

## COM-DEX TROUBLESHOOTING GUIDE

This guide lists the most common issues and solutions when using COM-DEX and the COM-DEX App.

In some cases, there may be problems with your COM-DEX device. If this is the case, please consult the troubleshooting guide below.

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### HOW TO RESET COM-DEX

Resetting the internal COM-DEX list of paired devices (= the pairing list) and resetting the COM-DEX generally solves most problems. To do so, carefully follow these steps:

1. Close the COM-DEX neck-loop.
2. Disconnect/turn off *all* Bluetooth devices, which are connected to COM-DEX.  
When done correctly, the LED on the side of the COM-DEX will flash red and blue.
3. Hold down the Push- and Room Off button for 5 seconds until the blue-red flashing pattern is briefly interrupted by a constant red light.
4. Open the neck-loop and leave it open for *at least 10 seconds*. This will reboot COM-DEX.

**Note:** When using the latest firmware version 1.2.0, a clearing of the pairing list will automatically set COM-DEX in so called blue mode.

This automatic mode switching can cause issues when used with an Android phone. See below for description of blue vs. green mode and how to change it manually.

## I CAN'T HEAR MUSIC OR SOUND STREAMING FROM MY MOBILE PHONE

If you cannot hear a music or sound stream that is being played on your mobile phone try to push the COM-DEX push button briefly. You may also verify that the audio source in the phone is routed to COM-DEX.

## HOW TO CONNECT COM-DEX WITH TWO PHONES SIMULTANEOUSLY

A COM-DEX running firmware version 1.0.10 can connect to only one Bluetooth mobile phone at the time while firmware version 1.2.0 can connect up to two Bluetooth phones at the same time.

If you have two phones simultaneously connected to your COM-DEX running firmware 1.2.0, you may only start and use App on *one* of the phones.

For further information regarding two phones setup, please see “*COM-DEX Connections Guide for Using Two Phones Simultaneously*”.

## I'M STUCK IN DEMO MODE IN THE COM-DEX APP

Demo mode is a state of the App that allows users without a COM-DEX to browse through the App features.

If your App is running in demo mode, it is *not* connected to COM-DEX and hence the hearing aids cannot be controlled from the App.

When the App is running in demo mode, a watermark is shown in the lower part of the App screens: “DEMO MODE”

To leave demo mode go to: *More > Settings > Exit demo mode*

This will return you to the search screen from where the COM-DEX can be connected to the App.

## I CAN'T CONNECT COM-DEX TO THE APP

Check that COM-DEX is connected via Bluetooth to your phone:

1. Go to Bluetooth settings on the phone
2. Verify that COM-DEX is connected to the phone (not just paired)
3. If COM-DEX is not connected, tap on it in the Bluetooth search list. It is listed as “COM-DEX xxx” (xxx= last three digits in its serial number, which is shown on the back of COM-DEX).

If the App is still not working, please continue with the steps below:

1. Open the COM-DEX App and verify that it can connect to the COM-DEX after tapping on “COM-DEX xxx” on the search screen. If COM-DEX is *not* connected to the App and the search screen doesn't appear, you might be in demo mode. See “I'M STUCK IN DEMO MODE” above.
2. If the App does not connect after tapping or if “COM-DEX xxx” is not listed on the search screen:
  - a. Press the Push button and see if “COM-DEX xxx” appears in the search screen.
  - b. Open and close the neck-loop.
3. If the App does not connect after tapping or if “COM-DEX xxx” is still not listed on the search screen:
  - a. Reboot the phone, reset COM-DEX (see above) and re-connect COM-DEX in the Bluetooth menu. Then repeat above steps.

## COM-DEX CAN'T CONNECT TO MY ANDROID DEVICE

As COM-DEX is a very versatile Bluetooth device it can operate in two different modes of Bluetooth connection:

- Green mode, where only Bluetooth classic mode is used
- Blue mode, where both Bluetooth Low Energy (Bluetooth Smart) and Bluetooth classic are used

The names green and blue mode refers to the color of the COM-DEX LED when following below procedure.

It's important to know, that COM-DEX must be in the same mode as the App.

If COM-DEX is in blue mode the App also has to be in blue mode, and like so regarding green mode.

For iPhones the blue mode is needed while some Android phones only works in green mode.

In general it is not necessary to know which mode to use for your specific phone model and operating system. If facing connection issues simply try to switch between green and blue mode by following below procedure one or two times.

The new firmware version 1.2.0 is designed to automatically change mode from blue to green when needed. However, the automatic mode change in firmware 1.2.0 does not work with some phones and operating systems. For this reason the manual mode change may be needed even with firmware version 1.2.0.

When running firmware 1.0.10 a mode change always need to be performed manually.

You can always manually change the operation mode and if you face connection issues the trick may very well be to change mode.

Before switching mode it is recommended to reset the COM-DEX device.

See "RESET COM-DEX" above.

1. Open the App. The search screen will appear.
2. Hold down the "Need help" text at the bottom of the screen until the text changes color (about 10 seconds), note which color it changes to: *Blue or green*.
3. A connection guide will open automatically. Close it.
4. Open the neck-loop on COM-DEX.
5. Connect COM-DEX to a charger using the provided USB cable.
6. Hold down the Push- and Room Off button simultaneously for about 5 seconds until the LED on the side of COM-DEX changes color to *blue or green*. Then release the two buttons.
7. If the LED color doesn't match the "need help" text color noted in step 2 above, then hold down the two buttons again till the LED on the side of the COM-DEX changes color again.
8. COM-DEX and App are now set to operate in same mode.
9. Proceed to connect COM-DEX to the phone via Bluetooth menu in the phone.
10. Open the App on the search screen.
11. If App search screen lists a *COM-DEX xxx* device tap on it and verify if App connects to COM-DEX
12. If the COM-DEX does not appear in the App search list or if connection is unsuccessful, try setting COM-DEX and App in the opposite mode by following above steps from step 2.

In general the following applies:

- Android OS 4.4.x phones: App and COM-DEX shall be set to *green* mode.
- Most Android phones running Android OS 5.x or higher: App and COM-DEX will work in both *green* and *blue* mode, but blue mode is generally the preferred mode.

- A few Android phones running Android OS 5.x does not work in blue mode<sup>1</sup>. Hence App and COM-DEX shall be set to *green* mode.

**Note:** When using COM-DEX with an iPhone, the iOS App will *a/ways* run in blue mode. Hence COM-DEX shall also always be in blue mode when used with iPhone App.

## HOW TO IDENTIFY THE COM-DEX FIRMWARE VERSION

Currently (June 2016) COM-DEX is available with two different firmware versions. Firmware version 1.0.10 and firmware version 1.2.0.

The COM-DEX firmware version is shown, when COM-DEX is connected to a Bluetooth phone running the App. In the COM-DEX App go to *More > Help > App and device information > COM-DEX firmware version*.

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<sup>1</sup> These Android phones include e.g. Samsung Galaxy S4, HTC One M7, HTC One M8, Huawei P8 and Motorola Moto X