

# Phonak wireless accessories

Learn how to efficiently demonstrate  
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 challenging situations for your clients. They provide additional benefits when using everyday devices like the phone, television, computer, MP3 player, etc.

A Phonak market insight survey\* showed that:

- 80% of 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 demonstration in your office.

\* 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 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+ or Quest hearing aids, use the Phonak DECT cordless phone.**

**If they have Venture hearing aids, 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 Phonak EasyCall to demo phone calls in both ears using a smartphone. See the Phonak EasyCall user guide for more information.

# 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 (or media source)
- The TV and Music Set (Phonak ComPilot II and TVLink II)

## Follow these steps:

- Connect the TVLink II basestation to the TV.
- ComPilot II must be charged and paired to the TVLink II.
- Make sure the client is wearing wireless Phonak hearing aids.

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

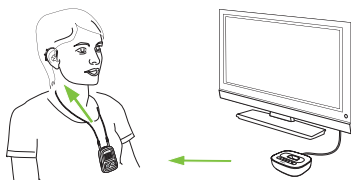
**If they have Venture hearing aids, use the ComPilot II (or ComPilot Air II).**

- Make sure ComPilot II and TVLink II are on.
- Place the ComPilot II around the client's neck (or clip the ComPilot Air II to their clothing).

- 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.

# Demonstrating the Phonak music solution

You can demonstrate the listening benefits for music by turning your client's 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" from 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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## Life is on

We are sensitive to the needs of everyone who depends on our knowledge, ideas and care. And by creatively challenging the limits of technology, we develop innovations that help people hear, understand and experience more of life's rich soundscapes.

**Interact freely. Communicate with confidence.  
Live without limit. Life is on.**

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