Connexx
Accessories

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ConnexxAir

User Guide

Content

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Before you start

ConnexxAir is a wireless programming system for our specific wirless hearing instruments.

Place ConnexxAir around your patient's neck and wirelessly connect your patient's hearing instruments to the programming software on the PC. No programming cables are necessary.

Follow these instructions to set up ConnexxAir and to understand how ConnexxAir works.
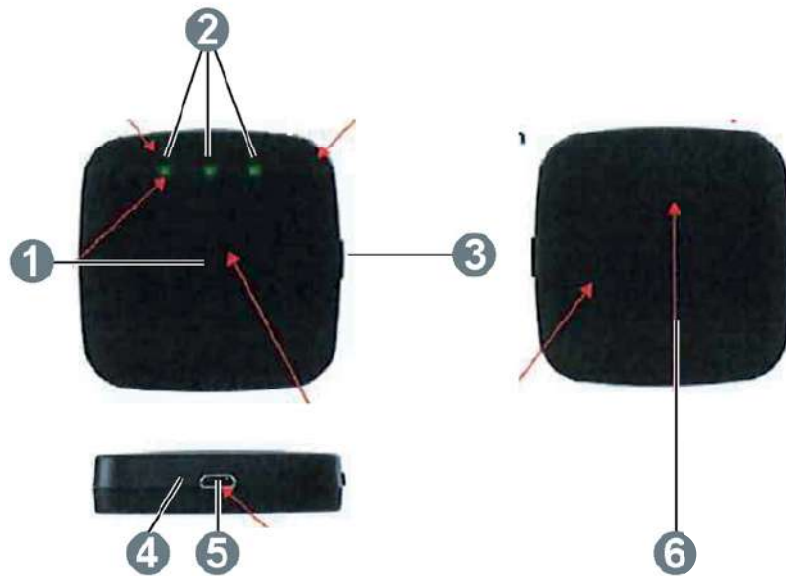
⚠️ **CAUTION**

Read this user guide thoroughly and completely and follow the safety information in this document to avoid damage or injury.

Included in delivery

❶ ConnexxAir

❷ Charging cradle

❸ Neckloop (is also the antenna)

❹ Power plug, with different adapters (depending on your country)

❺ USB power cable

❻ USB Bluetooth dongle

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Components

❶	Power button	❹	Reset button (recessed)
❷	Status LEDs	❺	USB port for firmware updates
❸	Pairing button	❻	Battery compartment

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Getting started

Assembling the power plug

The power plug comes with several country-specific adapters. Depending on your country you have to assemble the power plug with an adapter:

▶ For US sockets, no adapter is required. Fold out the plugs (left picture).

▶ For all other sockets, an adapter is required (right picture): Fold the plugs in and slide the adapter onto the folded plugs. The adapter clicks noticeably in place.
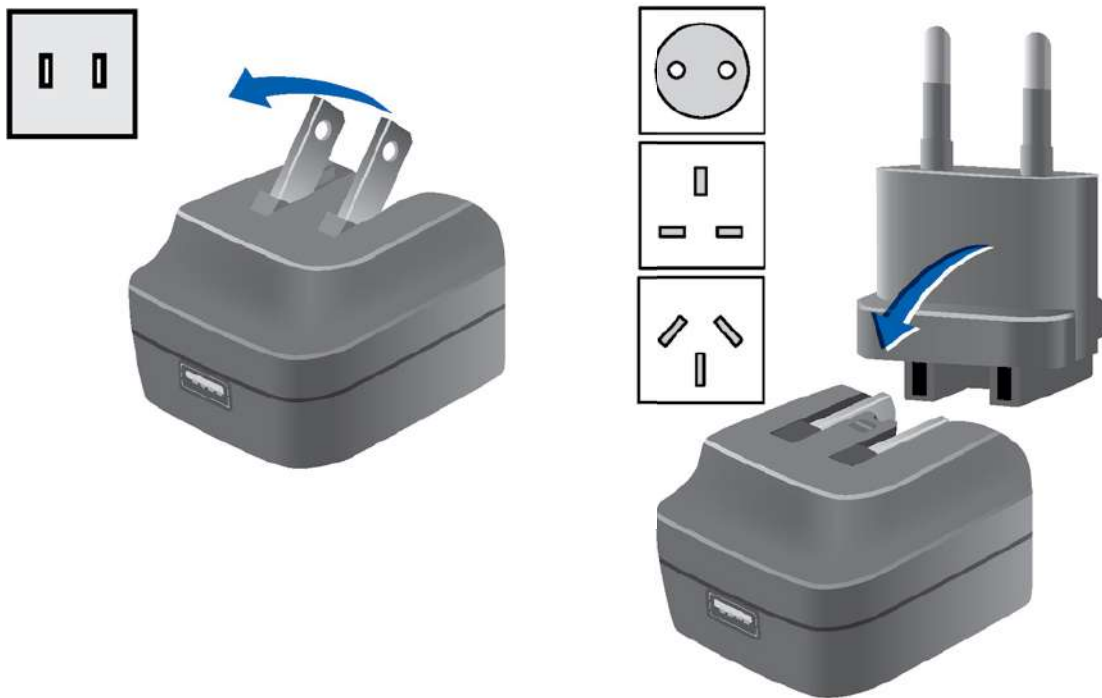
You can now connect the cable with the power plug.

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Charging

ConnexxAir is partly charged on delivery. Charge it before first use and when the battery is low and the middle LED is flashing orange.

             Battery is low

▶ Connect the charging cradle with the power plug to a power supply:

▶ Carefully push ConnexxAir in the charging cradle.

   ConnexxAir is automatically turned off.

▶ While ConnexxAir is in the charging cradle, the charging status is indicated by the middle LED:

             Charging
             Battery is fully charged

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► When you take ConnexxAir out of the charging cradle, ConnexxAir is automatically turned on.

Further information:

■ A fully charged ConnexxAir can be used for approximately 10 programming sessions before recharging is required.

■ Do not use ConnexxAir for programming while charging.

Turning on and off

▶ Turning on: Shortly press the power button.

The middle LED first shines green, then goes off.

Left and right LED light up shortly.

▶ Turning off: Press the power button until the middle LED fades off.

The middle LED first shines green, then fades off.

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Installing the neckloop

The neckloop is the antenna for the wireless connection of ConnexxAir and the hearing instruments.

▶ Insert both neckloop plugs all the way.

Further information

■ If the neckloop is not plugged in completely, the programming software displays a warning message.

■ If the neckloop is disconnected for more than 15 minutes, ConnexxAir turns automatically off.

■ Some of our remote control units or audio streamers have similar neckloops. The neckloop that is intended for ConnexxAir has a blue ring around the connector. Do not mix up neckloops.

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Connecting ConnexxAir
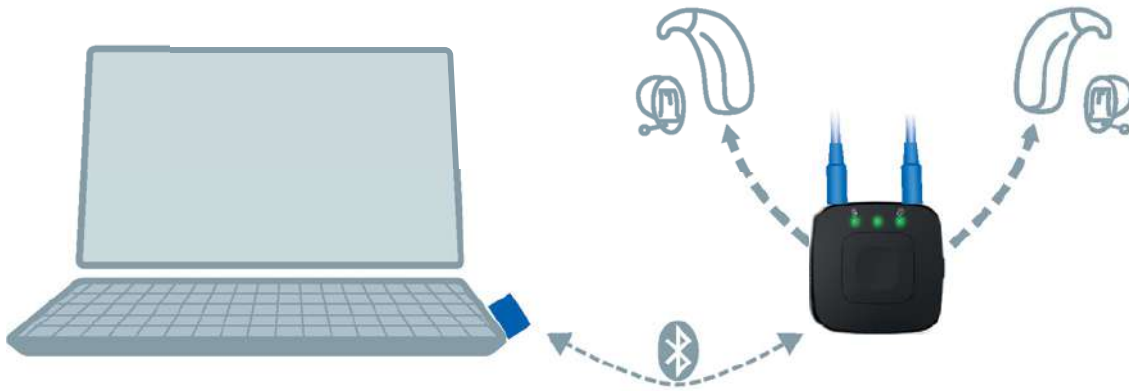
▶ Plug the Bluetooth®* dongle into an USB slot of your PC.

▶ Turn on ConnexxAir: Press the power button.

> ▬▬▬   The middle LED first shines green, then goes off.
>
> ▬▬▬▪ Left and right LED light up shortly.

If you are using ConnexxAir or a new dongle for the first time, ConnexxAir searches for the dongle - it is in pairing mode. All three LEDs flash green from left to right .

▶ In the software for programming the hearing instruments (e.g.Connexx), select ConnexxAir as the programming device and detect the hearing instruments.

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* The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc., and any use of such marks by Sivantos GmbH is under licenses. Other trademarks and trade names are those of their respective owners.

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The connection is automatically established:

As soon as the connection to the PC could be established, the middle LED shines green for 3 seconds, then starts flashing.

If the middle LED flashes slowly (once every 3 seconds), the connection to the hearing instruments could **not** be established.

Refer to section "Troubleshooting".

If the middle LED flashes quickly (once per second), the connection to the hearing instruments is established.

ConnexxAir is ready for programming the hearing instruments.

When left or right LED flash green ▪▪▪▪▪▪▪, data are transferred to the respective hearing instrument.

Further information

■ Use only the supplied dongle.

■ Dongle and ConnexxAir need to be within a range of 10 m (32 ft).

■ If the connection to the PC or to the hearing instruments could not be established, refer to section "Troubleshooting".

■ If you replace the dongle with a new one, or if you use the dongle with another PC, you may have to pair dongle and ConnexxAir manually. This is done by shortly pressing the pairing button.

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Programming with ConnexxAir

When programming the hearing instruments while your patient is wearing them, you have to ensure that ConnexxAir is worn correctly. Refer to section "Wearing ConnexxAir"

When programming hearing instruments that are lying on the table, certain distances must be considered. Refer to section "Programming on the table".

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Wearing ConnexxAir

In order to function correctly, your patient must wear the hearing instruments and ConnexxAir with the neckloop around the neck. The neckloop is also the antenna.

▶ Unplug one neckloop plug and place the neckloop loosely around the patient's neck ❶.

▶ Insert both neckloop plugs all the way ❷.

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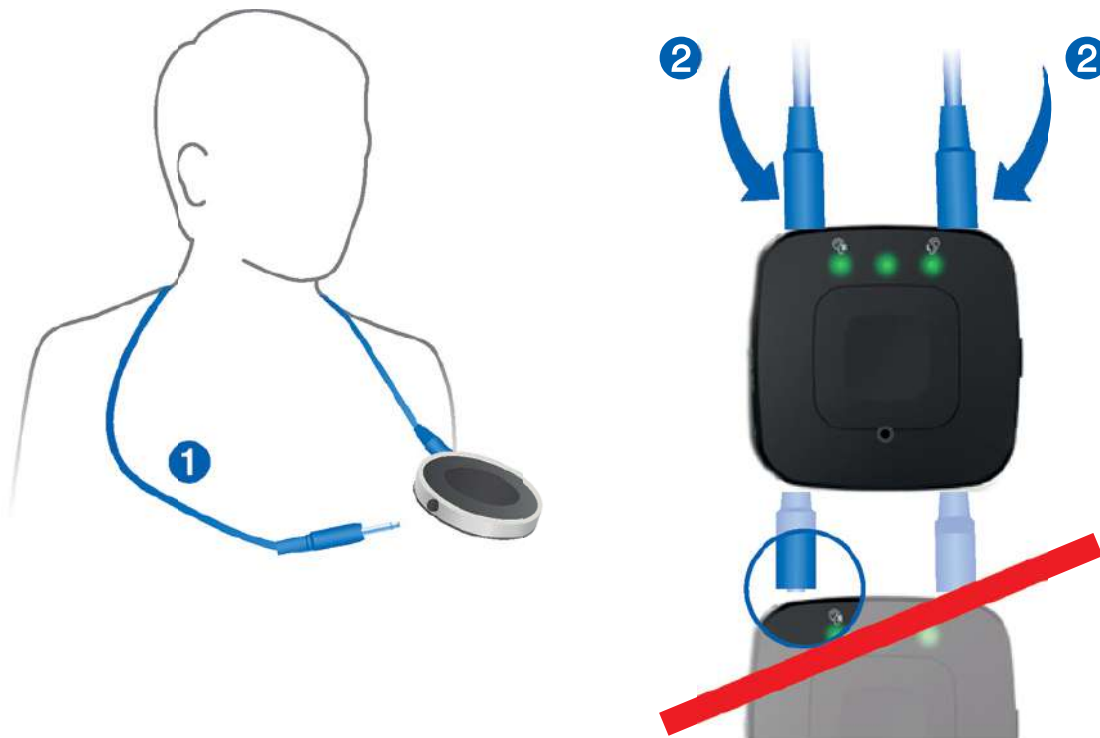
Programming on the table

If you want to pre-configure the hearing instruments you can also have ConnexxAir and the hearing instruments lying on the table.

When programming on the table:

▶ Place the hearing instruments along the neckloop (refer to the picture).

▶ Keep a minimum distance of 3 cm (1.2 inches) between the two hearing instruments.

▶ Keep a distance of 5 to 10 cm (2 to 4 inches) between each hearing instrument and ConnexxAir.

> **i** During the programming process ConnexxAir can reach other hearing instruments outside the neckloop.
>
> ▶ Keep a minimum distance of 1 m (40 inches) to other hearing instruments.

Important safety information

⚠ **WARNING**

Risk of explosion!

▶ Do not use your device in explosive atmospheres (e. g. in mining areas).

⚠ **WARNING**

Choking hazard!

Your device contains small parts which can be swallowed.

▶ Keep hearing instruments, batteries and accessories out of reach of children and mentally disabled persons.

▶ If parts have been swallowed consult a physician or hospital immediately.

🔲 **NOTICE**

Your device is sensitive to extreme heat, high humidity, strong magnetic fields (>0.1T), X-rays and mechanical stress.

▶ Do not expose your device to extreme temperature or high humidity.

▶ Do not leave it in direct sunlight.

▶ Do not immerse it in water.

▶ Do not place your device in a microwave oven.

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ℹ️ The performance of the wireless function may be affected by electromagnetic interference – e.g. from a computer monitor or fluorescent lamp system.

► Move away from the source of interference if you experience difficulty.

Note: Compatiblity with active implants must be verified. Otherwise, the following two warnings have to be deleted and we have to state that ConnexxAir is not compatible with active implants.

⚠️ **WARNING**

Interference with implantable devices

► The device can be used with all electronic implants that comply with the ANSI/AAMI/ISO 14117:2012 Electromagnetic compatibility standard for human implants.

► For proper placement, position the device with a lateral distance of at least 3 cm (1.2 inches) to the implants. Do not position the device directly above the implant.

► In case your implant does not comply with the ANSI/AAMI/ISO 14117:2012 standard, consult the manufacturer of your implantable device for information about the risk of disturbance.

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⚠️ **WARNING**

This device may interfere with measuring and electronic equipment.

▶ Do not use your device on airplanes or areas where sensitive or life-supporting electronic equipment is used.

⚠️ **WARNING**

Risk of explosion when the rechargeable battery is handled wrong.

▶ Do not short circuit, pierce, crush or disassemble the rechargeable battery.

▶ Prior to return the battery for recycling, tape the electrodes to prevent short circuit, which may cause the battery to explode.

▶ Do not place it in oven or fire.

▶ Do not immerse it in water.

▶ Charge the rechargeable battery between 0ºC and 45ºC.

▶ Remove the rechargeable battery when the instrument is not in use for a prolonged period of time.

▶ To repair or exchange the rechargeable battery, return the device to your Hearing Care Professional.

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i In some countries restrictions for the usage of wireless equipment exist.

▶ Refer to local authorities for further information.

! **NOTICE**

Please make sure that the power plug is easily accessible to remove it from power supply if necessary.

⚠ **WARNING**

Risk of electrical shock!

▶ Do not use obviously damaged devices and return them to point of sale.

⚠ **WARNING**

Note that any unauthorized changes to the product may cause damage to the product or cause injury.

▶ Use only approved parts and accessories. Ask your Hearing Care Professional for support.

WARNING

Risk of strangulation!

▶ Ensure that the neckloop does not get entangled, e. g. in moving mechanical parts of machines.

▶ Use only the delivered neckloop. It will automatically detach when entangled.

▶ Do not use the device for children under the age of twelve.

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Important information

This device is intended to program hearing instruments wirelessly.

Status LEDs

 The middle LED indicates the power status and the status of the wireless connection:

	Battery is low
	Charging
	Battery is fully charged (only when ConnexxAir is in charging cradle)
	Flashing slowly (once every 3 seconds) Programming connection is **not** established Data transfer between ConnexxAir and hearing instruments is **not** possible.
	Flashing quickly (once per second): Programming connection is established Data transfer between ConnexxAir and hearing instruments is possible.

 The left and right LEDs blink at data rate, while data is transferred to the respective hearing instrument.

 When all three LEDs are flashing green from left to right, ConnexxAir is searching for a dongle (pairing mode).

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Troubleshooting

Problem and possible solutions

Connection to the hearing instruments cannot be established (middle LED is flashing slowly ▬▬▬▬)

- Ensure that the hearing instruments are within operating distance and turned on.
- Ensure that the neckloop is plugged in completely.
- Ensure that the hearing instruments are compatible with ConnexxAir.

Connection to the dongle cannot be established (all three LEDs are flashing green from left to right).

- Ensure that the dongle is plugged and within operating distance.
- Ensure that dongle and ConnexxAir fit together. The programming software Connexx provides special service functions under "Preferences > Devices".
- If you have a new dongle, you have to manually pair it with ConnexxAir: Press the pairing button shortly.

ConnexxAir is not responding

- Use a long thin tool, for example a wooden or plastic toothpick, and press the reset button.

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Maintenance and care

> **!** **NOTICE**
>
> ▶ Do not put your device in water!
>
> ▶ Do not clean your device with alcohol or benzine.

▶ Clean the device as necessary with a soft tissue.

▶ Avoid abrasive cleaning liquids with additives such as citric acids, ammonia, etc.

Replacing the battery

The rechargeable battery is installed on delivery. If the battery deteriorates and it does not store charge as well as before, you can replace the battery. Spare batteries are available as service parts.

▶ Slide the battery compartment open.

▶ Remove the battery and unplug the battery cable.

▶ Plug the cable of the new battery.

▶ Place the battery in the battery compartment and store the cable neatly so that it cannot be jammed by the cover.

▶ Place the cover on the battery compartment and slide it shut. It snaps noticeably in place.

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Firmware update

The programming software informs you if a firmware update for ConnexxAir is available. To perform this update:

▶ Use the supplied USB cable to connect ConnexxAir and the PC.

▶ Follow the instructions on the screen.

Explanation of symbols

Symbols used in this document	
⚠	Points out a situation that could lead to serious, moderate, or minor injuries.
❗	Indicates possible property damage.
ℹ	Advice and tips on how to handle your device better.

Symbols on the device or packaging	
CE	CE compliance label, confirms compliance with certain European Directives, refer to section "Conformance information".
⏛	EMC and radio communications compliance label Australia, refer to section "Conformance information".
⚒	Indicates the legal manufacturer of the device.

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Symbols on the device or packaging

	Do not dispose of the device with general domestic waste. Read more in section "Disposal information".
	Read and follow the instructions in the user guide.

Operating, transport, and storage conditions

Operating conditions	
Temperature	10 to 45 °C
Relative humidity	5 to 93 %

During extended periods of transport and storage, please observe the following conditions:

	Storage	Transport
Temperature	10 to 40 °C	-20 to 60 °C
Relative humidity	10 to 80 %	5 to 90 %

⚠ **WARNING**

Risk of injury, fire or explosion during shipment.

► Ship lithium batteries according to local regulations.

For other parts, such as hearing instruments, other conditions may apply.

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Technical data of the power supply

Golden Profit GPE006H-050100-Z	
Input voltage:	100-240 V AC
Input current:	0.5 A
Input frequency:	50-60 Hz
Output voltage:	5 V DC
Output current:	1 A

Disposal information

▶ Recycle devices, accessories and packaging according to local regulations.

▶ To avoid environmental pollution, do not throw batteries into household trash.

▶ Recycle or dispose of batteries according to local regulations or return them to your Hearing Care Professional.

Conformance information

The CE mark indicates conformity with the following European directives:

■ 93/42/EEC concerning medical devices

■ 2014/53/EU RED concerning radio equipment

■ 2011/65/EU RoHS concerning the restriction of hazardous substances

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Wireless functionality

USA FCC ID: ###
Canada: ###
Operating frequencies: f_c = 3.28 MHz

CE, FCC and Industry Canada compliance information can be found inside the battery compartment.
FCC/IC IDs are missing.

The ACMA compliance mark indicates conformity with the electromagnetic interference standards set by the Australian Communications and Media Authority (ACMA).

Devices with the FCC marking comply with the standards of the FCC regarding electromagnetic interference.

This Class B digital apparatus complies with Canadian ICES-003.

This device complies with Part 15 of the FCC Rules and with ISED's licence-exempt RSSs.

Operation is subject to the following two conditions:

- This device may not cause harmful interference, and

- this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to

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Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

■ Reorient or relocate the receiving antenna.

■ Increase the separation between the equipment and receiver.

■ Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.

■ Consult the dealer or an experienced radio/TV technician for help.

FCC caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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▰ Legal Manufacturer

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Document No. #####-99T##-#### ##
Order/Item No. ### ### ##
Master Rev##, ##.2016
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