

# EasyLink™

User Guide



**PHONAK**  
hearing systems

CE 0682 (ⓘ)

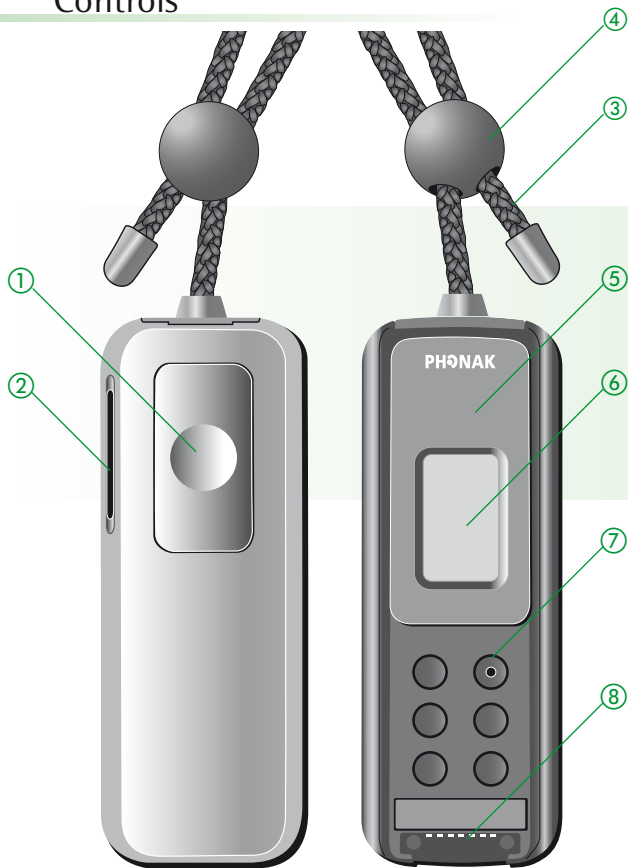


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# Controls



- ① On/off switch
- ② Microphone openings
- ③ Lavalier with integrated antenna
- ④ Button to adjust the lavalier length
- ⑤ Clip
- ⑥ LCD
- ⑦ For professionals:  
Pen push for frequency change
- ⑧ Interface for external connections

# Welcome

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The new EasyLink FM transmitter is very easy to operate and delivers high sound quality. One push of the button and the finely tuned internal microphone in EasyLink picks up sound at the source and delivers it directly to the iLinks or to any other Phonak FM receivers at your ears.

To obtain maximum benefit from EasyLink, please read this user guide carefully. Ask your hearingcare professional if you have any questions.

Phonak wishes you much hearing enjoyment with EasyLink.

The following symbols appear in this user guide:



**Important notes for all users.**



**Special notes for users of digital Phonak hearing instruments with remote control compatibility (Savia, Perseo, Claro, Supero and all future remote-controllable Phonak hearing instruments.)**

## EasyLink and accessories

① EasyLink \_\_\_\_\_



② Easylink home and travel case \_\_\_\_\_



③ Adapter for external connections \_\_\_\_\_



④ Audio cable \_\_\_\_\_



⑤ Charging unit \_\_\_\_\_



⑥ iLink or any MicroLink radio receiver\* \_\_\_\_\_

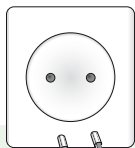


\* The type of the Phonak FM receiver depends on the hearing instrument. In the picture: MLxS

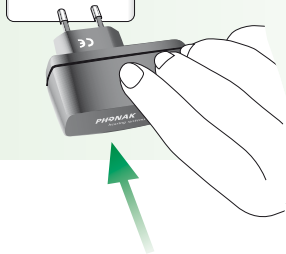
## Starting up

### Charging EasyLink

EasyLink contains a non-removable Lithium-ion battery with fast-charge capability. A fully discharged battery takes around 2 hours to recharge. The battery will be about 80% charged within an hour.



Plug the charging unit into the power socket.



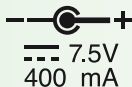
Attach the EasyLink adapter

②





Plug the charging unit into the power jack on the adapter marked



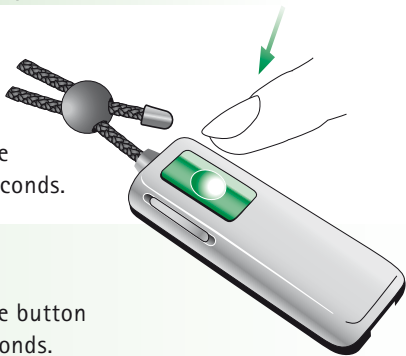
**⚠ Use only original Phonak charging units**

- The battery symbol in the EasyLink display flashes during charging. The battery cannot be over-charged.
- The battery symbol stops flashing when the EasyLink is 100% charged.
- EasyLink operates for approximately 10 hours when fully charged.
- Make sure the socket outlet is easily accessible.

## Switching on/off

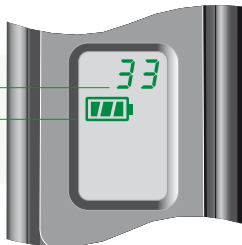
**To switch on:**  
Press and hold the button for two seconds.

**To switch off:**  
Press and hold the button again for two seconds.





The display shows startup information during switch-on. When the EasyLink is ready, the following information appears:

- FM channel number \_\_\_\_\_
- Battery status \_\_\_\_\_

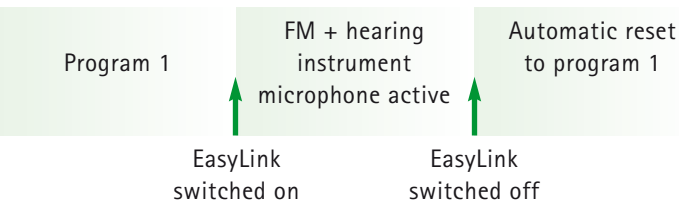


iLink and all multi-frequency MicroLink radio receivers automatically enter power-saving mode about 40 seconds after the EasyLink is switched off. Additionally, iLink automatically switches back to the "M" microphone mode.

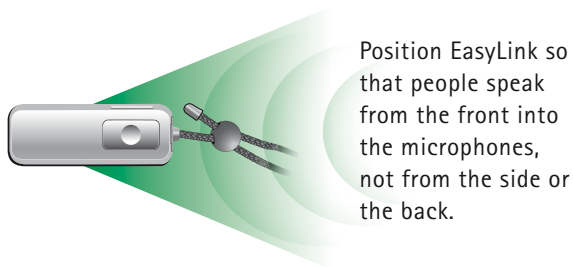
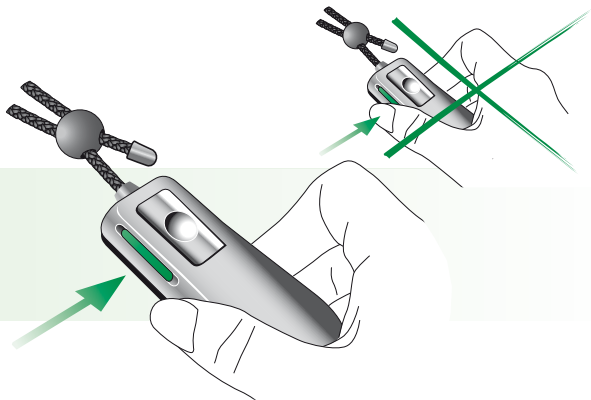
When the EasyLink is switched on again, iLink and all Phonak multi-frequency MicroLink receivers automatically resume normal FM operation.

- )))  At switch-on, the EasyLink automatically sets digital Phonak hearing instruments with remote control compatibility to the "FM + hearing instrument microphone active" program.
- )))  At switch-off, the EasyLink automatically resets digital Phonak hearing instruments with remote control compatibility to the hearing instrument program.

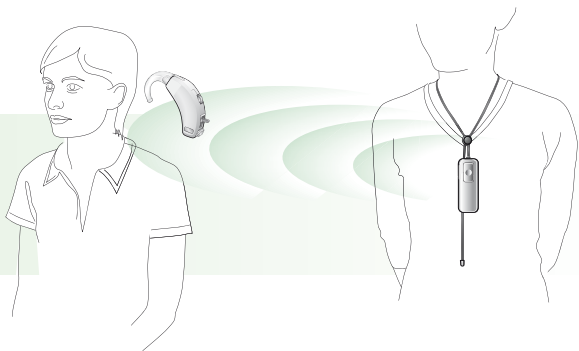
Example:



**⚠** Do not cover the microphone opening with your fingers when the EasyLink is in operation. It could affect the sound quality.



## Operating range



The effective operating distance between the EasyLink and the user wearing iLink or any MicroLink receivers:

- Open air – up to 30 meters (100 ft)
- Inside a building – typically up to 15 meters (50 ft)

**⚠** To obtain maximum operating range, do not fold or knot the lavalier antenna.

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

# Using EasyLink

EasyLink can be used in different ways, depending on the situation. The following examples illustrate the 5 most common cases for typical Easylink use, and include a recommendation for the switch setting of iLink or of any MicroLink radio receiver.

## Around a table

Recommended for:

- At business meetings
- In restaurants
- In conferences
- At home



iLink setting in practical use: "FM+M"

How to use the EasyLink:

- Place it on the table. The front of the EasyLink should point to the speakers that you want to hear.
- Make sure the lavalier is not folded together or knotted.
- Switch on the EasyLink by pressing the button for two seconds.

If the level of background noise increases, position the EasyLink closer to the speaker.

## Hand-held (reporter style)

Recommended for:

- Parties
- Conversations while traveling
- Shopping



iLink setting in practical use: "FM+M"

How to use the EasyLink:

- Hold it in your hand. Make sure you do not cover the microphone opening on the left side of the EasyLink. The front of the EasyLink should point to the speakers you want to hear.
- Switch on the EasyLink by pressing the button for two seconds.

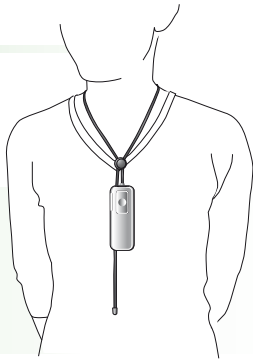
If the level of background noise increases, position the EasyLink closer to the speaker.

## Using EasyLink

### Worn by your partner

Recommended for:


- Lectures
- Walks
- Sport
- Whenever travelling with another person

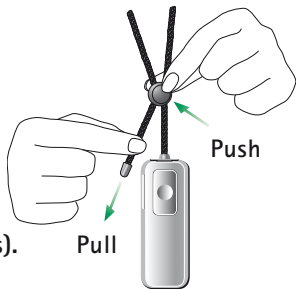


iLink setting in practical use: "FM+M"

How to use the EasyLink:

- Hand the EasyLink to your conversation partner.
- Your partner should wear it around the neck.  
The cord needs to be adjusted.

 To get an optimal speech quality, make sure the distance between the speaker's mouth and the EasyLink is between 20–30 cm (8–10 inches).



- Switch on the EasyLink by pressing the button for two seconds.



## Connected to a television

Also recommended for:

- CD players, radio and other audio equipment
- Computers with an audio output
- MP3 players



iLink setting in practical use: **"FM only"**  
(or **"FM+M"** while watching TV with a partner)

How to use the EasyLink:

- Connect EasyLink as pictured on page 18 and place it in front of the television.
- Switch on the television. Your Easylink will automatically switch on.
- To get maximum operating range, make sure the lavalier is not folded together or knotted.
- When the television is switched off, the EasyLink will automatically switch off after approximately 40 seconds.

## Using EasyLink

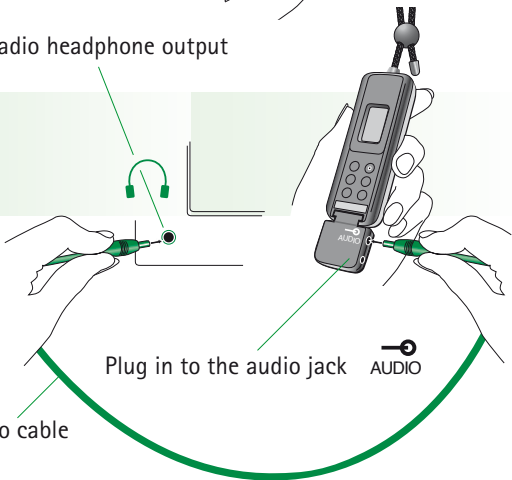
### Connected to a television

### TV/Radio headphone output

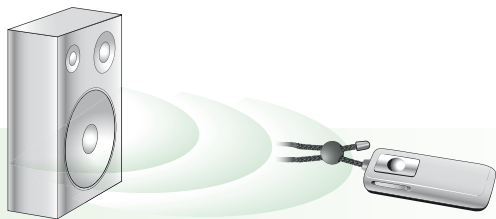
②

Audio cable

Plug in to the audio jack



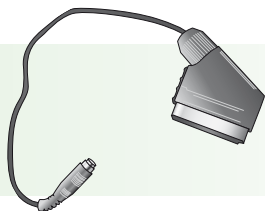
The volume of the audio output on some televisions is adjustable. Please consult the television user guide to access this feature, if available.



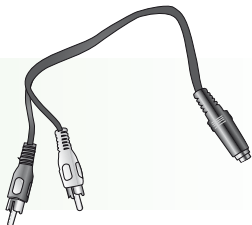
If the audio equipment does not have a headphone output socket, place EasyLink in front of the loudspeaker of the television or the radio receiver. Then switch on the EasyLink and the television.

Some televisions also have Cinch or Scart sockets. Ask your hearingcare professional for the Cinch or Scart adapter from Phonak.

Scart adapter



Cinch adapter

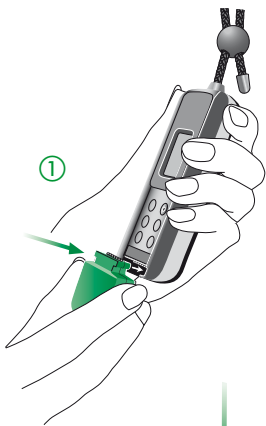


## Using EasyLink

### Using an external microphone

For an optimal speech quality, e.g., in educational situations in classroom and auditoriums, an external microphone can be attached to the EasyLink.

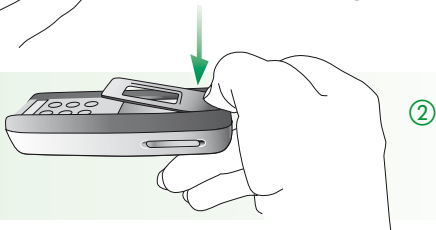
Proceed as follows:



Attach the adapter to the EasyLink, then plug the microphone cable into the microphone socket of the adapter.

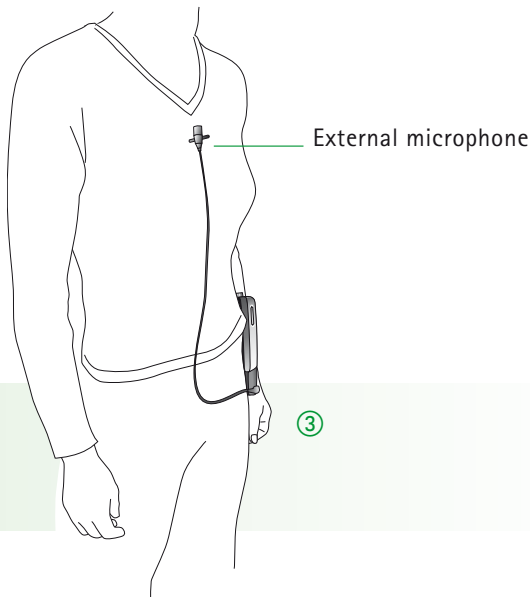
Hand the EasyLink to your conversation partner.

Lift the clip to secure iLink on clothing.



Make sure the distance between the external microphone and the mouth is between 20 and 30 cm (8–10 inches).

Switch on the EasyLink by pressing the button for 2 seconds.



# FM receivers

## Setup of FM receivers

Users of iLink or Phonak hearing instruments should check recommended settings of the FM receivers in the respective hearing instrument user guide.

## Principal benefits of MicroLink receivers

### Default channel

iLink and MicroLink receivers are programmed with a default channel which activates at startup. It can be modified at Phonak service centers.

### Channel synchronization

EasyLink can change your iLink or MicroLink receiver channel directly "over the air" within a distance of 10–20 cm (4–8 inches). This feature ensures EasyLink and the iLink or MicroLink receivers use the same radio channel.

### Standby mode

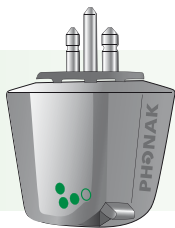
This function helps economize on power. Switch off the transmitter and about 40 seconds later, your iLinks or MicroLink receivers automatically enter the standby mode. They switch to normal FM operation automatically if the EasyLink is switched on.

## Switch settings on MLxS

For correct MLxS switch settings for use with Phonak hearing instruments, please refer to the respective hearing instrument user guide.

For all other hearing instrument brands, the MLxS switch setting depends on the type of the hearing instrument.

Ask your hearingcare professionals about the right switch settings for your hearing instruments.



MLxS switch

## Important points

- Do not use two transmitters on the same FM channel
- Do not use water or fluids for cleaning
- Use only original Phonak accessories
- Do not use EasyLink in locations where it is forbidden to use electronic devices, for instance in airplanes.
- Be aware that FM signals might also be picked up and overheard by other receivers.
- Before using the system in another country, contact your hearingcare professional to make sure your radio channel is permitted in that country.
- The EasyLink may only be repaired by an authorized service center.



The symbol with the crossed out disposal bin indicates that FM equipment shall not be treated as household waste. Please hand over your old or unused FM equipment to the applicable collection point for the recycling of electrical and electronic equipment or bring your old FM equipment 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.

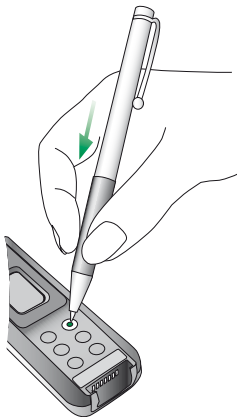


## For professionals:

### Changing the FM channel

If the radio channel used in EasyLink is frequently disturbed by an external source of interference, the hearingcare professional can switch the EasyLink to another radio channel.

- 1) Switch on the EasyLink by pressing the button for two seconds
- 2) Using a pen, press the push button, as pictured. After one second, the channel displayed in the LCD will change. Hold the button down until the desired channel is displayed.
- 3) Release the button. The channel number in the LCD will stop blinking after a few seconds.
- 4) Set the default channel of the iLinks or MicroLink receivers to the same channel using the FM Successware.



# Troubleshooting

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## Situation

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Easylink does not switch on

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Poor speech intelligibility

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Voices are inaudible when the EasyLink is switched on

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Insufficient operating range

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Most probable cause	Remedy
Battery exhausted	Charge the EasyLink for at least two hours
EasyLink is positioned too far away from the speaker	Move EasyLink closer to the speaker. If EasyLink is worn with the lavalier, make sure the distance EasyLink and the mouth is 20–30 cm.
<ul style="list-style-type: none"> <li>a) Hearing instrument set to the wrong program</li> <li>b) Radio channel not synchronized</li> <li>c) Receiver switched off (MLxS)</li> </ul>	<ul style="list-style-type: none"> <li>a) Check hearing instrument program</li> <li>b) Switch off the EasyLink. Hold it near to your hearing instruments (10–20 cm, 6–8 inches) and switch EasyLink back on.</li> <li>c) Switch MLxS to ● or ●●</li> </ul>
Antenna folded or knotted	Make sure the antenna is not folded together or knotted.

# Troubleshooting

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## Situation

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Radio interference

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A second person's voice is audible

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Remote-controllable Phonak hearing aids do not respond

Most probable cause	Remedy
Extraneous cause: radio antenna or similar interfering devices nearby.	Ask your hearingcare professional to change the radio channel in the EasyLink and the default channel in the iLinks.
Another hearing aid user is using the same FM channel.	Ask your hearingcare professional to change the radio channel in the EasyLink and the default channel in the iLinks.
EasyLink and hearing instruments are too far apart when EasyLink is switched on.	Hold EasyLink closer to the hearing instruments when switching the EasyLink on (ideally < 20 cm, 8 inches).

# Declaration of conformity

Phonak AG,  
Laubisrütistrasse 28, CH-8712 Stäfa, Switzerland

confirms that the EasyLink conforms to EN 300-422, EN 300-328 and EN 301-489 guidelines including all necessary annexes.

The EasyLink is used by hearing-impaired people. To operate the EasyLink, iLink or BTE hearing instruments with MicroLink receivers are required. The user benefit of FM is an improved signal-to-noise ratio, which leads to an optimized speech understanding even in very difficult listening situations.

Phonak AG

Stäfa, Switzerland

Date: May 2, 2005

## Important Notes for Users in the USA and Canada

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.

**Warning:** Changes or modifications made to this equipment not expressly approved by *Phonak Inc.* may void the FCC authorization to operate this equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment 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 equipment 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 equipment and receiver.
- Connect the equipment 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.

### **Restrictions**

This transmitter is authorized by rule under the Low Power Radio Service (47 C.F.R. Part 95) and must not cause harmful interference to TV reception or United States Navy SPASUR installations. You do not need an FCC license to operate this transmitter. This transmitter may only be used to provide: auditory assistance to persons with disabilities, persons who require language translation, or persons in educational settings; health care services to the ill; law enforcement tracking services under agreement with a law enforcement agency; or automated maritime telecommunications system (AMTS) network control communications. Two-way voice communications and all other types of uses not mentioned above are expressly prohibited.

This device may not interfere with TV reception or Federal Government radar.



## Service and warranty

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Phonak provides a manufacturer's limited warranty for your EasyLink. This covers all manufacturing and material defects. Problems with EasyLink 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 salesperson will note the serial number of your EasyLink below. It will be needed in the event of a warranty repair.

Serial number

EasyLink:

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Date of purchase:

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Serial number FM receivers:

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# Phonak distributors worldwide

<b>Group companies:</b>	(detailed information on <a href="http://www.phonak.com">www.phonak.com</a> )
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, Nitvej 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](http://www.phonak.com). Please visit us or ask your hearing care professional for information.

**Manufacturer:**

Phonak AG, Laubisrütistrasse 28  
CH-8712 Stäfa, Switzerland



**CE** 0682 

This unit sold by:

[www.phonak.com](http://www.phonak.com)