Coselgi C-tune II

Instructions for use

Version 4.9 and later

WSAUD A/S, Nymoellevej 6, DK-3540 Lynge, Denmark
www.widex.com

CE 0123

Listed manufacturer in Canada:
WS Audiology Canada Inc.,
5041 Mainway, Burlington, Ontario, L7L 5H9

Document: 9 514 1146 001 02
Digital user guides: www.wsaud.com
Issue: 2025-04

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 Dinamico and newer 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.

No special training is needed to use the fitting software.

Important safety information

Fitting children

Always make sure that you enter the correct birth date of a child in your client database
Young children have smaller ear canals than adults. Therefore, extra precautions are necessary to avoid providing too high sound pressure levels from the hearing aid at the child's eardrum:

- Always make sure that you enter the correct birth date of the child in your client database. C-tune IIwill use this information to apply age-group specific RECD (Real-Ear-to-Coupler Difference) corrections to the fitting for all children under the age of 10.
- Further precision can be achieved by verifying match-to-target through real-ear or test-box measurements.

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.
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
Noah System	Version 4.16 (latest version is recommended)

*Note that ARM-based Windows 10 S and Windows Home are not supported, and that Windows must be registered and activated. Also note that ARM-based Windows including Snapdragon processors is not supported for Noah or Noahlink Wireless.

Please note that we have seen some problems with computers provided with an Intel UHD 730 or Intel UHD 770 graphics card. We recommend that you avoid these graphics cards.

Prerequisites for C-tune II V4.9	
Microsoft Visual C++	• Microsoft Visual C++ 2017 (x64) • Microsoft Visual C++ 2017 (x86)

Prerequisites for C-tune II V4.9	
	• 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.

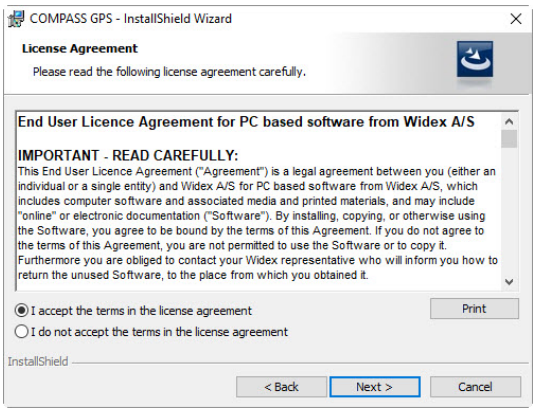
Install C-tune II

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.

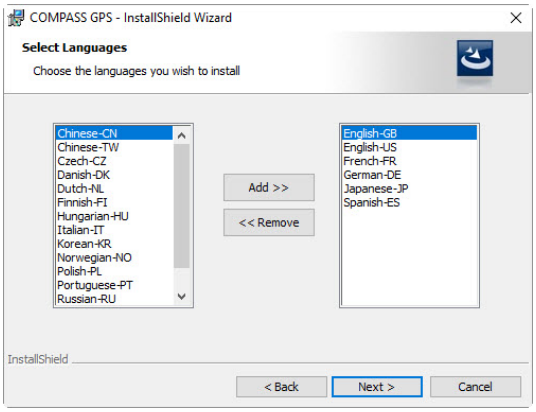
4. Select *Next* to move on.

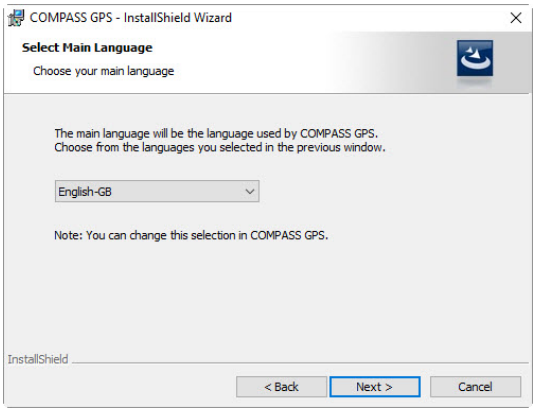
5. Choose the fitting software to install. Select either *Coselgi C-tune II* or *Widex COMPASS GPS*, or both. Then select *Next*.

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.

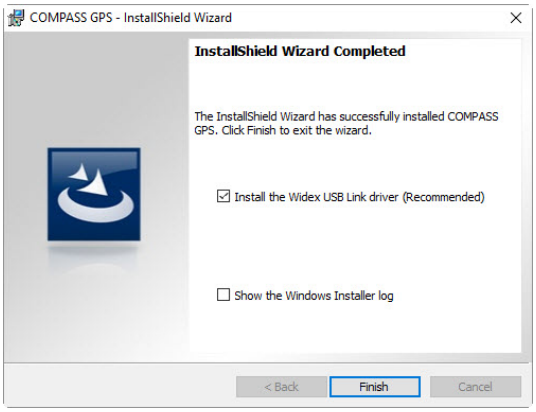
13. Select *Next* to continue.

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.

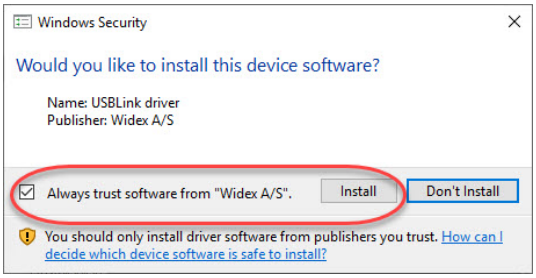
    - If you want to install the Widex USB Link drivers, mark the checkbox, and select *Finish*. This closes the installation program and starts the Widex USB Link driver installation. Make



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.

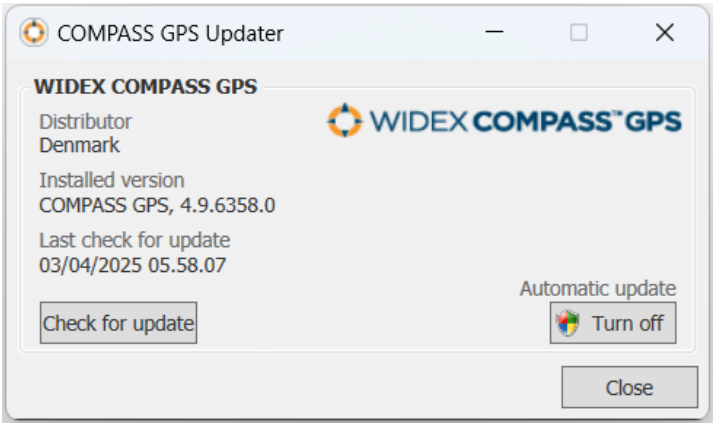
Install C-tune II when COMPASS GPS is already installed

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. The updater is also available from the About dialogue box.

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.

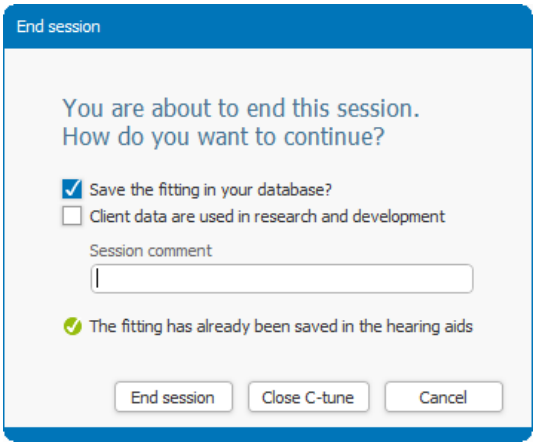
3. Select or create a client, and you are ready to enter C-tune and make a fitting. You must select a client before you can open the software. If this is the first time you open the program, you must create a client before you can continue.

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.

Important information

Regulatory information

Intended purpose	The fitting software is intended to be used by HCPs (Hearing Care Professionals) to fit and fine tune hearing aids and connect accessories to hearing aids.
Intended user	The fitting software is intended to be used by qualified hearing care professionals.
Intended client target group	The fitting software is designed for use by the HCP who wants to fit hearing aids to a hearing-impaired person.
Indications for use	To ensure a personalised fitting of the hearing aid for the individual hearing aid user, the earmold or ear-tip best suited for the individual hearing loss and ear size and shape is selected by the HCP and the hearing aid (configured with the respective earpiece) is fitted using the fitting software.
Contraindications	There are no contraindications specific to the fitting software. Any contraindications are derived from the compatible hearing aids and are stated in the hearing aid Instructions for Use.
Clinical benefits	The intended clinical benefit of the hearing aid system is to provide

	compensation of hearing impairment in everyday life situations.
Performance characteristics	Fitting software has in itself no direct medical purpose, as the medical effectiveness is achieved through the hearing aid. The intention of the fitting software is to adjust programmable hearing aids according to the needs of a hearing-impaired person i.e., to fit and fine-tune hearing aids and combine accessories to hearing aids. The fitting software should be operated by an HCP, e.g., ENT doctor, audiologist or acoustician.
Residual risks	The overall residual risk and the overall risk/benefit profile is acceptable for this fitting software. Significant residual risks are disclosed to the users by providing the information for safety.
Side effects	Any side effects are not derived from the fitting software, but from the compatible hearing aids.

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 mark	The product is in conformity with the requirements set out in European CE marking directives.
	Serial number	Used with the UDI barcode and information to indicate the manufacturer's serial number identifying the product version.
	Catalogue number	Indicates the product's catalogue (item) number.
	Medical device	Indication that the device is a medical device.

Document version 7.0. Issued: 2025-04

QUICK GUIDE

C-tune II

AUDIOMETRY

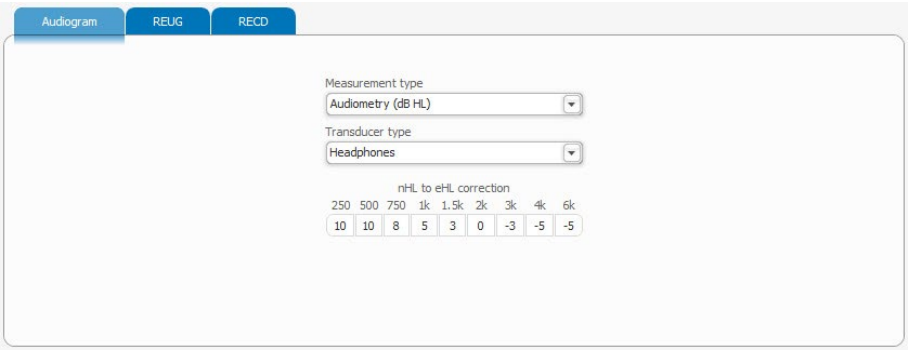
Introduction

This quick guide explains the Audiometry tool in C-tune II. You will find the Audiometry tool under the START SESSION and FITTING themes.

The Audiometry tool contains audiogram, REUG and RECD-related information. You cannot, however, make the actual audiogram measurement in this window. You must use the audiogram module connected to your database, or the *Enter Audiogram* option in the stand-alone database. C-tune then uses the audiogram data to make calculations for the hearing aid fitting.

Audiogram

The audiogram tab is located in the lower half of the main workspace. This tab allows you to register the audiometric conditions used when establishing the client's audiogram. The conditions are taken into account when C-tune interprets the hearing thresholds used for the hearing aid fitting. You have the following choices in this tab:



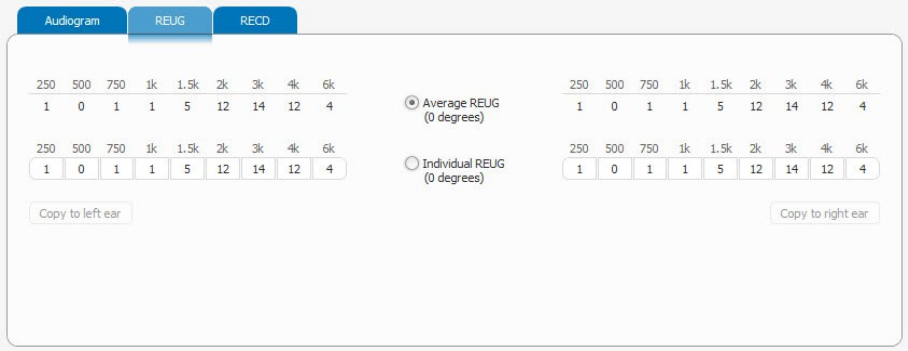
- Select a *Measurement type* from the drop-down list. You can choose between behavioural audiometry (Audiometry, dB HL), auditory brainstem response established in dB normalised hearing level (ABR, dB nHL), and auditory brainstem response or auditory steady state response established in dB estimated hearing level (ABR/ASSR, dB eHL).

- Select a *Transducer type* from the drop-down list. The list of available transducers depends on the selected measurement type. You can always choose between *Insert phone and foam tip* and *Insert phone*

and earmould. But if you chose Audiometry (dB HL) under Measurement type, you have more choices. These are *Headphones, Free field (0°), Free field (45°)* and *Free field (90°)*.

- You can change the *nHL to eHL correction* values used for the fitting, but only if you have chosen the ABR (dB nHL) option under the Measurement type drop-down box.

REUG

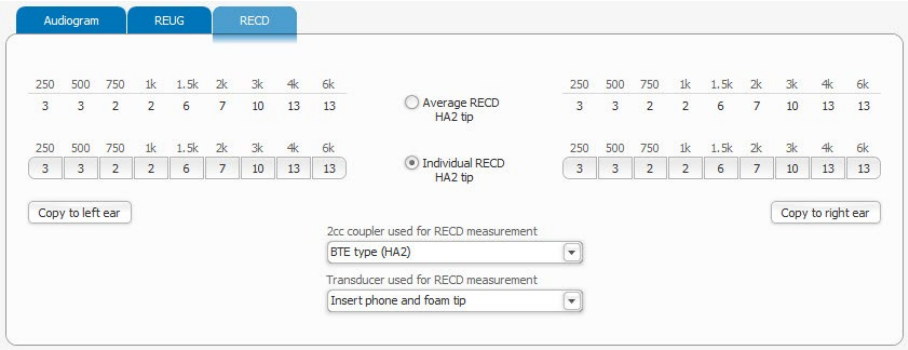


The REUG tab is located next to the Audiogram tab. Under the REUG tab you can enter any individual REUG values you have measured for your client. C-tune then uses the individual REUG values to correct the hearing aid fitting.

Start by choosing whether you want to use average or individual REUG values by means of the radio buttons in the middle of the tab. Average is the default.

You can change the REUG values in 1 dB steps. If you want to copy individual REUG values to the opposite ear, use the *Copy to right/left ear* button.

RECD



The RECD tab is located next to the REUG tab. Under the RECD tab you can enter any individual RECD values you may have measured for your client. C-tune then uses the individual RECD values to correct the hearing aid fitting.

Start by choosing whether you want to use average or individual RECD values by means of the radio buttons in the middle of the tab. Average is the default.

If you are working with individual RECD values, choose the 2cc coupler and the transducer type used for RECD measurement from the drop-down lists. Then enter the measured values in the fields.

You can change the values in 1 dB steps. If you want to copy individual RECD values to the opposite ear, use the *Copy to right/left ear* button.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 5.0. Issue date: 2025-04

QUICK GUIDE

C-tune II

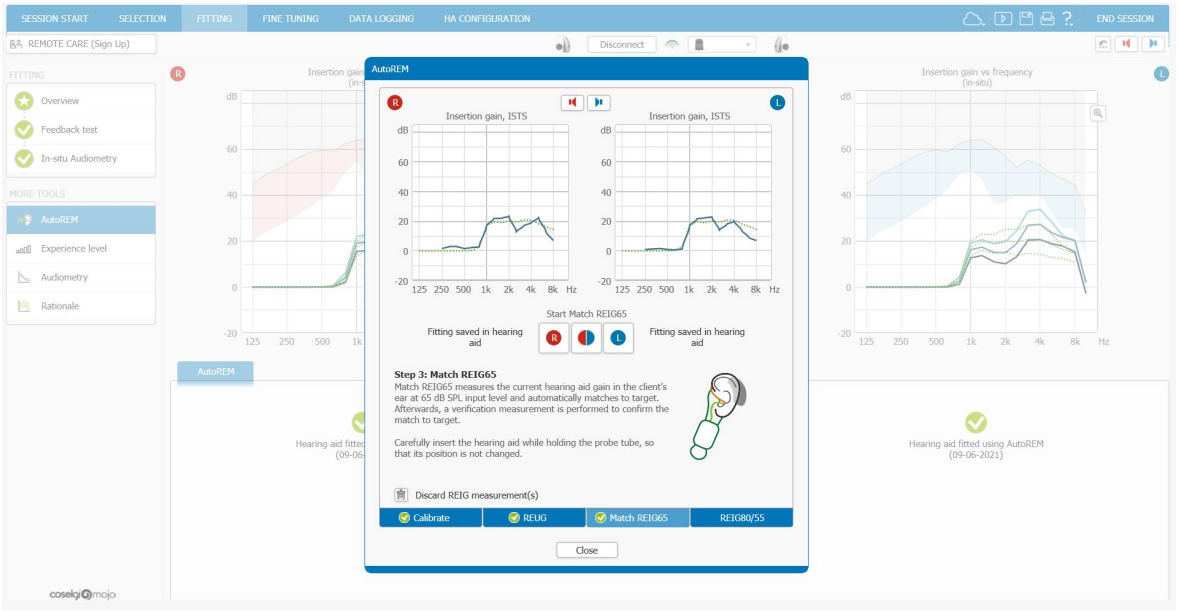
AUTOREM

Introduction

This quick guide explains the AutoREM tool in C-tune II. You can access the AutoREM tool from the left navigation bar under the FITTING theme.

AutoREM lets you make integrated Real-Ear Measurement (REM) with automatic match-to-target for normal speech at 65 dB SPL input signal - International Speech Test Signal (ISTS).

The AutoREM tool facilitates the access to integrated hearing aid fitting verification usually done manually with an external REM equipment/software module.



Before you use the tool

Note the following before you use the AutoREM tool:

- Equipment: The AutoREM feature works with the following external software products (plus relevant, external hardware): OTOsuite, Affinity Suite, Primus Module/Measure Module, Unity Module. It is thus IMC2-compatible (follows the InterModuleCommunication protocol no. 2).
- Compatibility: The AutoREM tool is available for all Mojo hearing aid models binaurally and monaurally and can be used with all fitting rationales in C-tune II: Coselgi Fitting Rationale (WFR), NAL-NL2. DSL v5.0 Paediatric or Adult.
- The Experience level feature is always set to *Off* for AutoREM and is kept at Off after the AutoREM.
- AutoREM applies to the Universal-1 program only. If programs are added AFTER you have used AutoREM, these programs will inherit any gain changes made due to AutoREM. If you need to finetune a program attached to Universal-1 after AutoREM, while keeping AutoREM results unchanged, you may unlink this program for program-specific adjustment.
- We recommend that you make a Feedback test and in-situ Audiometry before you use the AutoREM tool.

Easy 4-step workflow

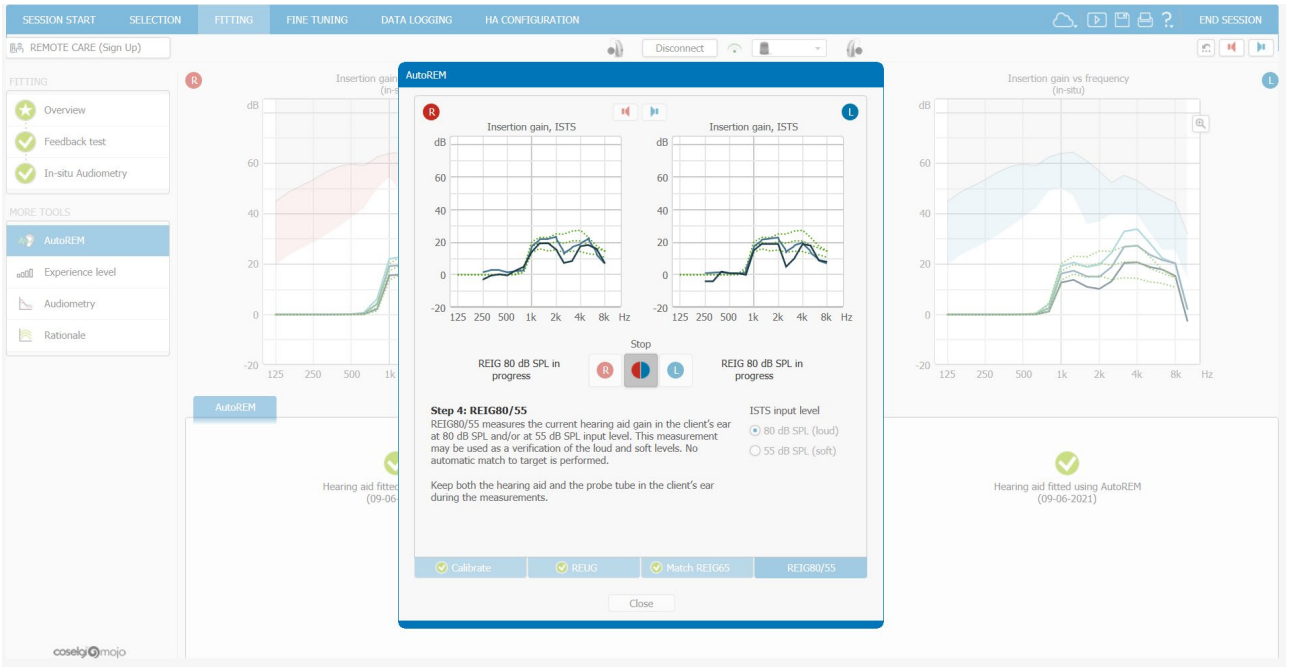
Start AutoREM by selecting *Open AutoREM* in the middle of the AutoREM window. A dialogue box opens with an easy workflow displayed in a progression bar containing the four steps of the measurement: Calibrate, REUG, Match REIG65 and REIG80/50

1. **Probe tube calibration**
   The first step, Calibrate, allows you to perform a probe tube calibration in order to calibrate the individual probe tube, which has to be changed for each new client.

2. **Real-Ear Unaided Gain (REUG) measurement**
   The second step, REUG, allows you to perform a Real-Ear Unaided Gain measurement at 65 dB SPL for ISTS, in order to be able to calculate the individual insertion gain for the client.

3. **Real-Ear Insertion Gain (REIG) measurement and automatching to target for a 65 dB SPL input signal – ISTS**
   Once the REUG measurement is finished, click the third step, *Match REIG65,* in order to perform a REIG measurement of the current hearing aid gain at 65 dB SPL input level. AutoREM then automatically matches the gain to target for each side separately, followed by a re-verification measurement. If you want to redo or delete AutoREM, you can always click *Discard REIG measurement(s)*.

4. **Real-Ear Insertion Gain (REIG) measurements for 80 and 55 dB SPL input signals – ISTS**
   To perform REIG measurements at 80 dB and/or 55 dB SPL input level in order to verify the hearing aid gain for loud and soft input levels, you may enter the fourth step, *REIG80/55,* which is the final step. Note that no automatic match to target is performed for these measurements.



Throughout the process, the performance graphics in the main C-tune II window behind the AutoREM dialogue box are updated so you can follow what happens with the fitting. Note that the performance graphics in the background display the STANDARD ear, while the dialogue box graphics display the INDIVIDUAL ear.

The mute/unmute button is available for all 4 steps of the AutoREM procedure.

When AutoREM is completed and the dialogue box is closed, the AutoREM window shows a check mark for each hearing aid, indicating that AutoREM has been successfully completed. Here you can also see the measurement date.

After AutoREM, you may navigate to the FINE TUNING theme to finetune the hearing aids further, if needed.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 3.0. Issue date: 2024-04

C-tune II

THE STAND-ALONE DATABASE

The Stand-alone database is a small database that allows you to create and select your client before you enter the fitting software. The database lets you keep track of demographic and audiological information about your clients and all fitting and audiogram sessions, even if you do not have access to a full business system. If you are running C-tune II under a Noah or Noah Business system, C-tune II uses the Noah database instead of the Stand-alone database.

In the audiogram, you can enter measured HTL, BCL and UCL values. The database lets you view all audiograms you have entered for your client, and you can edit the latest audiogram. The latest audiogram serves as the basis for the calculations and estimates made by C-tune II.

The database shows a list of fitting and audiogram sessions you have made with your client. You can open both the latest and any earlier fitting sessions from the client list. You can also open the latest audiogram session, or view older audiogram sessions.

Open the Stand-alone database

Depending on your setup, the Stand-alone database opens in different ways.

C-tune II without Noah

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

1. Double-click the C-tune II (Stand-alone database) icon on your desktop, or click the icon in the *Start* menu. You will be asked to log in to C-tune II.

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 II and make a fitting. You must select a client before you can open C-tune II. If this is the first time you have opened the program, you must create a client before you can continue.

C-tune II and Noah 4

If you have Noah 4 installed, and you open C-tune II without having opened Noah first, C-tune II opens under Noah transparently.

1. Double-click the C-tune II icon on your desktop, or click the C-tune II icon in the *Start* menu. You will be asked to log in to Noah 4.

2. Enter your user name and password, and select *OK*. This opens the Noah 4 Patient Browser. The Patient Browser works in the same way as it does under Noah 4. You can create, edit and delete patients. The browser shows the columns that you have defined in your Noah 4 software.

3. Select a patient. As soon as you have selected your patient, the database opens with the client data. Now you can open an existing session or create a new session with the client. You can also edit or create an audiogram for your client.

4. Select *New session* or *Open session* to close the database window and open C-tune II.

If you have Noah 4 installed, and you open C-tune II from within Noah, you are taken directly into the C-tune 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 II.

The Stand-alone database window

When you open C-tune II, you are automatically taken to the Stand-alone database window showing a list of your clients. You must select a client before you can enter C-tune II.

When you have selected a client, the various fields in the browser show information about the client. You have a number of options:

- **Clients**: This is a list of the clients you have created. The list is sorted according to the clients' last names. Double-click a client to open a session with the client. If fitting sessions already exist for the client, the latest session opens.

- **Select client**: This button is displayed instead of the Clients list if you have already selected a client in the Noah 4 Patient Browser. Click the button if you need to return to the Patient Browser and select another client.

- **Sessions**: As soon as you select a client from the Clients list, the Sessions list shows all the fitting sessions and audiograms you have made for the client. If you hold your mouse pointer over a fitting session, you can see the comments made for the session. Double-click a fitting session to open it. If you want to see an older audiogram, select the session, and click the *View* button.

- **Latest audiogram**: This field always shows the latest audiogram information. If you want to edit the audiogram, click the *Edit audiogram* button. You cannot edit earlier audiograms, but you can view

them. If you have not yet made an audiogram, click the *Enter audiogram* button to open the audiogram window.

- **Current devices**: This field shows the hearing aids and DEX units selected during the latest fitting session. You can see the type names and the serial numbers of the devices.

- **Client comments**: This is a text field that you can use for general comments about your client, the fitting, or other things. This field is not connected to a special session. It shows any text you entered, either in the Stand-alone database window or in the Client editor.

At the top of the Stand-alone database window you can search for and work with clients:

Create client. Create a new client. See below for more information about creating clients.

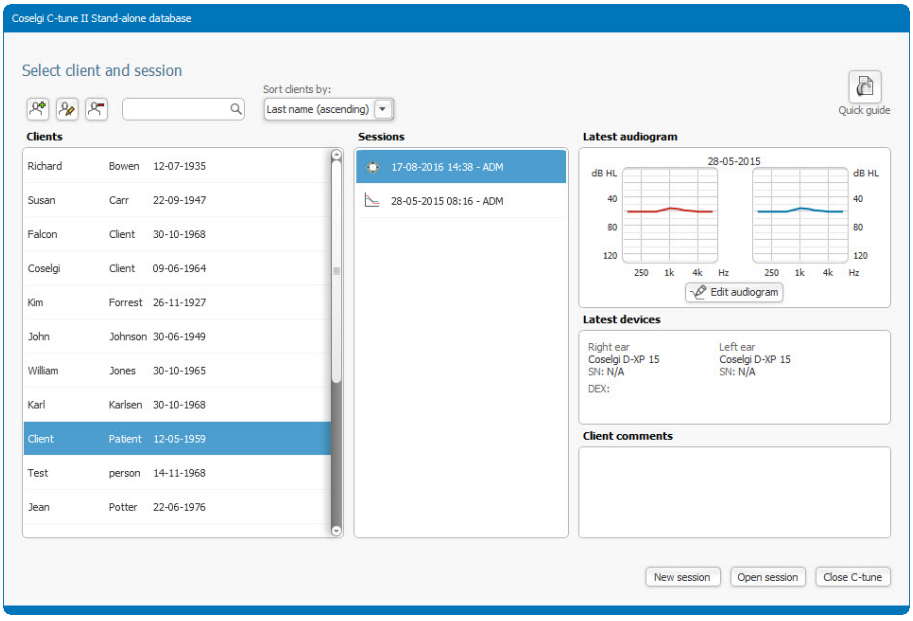
Edit client. Edit the information about the selected client.

Delete client. Remove the selected client from your database. When you click this icon, you are asked whether you are sure that you want to delete the client. Answer *Yes* to permanently delete the client from your database.

Search. Write a name (first name, middle name or last name) or a birth date in the field. Press Enter, or click the icon to start the search. The icon changes to a cross. If you have made a search and want to show the entire list of clients again, click the 'cross' icon.

Sort clients by. Use the drop-down list to choose how to sort your client list. You can sort by first name or last name, ascending or descending, and you can choose to show the clients with the newest sessions at the top of the list.

When you have finished working with the Stand-alone database window, you can move on:



- Click *New session* to create a new session with the selected client.

- Select an existing session from the *Sessions* list, and click *Open session* to work with the session.

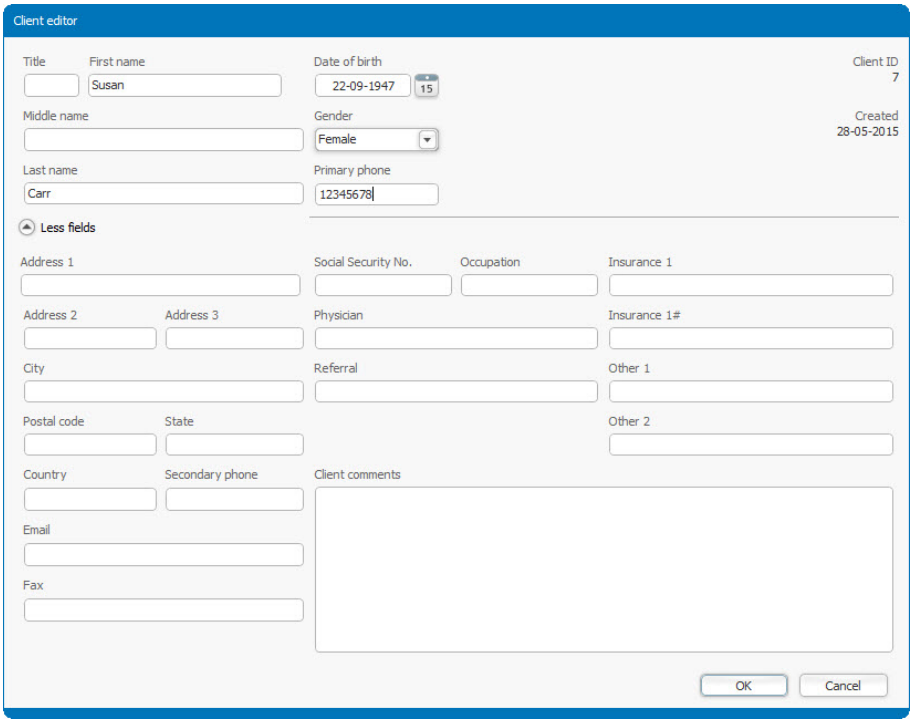
- Click *Close* to close the browser and C-tune II. Note that Noah 4 remembers your client selection. If you open C-tune II again within 5 minutes, the same client is automatically selected, and C-tune II opens directly.

Client editor

The Client editor opens when you create or edit a client. It is the same dialogue box that opens whether you select the *Create client* or the *Edit client* icon in the Stand-alone database window. Use the dialogue box to enter demographic information about your client.

You can fill in as many fields in the dialogue box as you need. You must, however, enter a first name and a last name for your client.

Use the *More fields* icon to expand the dialogue box and display all the information about your client.

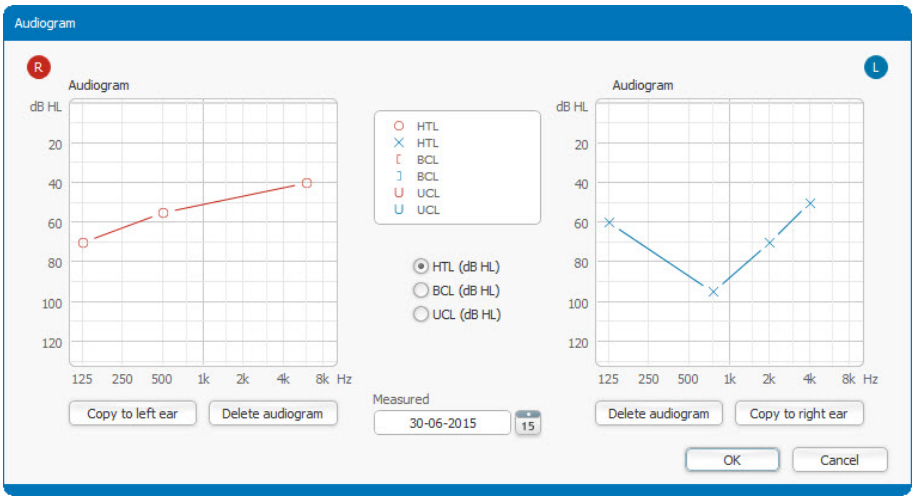


Besides the demographic information about your client, you can also enter comments related to the client. Any text you enter in the Client comments field is displayed in the Stand-alone database window when you select the client. In this way, you always have easy access to any important information about the client.

While working in the Client editor, you can use your mouse and click the fields to move to them, or you can use the Tab key on your keyboard to move to the next field.

When you have filled in or changed the various fields in the Client editor, select the *OK* button to save the information and close the dialogue box.

Audiogram



You can open the Audiogram editor by selecting the *Enter audiogram* or *Edit audiogram* button in the field *Latest audiogram*. This opens an empty Audiogram editor, or the latest audiogram entered for the selected client. If you want to view a previous audiogram, select it in the *Sessions* list, and click the *View* button, or double-click the entry in the Sessions list.

The audiogram data you enter serves as the basis for the calculations made by C-tune II.

To enter the hearing threshold level of a client, move the cursor to the audiogram, and click the audiogram to insert markers of the measured values. To help you find the right marker position, a numeric position guide is shown next to the cursor.

To insert another curve type, choose the type from the curve selection field.

- Use the HTL (Hearing Threshold Level) option to enter HTL air conduction data.
- Use the BCL (Bone Conduction Level) option to enter bone conduction data.
- Use the UCL (UnComfortable Level) option to enter UCL data.

All markers of the same type are automatically connected when they are placed in the audiogram area. If you misplace a marker, for instance at the 1000 Hz position, you can change it by clicking elsewhere on the 1000 Hz line. If you want to erase the inserted marker, click it once with the right mouse button.

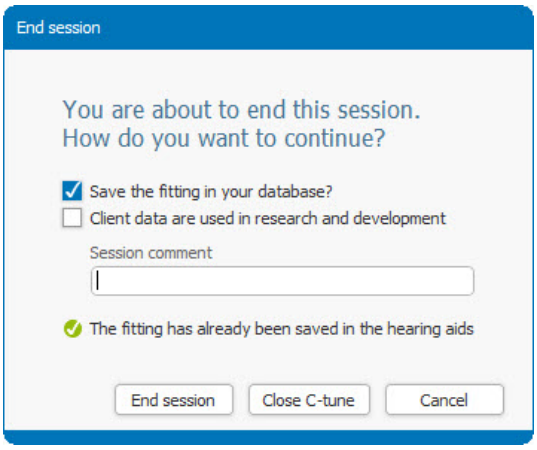
Select *OK* to close the audiogram module when you have finished your audiogram.

If you want to remove all data, use the *Delete audiogram* button at the bottom left corner of the window. When you click this button, you are asked whether you are sure that you want to delete the audiogram. Answer *Yes* to permanently delete the audiogram from your database.

If you want to close the Audiogram window without making any changes, click the *Cancel* button.

Close C-tune II

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



In the dialogue box displayed, you have three options:

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

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

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 3.0. Issue date: 2020-05

C-tune II

THE CONSOLE PROGRAM

COMPASS GPS Console

The COMPASS GPS Console program lets you create and edit user profiles, manage your database, and view HIPAA logs.

Open the Console program from the Start menu. The link to it is located in the Support folder under Widex/COMPASS GPS.

You must be defined as an Administrator user, and you must log in in order to use the tool. Enter your login initials and password. If this is the first time you log in to Console, you can use the initials *ADM* and the password *GPS*.

Once you have opened the Console program, you have access to three different areas. Select the desired area on the left in the window.

- **User administration** lets you define and edit users of the system.
- **Database administration** lets you work with the database.
- **HIPAA log** lets you keep track of user activity and work with other aspects of the HIPAA regulations.

User administration

Use this view to create, edit or delete users. The first time you enter the view, there is only one user: The default Administrator user.

The list shows the initials and user levels of all users defined for C-tune II.

Create a user

1. Select the *New* button at the bottom of the window. The *Create new user* dialogue box opens.

2. Enter the *Initials* for the new user. This is the user name that the user must enter when logging in to C-tune II. The Initials field can contain three characters.

3. Enter the *Full name* of the user.

4. Enter a *Password* for the user. Above the Password field is an indication of how strong the password is. A strong password contains both upper-case letters, lower-case letters and numbers.

5. In the *Confirm password* field, write the password again. You must write the password exactly the same way as you did the first time.

6. Select a *User level*. You can choose between an *Administrator*, who has access to all features in C-tune II and the COMPASS GPS Console, and a *Standard user*, who has access to C-tune II.

7. Select *OK* when you have defined the new user. The user now appears in the list of users.

Edit a user

1. Select the user you want to edit.

2. Select the *Edit* button at the bottom of the window. The *Edit user* dialogue box appears.

3. Edit the information in the dialogue box as required.

4. Select *OK* when you have finished.

Delete a user

1. Select the user you want to delete.

2. Select the *Delete* button at the bottom of the window. A dialog box asks you whether you are sure you want to delete the user.

3. Select *OK* to continue. The user is deleted from the list of users.

Database administration

Use this view to work with the database.

Service

You have a number of options under this section. Select the button you need.

- **Import database**: You can combine databases by importing one database into another. A dialogue box opens letting you browse to the database you want to import. Select the database, and select *Open*.

- **Export client data**: You can export a specific client or your entire client database. When you select this utility, a dialogue box opens in which you can choose between exporting one client or all clients. You can also choose whether to include fitting sessions in the export. When you select *Export*, a *Save as* dialogue box opens. Choose a name and location for the export, and select *Save*. The

export file is in the Noah 4 format, so that you can import it into another Noah or Noah-compatible system.

- **Back up database**: The Back up database utility makes a copy of your database and stores it on your C:\ drive (default location C:\ProgramData\Widex\CompassGPS\Backup). It is important to back up the database on a regular basis - for example, weekly.
- **Restore database**: Replace your current database with one that you have previously backed up. A dialogue box opens and lets you browse to the desired backup. When you have selected the backup, select *Open* to replace your database.
- **New database**: If you wish to replace your database because of errors, but you do not have a backup file, you can replace your current database with a new, EMPTY database. You can also use the feature in other situations where you wish to delete your existing database.
- **Compress database**: The Compress database utility shrinks the database file, reclaiming unused space. This is useful if you have deleted many clients.
- **Backup location**: Choose where the Backup utility should place backups of the database. Select a location on your system which is not in a user's space.Click the … button to browse for the backup folder, and select *Save* to save the location.

HIPAA log

HIPAA stands for the Health Insurance Portability and Accountability Act. This US act deals with how privacy requirements are to be enforced when using computer technology. The requirements include such aspects as creating unique ID's and passwords, and logging user activity.

The HIPAA log allows you to keep track of user activity, such as changes to client demographic data, and database-based actions, such as audiograms or fittings.

When you open the HIPAA log view, you can see the list of activities. You can filter the list in different ways:

- **Date, time**: Select a specific date and/or time to show only entries relating to that date/time.
- **Activity**: Select the activity for which you want to see entries. The list is immediately updated to show only the selected type of activity.

If you want to disable the HIPAA log, you can remove the check mark in the check box *Enable HIPAA log*.

You can also select *Export* to export the HIPAA log. You can open the exported file in any text editor.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 4.0. Issue date: 2024-12

QUICK GUIDE

C-tune II

CROS/BICROS

Introduction

This is a quick guide to inform you about the CROS/BiCROS feature. Select CROS/BiCROS from the navigation bar on the left of the HA CONFIGURATION window.

In a CROS setup, C-tune automatically generates a fitting in the hearing aid on the basis of the audiogram.

In a BiCROS setup, you should make a monaural fitting of the receiver hearing aid. Make the in-situ measurements, In-situ Audiometry and Feedback test, and make any fine tuning adjustments needed in the hearing aid.

The CROS/BiCROS window

In this window you can see any CROS or BiCROS matchings, and you can start a new matching. During the matching you can select the settings of the CROS or BiCROS setup.

The matching procedure

The matching procedure resembles the DEX matching. Note that you cannot make a CROS or BiCROS matching in a binaural fitting. Do the following to match a hearing aid and a CROS in a CROS or BiCROS setup:

1. Select the *Start matching* button. Next to this button you can see the matching status and other relevant information.

2. Select either *CROS* or *BiCROS* under *Select type* in the dialogue box that appears.You can see information about the various types on the screen.

3. To the right, select a microphone mode. You can choose between *Directional* and *Omnidirectional.* You can see information about your options on the screen.

4. Select whether *Auto-activate streaming* should be *On* or *Off*. If *Auto-activate streaming* is *On*, streaming starts automatically when the transmitter is turned on by closing the battery drawer.

5. Select the *Next* button to start matching. Make sure that the hearing aid and the transmitter are within range of the programming interface. Matching is now in progress.

6. Select *OK* when the Matching complete dialogue box appears.

CROS/BiCROS sound demonstration

We recommend that you carry out a sound demonstration of the CROS/BiCROS setup when you have matched the receiver hearing aid and the transmitter. In this way, you can make sure that the setup is working correctly and that your client has the optimum sound.

1. Make sure that the receiver hearing aid and the transmitter are located correctly on your client's ears.

2. Select the *Start demonstration mode* button in the middle of the CROS/BiCROS window, and a dialog box appears. This dialogue box gives you some tips on how to evaluate the sound.

3. Activate the transmitter by pressing the program button. The receiver sends a sound when transmission is activated.

4. Let your client evaluate the sound. If necessary, make adjustments to the *Transmitted sound offset* (in a CROS setup) or the *Microphone balance* (in a BiCROS setup). You can only adjust the sound related to the CROS or BiCROS setup. Go to the Fine tuning theme if you need to make more general adjustments of the sound.

5. Deactivate the transmitter by pressing the program button again.

6. Select the *Stop demonstration mode* button to return to the CROS/BiCROS window. The transmitter is only active during the demonstration mode.

If necessary, make adjustments to the *Transmitted sound offset* (in a CROS setup) or the *Microphone balance*, that is, the balance between the transmitter and the receiver sound (in a BiCROS setup). If your client needs more general adjustments of the sound, use the fine tuning options available for the hearing aid.

If you make adjustments, you should go through the above procedure again to make sure that the sound has improved.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 3.0. Issue date: 2020-05

C-tune II

DATA LOGGING

Introduction

This quick guide explains the Data logging basics. You find the Data logging window under the DATA LOGGING theme. Since this feature differs very much depending on the hearing aid you have selected, this quick guide is divided into two sections - one for each way of displaying Data logging data.

Data logging for Dinamico

Data logging for Coselgi Dinamico hearing aids displays data for one hearing aid at a time. In a binaural fitting, use the R and L buttons in the upper right corner of the window to change between the right and left hearing aid.

Overview
The Overview tab is placed in the top left side of the workspace area, next to the left navigation bar.

Under this tab you can see the details about the use of the hearing aid. A pie chart shows you how much each program is used, and under *Data logging activation* you can decide whether C-tune should log these pieces of information.

Volume control use
The Volume control use tab is placed next to the Overview tab.

Under this tab you can see the volume adjustment for individual programs in the hearing aid during the logging period. Under *Recent programs* you can see how much the volume has been changed during the recent use of the hearing aid.

For each program in the hearing aid you can see how much the volume control has been used to increase or decrease the sound level. The darkest-coloured indication is the most frequently used setting, while the lighter colours indicate less frequently used volume control settings.

Environment
The Environment tab is placed next to the Volume control use tab.

This tab shows the sound environment categories in which the different programs have been used. The environments have been categorised and are displayed as a percentage of the total use in the relevant program.

Besides a column for each defined program in the hearing aid, there is a column showing an overall indication of the sound environment categories in which the hearing aid has been used.

Data logging for Unia/Effect/Mojo

Data logging for Coselgi Unia, Effect and Mojo hearing aids shows data for both hearing aids in a binaural fitting. You have access to four different tabs. On all tabs you can see the log period covered by Data logging.

Log overview
Data logging opens in the *Log overview* tab. Under this tab you can see general data about the use of the hearing aids during the log period. This tab shows you:

- When data was logged – the log period.
- How many hours per day your client has used the hearing aids, on average. If a previous log period exists, the average number of hours per day is displayed for this period as well.
- How much your client has used the program button and volume control, and how many times per day the hearing aid has been turned on.
- How much time your client has used the hearing aids in environments with speech, and without speech.

At the bottom of the tab you can choose whether you want Data logging to be active when you end the present fitting or fine tuning session.

Program use
Under the *Program use* tab you can see the number of programs in the hearing aids, and how much they have each been used. For each program the tab shows the percentage of the total time during which the program has been used, both for the right and the left hearing aid. Below the graphic representation, all programs in the hearing aids are listed. If the hearing aids are equipped with a volume control, you can select one of the programs to show how much the volume control has been used in that program.

Environment
The *Environment* tab shows how much the hearing aids have been used in the various environments. If you have defined more than one program in the hearing aids, you can select the different programs to the left in the window. For each program (only programs with microphone input) you can see the extent to which the various environments have been active. When you point to one of the environments, a pop-up text shows you the percentage of the total use period that this environment has been active.

Below the environment graphics you can see how much the volume control has been used in the various environments. This graphic representation also shows how much the volume control has been used in environments with and without speech.

Based on the environments that are active in the hearing aids, you may want to adjust the hearing aids to accommodate your client, so that they do not need to use the program button as often. At the bottom of the Environment tab you can click the text to move directly to the window *Acoustic situations*.

Input level
Under the *Input level* tab you can see how much the hearing aids have been used at different sound levels. The columns show the percentage that the hearing aids have been used at soft, normal, and loud sounds.

Below the graphics, you find an indication of the volume control usage. If your client tends to make upward or downward adjustments of the volume control, this is indicated here. You may then want to adjust the hearing aids to accommodate your client, so they do not need to use the volume control as often.

Preference log

The Preference log window under shows information about the personal programs your client has created in the app. Your client has to give consent in the app before you can see the settings. In addition, you must log in to cloud-based services and connect to your client's hearing aids before any data are shown in Preference log in C-tune under DATA LOGGING.

The view in the Preference log window reflects the settings made in the app. Use the information for discussion with your client, and for further fine tuning.

The personal programs are not saved in the hearing aids, and they can only be reached through your client’s app. Under Preference log you can view the settings and usage of the current personal programs.

Remember that you have to be logged in when you are fitting a new client. Otherwise, logging of Preference log data will not start. Data from the app are sent to the cloud every time your client's hearing aids are connected to the app.

In the Preference log window, the following information is shown:

Overview of programs
This view shows all personal programs created by your client. You can see the name and icon chosen for the program, which program it is based on, how many times the program has been activated on average per week, and when the program was created. Click on the program to get more information.

Volume
The steps in the volume settings represent the steps for the preference control. The number of steps depends on the User controls settings under HA configuration, where you can choose between 3 or 9 steps. If 3 steps is selected, the total range is 9 dB. If 9 steps is selected, the total range is 16 dB.

Equalizer
Your client can adjust the equalizer 6 steps up and 6 steps down, in three frequency bands (bass, middle and treble). For the middle and treble handles, the range is -12 to +6 dB. Positive adjustments are 1 dB per step, and negative adjustments are 2 dB per step. For the bass handle, the range is -12 to +12 dB. All adjustments in this handle are 2 dB per step.

Sound mixer

For personal programs with two input signals (MT, Zen with microphone and Zen+ with microphone), the client can adjust the balance between the two signals with the Sound mixer.

Notice that the effect of the adjustments made by the client depends on the acoustics used in the fitting (receiver and ear-tip/earmould/vent).

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 4.0. Issue date: 2020-11

C-tune II

DETECT HEARING AIDS

Introduction

This quick guide explains how to detect / connect hearing aids in C-tune II. You should detect all hearing aids and connect to them before you make a fitting.

Connect the hearing aids

Do the following to detect and connect hearing aids:

1. Select your client in your database and open C-tune.

2. From the SESSION START or the SELECTION window, select a programming interface from the drop-down list at the top of the main work space. The default choice is the interface that you used the last time. The number of programming interfaces shown depends on the interfaces you have connected.

3. Select the *Connect* button at the top of the SESSION START or SELECTION window.

   C-tune detects all hearing aids within range and shows them in a dialogue box. When you use Noahlink Wireless, the list of detected hearing aids will be updated automatically when you detect new hearing aids. Noahlink Wireless can detect the hearing aids for 3 minutes after they are turned on.

4. When you have two (or more) hearing aids turned on near a wireless programming interface, it may be difficult to find the correct hearing aid for each side. To help you identify the hearing aids, use the *Play* buttons under the *Identify HA* heading. When you select a *Play* button, the corresponding hearing aid gives a sound to let you know where it is.

   When you use Noahlink Wireless, you can also identify the hearing aids by a short press on the button, which will highlight the hearing aid in the list for a few seconds. The hearing aids are ordered by signal strength, so the one placed first in the list can be expected to be the one closest to the Noahlink Wireless.

5. Use the radio buttons in the columns *Select right* and *Select left* to define the hearing aid to use for the right side and the left side.

6. When you have selected the hearing aids, select *Next* to move on. The Connection status dialogue box appears. Here you can see the hearing aids. The dialogue box shows the model, the serial number, and the options in the hearing aids.

7. Use the drop-down lists to choose or change the EarWare. It is important that you choose the setting that matches your client's actual earset. Otherwise, the fitting data will not be correct, and your client will not get the full benefit of the hearing aid.

8. Select *Next*. The hearing aids are now connected. The Disconnect button is displayed instead of the Connect button.

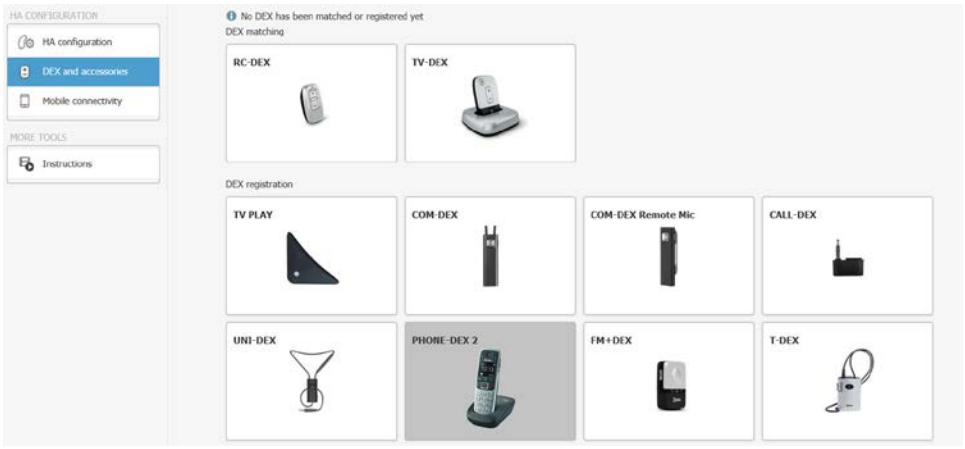
This document is supplied in electronic form. A paper version of this instruction can be requested at no additional cost on http://widex.pro/gps-startup-guide, expected delivery time 7 calendar days. The document is also available on http://widex.pro/gps-startup-guide.

Document version: 4.0. Issue date: 2020-11

C-tune II

DEX AND ACCESSORIES

Introduction



This is a quick guide to inform you about DEX and accessories and the matching and registration procedures. You must connect the hearing aids before you can match a DEX to them.

Select *DEX and accessories* from the navigation bar to the left in the HA CONFIGURATION window. In the DEX and accessories window you can see any already matched or registered devices, and you can start matching new DEX devices.

If you need help for the matching procedure for a specific DEX type, you can click desired DEX type and click the Instructions icon for the DEX in the Match dialogue box.

The matching procedure

The matching procedure is the same no matter which type of DEX you are matching. Do the following:

1. Make sure that the hearing aids are connected and fitted correctly.
2. Select *DEX and accessories* from the navigation bar.
3. Select the type of DEX you want to match. A Match dialogue box opens.

4. Select the *Start matching* button. The matching window opens, and the matching process starts.

5. Hold the DEX towards your client, and press the two volume buttons simultaneously. Hold down the buttons for about five seconds.

   C-tune matches the hearing aids and the DEX and shows the Matching complete window. This window shows the DEX type, its serial number and the status of the matching – that is, whether it was OK.

   If the matching was not OK, the window shows a message about this and gives you an overview of what you can check before you try to match again.

6. Select the *OK* button to save the matching and return to the DEX and accessories window. The window now shows a check mark indicating that the matching was completed.

Delete matching

You can remove an existing matching. Select the desired type of DEX, and select the *Delete matching* button. A dialogue box opens asking you whether you are sure that you want to delete the matching. Select *Yes* to delete and return to the DEX and accessories window.

Register a DEX

Some DEX and accessories types do not need to be matched to the hearing aids, but you can still save the serial number of these DEX types in the C-tune fitting and in the hearing aids. This is highly recommended.

To register a DEX or an accessory, do the following:

1. In the DEX and accessories window, select the type you want to register. The *Register* dialogue box opens.

2. Write the serial number of the device in the text field, and select *Register*. The serial number is now saved both in the fitting and in the hearing aids.

You can open the Register dialogue box and select the *Delete registration* button if you want to delete your registration again.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 5.0. Issue date: 2022-05

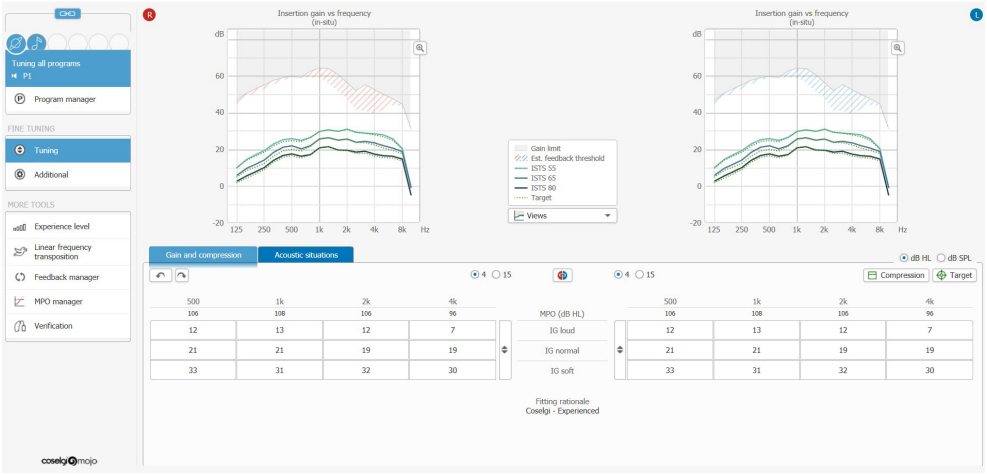
QUICK GUIDE

C-tune II

FINE TUNING

Introduction

This quick guide explains the FINE TUNING theme in C-tune II. This theme gives you access to the Program starter as well as to the primary FINE TUNING tools with which you can make basic changes to the system. Under MORE TOOLS you have access to an additional set of helpful tools.



Program starter

The Program starter is located at the top of the left navigation bar, and the highest available number of programs is five, plus one SmartToggle program. When you have more programs than one in the hearing aids, you are not able to see the names of all the programs – only the program that is active. The other programs are presented by program icons; program names are displayed when you hold your mouse pointer over the icon.

Note that the features available under Fine Tuning differ, depending on the hearing aids you are working with. Below you can see both a description of the Fine Tuning tools for Dinamico hearing aids and a description of the tools for Unia/Effect/Mojo hearing aids.

Primary tools for Unia/Effect/Mojo hearing aids

- **Program manager**: The number of programs a hearing aid can contain depends on the model and whether a DEX is used with the hearing aid. From the factory, most of the hearing aids contain one program, the Universal program. However, some types of hearing aid (for instance, hearing aids with a Bluetooth connection) contain more than one automatically defined program. The Program manager lets you define additional programs.

  Use the *Additional programs* if your client needs a program for a special sound environment, for instance listening to music. Use the *Special programs* if your client needs to have a Phone program, or uses the telecoil alone or together with the microphone, or if your client wants a Zen (for Mojo Zen/Relax) program for relaxation.

  You can also add a *SmartToggle* program. Either select Zen+ (for Mojo Zen+/Relax+) to let your client have three different sound styles to choose from, or select Phone Stream if your client needs easy access to a phone program.

- **Tuning**: In this window you always have access to the *Gain and compression* tab, under which you can adjust the insertion gain levels and the compression in the hearing aid. The default graphics view in the Tuning window is the Insertion gain vs Frequency view. You can, however, select other views. Use the options between the two graphics representations to change the view.

  Besides the *Gain and compression* tab, you may have access to other tabs, depending on the hearing aid and the selected program. For instance, you can adjust the Acoustic situation settings in the Universal program, and in the Zen+ (for Mojo Zen+/Relax+) program you can work with style selection and options.

- **Additional**: This window gives you access to a number of different setting possibilities, for example, Speech and noise mode, Wind noise control and Feedback cancelling mode. For each feature, you can see the present setting in the overview, and by clicking a feature icon you obtain access to a dialogue box in which you can change the setting and read more about the feature.

Primary tools for Dinamico hearing aids

- **Program settings**: The default graphics view is the Output vs. frequency view. You can, however, select other graphic views. Use the options between the two graphics representations to change the view.

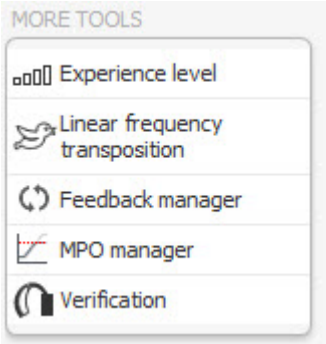
  Use the tabs below the graphics to adjust the settings in the hearing aids. The *Gain settings* tab lets you adjust amplification for different frequency regions and input levels, and the *Compression* tab lets you adjust the CT1 (Compression Threshold) and view the CT2 and CR1 and CR2 values (Compression Ratio). Use the *Additional* tab to define the settings of some of the special features in the hearing aids.

- **Program manager**: The number of programs a hearing aid can contain depends on the model and whether a DEX is used with the hearing aid. From the factory, all hearing aids contain one program, the Master program. The Program manager lets you define additional programs.

Use Normal programs to add the same program in both hearing aids in a binaural fitting. If you need different programs in the two hearing aids, select Compound programs, and choose from the list of program combinations.

More available tools

MORE TOOLS contains the following helpful tools:



- **Experience level**. If your client is not used to wearing hearing aids, you can set the Experience level feature to a lower level than 4 for a period. This reduces the gain generally. When the client is used to the hearing aids, you can set the feature back to level 4. Automatic Experience level is also available – here the level changes automatically. Experience level is a global feature, meaning that it covers all programs defined in the hearing aid. The graphics view shows the Insertion gain vs. frequency graphics (for Dinamico, Output vs frequency), including target curves.

- **Linear frequency transposition**. When you open Linear frequency transposition for Dinamico hearing aids you are automatically taken to the Master program. For Unia/Effect/Mojo hearing aids, the previously selected program remains active. The graphics view shows the Linear frequency transposition effect. The Linear frequency transposition window opens in the tab Selected programs. Here you can choose the programs in which you want the feature to be active. You can turn on the feature for all programs in the hearing aids or for specific programs. You can define the settings – choose the Start frequency for the feature and the frequency range that Linear frequency transposition should work with. For some hearing aids you can also define the Linear frequency transposition volume and turn on Experience level for Linear frequency transposition.

- **Feedback manager.** Even if you carry out a successful feedback test, your client may still complain about the hearing aids whistling, especially in quiet surroundings, which means that feedback still exists. If making a new earmould and reducing the vent does not help your client, you may be able to solve the problem by making adjustments in the Feedback manager.

- **MPO Manager**. The MPO manager window shows the target MPO values and, for Dinamico hearing aids, the reference values for your information. You can define the maximum power output levels. Note that adjustments to this feature influence all programs in the hearing aid.

- **Verification**. This feature contains tools that can be used to set up the hearing aid for verification measurements with an external hearing aid analysis system. You can choose between the Normal adaptive test mode and the Non-adaptive test mode.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 6.0. Issue date: 2023-08

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.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 1.0. Issue date: 2020-11

QUICK GUIDE

C-tune II

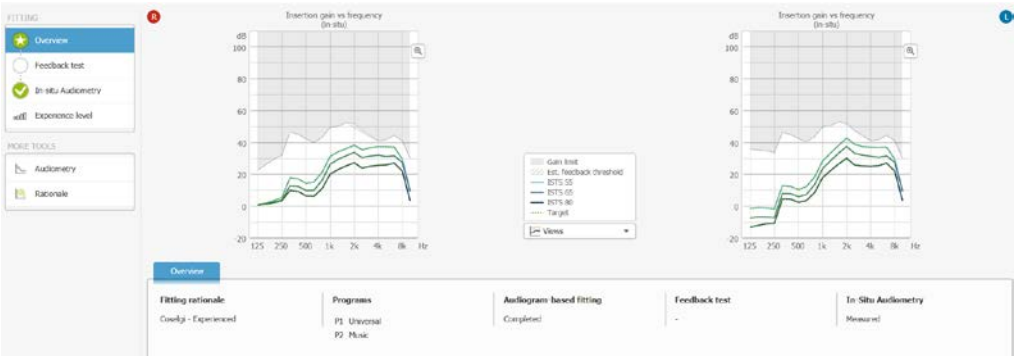
FITTING

Introduction

This quick guide explains the FITTING theme in C-tune II.

From the left navigation bar in the FITTING theme you can access the Feedback test, In-situ Audiometry and Experience level, as well as the tools Audiometry, Rationale and the Fitting wizard.

Fitting overview



The Fitting overview window is the starting page in the FITTING theme, and it gives you an overview of the status of your fitting. This window informs you that a fitting based on an audiogram alone is sufficient, but that C-tune advises you to make a better and more precise fitting by means of in-situ measurements, such as a Feedback test and In-situ Audiometry.

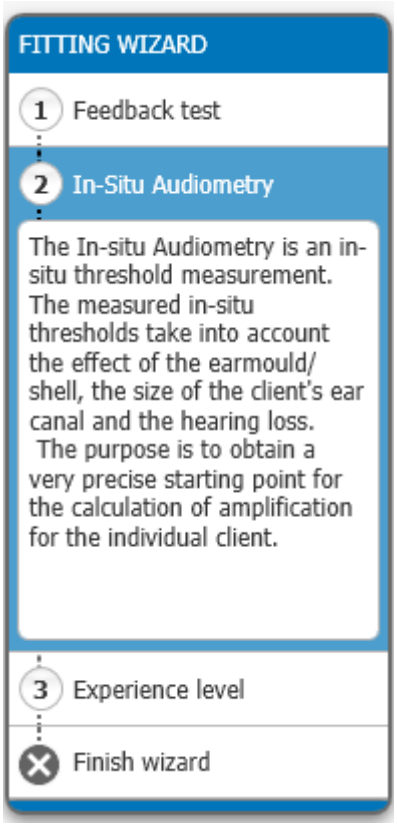
You can choose between different graphics views in this window as well as the specific settings for the selected view. Select the *Views* drop-down list between the graphics representations. This opens a list of several possibilities that allow you to choose between real-time and spectral performance, output, gain and SoundTracker settings.

In the Fitting status pane in the middle of the window, you can see basic information about the fitting. The layout of

this section of the screen depends on the selected hearing aids, but, in general, you get a status on the audiogram-based fitting, and you can see whether a Feedback test and In-situ Audiometry have been made.

Fitting wizard

For all hearing aid series, except Mojo, you can open the Fitting wizard from the left navigation bar under the FITTING theme. The Fitting wizard is a workflow in which you are guided through a feedback test, In-situ Audiometry and Experience level in order for you to obtain the best possible fitting recommended by Coselgi. All three features in the wizard are optional, and you can leave the wizard at any time.



The Fitting wizard starts with step 1, the feedback test. When you open the fitting wizard, the left navigation bar changes to reflect the steps in the wizard. When you are finished, select *Finish wizard*. All adjustments are saved, and you return to the Fitting overview window, which is now updated with the actions you have taken during the Fitting wizard.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 4.0. Issue date: 2020-11

QUICK GUIDE

C-tune II

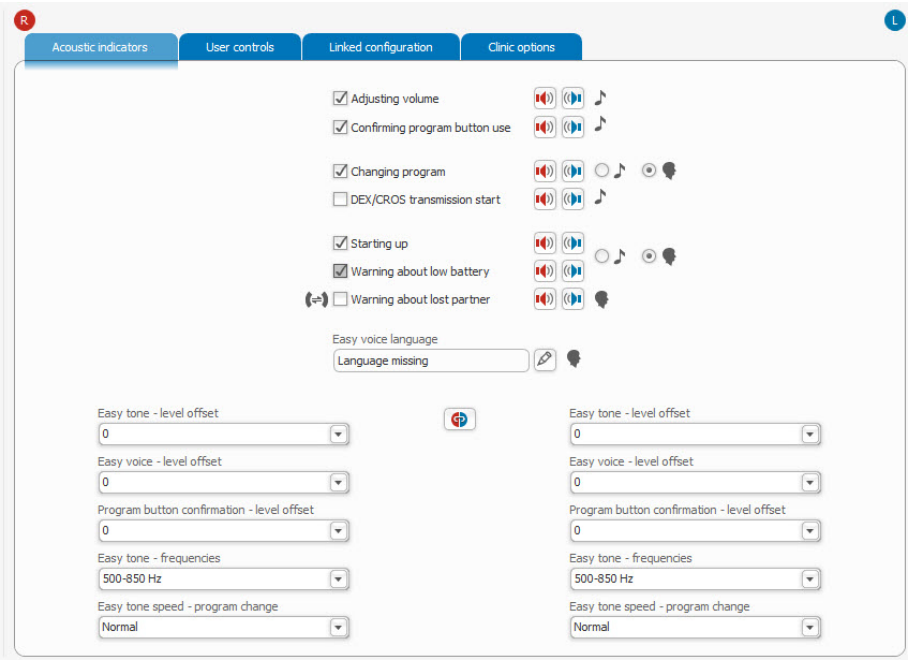
HA CONFIGURATION

Introduction

This quick guide deals with the HA CONFIGURATION theme in C-tune II. You have access to DEX, CROS/BiCROS and HA configuration from this theme. Please note that there are separate quick guides for DEX and CROS/BiCROS.

HA configuration

The HA configuration window consists of the following four tabs:



- **Acoustic indicators**. This tab lets you define the different sound indications that the hearing aid uses. It also lets you disable some of the indicators. Note that the indicators on/off settings are binaural only, and that these features are turned on by default (except for Lost Partner). You also have access to level offset features and other features under this tab. For some hearing aids, these settings are located directly under the on/off settings, and for other hearing aids you can find the extra features by clicking the *Settings* button in the upper right corner of the window. Use the drop-down lists to select the desired settings for the features. You can offset both Easy tone and Easy voice levels.

- **User controls.** Here you can define the settings of the user controls on the hearing aid, such as the start-up mode and program and volume control.
- **Linked configuration.** Turn the Linked features on or off. The default setting is “on”.
- **Clinic options**. This tab contains the Service reminder and Safety code features. These features do not affect the actual fitting, but they may be relevant to you. The Service reminder reminds your client when it is time to visit you again, and the Safety code ensures that your client’s hearing aids cannot be fitted elsewhere for a specified period, unless there is access to the code.

Mobile connectivity

Some hearing aids can be paired to Bluetooth mobile devices. If your client’s hearing aids do not communicate correctly with the Bluetooth devices, you can remove all pairings in the hearing aids and re-establish them. This will often solve the problem. Do as follows:

1. Open the *Mobile connectivity* window.
2. Click *Remove all pairings*. A small dialogue box opens asking you whether you want to remove the pairings.
3. Click *Yes*. This deletes all Bluetooth pairings in the hearing aids. It does not, however, influence any COM-DEX or CALL-DEX paired to the hearing aids.
4. On the Bluetooth devices (mobile phone, tablet etc), remove the pairing to the hearing aids manually.
5. Re-establish the Bluetooth pairings manually on the mobile devices. Follow the mobile device manufacturer's guide on how to establish Bluetooth pairings.

Instructions

Under MORE TOOLS you have access to the DEX instructions window. This window shows you the DEX devices, defining the different buttons and indicators.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 5.0. Issue date: 2022-05

C-tune II

NAVIGATION GUIDE

Introduction

This guide explains how to navigate in C-tune II. The following main elements are described: title bar, top navigation bar, workspace bar, and left navigation bar.

Title bar

To the left in the title bar you find the Coselgi C-tune II logo, which shows that you have opened the C-tune II fitting software from Coselgi. In the middle of the title bar you can see the selected client and their birthday (and age in brackets). To the far right, you can minimise, maximise or close the program, just like any other Microsoft Windows program.

Top navigation bar

The top navigation bar consists of the global navigation, which is divided into different themes, and the global tools that are accessible regardless of the theme you are working in.

Global navigation

The different themes under global navigation give you access to the main areas of C-tune. When a theme is active it is marked. You have access to all themes if C-tune is connected to a hearing aid or if a hearing aid is selected.

Global tools

The global tools are Cloud-based services, SoundPlayer, Save, Print, Help and End Session. Use these tools to save the fitting, print documents or access the Help menu (where you have several options). Finally, you can close C-tune from the Top navigation bar; this choice also saves data in your database and in the hearing aids.

Cloud-based services

 You must log in to access features in C-tune based on cloud services. Selecting the Cloud icon opens a drop-down menu where you can select *Information* to read more about the cloud-based services, or *Log in* to open a browser window in which you can create a user or sign in. Your login is not related to the selected client or session.

When you are logged in and you have been granted the necessary permissions, you can select *Information* again to get access to the *Preference log*, if this feature is available in your location. You can contact your local supplier for more information about login permissions.

When you click the Cloud icon, you can log in and log out of the cloud-based services. The Cloud icon always shows your current login status:

 You are not logged in

 You are logged in

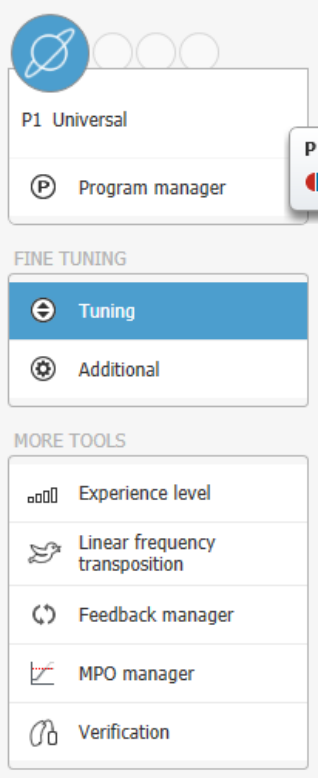
C-tune will retain your login even if you restart the application or your computer. For security purposes, you may periodically be asked to give your password again.

Workspace bar

The workspace bar is situated underneath the top navigation bar, and here you can see whether you have selected and/or connected to a hearing aid. You can also see which programming interface you have selected. Depending on the fitting, you will sometimes see a notification icon – if you hold your mouse pointer over the icon, you are notified about possible issues regarding the present fitting.

To the far right of the workspace bar you find the workspace tools, such as the Mute/unmute (both right and left hearing aid) and Reset functions, which contains a dropdown list from which you can choose between several reset functions.

Left navigation bar



The left navigation bar consists of the following:

- The Program starter, which is situated at the top of the left navigation bar (in the FINE TUNING and DATA LOGGING themes).
- Tools that belong to the theme you have selected in the top navigation bar. For instance, if you select FINE TUNING from the top navigation bar, the primary tools are shown in the upper part of the the left navigation bar, just below the program starter. Underneath the primary tools you find the secondary tools (MORE TOOLS).
- Hearing aid series logo. At the bottom of the left navigation bar you can see the logo for the hearing aids you have currently selected.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 4.0. Issue date: 2020-11

QUICK GUIDE

C-tune II

SELECTION

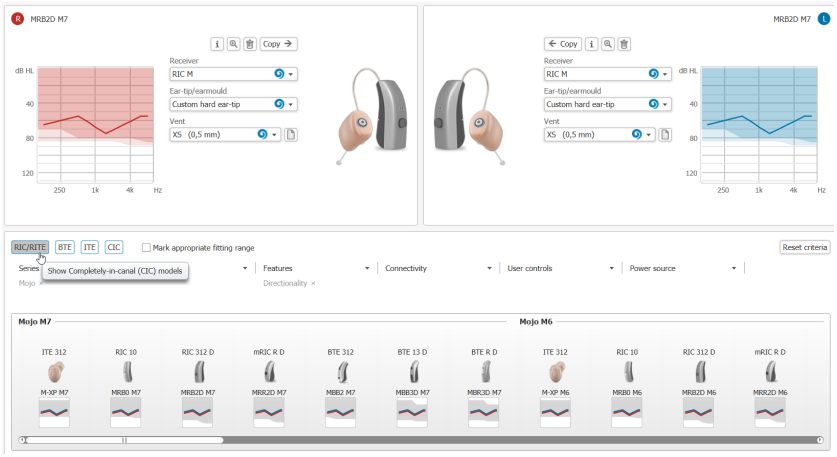
Introduction

This guide deals with the SELECTION theme in C-tune II.

⚠	Some hearing aids have a maximum sound pressure level exceeding 132 dB SPL. Take extra care when you work with these hearing aids, since they are able to give a harmful sound pressure. C-tune II shows a warning dialogue box when you select high-power hearing aids.

Select hearing aid

In the middle of the window you can select specific series, models, etc. by means of the drop-down lists and buttons. Use the buttons to see RIC/RITE, BTE, ITE and CIC hearing aids, and use the drop-down lists to filter the hearing aids so you see only models with the desired elements.



If you select a button, for example the *CIC* button, all available CIC models are displayed at the bottom of the window. If you choose the *BTE* button as well, all available CIC and BTE models are displayed.

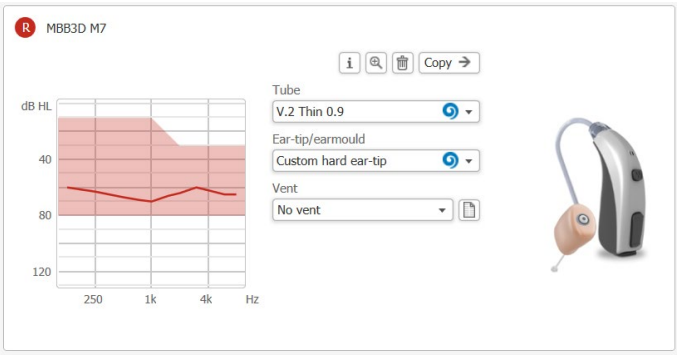
Use the *Reset criteria* button to return to the default setting where all hearing aids are displayed at the bottom of the window.

If you select the *Mark appropriate fitting range* check box, you can see a check mark beneath those hearing aids at the bottom of the window where your client's audiogram falls within the fitting range.

At the bottom of the window you can see all available hearing aids, depending on your choices in the middle of the window. You now have a customised view of the hearing aids, in the sense that you choose which hearing aids you want to see. Use the horizontal scroll bar to see all available hearing aids.

Hearing aid information

Use your mouse-pointer to choose a set of hearing aids. When you hold the mouse pointer over a hearing aid, select either the red R icon for the right ear, the blue L icon for the left ear, or the red and blue icon between the two others. Once you have chosen a set of hearing aids, you can see them at the top of the workspace. Each of the panes contains the following:



- Model name of the hearing aid, next to either a red R icon for the right hearing aid or a blue L icon for the left hearing aid
- Audiogram
- Fitting range
- Drop-down lists for the selection of EarWare (depending on the hearing aid model)
- Information button (information about the hearing aid)
- Zoom button
- Delete button
- Copy EarWare button
- Illustration of the hearing aid (when you select a piece of EarWare, the hearing aid illustration is shown with the EarWare)
- Button to open the Vent conversion table that can help you choose the correct vent for your client's ear-tip/earmould.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 5.0. Issue date: 2023-03

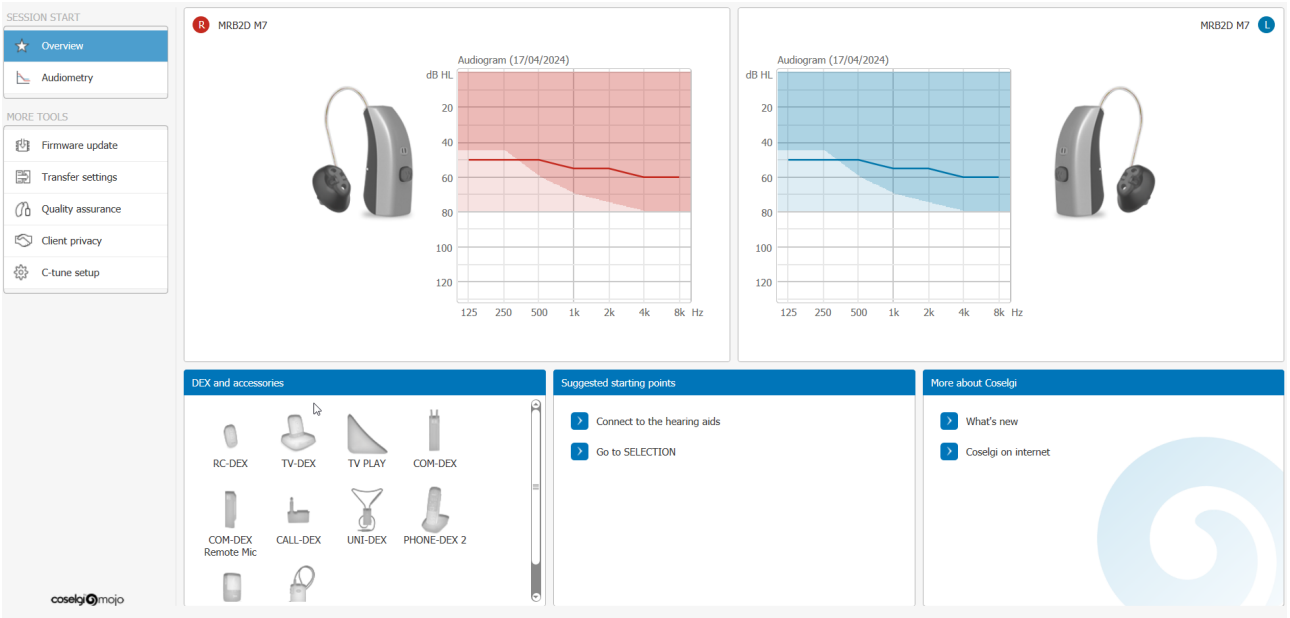
QUICK GUIDE

C-tune II

SESSION START

Introduction

Whenever you open C-tune II, the program starts by showing the SESSION START overview window. This is the front page of the C-tune program.



Detect hearing aids

- First-time visit: When you select the *Connect* button, the Detect hearing aids dialogue box opens. When the hearing aids are connected, you are sent to the FITTING overview.

- Follow-up visit: When you select the *Connect* button, the Detect hearing aids dialogue box opens. When the hearing aids are connected, you are sent to the SESSION START overview. Now the SESSION START overview is updated with relevant information about the client's hearing aids.

Basic information about SESSION START

The SESSION START window gives you an overview of the types of hardware used in the current fitting, and basic information about the client. The SESSION START window serves several purposes:

- Provides an overview
- Shows what has happened since the client's last fitting/visit
- Gives access to relevant functions before you activate Connect
- Helps new users of C-tune understand how the program works
- Gives the dispenser more flexibility

Panes

Below the audiogram area you find a row of panes. The *DEX* pane is always present, and, depending on whether the hearing aids are connected, the *Suggested starting points* or *New hearing aid data* pane is also displayed.

- DEX and accessories
  You can see available DEX and accessories in this pane if you have connected to the hearing aids. Note that you cannot match an available DEX device by selecting it in this pane. However, you can click a DEX icon to open the DEX matching window. If a small green arrow is shown next to the device, this device is matched to the hearing aids.

- Suggested starting points
  This pane is displayed if you have chosen a new client, and if it is a first-time visit – this also goes for a follow-up visit, but the content of the pane might be changed. The pane allows you to connect to the hearing aids or go to the SELECTION window.

- New hearing aid data
  This pane shows the data that has changed since the last time the hearing aids were connected to C-tune. This gives you a brief overview of what has happened since the last session. If automatic experience level has changed, you can see the level by means of the icon below the text in this pane (unless the feature has reached level four).

- More about Coselgi
  This pane shows a link to more information about Coselgi. The link takes you to the Coselgi home page from where you can learn about the products that Coselgi works with.

  You can also open the What's new document from this pane. When you have installed a new version of C-tune, the link to the What's new document is marked for easy access.

SESSION START tools

You have access to a number of tools from the SESSION START window:

- **Firmware update** allows you to install any available update in your hearing aids assistive devices. Note that this feature is not available for all hearing aids.
- **Transfer settings** allows you to replace one hearing aid of a pair. Use the feature if you only have one hearing aid of a pair available and you need to replace it without losing the pairing.
- **Quality assurance** allows you to check the hearing aid hardware and to perform tests with the hearing aid in a test box.
- **Client privacy** gives you access to the Research and development consent and the Privacy notice. In this window you can consent, or withdraw consent, on behalf of your client.
- **C-tune setup** allows you to change the general setup of the C-tune II program. For instance, you can change language, or change your default graphics view.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 6.0. Issue date: 2024-12

QUICK GUIDE

C-tune II

TRANSFER SETTINGS

Introduction

This quick guide explains the Transfer settings tool in C-tune II. You can find the tool under the SESSION START theme. Replace one HA of a pair lets you copy hearing aid settings from a saved database session to a new hearing aid without losing the linked functionalities.

Replace one HA of a pair

You can use this feature if you only have one hearing aid of a pair available and you need to replace it without losing the pairing. This may be relevant if, for instance, one of your client's hearing aids is defective.

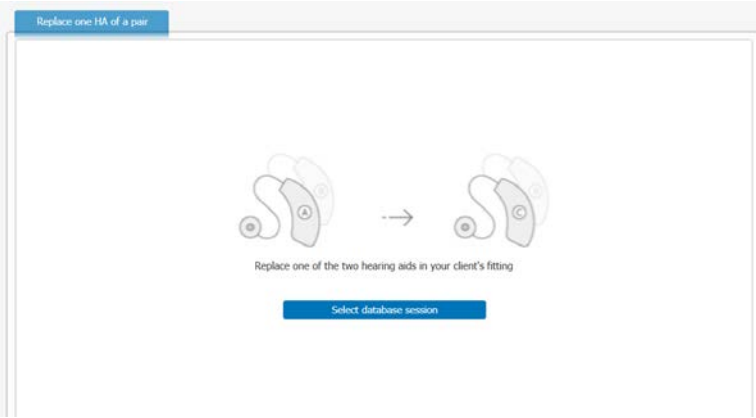
Note: You must replace with an identical hearing aid, meaning that it must be of the same series, model, and performance level as the original hearing aid.

To replace a paired hearing, keeping all linked functionality:

1. Select *Transfer settings* in the SESSION START window. The window opens in the *Replace one HA of a pair* tab.

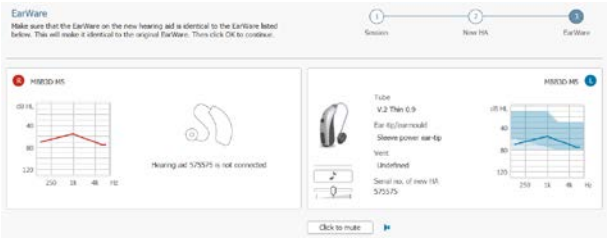
2. Click *Select database session* to get a list of valid sessions to import from your database.

3. All valid sessions are shown, with the newest on top. Sessions must be binaural to be valid. Select the session you want to use, prepare the new hearing aid for connection, and select *Connect to new HA*.

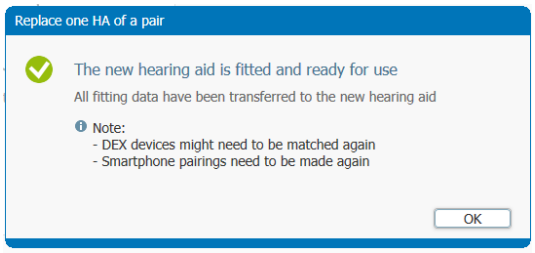


4. C-tune displays detected hearing aids that match the selected session. In the list of detected hearing aids, select the new hearing aid by selecting the side to replace. Then select *Next*.

5. C-tune displays the new hearing aid with the EarWare from the saved session. Make sure that the actual EarWare is the same as on the original hearing aid. Then select *OK*.



6. C-tune makes sure that the newest firmware is available in the new hearing aid, imports the data and shows the *Fitting overview* window, displaying a message that the hearing aid is fitted and ready to use. Select *OK* to close the message



The new hearing aid is connected, and the window shows that the other hearing aid of the pair is not presently available.

Note: You might need to match DEX devices again, and if the original hearing aid was paired with a smartphone you need to make the pairing again.

This document 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 document is also available on http://widex.pro/gps-startup-guide.

Document version: 1.0. Issue date: 2022-05