

Phonak TVLink II

User Guide



PHONAK
life is on

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I will use the TVLink II along with the following streamer:



☐ ComPilot



☐ ComPilot II



☐ ComPilot Air II

1. Welcome

Congratulations on choosing the Phonak TVLink II. It expands the way you hear your world by wirelessly connecting your hearing aids to your TV and other entertainment or communication devices.

Please read this user guide carefully to discover how to benefit from all the features of your TVLink II.

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

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www.phonak.com

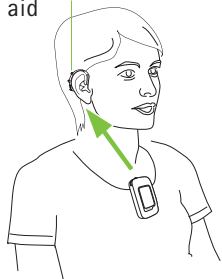


2. Getting to know your TVLink II

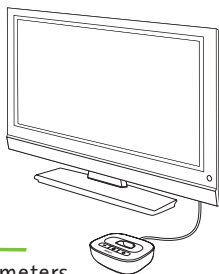
The intended use of the TVLink II basestation is to connect your hearing aids to a TV (or any other audio source). It sends audio signals wirelessly to the hearing aids within up to 30 meters (100 ft). It also serves as a charging cradle for the Phonak streamer.

The system consists of three main elements:
Your hearing aids, a Phonak streamer and the TVLink II basestation ("TVLink II").

Hearing
aid



ComPilot Air II*



Up to 30 meters
(100 ft)

TVLink II
basestation



* ComPilot or ComPilot II
are also compatible



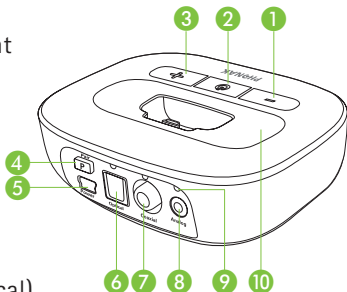
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2. Getting to know your TVLink II

2.1 Device description

Buttons

- ① Volume down
- ② Power on/off and main indicator light
- ③ Volume up
- ④ Pairing



Inputs

- ⑤ Power supply
- ⑥ Digital audio (optical)
- ⑦ Digital audio (coaxial)
- ⑧ Analog audio (3.5 mm)

Others

- ⑨ Audio indicator lights
- ⑩ Exchangable charging slot

3. Getting started

3.1 Setting up the power supply

Select the adapter that corresponds to your country.



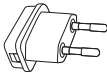
UK



AUS

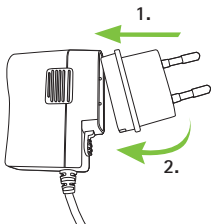


US

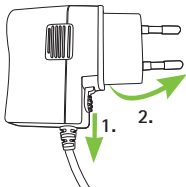


EU

1. Firstly, insert the top round end of the adapter into the round corner of the power supply.
2. Click the bottom end of the adapter in to lock it into place.



1. To remove, first pull back the tab on the power supply.
2. Pull the adapter upwards to remove it.

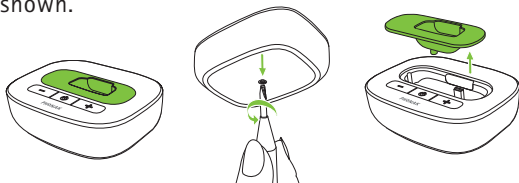


3. Getting started

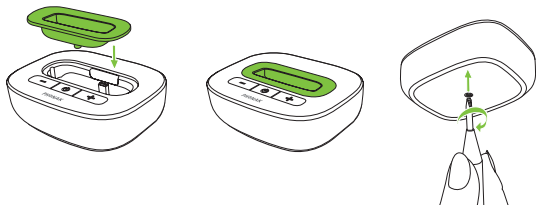
3.2 Selecting the charging slot

The stand-alone TVLink II is delivered with the charging slot for Phonak ComPilot Air II clip-on streamer. If you have ComPilot or ComPilot II, change the slot using the Phillips head screwdriver no 1.

- Unscrew the bottom screw. Lift the charging slot as shown.



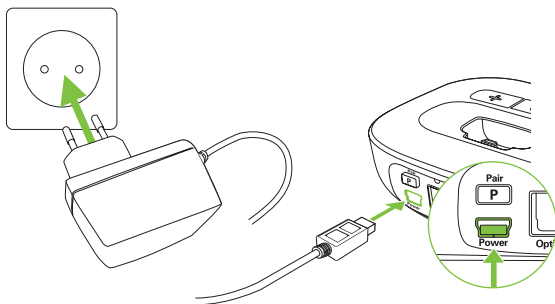
- Insert the other slot completely. Insert and gently tighten the screw.



3.3 Connecting the cables

Connect the power supply:

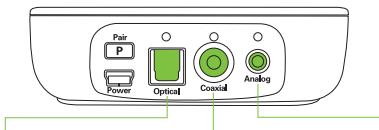
- Place TVLink II next to your TV or sound source. Connect the mini-USB plug of the power supply to the power input of the TVLink II. Plug the power supply into a wall socket.



3. Getting started

Supported audio formats

The Phonak TVLink II can be connected to any audio source such as a TV, PC or hi-fi system. It supports 3 different audio input formats.



Optical ("Toslink")

Digital signal

Fiber optic cable

Coaxial

Digital signal

RCA cable

Analog

Analog signal

3.5 mm plug

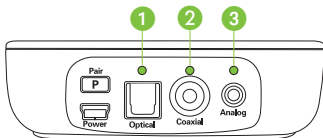
For best results, we recommend to use the optical or coaxial connection if available on your audio device.

i Please ensure to always connect TVLink II to the audio **OUT**put!

Signal priorities

Normally it is enough to connect one audio cable. If more than one cable is connected and a signal is present, TVLink II automatically selects the best possible input in the following order:

1. Optical
2. Coaxial
3. Analog



❗ Even if the optical and coaxial cable is one wire only, the signal is stereo.

TVLink II shows the selected input by an orange audio indicator light:

Input selected

Slow blink orange



Input selected and
audio available

Solid orange

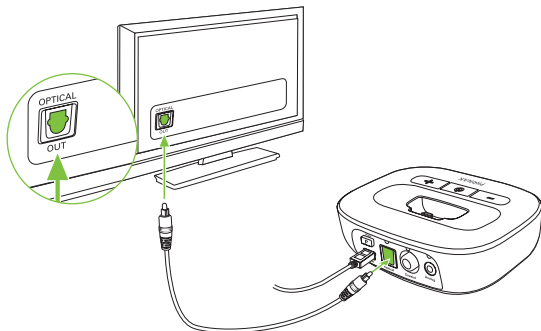


3. Getting started

Option 1: Connecting via Optical cable

If an optical output is available:

- Unpack the cable labeled "Optical".
- Remove the protection caps from the plugs.
- Connect one end of the optical cable into the "Optical" input of TVLink II, and the other end into the optical output of your TV.



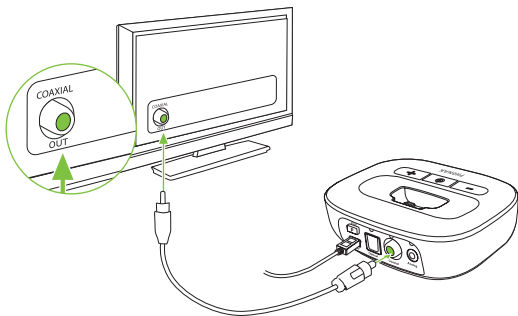
Now proceed with the charging of the streamer on page 19.

Option 2: Connecting via coaxial cable

If a coaxial output is available:

- Unpack the cable labeled "Coaxial" (orange plugs).
- Connect one end of the coaxial cable into the "Coaxial" input of TVLink II, and the other end into the coaxial (also known as "digital out", "S/P DIF") output of your TV.

❗ Ensure not to use red/white analog or yellow video output



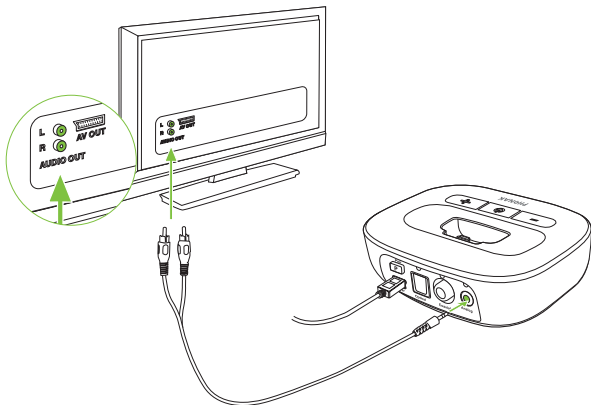
Now proceed with the charging of the streamer on page 19.

3. Getting started

Option 3: Connecting via RCA/Cinch cable

If an RCA output (red / white) is available:

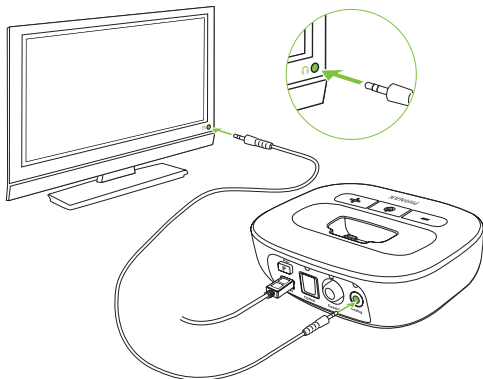
- Unpack the cable labeled "Analog RCA / Cinch".
- Connect the 3.5 mm plug into the "Analog" input of the TVLink II. Connect the red and white plugs to the matching red and white output sockets on your TV.



Now proceed with the charging of the streamer on page 19.

Option 4: Connecting to the headset socket

- Unpack the cable labeled "Analog 3.5 mm".
- Connect the stereo plug into the "Analog" input of the TVLink II. Plug the other end into the headset output socket of your TV.



3. Getting started

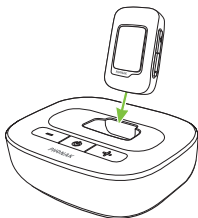
- ① When connecting TVLink II to the headset socket of your TV, you are able to adjust the volume via your TV remote control.
- ① Some TVs will switch off their loudspeakers when using the headset socket – the TV will not be audible for other people.

3.4 Charging the streamer

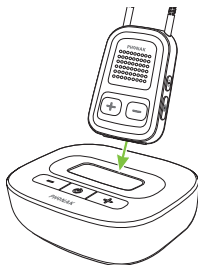
i When using your streamer for the first time, charge it for at least three hours.

To charge the streamer:

- Ensure the charging slot fits the Phonak streamer (see chapter 3.2).
- Insert the streamer gently into the charging slot of TVLink II. Ensure the integrated plug is placed in the streamer charging socket correctly.



ComPilot Air II



ComPilot, ComPilot II

Charging is complete when the streamer's indicator light turns solid green.

3. Getting started

The TVLink II can either be on or off during charging. Its main indicator light does not show the charging process.

① The typical time to fully charge the streamer is 90 minutes.


① We recommend that the streamer is switched off while charging.

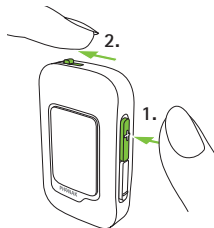
3.5 Pairing TVLink II and the streamer

① If you have received the TVLink II and the Phonak streamer together in a complete set, they are paired already and you may move on to page 24. If they were purchased separately, they must first be paired with each other.



Put the streamer into pairing mode

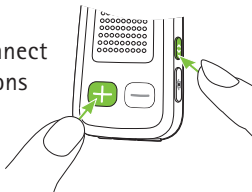
Either ComPilot Air II:

- Switch on while pressing the volume up  button at the same time.



Or ComPilot II:

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



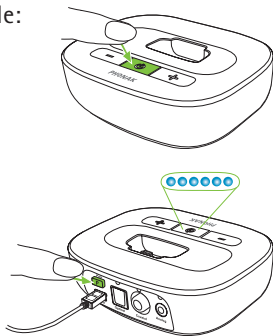
3. Getting started

Put TVLink II into pairing mode

- ❗ If TVLink II has never been paired, it will automatically be in pairing mode after switching on. This is indicated by a rapidly blinking blue main indicator light.

To manually start pairing mode:

- Switch TVLink II on.
- Press the pairing **P** button on the back, and the main indicator light will start rapidly blinking blue.
- Make sure TVLink II and the streamer are within 1 meter (3 ft) range.



- ❗ TVLink II will remain in pairing mode for two 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.

- ① The TVLink II basestation can be paired to a maximum of 4 streaming devices. A fifth pairing will replace the first paired device.
- ① Two devices only need to be paired once. They remain paired after switching off and will automatically connect after being switched on again.

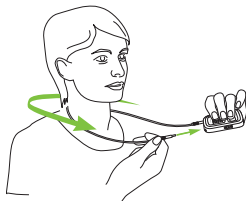
4. Daily use of the Phonak TVLink II

- ❶ TVLink II can only transmit the audio signal to one Phonak streamer at the same time. Streaming to multiple receiving streamers is not possible.

4.1 Wearing the streamer

- Wear the streamer as shown and switch it on.

With ComPilot or
ComPilot II:



With ComPilot Air II:

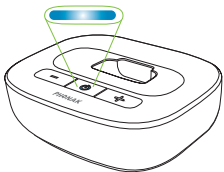
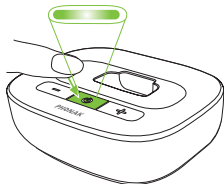


For a more detailed explanation of the streamers, refer to the streamer's user guide.

4.2 Connecting the devices

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

- Make sure your hearing aids are switched on and worn correctly.
- Make sure the streamer and TVLink II are within 1 meter (3 ft) range and the audio source (e.g. TV) is on.
- Switch both devices on.
- The indicator lights will turn green first.
- Wait until the indicator lights turn solid blue.



i This may take up to 30 seconds but usually occurs within a few seconds.

4. Daily use of the Phonak TVLink II

You will hear the sound of the TV directly in your hearing aids.

❶ If you cannot hear the sound, repeat the setup on page 14.


❶ If no audio input is available, TVLink II automatically stops the Bluetooth audio transmission to the streamer after 5 minutes. Its main indicator light will blink green.

The distance between TVLink II and the streamer can be up to 30 m (100 ft). Line-of-sight between your streamer and the TVLink II is not required. However, interference in the environment by walls or furniture may reduce the operating range.

If the streamer is out of range of TVLink II the wireless audio transmission will be terminated. If the streamer is then moved back into the range of TVLink II, it will automatically resume streaming to your hearing aids.

① It may take up to 10 seconds until the streaming resumes. Both streaming light indicators should be solid blue during streaming.

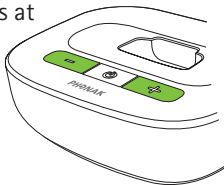
① If the TVLink II main indicator light

- blinks green, make sure the audio input to the TVLink II is properly connected.
- is green, make sure the streamer is switched on and the devices are paired (chapter 3.5).
- blinks blue, you are in paused mode. Press the streamer main  button to resume streaming.



4. Daily use of the Phonak TVLink II

4.3 Adjusting the volume

- Set the volume of the TV speakers at the level to suit other viewers.
- Adjust the volume via the TVLink II volume control until the sound through the hearing aids is comfortable.



To fine-tune the overall volume of the hearing aids and the TVLink II, you may use the streamer's volume buttons:



-  to increase the volume
-  to decrease the volume



or



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.

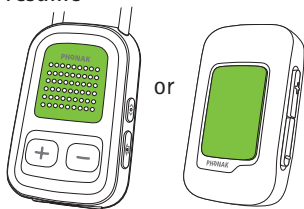
-
- If your TVLink II is connected to the headphone socket of your TV, you may also use your TV remote control to adjust the volume via the TV directly. Please refer to the TV user guide for more details on setting the TV volume.

① If your TV is connected to a satellite receiver or a set-top box, make sure the volumes of these additional devices are set to a 75% level for best audio quality results.

4. Daily use of the Phonak TVLink II


4.4 Streaming pause and resume

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



When paused:

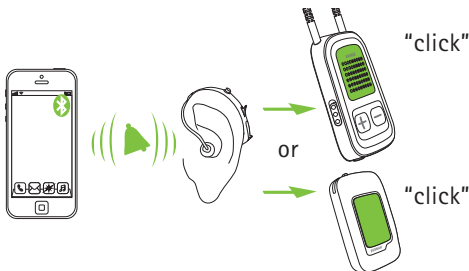
- The indicator lights will blink blue on both devices.
- Your hearing aids will switch back to the most recent hearing aid program.
- The hearing aid programs cannot be changed during streaming or when paused.

To resume the streaming, press the streamer main  button again.



4.5 TVLink II and phone calls

If the streamer is paired and connected to your cell phone, you can still receive phone calls, even when using TVLink II.

In case of an incoming call, the streamer automatically stops transmitting the audio signal from your TVLink II and sends the signal from your cell phone to your hearing aids.

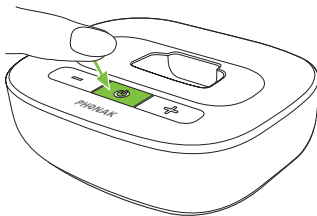


4. Daily use of the Phonak TVLink II

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

4.6 Switching off devices







- To end the transmission of the audio signal, switch off TVLink II by pressing the On/Off button.



4.7 Understanding the indicator light

The TVLink II main indicator light gives you useful information:



Solid green		Switched On
Blink green		On but no audio input
Rapid blink blue		Pairing mode
Solid blue		Streaming
Blink blue		Pause mode
Multi color blinking		Test mode, see chapter 5.1



For a more detailed explanation of the streamer indicator lights please refer to the streamer's user guide.

5. Troubleshooting

5.1 Testing the audio transmission

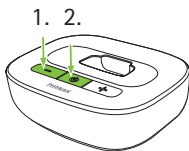
If you cannot hear the sound from the audio source (e.g. TV), proceed as follows.



Test the connection of the streamer to the hearing aids

- Use the streamer's demo mode as described in the streamer's user guide to find out if the streamer and the hearing aids are set up correctly.
- If this fails, ask your hearing care professional to configure your streamer for your hearing aids first.

Test the connection of TVLink II to the streamer

- Switch on and wear the streamer correctly.
- Switch off the TVLink II first, then press the basestation volume down and power button simultaneously until the main status light starts to blink in different colors.
- The streamer and the TVLink II should connect now (blue/green or blue/red blinks), and you hear a sound test melody through your hearing aids.



-
- Use the streamer volume up/down / buttons to change the volume of the test sound.
 - If no test sound can be heard, start the pairing procedure as described on page 20.
 - The test sound continues for 2 minutes or until any of the TVLink II buttons is pressed.

Test the cable connections

If you were able to hear the test melody from TVLink II but you cannot hear the sound from the TV, there is a problem with the cable connection.

- Ensure the audio cable is completely plugged in.
- Ensure you connected the cable to an OUTput and not an INput.
- Try a different cable.
- Try a different output socket of the TV.

The basestation main indicator light gives information during test mode.

The colors alternate to indicate the audio input status as well as the connection status to the streamer.

5. Troubleshooting

Example:

Red/blue/red/blue/etc: Streaming test sound no audio input detected on the TVLink II.

Color codes:

Red	No audio input on TVLink II
Green	Audio input detected on TVLink II
Orange	Searching for streamer
Blue	Streaming test sound to streamer

5.2 Questions and answers

A summary of frequently asked questions and their answers:

Causes

What to do

None of the indicator lights turn solid blue.

- Devices are not switched on
- Devices are not paired

- Switch on devices
- Pair devices (page 20)

I see a rapidly blinking blue indicator light on the TVLink II.

- TVLink II is in Bluetooth pairing mode

- Pair devices (page 20)

Only one of the blue indicator lights turned solid blue.

- One of the devices is connected to another Bluetooth device

- Make sure to switch off all other Bluetooth devices except the streamer and TVLink II

Both indicator lights are solid blue but I cannot hear the TV.

- The streamer is out of range of the hearing aids

- Wear streamer correctly
- Switch all devices off and on again

5. Troubleshooting

Causes

- The streamer is not correctly programmed for your hearing aids

What to do


- Ask your hearing care professional to regroup your streamer and hearing aids

I cannot hear the sound from the TV via streamer.

- The devices are switched off
- The cables are not plugged in correctly
- No audio input to TVLink II

- Make sure all devices are switched on
- Repeat chapter 3.3
- Make sure TV is not muted
- Select a 75% volume level on the TV set
- Make sure the audio cable uses an "OUT" port

- TVLink II is in pause mode

- Indicated by blue blinking status lights on both devices. A short press of the streamer main  button will resume





- The distance between streamer and the TVLink II is too long

- Bring devices closer to each other. 30 meters (100 ft) is the maximum in free field
- To avoid streaming interruptions, make sure you wear streamer correctly and keep the Bluetooth device within the operating range

Causes

What to do

The volume during streaming is not comfortable (too low or too high).

- The different TV audio sources have different output volumes
 - If TVLink II is connected to the optical, coaxial, RCA/ Cinch or the SCART socket of your TV, adjust the volume by using the basestation volume / buttons
 - If the TVLink II is connected to the headset output of the TV, you alternatively must adjust the volume using the TV volume control
 - Adjust volume of your satellite receiver or set-top box
 - Adjust the volume using the streamer volume / buttons

After connecting the TVLink II the TV loudspeaker is switched off.

- You have selected the headset output of the TV set
 - Choose another audio output on your TV set such as optical, coaxial, RCA/ Cinch or SCART

6. Service and warranty

6.1 Local warranty

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

6.2 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 is valid only 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.

6.3 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 cover any services performed by a hearing care professional in his/her office.

Serial number:

Authorized hearing
care professional
(stamp/signature):

Date of purchase:

7. 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 can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on www.phonak.com/us/en/certificates (Phonak worldwide locations).

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.

Great Britain:

Sonova AG declares that this product complies with the requirements of the Radio Equipment Regulation 2017 as they apply to equipment being supplied in or into Great Britain from 1. January 2021. The full text of the UK Declaration of Conformity can be obtained from the manufacturer:

www.sonova.com/uk/en/regulatorydocumentation

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:

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 data sheet which can be downloaded from www.phonak.com/tvlink

Notice 5:

FCC/Industry Canada RF Radiation Exposure Statement

This equipment complies with FCC/Industry Canada RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

8. Information and explanation of symbols



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 device is a class 2 device and can be operated in the EU member states without restrictions for indoor use, but must not be operated outdoors in France.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



Indicates the device manufacturer, as defined in EU Directive 93/42/EEC.



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**

The device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.



With the UK Conformity Assessed mark, Sonova AG confirms that the product is conform to applicable Great Britain legislations

8. Information and explanation of symbols



Temperature transport and storage:
-20° to +60° Celsius
(-4° to +140° Fahrenheit).
Temperature operation:
0° to +40° Celsius
(+32° to +104° Fahrenheit).



Keep dry.



Humidity transportation: up to 90%
(non condensing).
Humidity storage: 0% to 70%, if not
in use.
Humidity operation: <90% (non
condensing).



Atmospheric pressure: 500 hPa to
1100 hPa.



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 device, 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.








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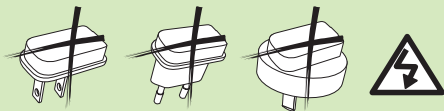
9. Important safety information

The following pages contain important safety information.

Hazard warnings

-  Keep this device out of reach of children and mentally challenged people or pets.
-  Use only hearing aids that have been specially programmed for you by your hearing care professional.
-  Dispose of electrical components in accordance with your local regulations by Phonak AG.
-  Changes or modifications to any of the devices that were not 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.

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- ⚠ For safety reasons, only use chargers supplied by Phonak or stabilized chargers with a rating of 5 VDC, min. 500 mA.



- ⚠ Caution: electric shock. Do not insert plug alone into electrical outlets.
- ⚠ Do not power TVLink II from a PC or laptop USB port. This may damage your equipment.
- ⚠ 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.
- ⚠ Opening the device 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.

9. Important safety information

Product safety information

- ① When TVLink II is not in use, switch it off.
- ① Protect the device connectors, plugs, charging slot and power supply from dirt and debris.
- ① Protect all devices from excessive moisture (bathing or swimming areas) and heat sources (radiator, TV top). Protect devices from excessive shock and vibration.
- ① 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.
- ① 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 installation or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24") away from the interfering device to ensure proper operation.

- ① X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the devices.
- ① Do not use these devices in areas where electronic equipment is prohibited.

Other important information

- ① High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.

Notes

Your hearing care professional:

Australian Sponsor:

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