START-UP GUIDE

C-tune II

INSTALL AND GET STARTED

Introduction

Welcome to the C-tune fitting software, designed to operate within Noah 4. C-tune offers you an easy way to fit the newest hearing aids from Coselgi. This guide explains preconditions, the installation, automatic updates, how you open and close the fitting software, and how you get help.

Intended use: C-tune II is intended to be used by HCPs (Hearing Care Professionals) to fit and fine tune hearing aids and connect accessories to hearing aids.

Note: In case of a serious incident, report the occurrence to the manufacturer of the device.

Before you install

Before you install the software, you must make sure that your system is ready to use the program, and that you have any extra software needed to use the features. . If you need extra software, you can download it from the Internet, or you can contact your Coselgi representative who can help you get it

System requirements

You must make sure that your system fulfils the requirements for the fitting software to run.. The most important requirements are as follows:

Minimum requirement	
Internet and security measures	The fitting software will work with or without an Internet connection. However, an Internet connection is required for the Updater to work and for display of data sheets and other documents. We recommend that your computer has an updated antivirus system and firewall. The fitting software does not contain client data. Client data are stored in a client data system, for instance Noah System. We recommend that the client data system is protected by password or physical access control.

Minimum requirement	
Operating system	Windows 10 Pro, version 1607 or newer*
Microsoft .NET Framework	.NET Framework 4.7.2 If you use the nEARcom programming interface, you must have .NET 2.0 (included in the .NET Framework 3.5 installation).
RAM	2 GB
CPU	1.8 GHz
Hard drive	1000 MB free
Windows power plan	High performance
HIMSA Noah	C-tune II can run with a stand-alone database, but if you are using Noah, you need Noah 4
Screen resolution	1366x768
Scale and layout (font size)	100% is recommended

*Note that ARM-based Windows 10 S and Windows Home are not supported, and that Windows must be registered and activated

Prerequisites for C-tune II V4.6	
Microsoft Visual C++	• Microsoft Visual C++ 2017 (x64) • Microsoft Visual C++ 2017 (x86) • Microsoft Visual C++ 2013 (x86)
Microsoft .NET Framework	Microsoft .NET Framework 4.7.2
If one or more of the above are missing, the C-tune II installer will ensure that these are installed as part of the Prerequisite installation, before the actual installation starts. Reboots might be required, at least after the .NET installation. All the installation files are located in the folder **\ISSetupPrerequisites**	
{237BF186-A2AF-48C2-BFC9-0AA2DA3829DD}	Microsoft Visual C++ 2017 (x64)
{72AAD3AB-420C-41F0-9BE5-D854C4037DEF}	Microsoft Visual C++ 2017 (x86)
{BFF4A593-74C5-482F-9771-7495035EBBB0}	Microsoft .NET Framework 4.7.2
{C3DFB4AD-52AB-442A-A51C-04ED229A8540}	Microsoft Visual C++ 2013 (x86)
USBLink	Widex USB Link driver

Windows Update

Before you install the fitting software, make sure that your Windows installation is up to date. If you need information about how to update, you can find help on the Microsoft Support internet site.

Install C-tune II

The installation of Coselgi C-tune II is part of the WIDEX COMPASS GPS installation. If you have WIDEX COMPASS GPS installed, please see below.

Note: We recommend that you use the latest version of Noah 4, and that you keep your Noah installation updated.

Note: Coselgi C-tune II does not support all languages available in COMPASS GPS.

To install the fitting software, simply follow the instructions below. Please make sure that your Noah software, if any, is closed before you start the installation. For installation of Noah, please refer to the Noah documentation. If you are working on a network, the fitting software must be installed and run from each client station in the network.

Follow the procedure below to install the C-tune software.

1. Find the file *Setup.exe* on the installation media, and double-click it.

2. Select *Next* in the Welcome window.

3. Read the Licence Agreement, and select the radio button *I accept the terms in the licence agreement*. You can also print the licence agreement by selecting the *Print* button.

4. Select *Next* to move on.

5. Choose the fitting software to install. Select either *Coselgi C-tune II* or *Widex COMPASS GPS*, or both. Then select *Next*.

6. Select *Next* to use the default destination folder. Alternatively, select the *Change* button and choose another location for the fitting software, and then select *Next*.

7. Choose the language(s) you want to use in the software. Select a language in the list to the left, and click the *Add* button. This moves your selected language to the list of languages to the right. If you make a mistake, simply use the *Remove* button to remove a language from the list of selected languages.

8. Select *Next* when you have selected the language(s) you want.

9. Select the main language. The software opens using this language, but you can change between the installed languages from within the program.

10. Select *Next* to move on.

11. In the Select Distributor window, select your country from the drop-down list.

12. Mark the checkbox to enable automatic updates of the program. This is recommended. You can read more about automatic updates below.

13. Select *Next* to continue.

14. Select *Install* to begin the installation. During the installation, you can select the *Cancel* button if you regret installing.

15. If the installation is successful, you are asked whether you want to install the Widex USB Link drivers.

    - If you do not wish to install these drivers, or they are already installed, select *Finish*. This closes the installation program.

    - If you want to install the Widex USB Link drivers, mark the checkbox, and select *Finish*. This closes the installation program and starts the Widex USB Link driver installation. Make sure that your Widex USB Link is not connected while you install the drivers.

16. If you chose to install the Widex USB Link drivers, the Widex USB link driver installation starts. Select *Next*.

17. A Windows Security notification will probably be displayed, asking you whether you want to install the software. Select *Always trust software from Widex A/S* and then *Install*.

18. If the installation was successful, select *Finish* in the last window of the Installation wizard. This closes the Widex USB Link installation program.

19. Restart your computer before you start using C-tune II.

Uninstall C-tune II

If you need to uninstall Coselgi C-tune II, open the Control Panel and then Programs and features. Uninstall Widex COMPASS GPS. This will uninstall both Coselgi C-tune II and Widex COMPASS GPS.

Install C-tune II when COMPASS GPS is already installed

If the version number of the installed COMPASS GPS is lower than the installation version you open, COMPASS GPS will be updated to the new version the first time you run the installation. This will not install the C-tune II software.

Run the installation a second time to modify the installation. Then choose to install C-tune II in the process.

Automatic updates

You can use the automatic update service program to keep your C-tune II and COMPASS GPS installations up to date. Widex/Coselgi makes new versions of the fitting software available by means of an update server on the Internet.

If you turned on automatic updates during the installation of your fitting software, the Updater starts each time you start Windows. It is placed in the Windows taskbar, and it checks whether a new version of the fitting software is available. Updates are downloaded automatically, and a message asks you to install the downloaded update/new version.

Click the icon open the updater program. A window opens that shows the version of the installed COMPASS GPS/C-tune II program, and the version number of any new COMPASS GPS/ C-tune II program.

If no new version is available, the message “Your COMPASS GPS is up to date” appears.

Even if you have turned off the automatic update feature, and you want to search for a new version of the fitting software, open the COMPASS GPS Updater program from the *Start* menu.

Select the *Check for update* button. The Updater now checks whether a new version is available for download. If a new version is available you can download and install it.

Open C-tune

Once you have installed C-tune, it is ready for use. How you open the program depends on your system.

If you have Noah 4 installed, and you open C-tune without having opened Noah first, the fitting software opens under Noah transparently, and you are required to log in to Noah 4. Then you are taken to the Noah Patient browser where you can select a client and open an existing fitting or make a new session.

If you have Noah 4 installed, and you open C-tune from within Noah, you are taken directly into the program using the data for the client you selected in Noah. If you did not select a client in Noah, the Noah 4 Patient browser opens so that you can select a client before you open C-tune.

C-tune without Noah

If you have no Noah installation, and you open C-tune as a stand-alone program, you are taken directly to the Stand-alone database:

1. Double-click the C-tune icon on your desktop, or click the icon in the *Start* menu. You are asked to log in to C-tune.

2. Enter your Initials and your Password, and select *Log in*. The Stand-alone database opens.

3. Select or create a client, and you are ready to enter C-tune and make a fitting. You must select a client before you can open the software. If this is the first time you open the program, you must create a client before you can continue.

Close C-tune

When you have made a fitting session, select *End session* in the upper right corner of the C-tune window to close and save the data.

In the dialog box displayed you have three options:

- Select *End session* to save the session data and close the window. You are then taken back to the Stand-alone database.

- Select *Close C-tune* to save the data and close both the C-tune window and the Stand-alone database.

- Select *Cancel* to return to the C-tune window.

Getting help

If you need help with C-tune, you have options, depending on the feature or process you need help with. Select the Question mark button from the Global tools menu in the software.

- **Quick guides** – choose between a number of different quick guides, each covering a specific topic in the program. Note that the quick guides open from the Internet, so you can only open them if you have access to the Internet.

- **About C-tune** – gives you information about the version of C-tune you have installed, and access to different support tools.

Furthermore, the program provides tooltips on a lot of the elements on the screen. When you point to one of these elements for a short moment, a tooltip is shown next to it.

In case, your C-tune installation medium is defective, please contact your supplier to get a new one. If a problem arises in the software, and you need help to solve the problem,.you can contact your supplier.

This “Start-up guide” is supplied in electronic form. A paper version of this instruction can be requested at no additional cost on http://widex.pro/gps-startup-guide, expected delivery time 7 calendar days. The “Start-up guide” is also available on http://widex.pro/gps-startup-guide.

Symbols

Symbols commonly used by Coselgi A/S in medical device labelling (labels/IFU/etc.)

Symbol	Title	Description
	Manufacturer	The product is produced by the manufacturer whose name and address are stated next to the symbol.
	Consult instructions for use	The user instructions contain important information and must be read before using the product.
	Caution	Text marked with a warning symbol must be read before using the product.
CE 0123	CE mark	The product is in conformity with the requirements set out in European CE marking directives.
SN	Serial number	Used with the UDI barcode and information to indicate the manufacturer's serial number identifying the product version.
REF	Catalogue number	Indicates the product's catalogue (item) number.
MD	Medical device	Indication that the device is a medical device.

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