QUICK GUIDE

C-tune II

FIRMWARE UPDATE

Introduction

This guide deals with the Firmware update feature found under the SESSION START theme in C-tune II.

The Firmware update feature

In order for communication between different devices to run as smoothly as possible, the firmware in the devices needs to be up-to-date. Open the Firmware update window from the SESSION START theme, and use it to get an overview of the status for the devices you have selected.

In the Firmware update window, you can see the status of the following devices:

- Hearing aids with BT (for hearing aids that communicate with mobile devices)
- PRO LINK

If a status button indicates that you should install updated firmware, you can click it to start the update..

Hearing aid firmware update

For hearing aids that can communicate with mobile devices, it is important that the firmware in the hearing aids is kept updated, so that communication can take place as smoothly as possible.

Your client can update the firmware in the hearing aids by means of the mobile device, but you can also do it for your client by means of the *Hearing aid firmware update* feature. To keep the hearing aid firmware in C-tune up to date, you will need to keep your C-tune software up to date.

When you open the Firmware update window and have connected to hearings aids, you can see the hearing aid button. Depending on the version of the firmware in the hearing aids, you will see different status indications:

- *New update required*. You must update the hearing aid firmware to ensure that the Bluetooth functionality is working.
- *New update recommended.* You should update the hearing aid firmware.
- *Firmware is up to date. Reinstallation is possible.* The hearing aid firmware matches the firmware in C-tune and you can reinstall the firmware.
- *Firmware is up to date.* The hearing aid firmware is newer than the firmware in C-tune. We recommend that you check if a newer version of C-tune is available, so you can install it.

Click on the hearing aid button, and an HA update dialogue box provides information about the hearing aid firmware version being installed and the progress. You will be informed if the update is completed successfully and returned to the Firmware update tab.

If the update is not successful, you will see information about what went wrong and how to proceed..

PRO LINK firmware update

When you open the Firmware update window and have selected PRO LINK as your fitting device, you can see the PRO LINK button. Depending on the version of the firmware in the PRO LINK, you will see different status indications:

- *Check for update.* You must click on the PRO LINK button to check for available updates.
- *New update required.* You must update the PRO LINK firmware to be able to use it.
- *New update available*. You should update the PRO LINK firmware.
- *Firmware is up to date.* The PRO LINK firmware matches the firmware in C-tune.

Click on the PRO LINK button, and a PRO LINK update dialogue box provides information about the progress. You will be informed if the update is completed successfully and returned to the *Firmware update* tab.

If the update is not successful, you will see information about what went wrong and how to proceed.

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