

Finding Signia product details online and within fitting software



signia

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Finding data sheets, user guides, and safety manuals

The WSA Document Library, accessed at www.wsaud.com is a robust resource for data sheets, user guides, and safety manuals.

Once the link is accessed, simply select the appropriate brand

- Select the Document type
- Select the Product Name
- Select the desired language then click “Search”. If selecting English it is advised to select “English” rather than “English(USA)” as more complete results will be obtained.
- Download the document for viewing, printing or sharing. The option to “order paper instructions for use” is only available for customers from the European Union. For USA customers, contact customer care to order paper documents.

Product details in Signia Connexx™ Fitting Software

Navigate to the “Hearing Aids” menu, located below the toolbar in the fitting software

- Select the appropriate product from the list of available hearing aids. (The form factors and features are on the left side of the screen and can be selected to narrow the list)
- Information on the selected hearing aid along with the fitting range will be displayed at the bottom of the screen
 - “View” shows useful information on key features, compatible programmers and chargers, as well as online links
 - “Fitting Range” shows the fitting range of the selected product
- Select the “Product Details” button to view color options, compatible accessories, selected fitting range, and a link to access the online datasheet
- Select the “Cosmetic View” to see pictures of the product on an ear



The “Documentation” section

The Documentation section includes “Instructions” and “Documentation”

Instructions for the client

The information on the instructions can be customized according to the selections made on the left panel. The instructions can be converted to PDF, emailed or printed as selected at the bottom of the page.

Documentation for professionals

Documentation can be customized according to the selections made on the left panel. The documentation can be converted to PDF, emailed or printed as selected at the bottom of the page.

The Fitting Report and Overview can be used to review the software version and the firmware of the hearing aids fit in a particular session. Fitting software version is displayed on the upper right corner and the Firmware version is in the hearing aid information for each ear.

mySignia resources:

Professional login is required

Study with Signia

On the home page, see the section for Study with Signia. This includes Signia Learn, Audiology Online Courses and Scientific Marketing (Research and White Papers).

Marketing Library

Accessed from the main toolbar, the Marketing Library provides access to many useful resources including:

- Portfolio, Price and Policy Guide
- Order Forms
- Marketing Materials

Chat with Signia

With a simple click on the “chat” icon on the lower right side of the screen, it is possible to live Chat with a Signia Customer Care, Audiology or Technical Support representative.



Signia Professional website:

No professional login required

<https://www.signia-pro.com/>

- Provides access to support for current products and accessories
- Select United States for information on products available in the USA

Signia Consumer Support website:

<https://www.signia.net/en-us/support/>

To make it easier for patients to resolve common issues quickly and independently we've optimized the support and troubleshooting sections of the consumer website.

- Consumers are guided through troubleshooting flows tailored to their specific hearing aid model
- These online tools are built for clarity and ease of use, allowing you to confidently direct consumers to digital help that works.