
ComPilot 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 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 II for your convenience:

Follow the steps below to delete existing pairings and then reset the ComPilot II.

Deleting Pairings

1. Verify ComPilot II is "on" with green flashing light above Power.
2. Press the < > button on the side and the + button on the front of ComPilot II simultaneously and hold them until the Audio indicator starts to rapidly blink blue. Continue to hold them for approximately 10 seconds until the blue light is gone and the only light flashing is the green power light.
3. Delete the ComPilot II pairing entry 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 II. Proceed to the reset instructions below:

1. Turn the ComPilot II "off."
2. Wait 30 seconds.
3. Turn the ComPilot II "on."

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

ComPilot II Bluetooth® Pairing with a Cell Phone

1. Put your phone into Bluetooth pairing mode.
2. Verify the ComPilot II is "on" with green flashing light above Power.
3. Press the "< >" button on the side and the "+" button on the front of ComPilot II simultaneously and hold them down for 2 seconds until the Audio indicator starts to rapidly blink blue. Release as soon as you see the rapidly blinking blue light.
4. Place the ComPilot II and cell phone next to each other. Access the Bluetooth menu of the cell phone.
5. The ComPilot II will be listed under Bluetooth devices on the screen of the cell phone.
6. Select the ComPilot 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 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 II like the green power light.

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

ComPilot II Troubleshooting

Pairing a ComPilot II with the TVLink II

1. Verify the ComPilot II is "on" with green flashing light above Power.
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 the "< >" button on the left and the "+" button on the front of ComPilot II simultaneously and hold them down for 2 seconds until the Audio indicator starts to rapidly blink blue. Release as soon as you see the rapidly blinking blue light.
5. Place the ComPilot II and TVLink II next to each other.
6. Within 2 minutes, the ComPilot II and TVLink II lights will be solid blue.

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

Pairing the ComPilot II with the RemoteMic

1. Verify the ComPilot II is "on" with green flashing light above Power.
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 the < > button on the side and the (+) button on the front of ComPilot II simultaneously and hold them down for 2 seconds until the Audio indicator starts to rapidly blink blue. Release as soon as you see the rapidly blinking blue light.
4. Place the ComPilot II and RemoteMic next to each other.
5. Within 2 minutes, the ComPilot II and RemoteMic lights will be solid blue.

You can now use the ComPilot II with the RemoteMic.

ComPilot II Troubleshooting

Using the ComPilot II with a Roger™ X and Roger microphone

1. Place the ComPilot II around your neck and turn it on. You should hear it say "ComPilot On".
2. Connect the Roger X receiver (champagne/silver square with 3 silver prongs) into the bottom of the ComPilot II. Roger X is pictured below.



3. Next turn on your Roger microphone. You should see a blinking green light.
4. Hold the Roger microphone within 4 inches of the Roger X receiver and press the Connect key shown below until you see a fast, blinking blue light on the Roger microphone.



5. Once the Roger microphone connects to the Roger X receiver, you will hear "ComPilot Direct Audio Found" in your hearing aids accompanied by beeping. The light above audio will turn orange. At this time, you must tap the main button on the front of the ComPilot II to accept the Roger signal. Once you accept the signal, you will then hear "Direct Audio" in your hearing aids.
6. If there is no sound coming into the Roger microphone for 3 minutes, you will hear "ComPilot Direct Audio Still Active". You will continue to hear "ComPilot Direct Audio Still Active" every 15 minutes until either there is sound coming into the microphone or the microphone is just turned off. Your hearing aid will remain in the streaming program until you either press the main button, turn off the ComPilot II, or remove the Roger X receiver from the ComPilot II.

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