

Fitting software How-To



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Reload user settings

Make sure the model and matrix/strength of receiver of the aid programming matches the information from the session.

Programming user settings into one hearing aid from a binaural session

- Open the most recent binaural fitting session
- Verify aid in saved session matches aid being programmed
- Restart the hearing aid
- From the menu bar along the top, click on Service > Program Left or Service > Program Right as needed
- Check the box next to the hearing aid to select it
- Click on OK to proceed
- A success screen will then pop up once programming is complete

Programming and restoring user settings for binaural Bluetooth Classic compatible hearing aids when **Right** aid is sent for repair

For streaming function, the Right aid is identified by the streaming device (e.g. phone, tablet, computer) as the primary hearing aid. When the Right aid is being sent for repair and the client will be using the Left aid alone, the Left aid needs to be reprogrammed to be recognized for streaming.

Preparing the Left aid to stream alone

- Open the client in the fitting software
- Detect the Left aid only
- Select “New Fitting” (instead of “Read out Connected Device”)
- Apply First Fit
- Open the last binaural session
- Restore user settings into the Left aid via Service>Program Left Hearing Aid
- Forget or Unpair the hearing aids from the streaming device’s Bluetooth menu
- Pair the Left aid to the streaming device. The Left aid will now be recognized by the phone as the primary Bluetooth connection

Note: For app connection, the app will function in acoustic mode (not Bluetooth) while using only the Left aid



Restoring user settings and Bluetooth connection when both aids are available after repair of the Right aid

- Open the client in the fitting software
- Open the last binaural session
- Restore user settings into the Right aid via Service > Program Right
- Forget or Unpair the hearing aid connections under the Bluetooth menu of the streaming device
- Pair Right hearing aid in the Bluetooth menu of the streaming device
- To connect both aids to the app, select the menu, then Settings > App settings > Set up the app and select the Bluetooth connection option

Restoring user settings on binaural Bluetooth Classic compatible hearing aids after Left aid is sent for repair

Follow the instructions above, "Programming user settings into one hearing aid from a binaural session".

Programming user settings into both hearing aids from binaural session

- Open the most recent binaural fitting session
- Restart the hearing aids
- In the lower left corner of the software, click Connect
- Assign hearing aids as Left and Right
- Select Use Session Data at the bottom of the pop-up box then select OK
- These settings are now saved in the hearing aids

Programming user settings into a monaural hearing aid

- Either the Service menu or the Use Session Data techniques described above may be used to program user settings into an aid that was fit monaurally

Connect versus detect in the fitting software

- Connect from the lower left will look for aid/aids from that session.
- Detect from the top (hearing aid icon with an arrow) will look for any available hearing aid/aids.

Checking fitting software version and updating

To find the current version of software: Tap Help > Info about...

Updating the software

Make sure the software is closed (closing Noah is preferred)

Update manager

- Locate update manager on the computer (type update manager in the search bar)
- Click Check for Updates
- If an update is available, download then install

Download provided by online portal

Log in to the online ordering portal

- Locate Software updates on the home screen
- Download then install the latest update

Links provided by email

- Open the link provided
- Download and install the update

Technical support

- Call Technical Support for assistance with updating the software if assistance is required



Firmware updates

- Battery power must be sufficient to maintain proper connection status during firmware updates
- Please remove hearing aids from the wearing position while performing the firmware update

Firmware notification

If a firmware update is available, it 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.

- Information about the update will be displayed
- Install the update
- A notification will appear when the update is successful

Firmware status and update

- Firmware update can be done with the Service menu at the top of software
- Click Service > Update Firmware of Hearing Aid
- The current version of the Firmware will display with an option to update if available
- Install new firmware if available
- A notification will appear when the update is successful