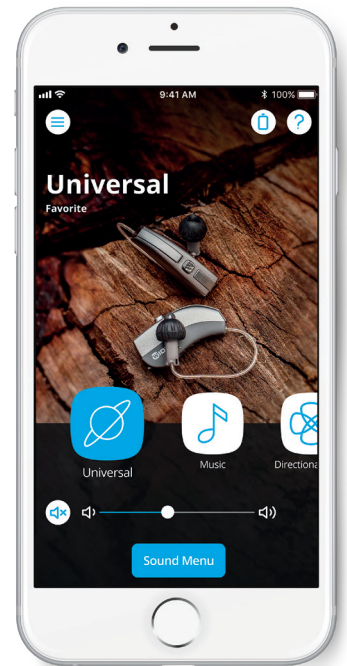


TROUBLE SHOOTING CONNECTIVITY ISSUES



Hearing device users are often frustrated by poor connectivity between their hearing devices and their electronic devices, including mobile phone/ tablets and televisions from all manufacturers. The steps outlined here will assist you support your clients to trouble-shoot these problems.

Reassure the customer, it is not a fault with their Widex devices, it is about the many challenges of working with a range of different electronic goods which are continuously being updated.



1 Check the following items:

- 1.1 The manufacturer, model and OS of the client's phone/tablet. (found under General/Settings)
- 1.2 The exact hearing device, including the performance level
- 1.3 The APP they use and the firmware version. To check this go to the 3 small lines (called "the hamburger") in the top left corner of the APP and then "About"
- 1.4 Check the hearing device firmware version and reload, even if it is the latest version (Connect devices to Compass/Session start/firmware update)

2 The most common problems relate to software:

- 2.1 All Phone/Tablet software needs to be checked for updates, even if the users says that it is up to date. Always, request that they read the version directly from the device and confirm that this is the latest, according to your own knowledge.
- 2.2 Check Phone/App compatibility at widex.com/support. If the customer is unable to update to the latest OS the phone may be too old e.g. iPhone 5 will not update past iOS v10 and is not compatible, but iPhone 5S updates to iOS v12.

3 The next step is to check problems relating to firmware:

- 3.1 Always reload the firmware in the devices and reset the Network settings in the iPhone
- 3.2 All devices should have their firmware updated or re-installed every time a problem is reported, even if the device states it is current
- 3.3 Delete current pairing between the devices and the phone/tablet/**COM-DEX**

4 Steps for Apple devices:

- 4.1 Reset the Network Setting: go to Settings/General/Reset/Reset Network Settings
- 4.2 Reboot the hearing devices (turn off/on)
- 4.3 Pair both devices: General/Accessibility/MFi Hearing Devices. Remember there is only a 3 minutes window when the devices will pair after being turned on.

5 Steps for Android/Tablet and COM-DEX:

- 5.1 Pair both devices with the **COM-DEX** under Bluetooth settings. Remember there is only a 3 minute window when the devices will pair after being turned on.
 - Be sure both hearing aids (L&R) and the **COM-DEX** are visible in the pairing screen

TROUBLE SHOOTING TV PLAY ISSUES



There can be challenges ensuring the compatibility of Widex devices with the complete range of TV's available on the Australian market.

The steps outlined here will assist you support your clients to trouble-shoot these problems.



1. Reassure the customer, it is not a fault with their Widex devices, it is about the many challenges of working with a range of different electronic goods which are continuously being updated, particularly if they are using both the phone and TV and hearing devices all together.
2. Check the individual operation:
 - 2.1 Is the hearing aid working normally? Does the hearing aid stream audio normally?
 - 2.2 What is happening when a telephone call is received during **TTV PLAY** streaming?
3. Check TV and **TV PLAY** functions:
 - 3.1 Refer the use to the **TV PLAY** tutorials, before attempting other fault finding:
[www.widex.com / support and care / scroll down to TV Play tutorials](http://www.widex.com/support-and-care)
 - 3.2 Check which audio source from the TV is being used: Optical (TOSLINK) or analog into the headphones?
 - 3.3 Check if there is a separate volume control in the TV's menu settings:
Optical output level/Headphone level/Analogue output?
 - 3.4 Check the **TV PLAY** default volume setting WIDEX **EVOKE™** App active then check:
General/Accessibility/MFi etc.
 - 3.5 In which position is the mono- stereo switch on the **TV PLAY**?

Always remember, if you are unable to solve the problem yourself, your local Widex Account and Product Manager is available to provide direct hands-on support in your clinic.



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