

**AQ<sup>H</sup>**

# FAQ



## AQ rechargeable batteries

### Times / charging:

1. What is the lifespan of a rechargeable battery, i.e. how many charging cycles does it have?

Charging cycles > 1500.

2. How long is the average charging time of a battery?

3-5 hours, max. 8 hours.

3. If the battery is not fully discharged, can it be charged without being damaged?

Yes, but an additional cycle will be necessary (Service).

4. Why does recharging take so long?

The charging program is restarted and needs to process. In order to obtain a "Battery full" reading, several parameters must be satisfied. To this end, a certain energy input is required in order to obtain readable parameters.

### Miscellaneous:

• Does HANSATON use the same rechargeable batteries as Siemens in its battery systems?

No.

## AQ rechargeable batteries

### Times / charging:

**1.What is the operating time of a rechargeable battery when the hearing system is stored in the charging station?**

After 4 days, approx. 16.5 hours of use can still be obtained.

**2.What is the operating time of a rechargeable battery when the hearing system is stored in the transportation case?**

After 4 days, approx. 16.5 hours of use can still be obtained.

**3.For how long can I store an AQ hearing system in a transportation case and still be able to program it?**

We recommend that every device be fully charged before being adjusted.

**4.How long does a rechargeable battery last with a particular receiver strength?**

With the P receiver > 18 hours.

**5.To what extent does the use of Media/ miniMedia affect the battery performance?**

The discharge current is briefly increased (approx. 150 $\mu$ A) when switching programs. The discharge current is only increased on a sustained basis (approx. 150 $\mu$ A) when audio streaming.

**Sample calculation:** 10 hours of audio streaming reduce the max. wearing time by approx. 1-2 hours.

## AQ rechargeable batteries

### Service:

**1.How do I conduct a change of battery?**

See the video "Expert Service Kit".

**2.Can we exchange the batteries of ITE hearing systems ourselves?**

No.

**3.Is it possible to keep rechargeable batteries in store, to have them available when needed?**

Yes. The maximum storage time with hearing system professionals is 6 months. It is still important to charge the batteries, however, when switching them.

**4.Is it possible to also use regular batteries?**

Yes. However, the AQ concept is not intended for use of regular batteries.

## AQ charging station

### Operation / symbols:

#### 1. What does a broken rechargeable battery symbol mean?

The rechargeable battery is defective.

#### 2. Why are the broken rechargeable battery symbol and the wrench symbol blinking simultaneously?

The hearing system has been fitted with a defective rechargeable battery (or inadvertently with a regular battery):

The lower bar in the rechargeable battery symbol will flash after approx. 3 seconds. The symbols "Rechargeable battery defective" and "Service" will blink simultaneously after approx. 5 seconds or later, during the charging process.

#### 3. Why is it no longer possible to program the hearing system?

The battery is not charged and therefore has no capacity.

#### 4. How do I set the time on the charging station?

The time can be set from the underside of the AQ charging station. Press the desired key for 3 seconds (the colon in the time display will glow continuously) and set the time. The display will automatically switch back to normal time mode (the colon in the time display will blink).



## AQ charging station

### Operation / symbols:

#### 1. Why do AQ hearing systems discharge in an unplugged charging station?

The charging controller (in the hearing system) keeps the device switched off while in the station. If the charging controller has no power supply - i.e. the charging station is unplugged - the hearing system cannot be switched off.

### Service:

#### 1. Does the service station charge like a charging station?

Yes, using approx. half the charging current.

#### 2. What is the service interval? Can it be freely selected?

The service interval is 200 charging cycles. It cannot be freely selected.

#### 3. What should the hearing system professional do if the Service symbol appears?

Conduct a Device Reset + inspect the device + clean the device,  
replace the mic cover if necessary, replace the receiver if necessary,  
replace the dome is necessary + ...

The hearing system professional must decide.



## AQ charging station

### Service:

#### 1. What is the "Expert Service Kit"?

It is intended as an aid for mic cover exchanges and battery replacements. It consists of: Screwdriver, pin removal tool, instructions and video CD.

#### 2. What is the Reset Pen? How do I conduct a Reset?

The Reset Pen is used to reset the charging cycles. Reset = see instructions.



## AQ charging station

### Miscellaneous

**1. What power supply adapters are available?**

None, but there is a USA power supply unit.

**2. Is there also a connector for cars?**

Yes, order number: 34349 (for cigarette lighters).

**3. Can I also use the charging station when in other countries?**

Yes, 100-240V / 50-60Hz. If necessary, use country-specific adapters.

**4. What is the maximum energy consumption of the charging station?**

The power supply plug has  $12V/400mA = 4.8W$ .

**5. What temperature is reached when drying the hearing system?**

Temperatures of  $35^{\circ}$ - $40^{\circ}C$ .

**6. Is it necessary for the customer to bring his charging station to his appointments?**

It is recommended, since it allows for the entire system to be inspected.





## AQ hearing system

**1. What designs are available?**

X-Mini, Concha, Canal.

**2. How do I turn off the hearing system?**

The device can be placed on standby mode using the pushbutton or the remote control. The devices are fully turned off in the AQ case.

**3. Can I also replace the upper and lower shells of AQ hearing systems?**

You cannot replace the lower shell since the charging electronics are firmly connected to the lower shell.  
You may replace the upper shell, mic covers are available in diverse colors.

**4. Do AQ hearing systems have the same features as AURIGA, VENETO and LUMEO?**

Yes, plus a few additional functions and expanded setting options.

**5. Why don't the hearing systems turn off fully while in the case?**

The case is not a proper AQ case, the magnet in the case is off-center, or the system is incorrectly positioned in the case.



## AQ hearing system

### Programming:

→ The AQ 2G X-Mini hearing systems are only to be programmed with ConnexxLink.

1. Do AQ hearing systems have to be fully charged for safe recognition and programming?

No, that is not required.



## ConnexxLink:

### 1. What is ConnexxLink:

- ConnexxLink is a wireless programming interface (similar to NoahLink).
- With ConnexxLink, hearing systems can be recognized and programmed without any cables.
- ConnexxLink works starting at Connexx 6.4/Hansafit 6.7 with AURIGA, VENETO, LUMEO, CEMIA and AQ 2G hearing systems that have a wireless coil (not available with all ITE models).

### 2. How do I connect ConnexxLink?

- Charge the ConnexxLink rechargeable battery.
- In order to use ConnexxLink, simply plug the dongle that was included in the shipment into the PC (use of the NoahLink dongle for ConnexxLink is not possible).
- Additional software installation is not necessary (Connexx 6.4 or a newer version must be installed).
- When the dongle and ConnexxLink are connected with one another, the green LED in the dongle will light up permanently and the Bluetooth symbol in the display will also light up.

## ConnexxLink

### The ConnexxLink Bluetooth dongle



Attention: The serial numbers for ConnexxLink and the Bluetooth dongle are identical

#### Important note:

ConnexxLink works only with the Bluetooth dongle that was included in the shipment. The dongle and ConnexxLink have been "pre-paired" and therefore have the same serial number.

## ConnexxLink

### ConnexxLink and power supply in the USB hubs and extensions:

- The ConnexxLink dongle, the NoahLink dongle, the USB HiPro, the Media/miniMedia remote controls, and other active USB devices should not be used together in a passive USB hub.
- Should there be any problems, please connect the device(s) directly to a USB port on the PC or to an active USB hub.
- USB extension cables may not be longer than 5m.

### Background:

- A USB connection supplies power of 500mA. On a passive USB hub, these 500mA are distributed among all of the hub's USB connections. Since the above-mentioned active USB devices each require 400-500mA power, these devices will no longer operate properly.
- Try out different ports on the computer. Not all of them provide enough power; this is possible with some laptops, for example.

# ConnexxLink

## i-com2 and ConnexxLink

- During adaptation to ConnexxLink, all i-com2 functions are switched off.
- In this case, the wireless coil exclusively sends and receives signals to/from ConnexxLink.
- As long as the devices are programmed with ConnexxLink, there is no program, volume, or situation coupling.
- Even the remote controls (Media/ miniMedia & eMote2) cannot be used during this time.

## Troubleshooting

### 1. Connexx freezes during the first fit

NOAHLink and ConnexxLink installed on the computer → hearing system is recognized → initial adjustment → continue → computer freezes

#### •Solution:

Remove the ConnexxLink Bluetooth dongle and restart the computer without dongle.

Reinsert the ConnexxLink Bluetooth dongle.

→ Computer runs with NOAHLink and ConnexxLink.

# ConnexxLink

## Troubleshooting

### 2.ConnexxLink does not recognize the hearing system

- The hearing system is not recognized by ConnexxLink even though the hearing system is within the reach of ConnexxLink.

#### **Solution:**

Switch the hearing system off and on again → Read out again.

#### **Recommendation:**

- If devices are to be programmed with ConnexxLink, they should first be switched off and on before the readout (especially in the case of subsequent adjustments). This allows for the devices to be in a defined state.
- When an actuation delay has been set, you must wait for the new readout until the device has been switched on again (this is especially important for AQ devices, since they are set by default to an actuation delay of 12 seconds).

# ConnexxLink

## Troubleshooting

### 3.ConnexxLink does not recognize the X-Mini hearing system

- If an X-Mini hearing system (only AURIGA ,VENETO, LUMEO, CEMIA) is not recognized by ConnexxLink, but the wireless coils are working, a defective receiver may be involved.
- In contrast to programming via HiPro/NOAHLINK, the message "Receiver defective" does not appear. Instead, the device is not recognized.

### It is possible to test in 3 different ways whether the receiver is the problem:

- 1.Allow the device to be recognized without the receiver. ConnexxLink should then recognize an AQ First 2G X-Mini no receiver, for example.
- 2.Repeat programming with another receiver.
- 3.Plug the receiver to another device and attempt programming via NOAHLINK/HiPro. The message "Receiver defective" should now appear.



# ConnexxLink

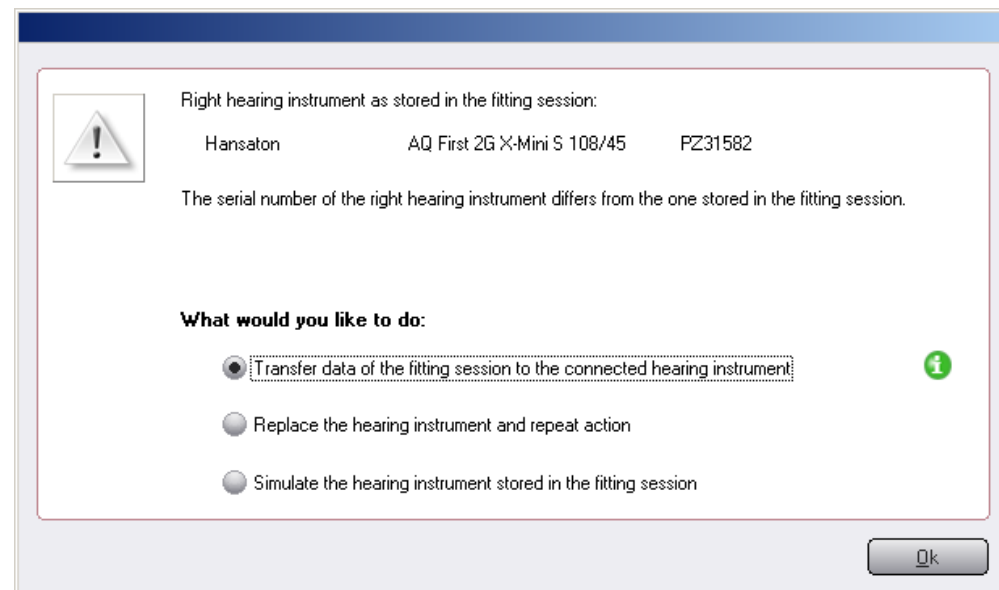
## Troubleshooting

### 4.The left and right hearing systems have the same serial number

- Hearing systems were entered in the database with identical serial numbers for the right & left hearing systems.
- If such a session is loaded and then transferred to the device without a previous readout, you will receive a message stating that the serial number for the stored session does not match the number of the device.

Solution:

- If you follow the dialogue and program the setting in the hearing system nevertheless, it will be no problem.
- The serial number in the hearing system cannot be changed with Connexx.



## ConnexxLink

### Recommendation:

- In order to bypass this message, you should open the Hansafit via module selection, allow the hearing system to be recognized, and then select a subsequent adjustment.
- Alternatively, you can also open an old session and only then allow the device to be read out. This last option is somewhat more involved, however.
- When one of these two workflows is used and an old session is to be loaded, this can be done after the readout of the device, via the Connexx activity list.

### Important:

All types of devices by all manufacturers, which are programmed with ConnexxLink, may be affected by this problem.