

TROUBLE SHOOTING - COM-DEX

To get the best out the COM-DEX solution we recommend pairing **only** the Bluetooth mobile phone with COM-DEX. Delete all other Bluetooth devices in the mobile phones pairing list.

COM-DEX can pair with a total of 8 mobile phones. These phones are stored in the COM-DEX memory. However COM-DEX can only be connected to **one** mobile phone at a time and it will always attempt to connect to the most recently connected Bluetooth phone.

COM-DEX can pair with most Bluetooth mobile phones (as they always work as a Bluetooth Master).

However some Bluetooth devices work as Bluetooth slaves (like the COM-DEX itself) and as such will not be able to be paired with COM-DEX.

PROBLEMS

In some rare cases, there may be problems with your COM-DEX. Here's' what to do if the following problems occur:

Music/Sound streaming does no start automatically:

If music/sound streaming does not start automatically when you have started a music/sound stream on your mobile phone, try to push the COM-DEX answer button briefly to allow the music/sound to stream to the hearing aids.

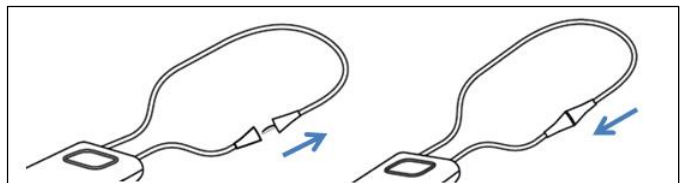
To manually terminate a music/sound stream to the hearing aids:

Long push on the answer button will stop the stream from COM-DEX to the hearing aids.

COM-DEX does not work at all, either for phone calls/music streaming

Firstly, try a **soft reset**:

Open and close the COM-DEX neck loop.



If this doesn't work, try a **hard reset**.

The steps below will hard reset the COM-DEX, verify that it is setup for the correct phone operating system, reset the pairing list on COM-DEX and reset the Bluetooth setup of the phone.

1. Open the COM-DEX neck loop and make sure it is NOT connected to a charger.
2. Remove any Bluetooth link between COM-DEX and the mobile and reset mobile Bluetooth system:
 - a. Go to the Bluetooth menu on the mobile device and "forget" COM-DEX in the list of paired devices
 - b. Turn off the mobile phone
3. Close the COM-DEX neck loop and verify that the LED is flashing red/blue (this indicates that the COM-DEX is connectable but is currently NOT connected to any device)
4. Clear the pairing list of the COM-DEX and reset the software:
 - a. Press and hold down both buttons for 5 seconds until the LED changes pattern for 1-2 seconds and then continues with the blue/red flashing
 - b. Release the buttons
 - c. Open the neck loop
 - d. Plug the COM-DEX into a charger (this resets the COM-DEX software) and verify that the LED is constant red
5. Put COM-DEX in the correct operating mode depending on the mobile phone operating system. This step is ONLY necessary if the user will need the App.
 - a. If the mobile phone is Android 4.3 or 4.4 (otherwise continue to step 5b):
Press and hold both buttons for 5 seconds until the LED changes colour for a few seconds. Release the buttons
 - i. If the LED colour changed to green you can continue to 6.
If the LED colour changed to blue, please repeat step 5a until LED turns green
 - b. If the mobile phone is other OS than Android 4.3 or 4.4:
Press and hold both buttons for 5 seconds until the LED changes colour for a few seconds. Release the buttons
 - i. If the LED colour changed to blue you can continue to 6.
If the LED colour changed to green, please repeat step 5b until LED turns blue
6. Remove COM-DEX from the charger
7. Close the COM-DEX neck loop and verify the LED is flashing blue/red
8. Open the COM-DEX neck loop again
9. Turn on the mobile phone and open the Bluetooth connection screen
10. Make sure Bluetooth is turned on for the mobile
11. Close the COM-DEX neck loop
12. Verify that "COM-DEX xxx" is listed and verify that xxx = last 3 digits of the COM-DEX serial number, which is stamped on the back side of the COM-DEX
13. Push "COM-DEX xxx" in the Bluetooth list and verify that the mobile phone connecting to COM-DEX for both phone and media
14. Verify that the LED on COM-DEX is turned off (this indicates that COM-DEX is connected to a Bluetooth device (or battery is dead)
15. Open the neck loop for 5-10 seconds
16. Close the neck loop and verify that Bluetooth connection is re-established automatically
17. Optional: Verify by test that phone calls and music is streamed to the COM-DEX.
For phone calls it might be necessary to manually route the call to COM-DEX. This is done by selecting Bluetooth button in the mobile phone call screen.

The COM-DEX and the COM-DEX app does not work

Check if the COM-DEX is connected.

Optional for the COM-DEX App:

1. Open the COM-DEX App and verify that it can connect to COM-DEX after tapping on “COM-DEX xxx” in the opening screen.
2. If the App does not connect after tapping:
 - a. Verify that the App is not in demo mode
If in demo mode: Exit demo mode by More| Settings | Leave Demo
 - b. Open + close the neck loop
3. If App does still not connect after tapping: Reboot the phone and/or re-install the COM-DEX App and try again.