot to tune both of your hearing instruments simultaneously. Or you can control both hearing instruments individually, allowing you to perfectly fine-tune your hearing instruments to any specific hearing situation.

Please read this manual carefully to benefit from all the features of your new myPilot.

Ask your hearing care professional if you have any questions.

For further information, please visit the Phonak website [www.phonak.com](http://www.phonak.com)

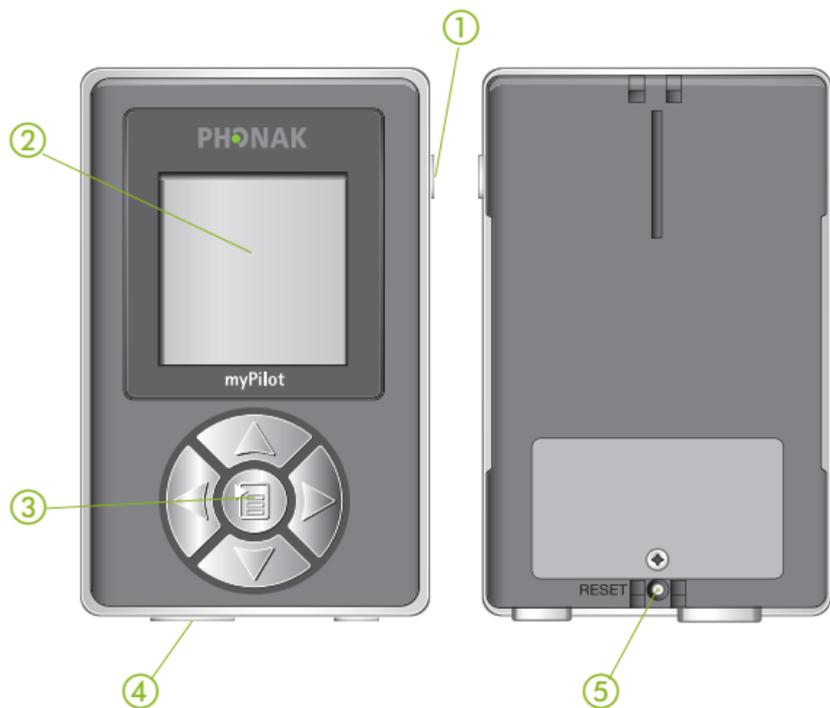
**Phonak – life is on**



**For your safety, carefully read the chapter Important information on pages 38–47.**

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## Description



① ON/OFF button

② Color LCD display

③ Keypad

Up       $\triangle$  FlexControl/  
              volume up

Down     $\nabla$  FlexControl/  
              volume down

Right     $\triangleright$  Next program

Left      $\triangleleft$  Previous program

Center    Menu/select/home

④ Mini USB  
      connection

⑤ Reset button

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## myPilot accessories

- Case
- Lanyard
- Power supply

Contents may vary depending on country.

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## Getting started

### Charging the battery and general battery info

myPilot has an internal, rechargeable battery. To charge it, connect the charging cable to myPilot as shown in the picture below. Then plug the other end of the charging cable into a power outlet.



-  Do not use myPilot while charging.
-  For safety reasons, recharge the battery only with chargers supplied by Phonak.

During the charging process, the battery symbol on the Home screen is flashing. Once the battery is fully charged, the battery symbol will stop flashing and remain visible.

Charging an empty battery typically takes about 90 minutes. It is safe to leave the charger connected overnight—the battery cannot be overcharged.

-  **When charging myPilot for the first time, leave it to charge for five hours, even if the battery symbol stops flashing.**
-  **A new battery's full performance is achieved only after two or three complete charge and discharge cycles.**

The myPilot battery can be charged hundreds of times. If the operating time of your myPilot reduces substantially, please contact your hearing care professional.

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Getting started /

## Turning myPilot ON or OFF

### Turning ON

To turn myPilot ON, press and hold the ON/OFF button for two seconds until you see the display turn ON.



### Turning OFF

To turn myPilot OFF, press and hold the ON/OFF button for two seconds until you see the display turn OFF.

-  For optimal convenience it is suggested to keep myPilot turned on while wearing the hearing instruments. To avoid unwanted changes of the hearing instruments settings you can use the keypad lock. When you turn your hearing instruments off please also switch off myPilot.

---

## Getting started / Keypad lock

### Auto keypad lock

myPilot is equipped with an automatic keypad lock which locks the keys automatically, once the device has not being used for more than 20 seconds. To enable the feature, refer to section "Auto keypad lock".

### Manual keypad lock

You also have the possibility of manually activating the keypad lock via the menu.

#### To lock

To lock the keypad, press  to enter the menu and select *Lock keypad*. The keypad will lock and the device will enter the sleep mode.

In the "direct control"-mode the manual lock is not available.

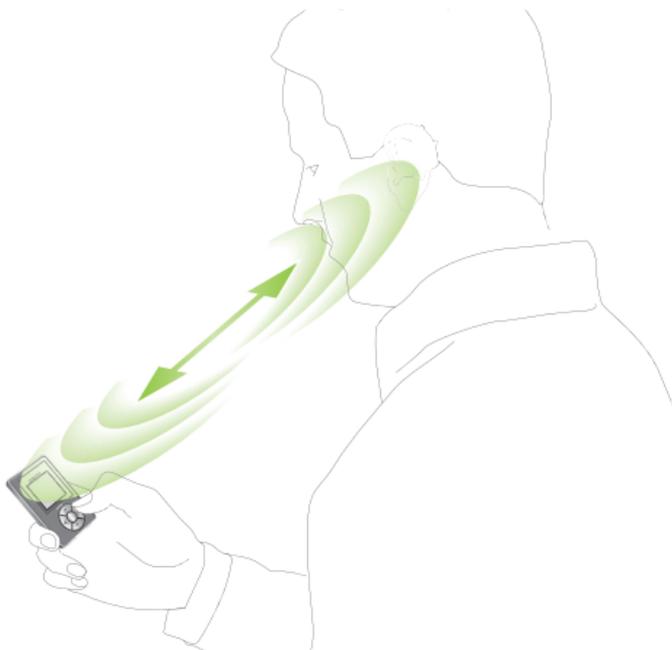
#### To unlock

Press  followed by .

### Operating range

myPilot functions as a remote control (e.g. for setting volume, selecting different hearing programs). Remote control operating range is about 100 cm (40").

Additionally, it is capable of reading status information from the hearing instruments (e.g. battery status, programs). Status readout operating range is about 40 cm (16").



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## Using myPilot

### Selecting your preferred Home screen

To select different Home screens, enter the menu by pressing the center button then select *Settings*, then *Home screens*.

The "standard"-mode gives you the most complete overview of volume and program, including iconic pictures of the programs.

In the "direct control"-mode each button directly selects the indicated program number. This mode is for the program and volume control only with no menu or ZoomControl screen access. How to skip the direct control mode, see page 16.

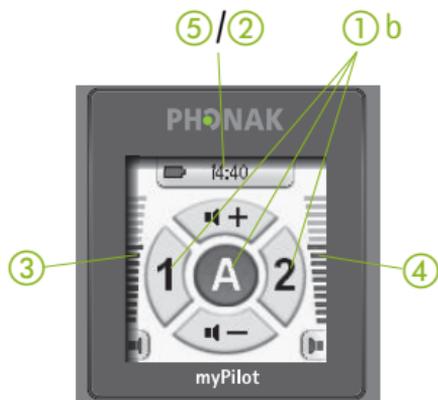


From any screen or menu level, press the middle button for 4 seconds to always return to the default settings of your hearing system and the Home screen of myPilot.

## Home screens



Standard



Direct control

- ①a Program icon, ①b Program numbers
- ② Program name
- ③ Volume setting of left hearing instrument
- ④ Volume setting of right hearing instrument
- ⑤ Battery status and Clock
- ⑥ Right to left or left to right streaming direction indicator

 The screens of your myPilot may look different, depending on your preferences set by your hearing care professional.

## "Standard"-mode

The "standard"-mode gives the full overview including program and volume information.



- Press the left or right arrow (◀/▶) to scroll back and forth through the hearing programs
  - Press the up-/down arrow (△/▽) to enter the volume screen. To change the volume see page 17 for details
  - Short press middle button to access the sub-menus. See page 25 for details
  - Press middle button for 2 seconds to change to the ZoomControl screen. See page 23 for details
- 👤 All program changes made by myPilot are applied to both hearing instruments simultaneously.
- 👤 The order of the program sequence is set by your hearing care professional during the fitting process. For further information on hearing programs, please ask your hearing care professional.

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## Using myPilot

### "Direct control"-mode

In the "direct control"-mode each key selects the indicated program number.



Programs	Left ◀	Middle A	Right ▶
Short press	1	A	2
2 second press	3	4	5

The program names are shown for 10 seconds after a new program is selected.

- Press the up-/down arrow (△/▽) to change the volume.
- Press the left and right button (◀ + ▶) simultaneously for 2 seconds to skip the direct control-mode
- 👤 The available hearing programs are set by your hearing care professional.
- 👤 In the direct control-mode, the screens for volume control, sub-menus and zoom control are not available. Quick access however is available.

## FlexControl and volume control

### Introduction

FlexControl (optional) is an innovative functionality which improves the classical volume control. By pushing the Up or Down button, you can adjust your hearing instruments for better understanding or more pleasantness. That means that the sound is not only getting louder or softer, but that the hearing instruments are adapting to your personal preference for better understanding or ease of listening, specific to each listening situation.

FlexControl is available on hearing instruments supporting the feature. Please ask your hearing care professional for more information.

### Binaural volume control

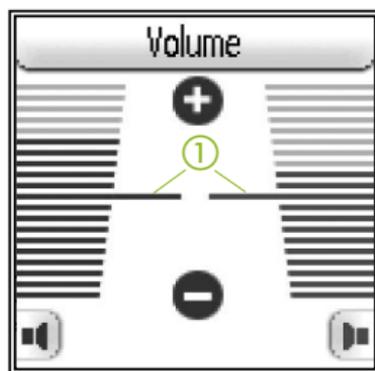
Go to the Volume screen by pressing either  or  while in the Home screen (the volume screen is not available in the "direct control"-mode). Now you can change the volume of both hearing instruments simultaneously by pressing  to increase the volume and  to decrease the volume.

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## Using myPilot

The Volume screen shows the volume settings including the most comfortable level ① which was defined by your hearing care professional during the fitting process.

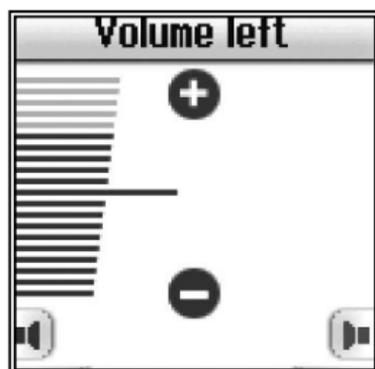
- ① Most comfortable level (MCL)



### Monaural volume control

#### Direct access

To change the volume settings of your left (or right) hearing instrument individually, go to the Volume screen by pressing either  $\triangle$  or  $\nabla$  while in the Home screen. Once in the Volume screen, press  $\triangleleft$  to choose the left side (or  $\triangleright$  to choose the right side) and use  $\triangle$  to increase, and  $\nabla$  to decrease volume.

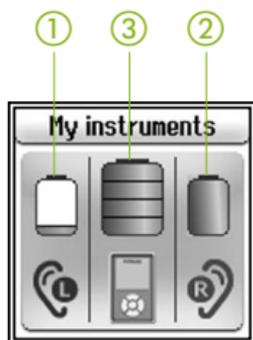


## Access via menu

To change the volume of the left or right hearing instrument individually, press , select *Volume* and *Volume left* or *Volume right*. Change the volume using the  $\Delta$  or  $\nabla$  key and press  to return to the Home screen.

## Status information

- ① Left hearing instrument battery (empty)
- ② Right hearing instrument battery (full)
- ③ myPilot battery



This function allows you to read the status of the myPilot and hearing instrument batteries, volume and program settings in the "standard"-mode.

To initiate the readout process, press  to enter the menu and select *Status info*, then *My instruments*. After the status is read out successfully, the hearing instrument and myPilot battery levels will be displayed. Subsequently, the actual volume and program settings are shown.

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## Using myPilot

In order to read out and display status information, myPilot must be within about 40 cm (16") of the hearing instruments. Hold the myPilot as shown in the picture.

40 cm (16")

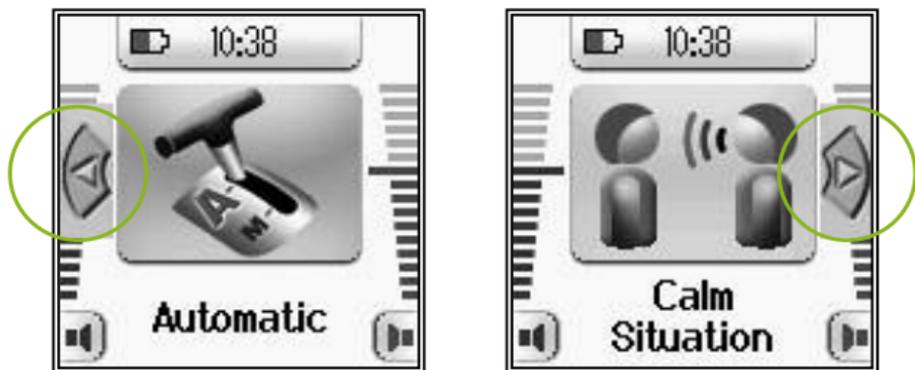


In the event that the readout process fails, for example because the hearing instruments are out of range, myPilot will indicate this by showing question marks instead of hearing instrument batteries in the "My instruments"-screen. Subsequently, the Home screen will show the previous volume and program settings.

Restart readout process or refer to Troubleshooting section.

## Program ambiguity

There may be situations where myPilot cannot display the hearing program consistently. If, for example, you change the hearing program on one of your hearing instruments manually, the next time you initiate the readout process on your myPilot, the screen will alternate between the left & right hearing programs detected, together with the following symbol:



By pressing either the left or right arrow button you can choose which hearing program you wish to apply to both hearing instruments.

### myPilot battery status

The status of the myPilot battery is shown with a battery symbol in the Home screen. Battery consumption and the operating time greatly depend on the usage of the device. With normal use, myPilot will run for a few days before needing recharging. Once the battery is close to being depleted, the low battery symbol will appear in the top left corner of the Home screen.



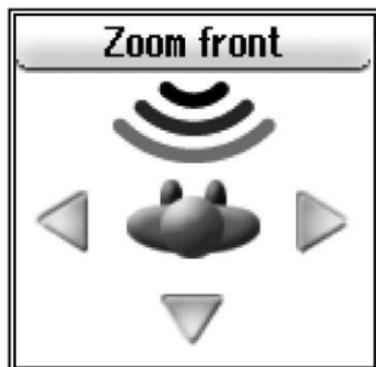
myPilot will still run for about an hour but you should recharge the battery as soon as possible.

## ZoomControl screen (optional)

If your hearing instruments are equipped with ZoomControl, this special feature allows you to choose directions in which to focus your hearing system (automatic, front, back, left or right). The ZoomControl screen is only accessible from the "standard"-mode.

### Direct access of ZoomControl screen

A special function of the menu key is to access ZoomControl screen directly. If you press and hold for about 2 seconds you will enter the screen (bypassing other menu options described later) and the default direction is shown. Use the arrow keys to change the direction in which you want to focus. Double-press to select auto ZoomControl.



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## Using myPilot

### Access via menu

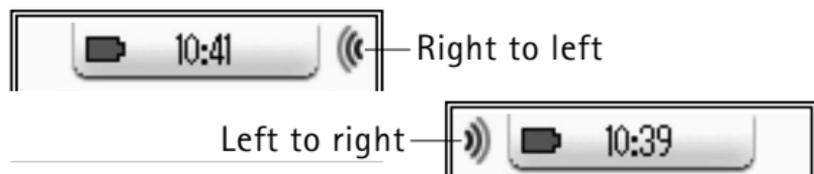
To access ZoomControl screen, press , select *Zoom-Control* and choose the desired direction using the arrow keys or a double-press  to select auto Zoom-Control.

Press either the up or down button for 2 seconds to enter the volume control screen.

Short press middle button  to access the sub-menus.

Press  for 2 seconds to return to the Home screen. Returning to the Home screen will select the last used program automatically.

### Right to left and left to right streaming indicator



This symbol indicates that sound is being streamed from one hearing instrument to the other. For example for telephone use hold the phone to the indicated hearing instrument.

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# Menu functions

## Menu overview

- 
- ZoomControl (optional)
- Volume
- Lock keypad
- Contact
- Alarm clock
- Status information
- Settings

 Pressing  will navigate one level back in the menu structure.

 Please note that you can directly return to the Home screen from any submenu point by briefly pressing the ON/OFF button.

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## Menu functions

### ■ ZoomControl (optional)

To access ZoomControl screen, press , select *ZoomControl* and choose the desired direction using the arrow keys. Alternatively press  2 seconds while in Home screen to access the ZoomControl screen directly.



ZoomControl screen is not available in the "direct control"-mode.

### ■ FlexControl (optional) / volume

With myPilot, you may set/change the volume of each hearing instrument individually.

For hearing instruments that support FlexControl, pushing the Up or Down button does not only change the hearing instrument volume but adjusts your hearing instruments for better understanding or more pleasantness.

For details on FlexControl/volume see page 17.

Please ask your hearing care professional for more information.

## Left / right volume

To change the volume of the left or right hearing instrument individually, press , select *Volume* and *Volume left* or *Volume right*. Change volume using the  or  key and press .

## Reset volume

This function resets the FlexControl and volume of both hearing instruments to the default level as defined by your hearing care professional during the fitting process.

To reset volume, press , select *Volume, Reset volume* and *Confirm*.

## ■ Lock keypad

To avoid unwanted pressing of buttons (e.g. when myPilot is in your pocket), you can manually lock the keypad.

To lock the keypad, press  and select *Lock keypad*.

To unlock the keypad, press  followed by .

---

## Menu functions

### ■ Contact

Your hearing care professional can set visiting card information such as name, phone number and address. Go to the *Contact* menu to always have this information ready when needed.

### ■ Alarm clock

#### Set alarm

To set the alarm, press **ALARM**, select *Alarm clock* and *Set alarm*. Enter the alarm time, using the  $\Delta$  or  $\nabla$  key to change the hours / minutes and the  $\triangleleft$  or  $\triangleright$  key to turn from hours to minutes, and press **ENTER**.





If an alarm is set, the alarm symbol appears on the Home screen next to the clock.

### Respond to alarm

When the alarm sounds, myPilot will send an alarm signal to your hearing system (if myPilot is within 100 cm (40") of the hearing system). Additionally, myPilot itself will sound and show an alarm message on the screen.

Press any key on myPilot to stop the alarm. The alarm will then be set to OFF and has to be set again if needed.

 To modify the alarm time, set alarm again.

### Alarm ON/OFF

To cancel a set alarm press , select *Alarm clock*, *Alarm ON/OFF* and *Alarm OFF*.

To (re)activate an alarm press , select *Alarm clock*, *Alarm ON/OFF* and *Alarm ON*.

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## Menu functions

### myPilot tone

You have the possibility to turn the myPilot alarm tone ON or OFF. Press , select *Alarm clock, myPilot tone*, and choose either ON or OFF.

-  myPilot will only perform the alarm when turned ON.
-  The alarm will only be audible in the hearing instruments if myPilot is within 100 cm (40") of the hearing instruments.

### ■ Status information

#### My instruments

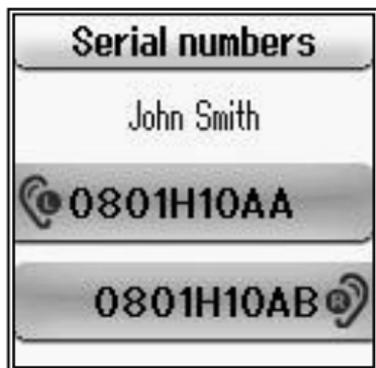
You can read out information by pressing , *Status info, My Instruments*.

#### Serial numbers

To see the serial numbers of your hearing system, press , select *Status info* and *Serial numbers*.

#### myPilot version

To see the version of your myPilot, press , select *Status info* and *myPilot version*.



## ■ Settings

### Quick access

Recall a previously stored program and volume setting with a short press of the ON/OFF button in Home screen.

By default a short press of the ON/OFF button will read out the status of your hearing instruments. Follow the steps below to change the ON/OFF button to Quick access and to store your current program and volume setting.

Press  to go to the menu, select *Settings*, then *Quick access* then choose from the following menu options:

- *Store prog/vol*  
Select this point and press  to store the current program and volume setting.

---

## Menu functions

- *Recall setting*  
Select this point and press **OK** to recall the stored program and volume setting.
- *ON/OFF button*  
Enter this sub-menu to define the behavior of the ON/OFF button (select one of the following options).
  - *Status readout*  
Short press ON/OFF will start a status readout of the hearing instruments (this is the default)
  - *Quick access*  
Short press ON/OFF will directly select the stored program and volume setting

## Home screens

To go to the Home screen menu press **OK**, select *Setting*, then *Home screens* then choose from the following menu options:

- *Standard*  
Full details on program and volume
- *Direct control*  
Key press will directly select hearing program

## Clock

myPilot has an internal clock which shows the time in the Home screen and when entering the sleep mode.

**00:00 AM**

### Set time

To set the time, press , select *Settings*, *Clock* and *Set time*. Enter the time, using the  $\Delta$  and  $\nabla$  keys to change the hours/minutes and the  $\triangleleft$  and  $\triangleright$  keys to turn from hours to minutes, and press  to return.

### Show/hide clock

You may choose whether or not to show the clock in the Home screen.

To show the clock in the Home screen, press , select *Settings*, *Clock*, *Show/hide clock* and *Show*.

To remove the clock from the Home screen, press , select *Settings*, *Clock*, *Show/hide clock* and *Hide*.

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## Menu functions

### Time format

You may choose between 2 different time formats in which the clock will appear.

To choose the 12-hour format, press **ESC**, select *Settings, Clock, Time format* and *12-hour*.

To choose the 24-hour format, press **ESC**, select *Settings, Clock, Time format* and *24-hour*.

### Date

myPilot has an internal date which is shown when myPilot enters the sleep mode.

### Set date

To set the date, press **ESC**, select *Settings, Date* and *Set date*. Enter the date, using the **↑** and **↓** keys to change the day / month / year and the **←** and **→** keys to turn from days to months to years, and press **ESC**.

## MM/DD/YYYY

### Date format

You may choose between 2 different date formats.

To choose the DD.MM.YYYY format, press **⏸**, select *Settings, Date, Date format* and *DD.MM.YYYY*.

To choose the MM/DD/YYYY format, press **⏸**, select *Settings, Date, Date format* and *MM/DD/YYYY*.

### Display

**Contrast** To change the contrast, press **⏸**, select *Settings, Display*, and *Contrast*. In the contrast screen use the **△** key to decrease and the **▽** key to increase the contrast level, and press **⏸**.



**Brightness** To change the brightness, press **⏸**, select *Settings, Display*, and *Brightness*. In the brightness screen use the **△** key to increase and the **▽** key to decrease the brightness level, and press **⏸**.



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## Menu functions

### Backlight timer

By default, the backlight is lit for 20 seconds.

To change the backlight time, press , select *Settings, Display* and *Backlight timer* and choose the desired time (3, 5, 10, 15, 20 or 25 seconds).

When navigating in menu screens the backlight time is automatically extended.

-  myPilot will briefly display a sleep mode screen before switching off the backlight.

### Auto keypad lock

myPilot can be configured to automatically lock the keys when switching off the backlight.

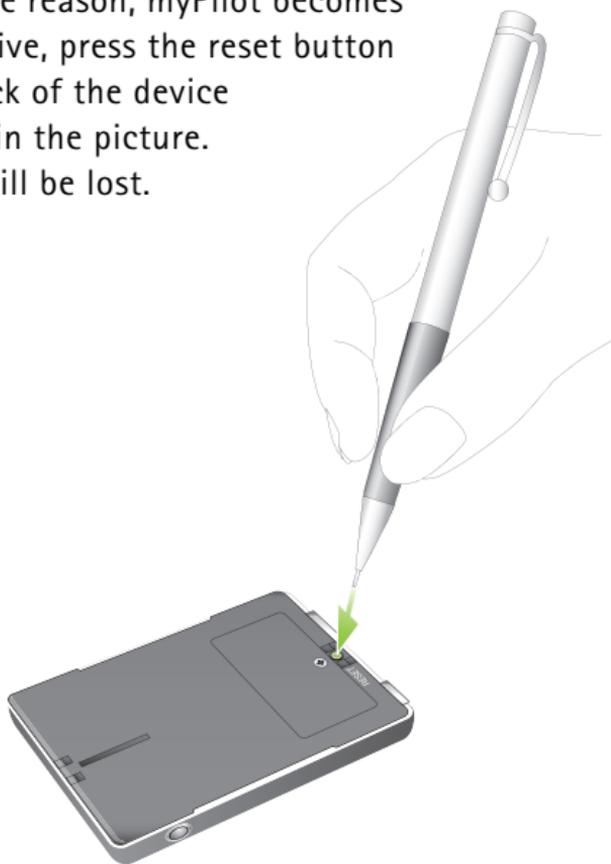
To activate the auto keypad lock, press , *Settings, Auto keypad lock* and *ON*.

To deactivate the auto keypad lock, press , *Settings, Auto keypad lock* and *OFF*.

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## Reset button (on the back of the device)

If, for some reason, myPilot becomes unresponsive, press the reset button on the back of the device as shown in the picture. No data will be lost.



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## Important information

### Maintenance and care

-  Clean myPilot using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device.
-  When myPilot is not in use, turn it OFF and store it safely.
-  Protect myPilot from excessive moisture (bathing, swimming) and heat (radiator, car dashboard). Protect it from excessive shock and vibration.

## Safety notice

-  Keep this device out of reach of children under 3 years.
-  **Interference with medical devices**  
This device uses low-power, digitally coded transmission to communicate to your hearing instrument.  
Although unlikely, interference with medical devices such as pacemakers is possible. Interference should not occur with normal use, keep the device 10 cm (4") or more from the body. Therefore, it is recommended that pacemaker users do not keep this device in a breast pocket.
-  External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.

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## Important information

### Important points

-  The digitally-coded, inductive transmission technology used in this device is extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the device near a computer terminal or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24") away to ensure proper operation. If the hearing instrument do not respond to the device because of an unusual field disturbance, move away from the disturbing field.
-  Do not use this device in locations where it is forbidden to use electronic devices.
-  X-ray radiation (e.g. CT scans, MRI scans) may adversely affect the correct functioning of this device. We recommend that you turn the device OFF before undergoing X-ray procedures and keep it outside the room.

-  Your hearing instrument and this device were given a unique communication network code during the fitting. This ensures that the device will not affect hearing instruments worn by others.
-  High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.
-  Use only original Phonak accessories.
-  Do not make any changes or modifications to this device.
-  Opening myPilot might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.

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## Important information

-  myPilot may only be repaired by an authorized service center.
-  The battery may only be replaced by an authorized service center.
-  Do not remove this cover:





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Important information

## Troubleshooting

### Situation

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myPilot turns OFF automatically.

---

myPilot becomes unresponsive.

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The screen is white or dark.

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Status information displayed on myPilot does not correspond with current settings in hearing instruments.

Most probable cause	Remedy
The battery is empty.	Charge myPilot.
myPilot may have encountered a software problem.	Reset myPilot.
Brightness and / or contrast settings might be sub-optimal.	Adjust the brightness and / or contrast settings.
Manipulations on the hearing instruments may not have been recognized by myPilot.	Read out the status information as described on page 19.

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Important information

## Troubleshooting

### Situation

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Question mark symbol is displayed after performing the readout process.

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myPilot commands apply only to one hearing instruments as opposed to both.

Most probable cause	Remedy
myPilot may be out of range of hearing instruments.	Move myPilot closer to hearing instruments.
Hearing instruments may be turned OFF.	Hearing instruments must be turned ON to correspond with myPilot. Turn them ON.
Hearing instrument batteries may be depleted.	Replace batteries.
myPilot may be out of range of unresponsive hearing instrument.	Move myPilot closer to the hearing instrument.

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## Service and Warranty

Phonak offers you a comprehensive global warranty which becomes effective on the date of purchase. Please ask your hearing care professional about the details and duration. This warranty covers any repairs due to defects in material and/or workmanship. The 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 Phonak warranty null and void. This warranty does not include any services performed by a hearing care professional in their office. This warranty applies to the Phonak products listed below:

Serial number:

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Date of purchase:

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## Declaration of conformity

Phonak AG, Laubisrütistrasse 28, CH-8712 Stäfa, Switzerland declares under its sole responsibility that myPilot is in conformity with the following standards or other standardizing documents:

Radio: EN 300 330

EMC: EN 60601-1-2

El. Safety: EN/IEC 60601-1

Implementing the provisions of the MDD 93/42/EEC (Medical Device Directive), R&TTE Directive 1999/5/EC (Radio and Telecommunications Terminal Equipment), EMC Directive 2004/108/EC (Electromagnetic Compatibility) and LVD 2006/95/EC (Low Voltage Directive).

### **Manufacturer:**

Phonak AG

Laubisrütistrasse 28

CH-8712 Stäfa

Switzerland

### **EU Representative:**

Phonak GmbH

D-70736 Fellbach-Oeffingen

Germany

## Notice 1

This instrument is certified under:



FCC ID: KWC-MYPILOT1

IC: 2262A-MYPILOT1

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.

Changes or modifications made to this equipment not expressly approved by Phonak may void the FCC authorization to operate this equipment.

## Notice 2

This Class B digital apparatus complies with Canadian ICES-003.

### Notice 3

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment 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 equipment 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 equipment and receiver
- Connect the equipment 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



The CE symbol is confirmation by Phonak AG that this Phonak product meets the requirements of directive 93/42/EEC on medical devices and the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment. The numbers after the CE symbol are the numbers of consulted certified bodies under the above mentioned directives. The alert sign means that potential restrictions on its use are applicable in one or more EU Member States.

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This symbol indicates this product complies with requirements for a B type applied part according to EN 60601-1.

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This symbol indicates that it is important that the user refers to associated warnings given in this user guide.

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The symbol with the crossed out disposal bin indicates that this product shall not be treated as household waste. Please hand over your old or unused product to the applicable collection point for the recycling of electrical and electronic equipment or bring your old product to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

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**Operating conditions** This product has been designed for trouble-free operation without restrictions when used as intended, unless otherwise stated in this user guide.

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**Transportation and storage conditions** Temperature should not exceed limits of  $-20^{\circ}/60^{\circ}$  Celsius at a relative air humidity of 65% for extended periods during transportation and storage. Air pressure between 500 and 1100 hPa is not detrimental to this device.

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 **Z999** Australia & New Zealand

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 **ANATEL** Brazil

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**CMIID ID:** China

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 **Japan**

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 **MIC** South Korea

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Your hearing care professional

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