

Problem: Connection fail between Fittingssoftware and Hearing Aid.

Possible Cause	Possible Solution
Incorrect programming interface	<ul style="list-style-type: none"> Use HI-PRO, HI-PRO2 or NOAHlink. Other programming interfaces are not supported
No connection between programming device and Hearing Aid.	<ul style="list-style-type: none"> The Hearing Aid must be connected to the programming device with a programming cable Use only 4-pin standard CS44 programming cable acc. to HIMSA specification. Use an undamaged programming cable (Check the cable) Pay attention to the marks (dots) at the plug of the programming cable and the programming socket on the device. They must match when connected.
No connection between HI-PRO and computer	<ul style="list-style-type: none"> Install the HI-PRO Software and run the HI-PRO Configuration. The HI-PRO must be connected to the computer with an appropriate cable. Power LED at the HI-PRO must be green. LED's of the HI-PRO must flash during "detect and connect" of the Fittingssoftware.
Another program uses / blocks the programming device	<ul style="list-style-type: none"> Close any additional programs that access the programming device (e.q. Another Fittingssoftware, NOAH....)
Antivirus program is blocking the Fittingsoftware	<ul style="list-style-type: none"> Add exception for the Fittingssoftware in the Antivirus program
HI-PRO is connected to a COM port >4	<ul style="list-style-type: none"> Set the COM port of the HI-PRO between COM1 and COM4
HI-PRO Software is not installed	<ul style="list-style-type: none"> Install latest version of the HI-PRO software. You can get the latest software from the HI-PRO manufacturer homepage. Run the HI-PRO Configuration program from the HI-PRO manufacturer to check the correct functionality of the HI-PRO.
Hearing Aid is switched off (AN-Evo1, contact star evo1, apollon)	<ul style="list-style-type: none"> Switch Hearing Aid on. Program switch must be set to M, T or MT
Battery inserted (AN-Evo1, contact star evo1, contact mini, pan, contact forte, contact evo1)	<ul style="list-style-type: none"> Do not insert batteries in the Hearing Aid during programming. Remove battery from the Hearing Aid
No batteries inserted (apollon)	<ul style="list-style-type: none"> Insert new batteries. The apollon must be supplied with batteries during programming
Incorrect Fittingssoftware	<ul style="list-style-type: none"> Use the correct Fittingssoftware for your Hearing Aid <ul style="list-style-type: none"> contact mini: BHMFit contact mini contact star evo1: BHMFit contact star evo1 pan: BHMFit pan AN-EVO1, apollon: BHMFit2
Old Fittingssoftware version	<ul style="list-style-type: none"> Install uptodate version of the Fittingssoftware
Loss of connection during the fitting session (AN-Evo1)	<ul style="list-style-type: none"> Perform the fitting session with a reduced volume setting. In the case of binaural fitting, fit each device individually, monaurally and successively

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Problem: Hearing aid doesn't work

Possible Cause	Possible Solution
Hearing module not switched on	<ul style="list-style-type: none">• Switch on hearing module (close battery compartment)• Switch must be set to M mode (AN-Evo1, contact star evo1, apollon) or MT mode (apollon).
Empty or weak battery	<ul style="list-style-type: none">• Replace battery with a new one
Battery compartment doesn't close	<ul style="list-style-type: none">• Insert the battery correctly
Blocked earpiece	<ul style="list-style-type: none">• Clean the earpiece
Blocked cerumen filter	<ul style="list-style-type: none">• Replace the cerumen filter
Receiver cable not connected. (apollon, contact mini)	<ul style="list-style-type: none">• Connect the receiver cable to the Hearing Aid and to the receiver.
Receiver cable damaged. (apollon, contact mini)	<ul style="list-style-type: none">• Consult your Hearing Care Professional

Problem: Hearing aid is too quiet

Possible Cause	Possible Solution
Earpiece has been placed too loosely	<ul style="list-style-type: none">• Remove the earpiece and reinsert
Blocked earpiece	<ul style="list-style-type: none">• Clean the earpiece
Hearing loss has changed	<ul style="list-style-type: none">• Consult your hearing care professional
Too much cerumen (ear wax) in the auditory canal	<ul style="list-style-type: none">• Consult your hearing care professional
Volume is set too low	<ul style="list-style-type: none">• Consult your hearing care professional
Blocked cerumen filter	<ul style="list-style-type: none">• Replace the cerumen filter

Problem: Hearing aid whistles/hums

Possible Cause	Possible Solution
Earpiece has been placed too loosely	<ul style="list-style-type: none">• Remove the earpiece and reinsert
Dome earpiece is not correctly placed	<ul style="list-style-type: none">• Reinsert the dome earpiece
The settings are not optimal	<ul style="list-style-type: none">• Consult your hearing care professional
Dome earpiece is worn or defective	<ul style="list-style-type: none">• Consult your hearing care professional

For all other problems, please contact your hearing care professional directly.

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