

# MyLink+

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## User Guide



**PHONAK**  
life is on

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# 1. Welcome

Congratulations on choosing MyLink+ from Phonak. MyLink+ is an easy-to-use and affordable Dynamic FM receiver suitable for use with any T-coil hearing instrument, from Phonak or any other manufacturer.

Please read this manual carefully to make sure you benefit from all MyLink+ features.

MyLink+ is a quality product developed by the Swiss company Phonak, the world leader in FM and hearing instrument technology. With proper care and usage, your MyLink+ will support your hearing and communication needs for many years.

Phonak – life is on

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



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## Internet resources

### **[www.phonak.com/fm](http://www.phonak.com/fm)**

The direct link to Phonak online FM collection. Here you will find all relevant information on all our FM products, interesting background information, inspiring user testimonials and various useful downloads.

### **[www.FMeLibrary.com](http://www.FMeLibrary.com)**

An extensive and searchable collection of FM articles and reports from publications around the world. Simply choose a keyword and hunt out the articles of interest. All reports are in Adobe PDF format.

### **[www.eSchoolDesk.com](http://www.eSchoolDesk.com)**

eSchoolDesk is an FM support tool aimed at teachers and hearing professionals, however many end users also find it's information interesting. It features a clearcut explanation of FM technology and its benefits, along with how-to movie clips, a product configurator and links to further reading.


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## 2. 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.

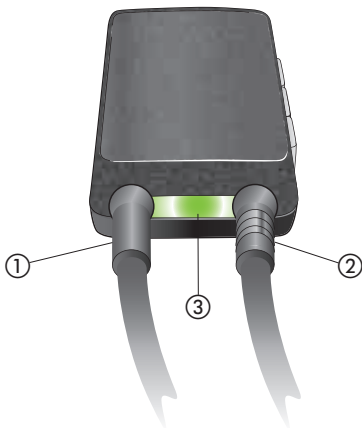
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## 3. Warning

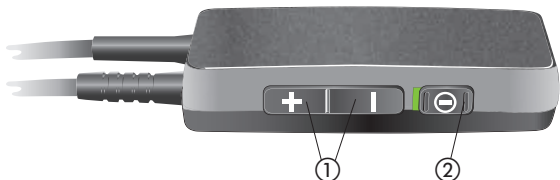
 Persons with pacemakers or other medical devices should ALWAYS consult their physician, the manufacturer of their pacemaker, or other medical device BEFORE using MyLink+. The use of MyLink+ with a pacemaker or other medical devices should ALWAYS be in accordance with the safety recommendations of the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

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## 4. Instrument description



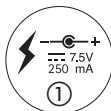
- ① Fixed side of the neck-loop
- ② Detachable side of the neck-loop
- ③ Green / orange MyLink+ Status Indicator



- ① Toggle switch for volume control
- ② ON / OFF switch

- ① Charging socket

- ② Headphones socket (2.5 mm)



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## 5. 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

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## 5. 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.

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## 5. MyLink+ Status Indicator

### MyLink+ Status Indicator

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#### Charging indication

- c) 

Green double flashes every 5 seconds



- 
- d) 

The green light is constantly visible

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#### Volume indication

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

- 
- f)  One green flash

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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.

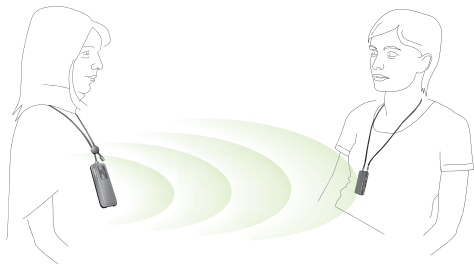
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The volume control is in the middle position.

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## 6. 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.

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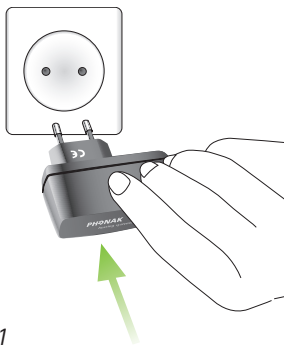
## 7. Charging MyLink+

### Step 1: Power socket

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 (fig. 1).



*Fig. 1*

 Use original Phonak charging units only

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## 7. Charging MyLink+

### Step 2: Connector

Plug the connector from the charger into the MyLink+ charging socket (fig. 2).



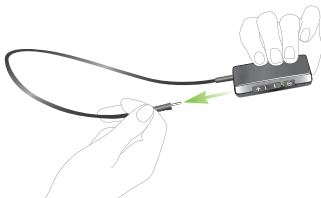
*Fig. 2*

- With a fully charged battery, MyLink+ can be used for 10 or more hours.
- MyLink+ cannot be used if the charger is plugged in.

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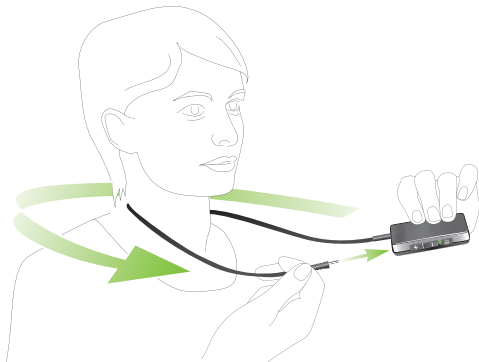
## 8. Getting started

### Step 1: Detach the loop (fig. 1)



*Fig. 1*

### Step 2: Hang MyLink+ around your neck and reattach the loop (fig. 2)

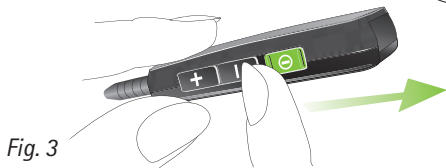


*Fig. 2*

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## 8. Getting started

### Step 3: Switch MyLink+ ON



*Fig. 3*

### Step 4: Wear MyLink+ visibly (fig. 4a) or invisibly (fig. 4b)



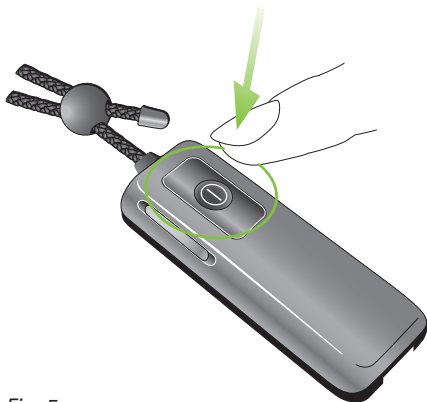
*Fig. 4a*



*Fig. 4b*

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**Step 5:** Switch the transmitter (e.g. EasyLink+) ON by pressing the "ON" button for 2 seconds (fig. 5)



*Fig. 5*

**Step 6:** 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!**

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## 9. 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+.

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## 10. 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.

**Step 1:** Plug the headphones into the headphones socket (fig. 1)



*Fig. 1*

**Step 2:** Switch MyLink+ ON (fig. 2)

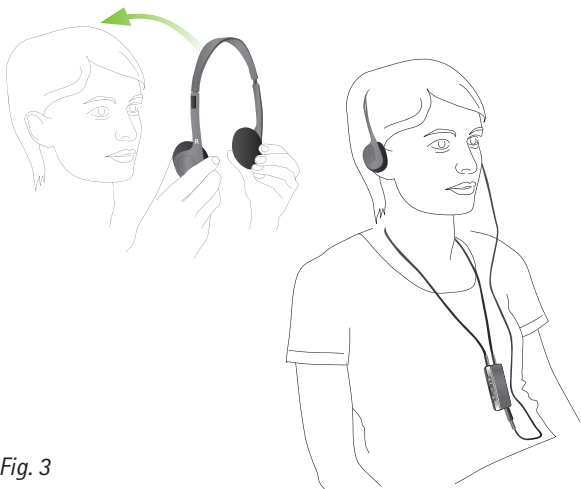


*Fig. 2*

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## 10. Attaching and using headphones

### Step 3: Put the headphones on (fig. 3)



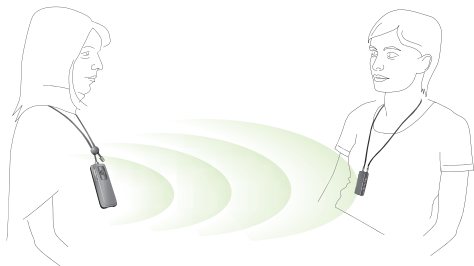
*Fig. 3*

- 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 22).

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## 11. 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 15 m (50 feet) inside and more than 40–50 m (130–170 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.

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## 12. Frequency synchronization

MyLink+ is a Dynamic 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 to change the standard frequency of the transmitter and to synchronize MyLink+.

- The need to pick up signals from another transmitter (EasyLink+ or ZoomLink+)

Make sure the distance between the other transmitter and MyLink+ is less than 20 cm (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.



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## 13. Troubleshooting

### Situation

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

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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"> <li>1. Fully charge MyLink+ and the transmitter (see page 17).</li> <li>2. If the green light is still not visible when MyLink+ is switched on, please contact your hearing care professional.</li> </ol>
<ol style="list-style-type: none"> <li>1. Hearing instrument not in 'T' or 'MT' program.</li> <li>2. MyLink+ and the transmitter are not on the same frequency.</li> </ol>	<ol style="list-style-type: none"> <li>1. Make sure your hearing instrument program is 'T' or 'MT'.</li> <li>2. Synchronize MyLink+ with the transmitter. Check the user guide of the transmitter.</li> </ol> <p>If the speaker's voice is still not audible, please contact your hearing care professional.</p>


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## 13. Troubleshooting


### Situation

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The transmitted speech signal is not clear.

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

Most probable cause	Remedy
1. Distance between the speaker and the transmitter (e.g. EasyLink+) is too far.	1. Reduce the distance between the transmitter and the speaker.
2. Local interferences	2. a) Change the frequency in the transmitter and synchronize MyLink+ again. 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.

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

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## 14. Information and description of symbols



With the CE symbol, Phonak indicates that MyLink+ products and accessories meet Directive 93/42/EEC concerning Medical Devices. CE mark applied 2009

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

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This symbol indicates that it is important that the user refers to associated warnings given in this user guide.

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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

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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.

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### **Operating conditions**

This product has been designed for troublefree operation without restrictions when used as intended, unless otherwise stated in this user guide.

### **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  $-20^{\circ}$  Celsius or exceed  $60^{\circ}$  Celsius and relative humidity should not exceed 65%. Air pressure between 500 and 1100 hPa is acceptable.

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## 15. Declaration of conformity

Hereby, Phonak AG, declares that the MyLink+ is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC and Directive 93/42/EEC. To obtain a copy of the Declaration of conformity, please contact the local Phonak AG representative whose address can be taken from the list Phonak worldwide on the website [www.phonak.com](http://www.phonak.com). This device complies with part 15 and part 95 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 may void the user's authority to operate the equipment.

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## 16. Service and warranty

Phonak offers you a comprehensive, worldwide warranty, valid starting from the date of purchase. Please ask your hearing care professional about the term of the warranty valid in the country of purchase. The warranty covers repairs in case of processing and material errors.

No warranty claims will be considered if the hearing system shows normal wear and tear, improper handling or care, exposure to chemicals, immersion in water or undue stress. In case of damage caused by third parties or non-authorized service, the Phonak warranty is null and void. This warranty does not cover services performed by a hearing care professional at his or her workplace.

Serial number MyLink+:

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Purchase date:

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**Manufacturer:**  
Phonak Communications AG  
Laenggasse 17  
CH-3280 Murten  
Switzerland

**EU Representative:**  
Phonak GmbH  
D-70736 Fellbach-Oeffingen  
Germany

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



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