ComPilot Air II Troubleshooting

Thank you for visiting the Phonak website and for your inquiry. By following the instructions below, we will delete all the pairings in the Phonak ComPilot Air II and then pair all devices one by one. Turn off other Bluetooth enabled devices while pairing to eliminate interference. I have provided step-by-step instructions on the Phonak ComPilot Air II for your convenience:

Deleting Pairings from an iPhone

1. Verify the ComPilot Air II is "off" and not showing lights.

2. Press and hold down the volume up (+) button at the same time as turning the ComPilot Air II "on." The green light will appear, followed by a rapidly blinking blue light.

3. Continue to hold the volume up (+) button for approximately 10 seconds until the light goes back to green and then release.

4. Delete the ComPilot Air II pairing entries on your cell phone and restart (power down then back up again) your cell phone before any re-pairing.

The pairings have now been deleted in the ComPilot Air II. Proceed to the reset instructions below:

1. Turn the ComPilot Air II "off." No lights will be seen.

2. Wait 30 seconds.

3. Turn the ComPilot Air II "on". There should be a blinking green light.

The ComPilot Air II has been reset. Proceed to the appropriate section below to pair with the desired device.

ComPilot Air II Bluetooth Pairing with a Cell Phone

1. Put your phone into BT pairing mode.

2. Verify the ComPilot Air II is "off" and not showing lights.

3. Press and hold down the volume up (+) button at the same time as turning the ComPilot Air II "on." The green light will appear, followed by a rapidly blinking blue light. Release the volume up (+) button as soon as you see the rapidly blinking blue light.

4. Place the ComPilot Air II and cell phone next to each other. Access the Bluetooth menu of the cell phone.

5. The ComPilot Air II will be listed under Bluetooth devices on the screen of cell phone.

6. Select the ComPilot Air II from the available devices on the cell phone.

7. Input the pairing code "0000" if prompted by the cell phone. Not all phones require this.

8. The ComPilot Air II will show "connected" on the cell phone once pairing has been successful.

9. The blue light will slow to a pulse on the ComPilot Air II.

You can now use the ComPilot Air II with your cell phone.

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Pairing the ComPilot Air II with the TVLink II

1. Verify the ComPilot Air II is "off" and not showing lights.

2. Turn the TVLink II on.

3. Delete pairings on the TVLink II by doing the following:

   a. Press and hold the "P" button on the back of the device until it starts rapidly blinking blue

   b. Continue to hold for approximately 10 seconds until the light turns green

   c. The light will then start to rapidly blink blue. It is now in pairing mode.

4. Press and hold down the volume up (+) button at the same time as turning the ComPilot Air II "on." The green light will appear, followed by a rapidly blinking blue light. Release the volume up (+) button as soon as you see the rapidly blinking blue light.

5. Place the ComPilot Air II and TVLink II next to each other.

6. Within 2 minutes, the ComPilot Air II and TVLink II lights will be solid blue.

You can now use the ComPilot Air II with the TVLink II.

Pairing the ComPilot II with the RemoteMic

1. Verify the ComPilot Air II is "off" and not showing lights.

2. Delete the pairings on the RemoteMic by doing the following:

   a. Verify RemoteMic is "off" and not showing lights.

   b. Press and hold down the volume up (+) button at the same time as turning the RemoteMic "on". The green light will appear, followed by a rapidly blinking blue light.

   c. Continue to hold the volume up (+) button for approximately 10 seconds until the light goes back to green and then release.

   d. The light will now be rapidly flashing blue. It is now in pairing mode.

3. Press and hold down the volume up (+) button at the same time as turning the ComPilot Air II "on." The green light will appear, followed by a rapidly blinking blue light. Release the volume up (+) button as soon as you see the rapidly blinking blue light.

4. Place the ComPilot Air II and RemoteMic next to each other.

5. Within 2 minutes, the ComPilot Air II and RemoteMic lights will be solid blue.

You can now use the ComPilot II with the RemoteMic.

Please contact your hearing healthcare professional if the above instructions do not alleviate your concerns.

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