

Patient Information

Phonak ComPilot Information Sheet

What is the ComPilot?

The Phonak ComPilot is a bluetooth streaming device that allows you to stream telephone conversations, music or TV through your hearing aids for improved listening. It can be paired with any device that is bluetooth compatible (eg: mobile phones, MP3 players). Extra equipment is required to stream TV content through the ComPilot.

How does it work?

Your audiologist will need to enter the streamer serial number into the hearing aid fitting software in clinic. Once this has happened, you can pair any Bluetooth device to the streamer. You will then be able to answer your mobile by pressing a button on the streamer and hear the caller speaking directly into your aids. You will also be able to play music directly into the aids by pressing a button on the streamer. The streamer will also work as a remote control for your hearing aids, allowing you to turn the volume up and down and change programs.

How do I listen to the TV via my ComPilot?

You will need to purchase the TVLink separately. This device plugs into your TV and then wirelessly connects with your hearing aids via your streamer. This allows you to bypass the (often substandard) audio equipment in your television and benefit from better quality sound.



TVLink

Image: deafequipment.co.uk

How do I listen to music via my ComPilot?

If your music device has Bluetooth, simply pair your ComPilot with your music player and listen to music wirelessly via your hearing aids. If it does not have Bluetooth, simply plug your streamer into the headphone input of the music player with the audio cable provided.



Can I connect my ComPilot to my landline phone?

Yes, with the Telephone Handset Adaptor, for use on corded telephones, which costs £26.45 <https://www.connevans.co.uk/product/6318268/3PRPK4B/Telephone-handset-adaptor-for-the-Phonak-Roger-Pen---Select>.

Or with the USB Bluetooth Dongle, for use with a computer based phone system with a USB port, which costs £69.00 <http://www.connevans.co.uk/product/12983116/98BTD800/Sennheiser-USB-Bluetooth-Dongle> (Prices listed may be different at time of purchasing).

Can I connect my ComPilot to my radio?

Yes it can be connected to your radio via Bluetooth, if it is available, or via an audio cable if not.

Will the ComPilot help me to hear better in noisy situations?

Yes, when purchased alongside the Remote Mic. This microphone is worn by the person you are listening to and connects wirelessly to your ComPilot, providing better quality hearing in background noise. This is only really a good option when you are listening to just one person, when you are out for dinner with one friend for example. If you are listening to multiple speakers, you may be interested in the Phonak Roger Pen.



How can I find out more?

You can call Phonak UK directly for more information. Phone: 01925 623 600.

What role will the Audiology Department at Hinchingsbrooke play in the process?

Once you have purchased your ComPilot from a retailer, we will offer you one 15 minute appointment to have the ComPilot's serial number entered into the hearing aid software. This will connect your hearing aids to the ComPilot and is an essential step.

If you have any problems with your ComPilot, all technical support and repairs will need to be managed by the retailer that supplied your ComPilot. Please do not request an appointment in the Audiology Department for ComPilot problems as we will not be able to assist you.

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Stockists:

Connevans ComPilot:

<http://www.connevans.co.uk/product/4177261/3PACOMP/Phonak-ComPilot>

Connevans Remote Mic:

<http://www.connevans.co.uk/product/4731376/3PARMIC/Phonak-RemoteMic-for-use-with-the-Phonak-ComPilot>

Connevans TV Link:

<http://www.connevans.co.uk/product/10397849/3PACOMPTV2/Phonak-ComPilot---TVLink-II-Bundle>