COM-DEX QUESTIONS & ANSWERS

MARCH, 2017

CONTENT

WIDEX®

Connectivity Chart for Smartphones			
Operating System	**Smartphone**		**App**
	No App installed	**App installed**	
iPhone iOS	Stream audio • Music (mono) Phone calls	Stream audio • Music (mono) Phone calls Control hearing aids	COM-DEX App optimised for iOS 8 and later. Apple Watch App for iOS 9 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

iOS:

To determine which operating system is running on your phone, go to Settings > General > About.

Android:

To determine which operating system version is running on your phone, go to "About" in your smartphone's menu.

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

General (User Instructions guide)		
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 found of the back of COM-DEX) 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 front of 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.
6a	How should I look after my COM-DEX?	Do not expose COM-DEX to extreme temperatures or high humidity, and do not immerse in liquids (it is 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 battery power?	There will be no audible alarm in the hearing aids.
		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 of the App when 20% battery power remains. At 20% the battery warning will be yellow. When below 5% it will turn red. This also applies to Apple Watch and Android Widget.

Connectivity		
No.	Question	Answer
1b	How do I stream music?	1) Connect COM-DEX to your device 2) Chose a media player 3) Play music
2b	Why is there a delay between sound and picture when I watch movies?	This is caused by Bluetooth technology. Therefore Widex does not recommend using COM-DEX for media that contains both sound and video, though it may work.
3b	I want to use my COM-DEX for navigation but I lose some of the messages. What can I do?	This is caused by the delay when starting the Bluetooth stream. A possible solution is to play music in the background as this keeps the stream open and thus avoids the start-up delay.
4b	The call does not stream to my hearing aids when I answer a call.	Calls must be answered by pressing the Push button on the COM-DEX, then the call is directly streamed to your hearing aid(s) If you answer the call on your smartphone, you may have to manually select the COM-DEX as audio output.
5b	What is the range between my smartphone and the COM-DEX?	The range is about 10 metres (32 ft.)
6b	Is there a telecoil in the COM-DEX?	No, there is no telecoil in the COM-DEX.
7b	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 use with all mobile phones with Bluetooth capability. You might be able to connect the COM-DEX to other Bluetooth devices that are able to search for and connect to a Bluetooth headset.
8b	Can I use my COM-DEX on a plane?	Yes, other than during take-off or landing. Note: Check with cabin crew if you are in doubt.
9b	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.
10b	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**
1c	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).
2c	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 (firmware 1.0.10) or two (firmware 1.2.0 or later) COM-DEX device(s). 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.
3c	Is it possible for other hearing aid users to get a signal and listen through my COM-DEX?	Yes, if they are within very close range (within 50 cm).
4c	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.
5c	Is it possible to shorten the neck loop?	No, it is not possible to shorten or replace the neck loop.
6c	How can I change the battery in my COM-DEX?	It is not possible to change the battery in the COM-DEX.
7c	Will I receive a battery alarm when the COM-DEX battery is low?	There will be no audible alarm in the hearing aids. 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 of the App when 20% battery power remains. At 20% the battery warning will be yellow. When below 5% it will turn red. This also applies to Apple Watch and Android Widget.
8c	Can I in general increase the media volume when using the COM-DEX?	Yes, there two options • While streaming music or using the Remote Mic make a long push on COM-DEX side button. • Use the COM-DEX App to enable/disable the media boost This volume boost setting is saved until manually changed.

9c	Can I transfer the call from COM-DEX to the phone during a phone call?	Yes, long push on COM-DEX side button will transfer the call back to the phone.
10c	Can I change the volume during a phone call?	Yes, use the phone volume buttons. Media boost is not available during phone call as a long push on COM-DEX side button instead will transfer the call from COM-DEX to the phone.

COM-DEX Remote Mic		
No.	**Question**	**Answer**
1d	Can I use my Remote Mic without the COM-DEX?	No
2d	Can I use my Remote Mic without the COM-DEX app?	Yes
3d	How should I maintain my Remote Mic?	Do not expose Remote Mic to extreme temperatures or high humidity, and do not immerse in liquids (NOT waterproof). If your Remote Mic gets wet or dirty, clean it with a damp cloth. Do not use chemicals.
4d	How do I know when my Remote Mic is running out of power?	The LED will start flashing red when the power is low.
5d	How can I change the battery in my Remote Mic?	It is not possible to change the battery in the Remote Mic.
6d	How do I turn my Remote Mic on and off?	Holding down the Power button on the side for 3 seconds of the Remote Mic will turn it on/off.
7d	How do I connect my Remote Mic to a COM-DEX?	First turn on the COM-DEX and then turn on the Remote Mic. This will allow the devices to automatically connect. For a detailed guide see the "Connection guide".
8d	My Remote Mic is flashing blue, what's wrong?	This indicates the Remote Mic is paired with something (COM-DEX), but not actively connected – try turning off/on the COM-DEX.
9d	How do I reset the Remote Mic?	Hold down the Stream (front) and Power button (side) until the LED starts flashing red and blue.
10d	Which devices can I connect my Remote Mic to?	Only the COM-DEX, the COM-DEX can however connect with several devices, which also supports the use of the Remote Mic.
11d	How do I connect my Remote Mic to my phone?	The Remote Mic only connects to the COM-DEX, which connects to the phone, this is also true for any other device that the COM-DEX is compatible with.
12d	How many COM-DEX's can I connect my Remote Mic to?	Only one at a time.
13d	Can other people connect to my Remote Mic when I am connected?	No.
14d	Can I use the COM-DEX app to control my Remote mic?	Yes.
15d	Can I use the COM-DEX app on the Apple Watch to control my Remote mic?	Yes.

16d	Can I change the brightness of the LED on my Remote Mic?	Yes – via the COM-DEX app.
17d	How do I start a stream on my Remote Mic?	You have several options: • Press the Remote Mic stream button • Press the COM-DEX Push button • Use the COM-DEX App on your phone
18d	My hearing aids microphones are off, what happened?	Surrounding sounds is default off when Remote Mic is streaming, as this result in better quality. Press the Side button on your COM-DEX to enable surrounding sounds.
19d	Can I turn up/down the volume on the Remote Mic?	You have two options: • Press the power button on the side of the Remote Mic. The top LED will flash, one, two or three times indicating the volume level (low, medium and high) • Use the COM-DEX App on your phone
20d	Can I accept a call during a Remote Mic stream?	Yes – press the Push button on the COM-DEX, the Remote mic stream will pause, and then resume when the call has ended.
21d	Can I start a Remote Mic stream during a call?	No. Attempting so will result in poor quality.
22d	Can I listen to music while my Remote Mic is streaming?	No.
23d	Can I listen to music while my Remote Mic is paused?	Yes.
24d	The Remote Mic stream quality is bad, how can I fix it?	Pause/un-pause the Remote Mic stream. This will re-sync the stream and improve the quality of the sound.
25d	The top LED on my Remote Mic is blue while streaming and not green. Is this an issue?	Yes, this indicates that the connection has not been correctly established. Please follow these steps. • Open COM-DEX neckloop 30 sec to reset COM-DEX and turn off the Remote Mic • Turn on COM-DEX before you turn on the Remote Mic. In the future always turn on COM-DEX before the Remote Mic
26d	My remote mic stream is suddenly having an audible echo. How do I reduce the echo?	Pause COM-DEX Remote Mic stream for 1 second or more and restart. This can be done directly on the COM-DEX Remote Mic front button, via the COM-DEX push button or from the App.

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.)

COM-DEX **QUESTIONS & ANSWERS**

Two phones setup		
No.	**Question**	**Answer**
1f	How do I connect two phones to one COM-DEX?	See the COM-DEX Connection Guide for Two Phones. http://webfiles.widex.com/WebFiles/9%20502%204581%20COM-DEX_connecting%20two%20phones_guide_Sept_2016.pdf
2f	Can I simultaneously connect *more* than two phones to one COM-DEX?	No. It's not possible to connect more than two phones at a time.
3f	Can I run the App on both phones?	On some phone combinations it might work. However we strongly recommend running and using the App on one phone only.
4f	Can I have two calls active at the same time (one call on each phone)?	Yes, but you can only stream one of them at a time to your hearing aids.
5f	I accepted a call via the COM-DEX Push button on my first phone, now my second phone is ringing. How do I answer?	You have two options: 1. Terminate the first call by pushing the Push button on COM-DEX and then push again (while the second phone is still ringing) to accept the second call. 2. Answer and reply the second call directly on the phone as on most phone models this call *cannot* be transferred to COM-DEX
6f	How do I change the telephone speech output?	Most phones will have a speaker or Bluetooth icon during call. Click it and set the output to Bluetooth (COM-DEX) or another option.
7f	Can I stream music while a phone call is active?	Some phones allow this feature. However we don't recommend it as the sound quality is reduced.
8f	Can I stream two music services at the same time?	No. The one started first will be heard in the hearing aids.
9f	Can I use the COM-DEX Two Phone function for conference calls with two different callers and can they hear each other?	No. The two phone function can only handle one phone call at a time.

APP		
No.	**Question**	**Answer**
1g	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.
2g	Which devices can use the COM-DEX App?	The COM-DEX App is optimized for • iPhone/iPad/iPod iOS 8 and newer. • Smartphones and tablets using Android version 4.4 or newer.
3g	Is it possible to use the COM-DEX App without COM-DEX?	Yes. You can use the App without COM-DEX. Choose Demo Mode to find different guides regarding your hearing aids, shop finder and information about the COM-DEX App. Hearing aids can't be controlled in Demo Mode. Demo Mode will also work if you cannot connect your smartphone or tablet. To exit Demo Mode go to More→Settings→Exit Demo Mode.
4g	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.
5g	How do I update the App?	We recommend to enable your smartphone's auto-update feature. Then the COM-DEX App updates automatically. Otherwise, check the App Store or Google Play for recent updates.
6g	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.
7g	Can I change between the landscape and portrait screen modes?	No. The App stays in portrait screen mode regardless of your device's position.

Apple Watch		
No.	**Question**	**Answer**
1h	I've installed the COM-DEX App on my phone. How do I install it on my Apple Watch?	Open the iPhone "Watch" App. Now locate the COM-DEX App and tap it. Move the radio button to the right. The App should now be installed on your watch (this might take a couple of minutes).
2h	When opening the COM-DEX App on my Apple Watch, I'm stuck on loading screen. How do I enter the COM-DEX App on my Watch?	The main App on the iPhone must be active before the App on the Watch will work. Also verify that COM-DEX is connected via Bluetooth to the iPhone.
3h	I answered a call on my Apple Watch but I can't hear it in my hearing aid?	The call will only be automatically transferred to your hearing aids if you answer it on your COM-DEX using the Push button. Otherwise you will have to manually transfer the call from the Watch to iPhone and then in the phone set speech output to Bluetooth (COM-DEX).
4h	Can I control my hearing aids from the Watch App during a call?	No.

Connectivity (Chart 2)		
Operating System	**Tablet/iPad/iPod**	
	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 iOS 8.0 and newer
Android OS	Stream audio 　• Music(mono) Note! Video streaming can cause reduced sound accuracy	Stream audio 　• Music(mono) Control hearing aids Android OS 4.4.X and newer
Windows OS	Stream audio 　• Music(mono) Note! Video streaming can cause reduced sound accuracy	Not supported
Other operating systems	Stream audio 　• Music(mono) Note! Video streaming can cause reduced sound accuracy	Not supported