




COM-DEX QUESTIONS & ANSWERS



JANUARY 2016

General (User Instructions guide)			
			 
	No app installed	App installed	
iPhone iOS	Stream audio • Music (mono) Phone calls	Stream audio • Music (mono) Phone calls Control hearing aids	Available for iOS 7.1.2 and later in iTunes App Store Note! Optimised for iOS 8 and later.
Android OS	Stream audio • Music (mono) Phone calls	Stream audio • Music (mono) Phone calls Control hearing aids	Available for Android 4.4.X (KitKat) and later in Google Play
Windows OS	Stream audio • Music (mono) Phone calls	Not supported	Not supported
Other operating systems	Stream audio • Music (mono) Phone calls Note! Only if device supports Bluetooth 2.0+EDP or newer. (approx. 10 years old)	Not supported	Not supported
<p>iOS:</p> <p>To determine which operating system is running on your phone go to Settings > General > About.</p> <p>Androids</p> <p>To determine which operating system version is running on your phone, look in your smartphone's "About" menu.</p>			

More information about the compatibility of your phone model is available here:

<http://www.widex.com/en/hearing-aids/hearing-aid-accessories/dex-hearing-aid-remote-controls/com-dex>



No.	Question	Answer
1a.	How do I turn the COM-DEX on and off?	The neck loop works as an on/off switch. When you connect the neck loop, the COM-DEX is turned on. If you open the neck loop, the COM-DEX is turned off.
2a.	How do I connect via Bluetooth?	Close the neck loop on COM-DEX. The COM-DEX will now blink in blue and red. For most phones, go to "Settings" and select the Bluetooth menu. Scan for available Bluetooth devices, and select COM-DEX XXX (last three digits in the serial number) when it appears in the search list. If a password is required, use 0000.
3a.	How do I answer a call?	Press the push button on the COM-DEX. You can also answer the call by operating your smartphone. If you answer the call on your smartphone, you may have to manually select the COM-DEX as a sound source. This depends on your smartphone model and its settings.
4a	Can I use my COM-DEX without the COM-DEX app?	Yes, any phone with Bluetooth can use the COM-DEX. When you have connected your phone with the COM-DEX via Bluetooth, you can answer calls by pressing the push button on the COM-DEX and end calls by pressing the push button again. You can also listen to music without the COM-DEX app. You cannot control your hearing aid(s) with the COM-DEX alone. To do this you need to install the COM-DEX app.
5a	What should I do with the neck loop when I charge the COM-DEX?	When you charge the COM-DEX, you must open the neck loop. When it is fully charged the LED lights green. If the neck loop is closed, the charging time is longer.
6a	How should I maintain my COM-DEX?	Do not expose COM-DEX to extreme temperatures or high humidity, and do not immerse in liquids (NOT waterproof). If your COM-DEX gets wet or dirty, clean it with a damp cloth. Do not use chemicals.
7a	How do I know when the COM-DEX is running out of power?	You can see the battery status of the COM-DEX in the COM-DEX app (More→Status). The LED on the COM-DEX will blink in red when 5% battery power remains. If you use the app, you will see a warning in the upper right corner when 20% battery power remains.



APP		
No.	Question	Answer
1b	How do I get started?	In the COM-DEX package, you will find QR codes directing you to the App Store and Google Play. You can also search for “COM-DEX” in the App Store and Google Play.
2b	Which devices can use the COM-DEX app?	<p>The COM-DEX app can be used on Android smartphones and tablets using Android version 4.4 or newer. If you have an Android version 4.4.X the COM-DEX must be set (please see 3d) to “green mode” to interact with the app. (see Q&A for COM-DEX for further explanation).</p> <p>The COM-DEX app can also be used by Apple devices like iPhone/iPad/iPod and is optimised for iPhones using iOS 8 or newer.</p>
3b	Is it possible to use the COM-DEX app without the COM-DEX?	<p>Yes. You can use the app without the COM-DEX. Choose Demo Mode to find different guides regarding your hearing aids, shop finder and information about the COM-DEX app.</p> <p>Demo Mode will also work if you cannot connect your smartphone or tablet.</p> <p>To exit Demo Mode go to More→Settings→Exit Demo Mode.</p>
4b	What do I do if the COM-DEX app crashes?	Restart the COM-DEX app. If this does not solve the problem, delete the app and install it again from the App Store or Google Play.
5b	How do I update the app?	If chosen/enabled in your smartphone’s settings, the COM-DEX app updates automatically. Otherwise, check the App Store or Google Play for recent updates.
6b	Is it possible to adjust the volume in the hearing aids separately with the app?	No. It is not possible to control the volume separately in a binaural solution.
7b	Can I change between the landscape and portrait screen modes?	No. The app stays in portrait screen mode regardless your device’s position.





Connectivity		
No.	Question	Answer
1c	How do I stream music?	1) Connect COM-DEX to your device 2) Chose a media player 3) Play music
2c.	Why is there a delay between sound and picture when I watch movies?	This is caused by Bluetooth technology. Widex does not recommend using COM-DEX for media that contains both sound and video.
3c	I want to use my COM-DEX for navigation but I lose some of the messages. What can I do?	The problem relates to the delay when starting the Bluetooth stream. One option is to play music in the background to keep the stream open and thus avoid the start-up delay, or double-click the COM-DEX button.
4c	The call does not stream to my hearing aids when I answer a call.	Calls must be answered by pressing the button on the COM-DEX if the call streams to your hearing aid(s) If you answer the call on your smartphone, you may have to manually select the COM-DEX as a sound source.
5c	What is the range between my smartphone and the COM-DEX?	The range is about 10 metres (32 ft.)
6c	Is there a telecoil in the COM-DEX?	No, there is no telecoil in the COM-DEX.
7c	Which Bluetooth devices can connect to my COM-DEX ?	The COM-DEX is developed as a Bluetooth headset, which means that it is intended for smartphone usage. You can connect the COM-DEX to other Bluetooth devices that are able to search for and connect to a Bluetooth headset.
8c	Can I use my COM-DEX in an airplane?	Yes, other than during take-off or landing. Note! Check with cabin crew if you are in doubt.
9c	Can I use my COM-DEX in the car?	Yes. Note! If your car has a Bluetooth system, you may have to disable it to make sure that it does not interfere with the connection between your phone and COM-DEX.
10c	Can other people connect to my COM-DEX when I am connected?	Other people cannot connect to your COM-DEX if it is already connected with your phone. Note! Widex recommends that you always leave the COM-DEX with the neck loop open when it is not in use.



COM-DEX		
No.	Question	Answer
1d	Do I need to wear the COM-DEX neck loop around my neck?	Yes, otherwise the COM-DEX cannot connect to your hearing aid(s).
2d	How many devices can I pair with my COM-DEX?	You can pair up to 8 Bluetooth devices to the COM-DEX. However, you can only be connected with one COM-DEX. Note! When you pair a new Bluetooth device to the COM-DEX to which you have already paired 8 devices, the oldest entry on the pairing list will automatically be deleted.
3d	How do I change mode on the COM-DEX?	While the COM-DEX is charging, hold down the COM-DEX button and the Room off button on the side of the COM-DEX.
4d	Is it possible for other hearing aid users to get a signal/listen through my COM-DEX?	Yes, if they are within very close range (within 50 cm).
5d	Is my COM-DEX dangerous for my pacemaker?	No, the COM-DEX is not dangerous. It is similar to Bluetooth headsets and has less radiation than a phone.
6d	Is it possible to shorten the neck loop?	No, it is not possible to shorten or replace the neck loop.
7d	How can I change the battery in my COM-DEX?	It is not possible to change the battery in the COM-DEX.
8d	Will I receive a battery alarm, when the COM-DEX battery goes low?	There will be no audible alarm in the hearing aids. However, the COM-DEX LED flashes red when the battery level is < 5%. Furthermore, in the upper right corner of the app there is an indication when the battery is <5%.



Hearing aid		
No.	Question	Answer
1e.	I cannot hear Zen+	Your hearing aids may not be fitted with Zen and/or Zen+. Contact your dispenser for help.
2e	FreeFocus does not work.	Your hearing aids may not be fitted with FreeFocus programs. Contact your dispenser for help.
3e	Can I hear the ringtone in my hearing aids?	Yes. However, we recommend that you enable the vibration function on the smartphone for incoming calls to supplement the ringtone. For some smartphones, the ringtone in the hearing aids is different from the ringtone from the smartphone.
4e	How do I adjust the volume of the ringtone?	This is adjusted on the smartphone. The ringtone via Bluetooth is usually adjusted when adjusting the ringtone in general.
5e	Can I check the battery level on my hearing aids in the COM-DEX app?	No, this is not possible with the COM-DEX app or COM-DEX.
6e	Is it possible for other hearing aid users to get a signal/listen through my COM-DEX?	Yes, if they are within a close range (within 50 cm.)

Connectivity (Chart 2)			
Operating System	Tablet/iPad/iPod		Computer
			
	No app installed	App installed	-
iOS / OS X	Stream audio • Music (mono) Note! Video streaming can cause reduced sound accuracy	Stream audio • Music(mono) Control hearing aids	Stream audio • Music(mono) Note! Video streaming can cause reduced sound accuracy
Android OS	Stream audio • Music(mono) Note! Video streaming can cause reduced sound accuracy	Stream audio • Music(mono) Control hearing aids Android OS, only with version 4.4 and later	Stream audio • Music(mono) Note! Video streaming can cause reduced sound accuracy
Windows OS	Stream audio • Music(mono) Note! Video streaming can cause reduced sound accuracy	Not supported	Stream audio • Music(mono) Note! Video streaming can cause reduced sound accuracy
Other operating systems	Stream audio • Music(mono) Note! Video streaming can cause reduced sound accuracy	Not supported	Stream audio • Music(mono) Note! Video streaming can cause reduced sound accuracy