invisity

invisity – Frequency Asked Questions (FAQ)

This comprehensive guide answers the questions we most often receive about our invisity in-ear RF receiver. (If your question is not answered here, please contact us.)

General

What is invisity's maximum volume level?
A maximum of 108 decibels (dB) can be programmed using the invisity Programming Unit (IPU).

What is invisity's operating range?
This very much depends on the signal output power of the transmitter being used and the environment in which you work.

That said, typical operating ranges for invisity transmitters (in free field) are: 15–30 m (50–100 feet) for inspiro and up to 150 m (500 feet) for our Phonak TX-300V transmitter.

You should always test your transmitter's operating range 'in-situ', before going live, to ensure your invisity system offers the coverage and performance you require.

Which frequency bands does invisity use?
It uses 158–188 MHz, 195–202 MHz and 214–220 MHz. For further details please check with your Phonak supplier.

My invisity is making a hissing sound – is this normal?
This type of low background sound is completely normal. To eliminate it completely, we recommend using a transmitter with a PTT unit (with or without a VOX function).

Is a custom-molded version of invisity available?
No, invisity is only available in a single size. There are two reasons for this: to keep its price highly competitive and to ensure it always remains invisible in the ear.

What do invisity's "I" and "II" settings refer to?
These are the earpiece's two volume settings. Both can be programmed using the invisity IPU.

Can I cut off invisity's plastic feeler (stalk)?
You can remove this feeler (the earpiece's short transparent stalk) if required, but be aware that this feeler exists for a reason – to help you safely remove invisity from your ear. Therefore cutting off the feeler will make it trickier to take out your earpiece. (If you are worried about discretion, simply bend the feeler to fit it inside the middle section of your outer ear.)

In which situations is invisity typically used?
Any situation in which discrete audio information is helpful. Such situations typically include: TV studios, film sets, press conferences, theatre stages and keynote speeches.

Can invisity be used by musicians as an in-ear monitor?
Theoretically yes this is possible, however invisity's audio frequency response of 200–4500 Hz is designed to optimize speech signals and not music.

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Are invisity's frequency bands affected by current spectrum changes?
No. invisity does not use the UHF band, which is currently (2011) affected by such changes. Instead it operates only on the VHF band, which remains unchanged.

What is the minimum frequency increment possible?
invisity's channel spacing is 200 kHz.

My invisity experiences drop-outs – is this normal?
Drop-outs should not occur when a high quality radio transmission is available. If they do, please check the positioning of, and distance between, your transmitter and invisity receivers. Your local infrastructure (electronic circuits, metal objects, black spots etc.) could also be the cause.

Cleaning & Maintenance

How do I clean invisity?
It is important to ensure that invisity is perfectly clean before use. Its green wax guard must be free of wax, as must the openings between the wax guard and the receiver.

We recommend:

1. Cleaning invisity's entire surface and its green Cerumex wax guard with Phonak moist cleansing tissues.

2. Not using any cleaning tools or strong detergent.

3. Fitting a new green wax guard when required (i.e. after experiencing sound distortion and/or volume reduction) using the cerumen filter system.

4. Always checking that the green wax guard is correctly in place before use.

5. For more details download our 'invisity Cleaning Guide' PDF via the Downloads Center section of our website.

Transmitters

What are the operating ranges of Phonak's different invisity transmitters?
While a transmitter's operating range depends very much on its signal output power and the surrounding infrastructure, typical operating ranges for invisity transmitters (in free field) are: 15–30 m (50–100 feet) for inspiro and up to 150 m (500 feet) for our Phonak TX-300V transmitter. You should always test your transmitter's operating range 'in-situ', before going live, to ensure it offers the usage and performance you require.

Can I use any transmitter with invisity?
In addition to Phonak transmitters, any analog transmitter with the correct corresponding frequency and sufficient output power can be used with invisity.

What transmitter frequency deviation does invisity require?
A maximum of 5 kHz (NBFM).

What does the red LED on the TX-300V transmitter signify?
This red LED illuminates when the unit is turned On and when the test tone is enabled. See also our TX-300V User Guide (available from the Download Center section of our website).

How many invisity receivers can one transmitter transmit to?
As many invisity receivers as you can fit within the transmitter's operating range.

How are the other invisity transmitters such as inspiro programmed?
Please check with your local Phonak supplier.

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invisity programming unit (IPU)

Where can I get the invisity IPU and what does it cost?
For product availability and pricing info, please check with your local Phonak supplier.

How do I program invisity using the IPU?
Download and use the 'invisity IPU User Guide' – available from our website's Download Center.

Batteries & Battery Life

How long does invisity's battery last?
If using our recommended Phonak battery, invisity's typical running time is 13 hours.

How do I correctly insert/replace invisity's battery?
Please download the PDF document 'invisity Battery Replacement Instructions' from the Download Center section of our website.

What does zinc-air mean and how should I handle such batteries?
After you remove the sticker from the bottom of a zinc-air battery, the battery actually runs on air (this enters the battery through the tiny hole and activates it). Be sure to remove the battery's sticker at least one full minute before inserting the battery into invisity in order to give the battery enough time to reach full power.

What happens if the air supply of invisity's battery is cut off (i.e. by its opening being accidentally covered)?
The air in the battery will gradually be used up. Then, after a few minutes, your invisity receiver will start to make noise before stopping working completely.

Is there a re-chargeable A10 battery available for invisity?
No, invisity uses only single-life batteries.

Accessories

What can the invisity remote control actually change?
The RC is designed to flick between the pre-programmed channels of our invisity 4-Channel model. It can also be used to activate this earpiece's frequency scanning feature.

What is the remote control's effective operating range?
Up to 60 cm/23 inches.

How do I change the remote control's battery?
To change the RC's battery please contact your local Phonak supplier

What are scanning and syncing?
Syncing refers to the programming of the invisity earpiece, by the transmitter/RC, to a defined frequency. Scanning refers to invisity searching for available radio signal frequencies (it naturally stops at the first frequency found and only programmed frequencies are recognized).

Is an invisity sleeve available?
No, there is no invisity sleeve. However SoftWraps can be used to ensure a perfect in-ear fit.

How do I use SoftWraps?
Simply wrap one or more of these thin skin-friendly strips around the earpiece as necessary. Just be careful you do not close the gap between invisity's upper and lower sections, in order to allow the zinc air battery to breath.

How much do SoftWraps cost and where can I buy them?
For pricing and availability please contact your Phonak supplier.

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