

Hearing aid programmers and detection tips



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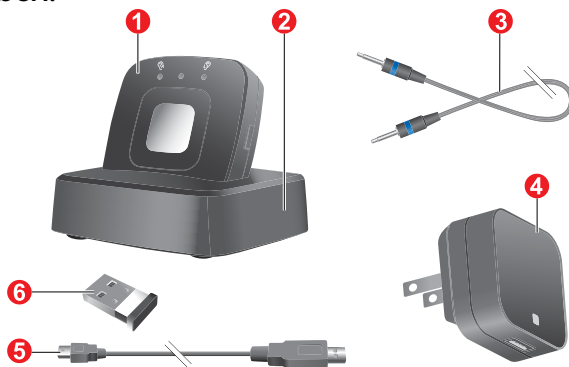
General information

Be sure to select the correct programming device in the Programmer Selector drop-down near the top right corner of the fitting software. If a hearing aid has been selected in the Hearing Aids tab or in a session, the Programmer Selector will show an orange hand warning for each programmer that is incompatible with the selected hearing aid.

Using ConnexxAir

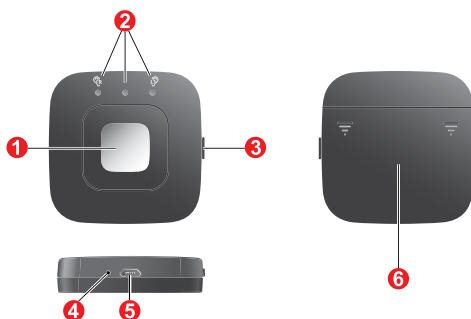
Components

In the box:



1. ConnexxAir
2. Charging cradle
3. Neckloop
4. Power Plug, with different adapters (depending on your country)
5. USB power cable
6. USB Bluetooth dongle

Features:



1. Power button
2. Status LEDs
3. Pairing button
4. Reset button
5. USB port
6. Battery compartment

Charge fully before first use. Place into the charging cradle or plug the power supply into the MicroUSB port on the bottom of the ConnexxAir and into a wall outlet to charge. An orange light indicates charging while a green light indicates full charge. A full charge takes approximately two hours.



When removed from the charging cradle, the ConnexxAir is automatically on.

To power on and off when not in the charging cradle, briefly press the large square button on the front.

The neckloop is the antenna for the wireless connection between the ConnexxAir and hearing aids. Ensure both neckloop plugs are inserted all the way. If the neckloop is disconnected for more than 15 minutes, the ConnexxAir will turn off.

Connecting ConnexxAir to the PC and software

To connect to ConnexxAir with the PC, the ConnexxAir Bluetooth dongle and fitting software for the hearing aids is needed.

- Plug the Bluetooth dongle into a USB port of the PC
- Start the fitting software and select a client
- Turn on the ConnexxAir by briefly pressing the power button
- When using the ConnexxAir for the first time, ConnexxAir shows that it is ready to be paired with the Bluetooth dongle. This is indicated by green chaser lights.
- In the fitting software select Preferences>Edit User Preferences
- Select "Devices"
- Ensure the ConnexxAir is checked as an available programmer
- Close the User Preferences dialog box
- Select the ConnexxAir in the Programmer Selector in the top right corner
- Detect compatible hearing aids. The dongle and ConnexxAir are automatically connected and paired.
- The middle LED shows the connection status. Flashing slowly (once every 3 seconds): Connection to the dongle is NOT established. Flashing quickly (once per second): Connection to the dongle is established.
- If hearing aids are not available, follow the next instructions for Pairing a replacement dongle.

Pairing a replacement dongle

- For replacement dongle pairing, press the rectangular pairing button on the side of the ConnexxAir for 2 seconds to activate the green chaser lights and put the ConnexxAir into pairing mode
- In the fitting software select Preferences>Edit User Preferences
- Select "Devices"
- Click the link that says "Open ConnexxAir Configuration Tool"
- Click "Search"



- Select the ConnexxAir from the list and click the “Pair” button
- Once paired, the ConnexxAir serial number will display with the battery status and firmware version. (The serial number on the ConnexxAir device is found in the battery compartment)
- Compare the current firmware version with the latest available firmware and update if available

Updating ConnexxAir firmware

- An available ConnexxAir Update will be indicated by a numeric notification displayed with the circular arrow icon in the upper right corner of the fitting software. Click the notification.
- Use the supplied USB cable to connect ConnexxAir directly to a USB port on the computer **(USB cable must be plugged directly into the ConnexxAir and not into the charging cradle)**
- Follow instructions on the screen to complete the firmware update. This process may take several minutes to complete.
- Once the update is complete, select “OK”
- Disconnect the ConnexxAir from the PC and USB cable
- Search again under “Open ConnexxAir Configuration Tool” to verify the firmware matches the latest available version

Programming with ConnexxAir

Programming with Hearing Aids in the Ear

To function correctly, the client must wear ConnexxAir with the neckloop around the neck.

- Unplug one neckloop plug and place the neckloop loosely around the client’s neck
- Ensure both neckloop plugs are fully inserted

Additional Consideration on ConnexxAir wearing position

Traditionally the ConnexxAir programmer is worn hanging low on the client’s chest. If hearing aids (such as Instant Fit or CIC/IIC models have a deep fit in the ears), it may be helpful to raise the box closer to the client’s head.

Suggestions for adjusting position of ConnexxAir on the client:

- Have the client wear a scarf or jacket to lift the device closer to their head
- Use a pin or clip to secure the ConnexxAir higher on the client’s body
- Use any sort of light weight on the backside of the wire which will pull the neckloop wire lower in back, raising the ConnexxAir in front
- It is important to avoid hanging the wire over the pinna as this will cause the ConnexxAir to be oriented in front of the client’s mouth



Programming with Hearing Aids on a Table

- Place the hearing aids along the outside edge of the neckloop
- Keep a minimum distance of 3cm (1.2 inches) between the two hearing aids
- Keep 5 to 10 cm (2 to 4 inches) distance between each hearing aid and the ConnexxAir

ConnexxAir troubleshooting

Hearing aids are not detected

If the hearing aids are not being detected, this may indicate a ConnexxAir firmware update is required. Follow the pairing instructions above to navigate to the ConnexxAir Configuration Tool.

- If the ConnexxAir is not found, put it into pairing mode (see above) and select “Search”
- Once identified, the ConnexxAir serial number and current firmware version as well as the latest available version are found on the right side of the screen.
 - Use the included microUSB data cable to plug the ConnexxAir directly into the PC
 - Select “Install Update”

Message: ConnexxAir not found

- First ensure the ConnexxAir Dongle is plugged directly into the PC and the ConnexxAir is removed from the charging cradle with the green light flashing.
- Follow the steps above to re-pair the ConnexxAir to the computer

ConnexxAir programmer not found in pairing tool

- Reset the ConnexxAir by inserting a pin removal tool or other small tool into the pinhole at the bottom of the ConnexxAir. When the green light turns off, press the square button on the ConnexxAir to turn it back on. Then try again.
- Reset the ConnexxAir dongle:
 1. Unplug the ConnexxAir dongle from the USB port for 30 seconds
 2. Close out of the ConnexxAir Configuration tool by clicking the X in the upper right corner.
 3. Close the fitting software and plug the ConnexxAir dongle back into the USB port on the PC
 4. Re-Open the fitting software and try again.

If there is no blue light on the ConnexxAir Dongle, call Technical Support for assistance.



ConnexxAir not entering pairing mode

If the Green chasing lights are not seen, reset the ConnexxAir (see above). Press the pairing button again, for 2 seconds.

Using Noahlink Wireless

- Hearing aids with Bluetooth Technology program via Noahlink Wireless
- Plug the Noahlink Wireless directly into a USB port of the PC
- Select the programming device in the fitting software
- Power hearing aids off and on and place them near the Noahlink Wireless or into the patient's ears. Once the aids have powered on, they can be detected within 3 minutes.

Noahlink Wireless troubleshooting

Message: Communication with Noahlink Wireless is not possible

Verify the Noahlink Wireless is plugged directly into a USB port of the PC and not in a hub.

- Unplug the Noahlink Wireless, close the fitting software, with the software closed, plug the Noahlink Wireless back in and re-open the fitting software.
- Unplug other Bluetooth adapters/devices that may interfere with the Bluetooth signal
- Try a different cable or other Noahlink Wireless device if available

Message: Noahlink Wireless in use by another application

Option 1:

- Close the fitting software
- Open the Task Manager of the PC by holding CTRL+ALT+DEL and select Task Manager
- Click Details on the left
- Select ShsSatProgrammersSyncBTWrapper.Com.exe to highlight it
- Click End Task at the top of the window
- Re-open the fitting software

Option 2:

- Restart the computer and re-open the fitting software



Noahlink Wireless inconsistent connectivity

- Move patient closer to Noahlink Wireless
- Ensure the Noahlink Wireless is in front of the patient, equal distance between the ears
- Ensure fully charged battery cells or fresh batteries in the hearing aids
- Unplug other Bluetooth adapters/devices that may interfere with the Bluetooth signal
- Check Noahlink Wireless for firmware updates (see below)

Noahlink Wireless firmware update

- Visit the HIMSA website at www.himsa.com to find the updater or contact Technical Support for assistance

Using HiPro

The latest HiPro device for programming is HiPro 2. HiPro USB and HiPro 2 can be used for cable connection to compatible hearing aids. The older HiPro using a serial port connection to the PC is not compatible with current fitting software.

Troubleshooting cable connections

- Verify the cable used is appropriate for the hearing aid being programmed
- If using a flex strip, verify the appropriate flex strip is being used and the contacts and black dot at the end of the strip are facing away from the battery compartment
- Use a fresh battery from a different package if detection attempt is unsuccessful
- If using a battery pill, verify the gold contacts on the side of the pill line up with the notch on the hearing aid battery door
- Try a new cable and flex strip or battery pill
- If only one hearing aid of a binaural set is not detecting, switch the cable/flex strip/battery pill/adaptor to the other side of the HiPro (the cables are not side specific). Keep the hearing aids on their appropriate sides. If the same hearing aid still is not detected, this indicates the hearing aid is the cause. If the hearing aid now detects but the other side does not, the cable or flex strip/battery pill/adaptor is the cause.
- Clean or lift the programming contacts inside the hearing aid

Message: HiPro not found

- Verify the HiPro 2 is plugged directly into a USB port on the PC and the green power light is on
- Contact Technical Support Team for assistance



Using Noahlink

The Noahlink programmer is no longer supported by HIMSA or available for purchase

- Verify the Noahlink is fully charged and when removed from the charging cradle, the light is flashing green. If the light is flashing yellow, change the battery.
- Noahlink can use a rechargeable or alkaline AA battery. **DO NOT PUT AN ALKALINE BATTERY INTO THE CHARGING CRADLE.**

Troubleshooting cable connections

- Verify the cable used is appropriate for the hearing aid being programmed.
- If using a flex strip, verify the appropriate flex strip is being used and the contacts and black dot at the end of the strip are facing away from the battery compartment
- Verify fresh battery or adequate charge if programming a rechargeable hearing aid
- If using a battery pill, verify the gold contacts on the side of the pill line up with the notch on the hearing aid battery door
- Try a new cable and flex strip or battery pill
- If only one hearing aid of a binaural set is not detecting, switch the cable/flex strip/battery pill/adapter to the other side of the Noahlink (the cables are not side-specific). Keep the hearing aids on their appropriate sides. If the same hearing aid still is not detected, this indicates the hearing aid is the cause. If the hearing aid now detects but the other side does not, the cable or flex strip/battery pill/adapter is the cause.
- Clean or lift the programming contacts inside the hearing aid

Message: Unable to communicate with Noahlink

- Verify the Noahlink is turned on with the green light flashing
- Go to the Noahlink Properties program on the computer and search for Noahlink. If it displays as available, select it and Connect
- If the Noahlink does not display in Noahlink Properties, contact Technical Support for assistance