

MyLink™

User Guide



PHONAK
hearing systems

CE

Welcome

MyLink is a special multi-frequency wireless receiver with neck-loop for use in conjunction with a wireless transmitter. The MyLink user hears the speaker's voice loud and clear, even in noisy surroundings, when communicating over a distance, or in reverberating rooms.

MyLink wireless receivers are compatible with In-the-Ear hearing instruments (custom products) and Behind-the-Ear hearing instruments with T-coil.

This user guide and the user guide from your wireless transmitter, e.g. EasyLink, help you obtain maximum benefits. Ask your hearing care professional if you have any questions.

Phonak wishes you much hearing enjoyment with MyLink.

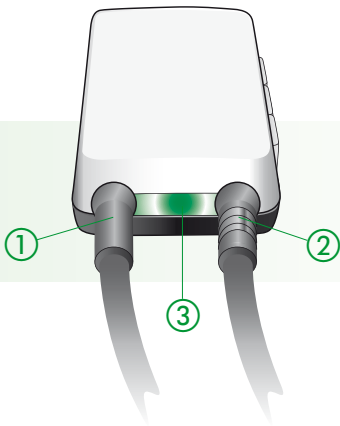
Contents

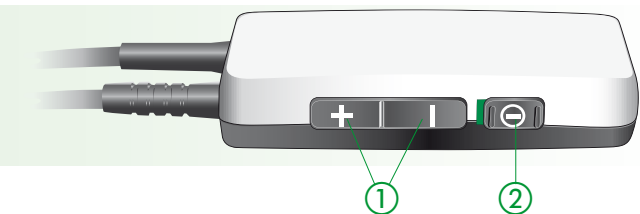
Instrument description	6
MyLink Status Indicator	8
How your MyLink works	14
Charging MyLink	15
Getting started	18
Hanging MyLink around your neck	18
Switching MyLink on	19
Controlling the volume	21
Attaching and using headphones (optional)	22
Operating distance	24
Frequency synchronization	25
Troubleshooting	26
Important points	30
Warnings	32

Declaration of conformity	34
Service and warranty	35
Phonak distributors worldwide	36

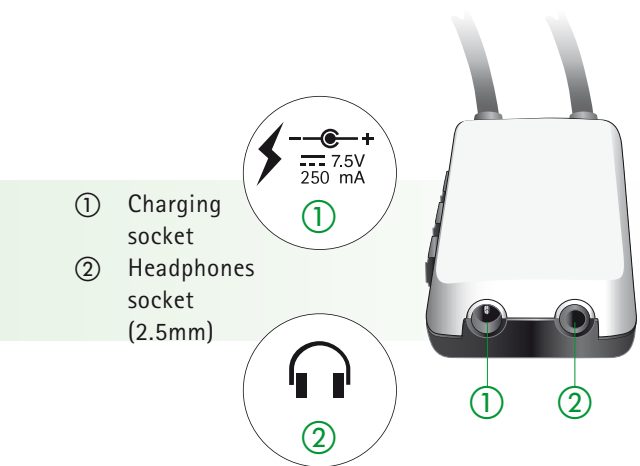
Instrument description

- ① Fixed side of the neck-loop
- ② Detachable side of the neck-loop
- ③ Green/orange
MyLink Status Indicator





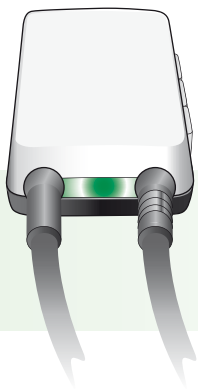
- ① Toggle switch for volume control
- ② On/off switch



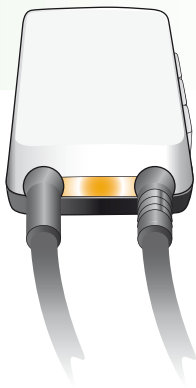
- ① Charging socket
- ② Headphones socket (2.5mm)

MyLink Status Indicator

Green indicator



Orange indicator



- ① Battery almost empty
- ② Battery completely exhausted
- ③ Charging in process
- ④ Charging completed
- ⑤ Volume control minimum/maximum position
- ⑥ Volume control middle position



MyLink Status Indicator

Light flashes

General indication

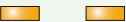

Switching MyLink on



The green light is visible for 3 seconds



Battery status indication

- a)  60 seconds 
3 orange flashes (and 3 beeps),
repeated every 60 seconds

- b) 
10 orange flashes (and 10 beeps)



Meaning	User action
MyLink has been switched on and is ready for use.	Switch the transmitter on (e.g. EasyLink).
Battery is almost empty and needs to be charged within one hour.	Charge MyLink and the transmitter (e.g. EasyLink) as soon as possible.*
Battery is completely exhausted. MyLink can no longer be used without being charged first. MyLink is switched off automatically after ten flashes.	Charge MyLink and the transmitter (e.g. EasyLink) immediately.*

* To simplify handling, it is recommended to always charge MyLink and the transmitter at the same time.


MyLink Status Indicator

MyLink Status Indicator



Charging indication

- c)  Green double flashes every 5 seconds



- d)  The green light is constantly visible

Volume indication

- e)  One orange flash (and a double beep)
- f)  One green flash

Meaning

User action

MyLink is connected to the charger and is being charged.

Charging of a completely exhausted battery takes around two hours. The battery will be about 80% charged within one hour.

The MyLink battery is fully charged.

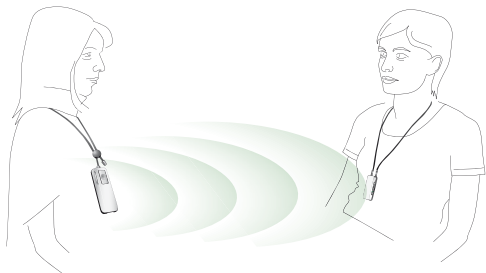
Unplug the charger. The green light disappears and MyLink is ready for use again.

The volume control toggle is in the maximum or the minimum position.

The volume control is in the middle position.

How your MyLink works

Your partner wears a compact wireless transmitter, such as EasyLink. You wear MyLink around your neck, visibly over the shirt or invisibly under the shirt.



The speaker wears
the transmitter

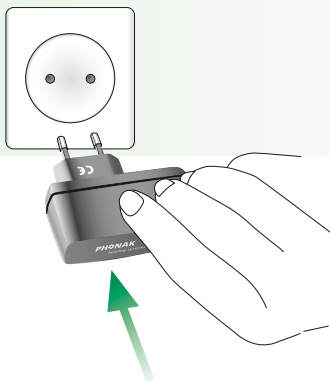
You wear MyLink


The wireless transmitter picks up your partner's voice and instantly relays it to your MyLink by radio. The MyLink transforms the signal and sends it directly into your hearing instruments via wireless link. Even in places where you are not satisfied with the performance of your hearing instrument alone, MyLink will always provide you with a loud and clear speech signal. Please consult the transmitter user guide for a detailed description of all the applications.

Charging MyLink

- a) Fully charge the battery of the MyLink and the transmitter before using the system for the first time. An empty MyLink battery is
- 80% charged after one hour
 - 100% charged after two hours

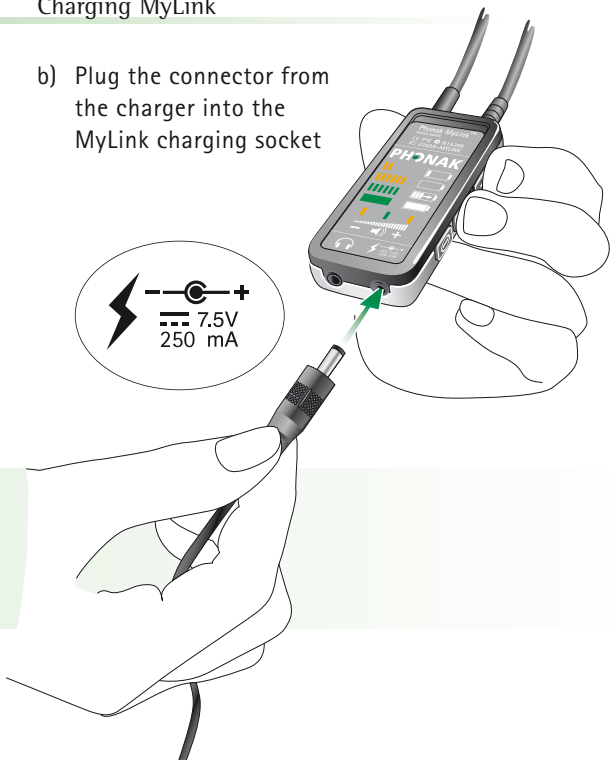
Plug the charging unit into an easily accessible power socket.



 Use original Phonak charging units only

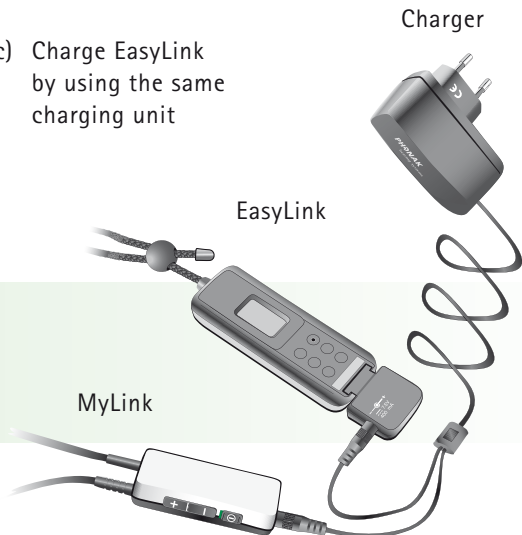
Charging MyLink

- b) Plug the connector from the charger into the MyLink charging socket



⚠ MyLink should be charged in an ambient temperature of 0°C – 40°C (32°F – 104°F) only.

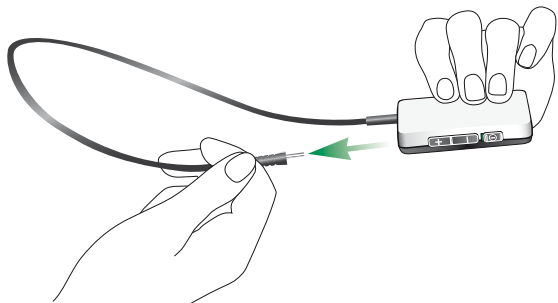
- c) Charge EasyLink by using the same charging unit



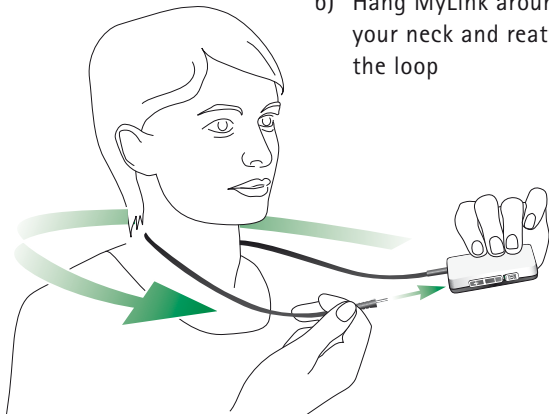
- With a fully charged battery, MyLink can be used for 10 or more hours.
- MyLink cannot be used if the charger is plugged in.
- The charging unit delivered for MyLink is also compatible with the EasyLink and the SmartLink SX transmitter. Campus SX and TelCom need a separate power supply.

Getting started

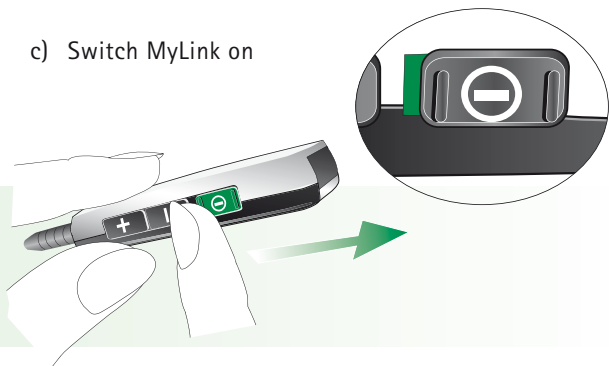
a) Detach the loop



b) Hang MyLink around your neck and reattach the loop



c) Switch MyLink on

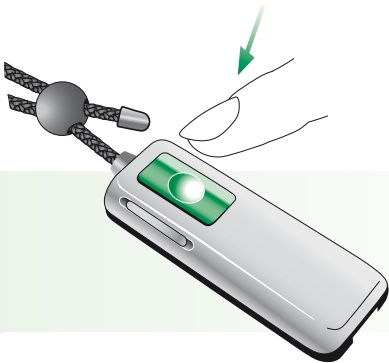


d) Wear MyLink visibly or invisibly



Getting started

- e) Switch the transmitter (e.g. EasyLink) on by pressing the "on" button for 2 seconds.



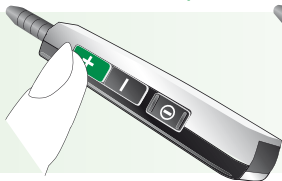
- f) Switch your hearing instrument to 'T' or 'MT'.
If you wear an In-the-Ear hearing instrument (custom product), your hearing care professional may have to activate the T-coil.

Ready!

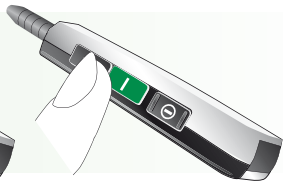
Controlling the volume

Regulate the volume of MyLink.

Volume up



Volume down



Short button press: The volume will be increased / decreased by one small step only.

Long button press: The volume will be increased / decreased continuously until you stop pressing the button.

Once the preferred volume has been chosen, MyLink automatically stores this setting, even after it has been switched off.

If the wirelessly transmitted signal is not strong enough, increase the volume setting on MyLink.

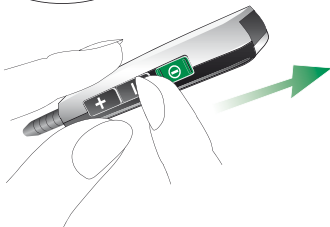
Attaching and using headphones (optional)

People who do not wear hearing instruments can use MyLink with headphones. To benefit from maximum hearing comfort, the use of the official MyLink headphones is recommended.

- a) Plug the headphones into the headphones socket



- b) Switch MyLink on



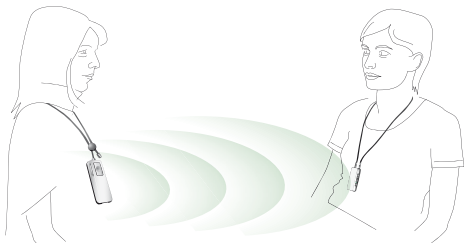


c) Put the headphones on

- The neck-loop is automatically switched off when the headphones are attached to save battery power.
- Use the volume control on MyLink to increase or decrease the volume of the transmitted signal (see page 21).

Operating distance

The operating distance is the distance between EasyLink or any other Phonak transmitter and the MyLink user.



Speaker using EasyLink

MyLink user

- The operating distance is typically more than 10m (30 feet) inside and more than 30m (90 feet) outside.
- Also check the user guide for the transmitter, e.g. EasyLink, to reach an optimum operating distance.

⚠ High-power electronic equipment, larger electronic installations, and metallic structures may affect and significantly reduce the operating range.

Frequency synchronization

MyLink is a multi-frequency FM receiver with digital frequency synchronization which allows wireless frequency change. There are mainly two reasons which could make a frequency change necessary:

- External interferences on the channel normally used

Check the user guide for the transmitter (e.g. EasyLink page 25) to change the standard frequency of the transmitter and to synchronize MyLink.

- The need to pick up signals from another transmitter (EasyLink or SmartLink)
 - Make sure the distance between the other transmitter and MyLink is less than 20cm (8 inches).
 - To synchronize MyLink, switch the other transmitter on (or off and on).
 - Speak into the other transmitter to check whether speech is audible in the hearing instrument through the MyLink receiver.

Troubleshooting

Situation


The green light is not visible when MyLink is switched on.

MyLink and the transmitter are switched on but the speaker's voice is not audible.


Most probable cause	Remedy
<p>Battery completely exhausted</p>	<ol style="list-style-type: none"> 1. Fully charge MyLink and the transmitter (see page 15). 2. If the green light is still not visible when MyLink is switched on, please contact your hearing care professional.
<ol style="list-style-type: none"> 1. Hearing instrument not in 'T' or 'MT' program. 2. MyLink and the transmitter are not on the same frequency. 	<ol style="list-style-type: none"> 1. Make sure your hearing instrument program is 'T' or 'MT'. 2. Synchronize MyLink with the transmitter. Check the user guide of the transmitter, e.g. EasyLink pages 22 and 25. <p>If the speaker's voice is still not audible, please contact your hearing care professional.</p>

Situation

The transmitted speech signal is not clear.

-  The magnetic field in the MyLink neck-loop may damages computer disks or loudspeakers if close to them.

Most probable cause	Remedy
<p>1.Distance between the speaker and the transmitter (e.g. EasyLink) is too far.</p>	<p>1.Reduce the distance between the transmitter and the speaker.</p>
<p>2.Local interferences</p>	<p>2.a) Change the frequency in the transmitter and synchronize MyLink again (see EasyLink user guide pages 22 and 25). b) Increase the distance to the electrical appliances like fluorescent lights or TV screens to minimize interferences picked up by the T-coil in the hearing instruments.</p>

 Electromagnetic fields from other equipment may create interference when the hearing instrument is in the 'T' or 'MT' program.

Important points

- Do not use two transmitters on the same FM channel.
- Switch MyLink off when you enter a room with an activated loop system.
- Do not use water or fluids for cleaning. It is recommended to use Phonak CleanLine products. Your hearing care professional will be glad to advise you.
- Use original Phonak accessories only.
- Be aware that FM signals might also be picked up and overheard by other receivers.
- Before using MyLink and the transmitter in another country, contact your hearing care professional to make sure your radio channels are permitted in that country.
- MyLink may only be repaired at an authorized service center.

CE With the CE symbol, Phonak indicates that MyLink products and accessories meet Directive 93/42/EEC concerning Medical Devices.



This symbol indicates that MyLink products meet the requirements of a Type BF component containing EN 60601-1.

Security advice

Can be attached to external units tested according to relevant IEC norm only. Use accessories approved by Phonak AG only.


User instructions

MyLink is designed to work trouble-free under all common climatic conditions.

Transportation and storage requirements

During transportation or storage, temperature should not fall below -20° Celsius or exceed 60° Celsius and relative humidity should not exceed 65%. Air pressure between 500 and 1100 hPa is acceptable.

Warning

-  Persons with pacemakers or other medical devices should **ALWAYS** consult their physician, the manufacturer of their pacemaker, or other medical device **BEFORE** using MyLink. The use of MyLink with a pacemaker or other medical devices should **ALWAYS** be in accordance with the safety recommendations of the physician responsible for your pacemaker or the pacemaker manufacturer.




The symbol with the crossed out disposal bin indicates that this device should not be treated as household waste. Please hand over your old or unused device to the applicable collection point for the recycling of electrical and electronic equipment or bring your old hearing instrument device to your hearing care professional for appropriate disposal. By ensuring this product is disposed of correctly, you will help prevent potential negative effects on the environment and human health.

Declaration of conformity

Hereby, Phonak Communications AG, declares that the MyLink multi-frequency receiver is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. To obtain a copy of the Declaration of conformity, please contact the local Phonak AG representative whose address can be taken from the list of Phonak distributors worldwide.

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 does not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

 **Warning:** Changes or modifications made to this equipment not expressly approved by Phonak Inc. may void the user's authority to operate the equipment.

Service and warranty

Phonak provides a manufacturer's limited warranty for your MyLink. This covers all manufacturing and material defects. Problems with MyLink arising from improper handling or care and repairs made by an unauthorized party are not covered by the warranty. Please ask at the point of sale for full details of this warranty. The sales person will note the serial number of your MyLink below. It will be needed in the event of a warranty repair.

Serial number MyLink:

Date of purchase:

Phonak distributors worldwide

Group companies:	(detailed information on www.phonak.com)
Australia	Phonak Australasia Pty. Ltd. Baulkham Hills N. S. W. 2153
Austria	Hansaton Akustische Geräte GmbH 5020 Salzburg
Belgium	Lapperre N.V., 1702 Groot-Bijgaarden
Brazil	CAS Produtos Médicos, São Paulo – SP 04363-100
Canada	Phonak Canada Limited Mississauga, Ontario L5S 1V9
China	Phonak (Shanghai) Co. Ltd., Shanghai City 200233
Denmark	Phonak Danmark A/S, Nitivej 10 2000 Frederiksberg
France	Phonak France SA, 69500 Bron
Germany	Phonak GmbH, 70736 Fellbach-Oeffingen EC Representative
Italy	Phonak Italia S.r.l., 20159 Milano
Japan	Phonak Japan Co., Ltd., Tokyo 101-0044
Jordan	Phonak Middle East, 11181 Amman
Netherlands	Phonak B.V., 3439 ME Nieuwegein
New Zealand	Phonak New Zealand Ltd., Takapuna Auckland 9
Norway	Phonak AS, 0105 Oslo
Poland	Phonak Polska Sp. z o.o., 00-567 Warszawa
Spain	Phonak Ibérica S.A., 03008 Alicante
Sweden	Phonak AB, 117 43 Stockholm
Switzerland	Phonak AG, Phonak Schweiz, 8712 Stäfa
United Kingdom	Phonak UK Limited Warrington, Cheshire WA1 1PP
USA	Phonak LLC, Warrenville, IL 60555-3927

**Independent
general agents:**

A complete list of Phonak distributors is available at Phonak's Internet site: www.phonak.com. Please visit us or ask your hearing care professional for information.

Manufacturer:

Phonak AG, Laubisrütistrasse 28
CH-8712 Stäfa, Switzerland



Notes

A series of horizontal dotted lines for writing notes.

Your hearing care professional:

www.phonak.com