TROUBLE SHOOTING - COM-DEX

COM-DEX can pair with a total of 8 mobile devices. The paired devices are stored in the COM-DEX memory. However COM-DEX can only be connected to one mobile device at a time and it will always attempt to connect to the most recently connected Bluetooth device.

COM-DEX can pair with most Bluetooth mobile phones (Bluetooth Master).

However some Bluetooth devices work as Bluetooth slaves (like the COM-DEX itself) and as such will not be able to be paired with the COM-DEX.

POSSIBLE DIFFICULTIES

In some rare cases, there may be difficulties with your COM-DEX. Here’s what to do if the following difficulties occur:

Music/Sound streaming does not start automatically:

If music/sound streaming does not start automatically when you have started a music/sound stream on your mobile device, try to push the COM-DEX answer button briefly to allow the music/sound to stream to the hearing aids.

To manually terminate a music/sound stream to the hearing aids:

Long push on the answer button will stop the stream from the COM-DEX to the hearing aids.

COM-DEX does not work at all, either for phone calls/music streaming

First, try a soft reset:

Open and close the COM-DEX neck loop.
Second, try a **hard reset**.

The steps below will hard reset the COM-DEX, verify that it is setup for the correct device operating system, reset the pairing list on the COM-DEX and reset the Bluetooth setup of the device.

1. Open the COM-DEX neck loop and make sure it is NOT connected to a charger.
2. Remove any Bluetooth link between COM-DEX and the mobile device and reset mobile device Bluetooth system:
   a. Go to the Bluetooth menu on the mobile device and “forget” COM-DEX in the list of paired devices
   b. Turn off the mobile device
3. Close the COM-DEX neck loop and verify that the LED is flashing red/blue (this indicates that the COM-DEX is connectable but is currently NOT connected to any device)
4. Clear the pairing list of the COM-DEX and reset the software:
   a. Press and hold down both buttons for 5 seconds until the LED changes pattern for 1-2 seconds and then continues with the blue/red flashing
   b. Release the buttons
   c. Open the neck loop
   d. Plug the COM-DEX into a charger (this resets the COM-DEX software) and verify that the LED is constant red
5. Put COM-DEX in the correct operating mode depending on the mobile device operating system. This step is **ONLY** necessary if the user will utilize the App.
   a. If the mobile device is Android 4.3 or 4.4 (otherwise continue to step 5b):
      Press and hold both buttons for 5 seconds until the LED changes color for a few seconds. Release the buttons
      i. If the LED color changed to green you can continue to 6.
      If the LED color changed to blue, please repeat step 5a until LED turns green
   b. If the mobile device is other OS than Android 4.3 or 4.4:
      Press and hold both buttons for 5 seconds until the LED changes color for a few seconds. Release the buttons
      i. If the LED color changed to blue you can continue to 6.
      If the LED color changed to green, please repeat step 5b until LED turns blue
6. Remove COM-DEX from the charger
7. Close the COM-DEX neck loop and verify the LED is flashing blue/red
8. Open the COM-DEX neck loop again
9. Turn on the mobile device and open the Bluetooth connection screen
10. Make sure Bluetooth is turned on for the mobile
11. Close the COM-DEX neck loop
12. Verify that “COM-DEX xxx” is listed and verify that xxx = last 3 digits of the COM-DEX serial number, which is stamped on the back side of the COM-DEX
13. Push “COM-DEX xxx” in the Bluetooth list and verify that the mobile device connecting to COM-DEX for both phone and media
14. Verify that the LED on COM-DEX is turned off (this indicates that COM-DEX is connected to a Bluetooth device (or battery is dead)
15. Open the neck loop for 5-10 seconds
16. Close the neck loop and verify that Bluetooth connection is re-established automatically
17. Optional: Verify by test that phone calls and music is streamed to the COM-DEX.
   For phone calls it might be necessary to manually route the call to COM-DEX. This is done by selecting Bluetooth button in the mobile device call screen.
The COM-DEX and the COM-DEX app does not work

Check if the COM-DEX is connected.

Optional for the COM-DEX App:

1. Open the COM-DEX App and verify that it can connect to COM-DEX after tapping on “COM-DEX xxx” in the opening screen.

2. If the App does not connect after tapping:
   a. Verify that the App is not in demo mode
      If in demo mode: Exit demo mode by More | Settings | Leave Demo
   b. Open + close the neck loop

3. If App still does not connect after tapping: Reboot the phone and/or re-install the COM-DEX App and try again.