

Demonstrating the Phonak music solution

You can demonstrate the listening benefits for music, by turning your clients Phonak Venture hearing aids into wireless headsets.

Required:

- Phonak ComPilot Air II

Follow these steps:

- Make sure ComPilot Air II is charged.
- Make sure that the client is wearing Phonak Venture hearing aids.
- Press and hold the main button while switching on the ComPilot Air II. The indicator light will turn pink.
- Clip ComPilot Air II onto the client's clothing, max. 40 cm/16" of their hearing aids.
- The hearing aids will automatically switch to streaming mode and your client will hear the sound demo.
- Use volume buttons to adjust the volume if needed.
- The demo will stop after 3 minutes or when the main button is pressed.

The same steps can also be demonstrated using ComPilot II.

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Phonak wireless accessories

Impress your clients!

Learn how to demonstrate efficiently the Phonak wireless accessories



Why should you demonstrate Phonak wireless accessories to your clients?

Phonak wireless accessories are designed to significantly improve listening and understanding in situations that can be challenging for clients with hearing aids. They provide additional listening benefits when using everyday devices like the phone, television, computer, MP3 player, etc.

A Phonak market insight survey* showed that

- 80% users who were not informed about wireless accessories **expected** their hearing care professional to demonstrate the benefit of wireless accessories to them.
- 60% of clients **decided to buy** the accessory after they were shown a demonstration of wireless accessories.

By showing a live, built in demonstration, clients can easily experience the benefits of using a wireless accessory when watching TV or on the phone.

Use this guide to easily set up Phonak wireless accessories for TV and phone.

Through these few steps, discover yourself how easy it is to impress your clients!

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

Demonstrating the Phonak home phone solution

Demonstration of the benefits of the Phonak DECT cordless phone is very easy.

Required:

- Phonak DECT CP1 or Phonak DECT II cordless phone

Follow these steps:

- Make sure the phone is charged and switched on.
No phone line is needed.

- Make sure that the client is wearing wireless Phonak hearing aids.

If they have Spice, Spice+ or Quest hearing aids, use the Phonak DECT CP1 cordless phone.

If they have Phonak Venture hearing aids, make sure you use the Phonak DECT II cordless phone.

- Press and hold the green Boost key for 2 seconds until the test message begins playing.
- Hold the phone like a normal phone to your client's ear (25 cm/10 ").



- The client will be able to hear the test message in both hearing aids with improved sound quality.
Let the client move the phone around their head within a distance of 25 cm/10" to test the stability.
- The test message loops continuously until you press the "End call" key.

You can also set up EasyCall to show experience the phone call in both ears using a smartphone. See the Phonak EasyCall user guide on how to set up.

Demonstrating the Phonak TV solution

Demonstrate the benefits of watching TV with the Phonak TVLink II basestation combined with Phonak ComPilot II (ComPilot or ComPilot Air II can also be used).

Required:

- Any TV
- The TV and Music Set (Phonak ComPilot II and TVLink II)

Follow these steps:

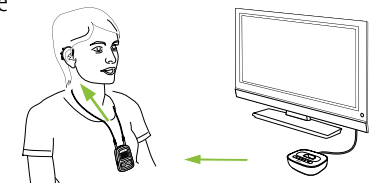
- Connect the TVLink II basestation to the TV using the instructions (best performance with the optical cable).
- ComPilot II must be charged and paired to the TVLink II before you demo to clients. See the TVLink II user guide.
- Make sure the client is wearing wireless Phonak hearing aids.

If they have Spice, Spice+ or Quest hearing aids, use the ComPilot.

If they have Phonak Venture hearing aids, make sure you use the ComPilot II (or Phonak ComPilot Air II).

- Make sure ComPilot II and TVLink II are on.
- Place the ComPilot II on the client correctly.

- Turn the TV on and the sounds will begin streaming to both hearing aids.



Check that the audio indicator light on

ComPilot II and TVLink II are solid blue indicating paired devices. If the audio indicator light is not blue, check the user guide .

- Let the client walk around the room to demonstrate the clear signal up to 30 m/100".
- Demonstrate how the TV would sound like with and without ComPilot II and TVLink II.