

# Widex Dex FAQ

## General

### **Q: What is WidexLink Technology?**

A: WidexLink is the proprietary digital wireless transmission technology for hearing aids and external devices like cell phones, TV etc

### **Q: What is Widex Dex?**

A: It is a line of optional digital wireless accessory devices that are compatible with the Widex Clear440 products. They include:

- RC-Dex- a remote control that can change volume and program settings.
- TV-Dex- an accessory for wireless connectivity with the TV and/or home stereo.
- M-Dex- allows for Bluetooth cell phone connectivity, access to the FreeFocus feature, and a master remote control for the hearing aids.

### **Q: Do I have to have a Dex with the Clear440?**

A: No, you do not. The Dex's are optional accessories that allow for connection to external devices. Clear440 aids have inter-ear communication (WidexLink) that is independent of the Dex accessories.

### **Q: Why do we need an intermediate device (TV-Controller and M-DEX) between the sound source and the HA?**

A: The limited battery capacity in the hearing aids requires us to examine wireless technology that is efficient on current drain. We know that the inductive antenna is efficient; but it also has a very limited range. Therefore an intermediate device (i.e., a streamer) is needed to relay the long range electromagnetic signals to the short range (but extremely battery efficient) inductive signals.

### **Q: What is short range and long range communication?**

A: Short range communication is the data exchange between the hearing aids [HA/HA] and between the hearing aids and intermediary devices like the M-Dex/ TV-Dex. Typically it is less than 1 m (or 3 ft). Long-range communication is the data exchange between the Dex and external devices such as TV, stereo and cell phone. Typically it is less than 10 m (or 33 ft.).

### **Q: Are there any videos or guides to help me remember how to use and operate the various Dex accessories?**

A: Yes when you select a Clear product in the Compass software, go to "Finalize" and then under "Instruction Tool" you will find guides and videos.

**Q: Does using the Dex devices cause an increase of battery drain to the hearing aids?**

A: No. When the Clear hearing aids are in the receiving mode, the current drain is about 1.4 mA. When they are in the transmitting mode, it is about 1.5 mA.

**Q: Should I open and close the battery door of the hearing instruments after programming them and before using “Quick Match?”**

A: Yes, you should open and close the battery door after programming the aids in Compass.

**Q: I am having trouble connecting to my Clear hearing instruments and everything seems to be correctly installed on my computer, could something be interfering?**

A: Make sure any Dex’s nearby are TURNED OFF. Having an M-Dex or a TV-Dex “ON” and in close proximity to the nEARCOM/USBLink may cause interference.

## RC-Dex

**Q: Can you have more than 1 RC-Dex paired with a set of hearing aids?**

A: No, only one RC-Dex per set of Clear is recommended. It is theoretically possible to encounter situations where, via Quick Match, more than one RC-Dex has been paired to a singular pair of Clear instruments. This is a minor “glitch” and it is not recommended to promote more than one Dex use per set of aids as this may not always be replicable on all devices/instruments in the field.

**Q: Can I access the Zen+SmartToggle feature on the RC-Dex?**

A: Yes. You will do a “long press” on the center program button on the RC-Dex and this will take you into the Zen+setting. From there you may do a “short press” to access your Zen+ settings. To go back to the normal programs you will need to do another “long press”.

**Q: Is the remote pairing the same for Clear as the other current products?**

A: No. It is much easier to match the RC-Dex remote to the Clear hearing aids. An instructional video is also available on Compass that provides step-by-step instructions. Specifically, with the hearing aids connected you will go to “Finalize” in Compass, then “Dex Matching”, Click “Start Matching.” With the RC-Dex placed 12 inches from the hearing aids, press and hold both the “ + ” and “ - ” volume control buttons simultaneously and your matching will be complete.

**Q: Can I program the RC-Dex so that patient can adjust the 2 hearing aids separately?**

A: No. This is not possible.

**Q: What type of batteries does the RC-Dex take?**

A: The RC-Dex uses one disposable lithium 2032 battery which has a battery life of about one year.

**Q: When “streaming” through the TV-Dex can I use the RC-Dex to adjust volume of the hearing aids?**

A: No, you will not be able to adjust the volume on the hearing aids via the RC-Dex while the aids are engaged in communication with the TV-Dex/M-Dex. Only one Dex can be used at a time.

**Q: Does the RC-DEX overwrite what the InterEar features do?**

A: No. The InterEar features are active only when there are no commands from the RC-DEX.

## TV-Dex

**Q: What is the “Room Off” button on the TV-Dex?**

A: When this feature is activated, the hearing aid microphones are shut off so the user is not disturbed by background noise while listening to the television.

**Q: My patient watches television in a number of different locations throughout the house. Does the same TV-DEX have the capability to control each television set independently?**

A: Yes, but you will need to purchase separate TV bases to be used with each TV set.

**Q: Do I need a full TV-DEX system per TV set in my household?**

A: No. You will only need a TV-Base per TV set. The TV-Dex Controller is automatically matched to the specific TV-Base when it is being recharged in the base.

**Q: Which sound source is the default sound source when both TV and audio input is used?**

A: The source toggle button (the On/off-button) toggles through the input marked (TV) first, then the (Audio) input and then (Off) in a sequence.

**Q: Is it possible to listen in stereo with only one hearing aid?**

A: Stereo can only be reproduced using 2 hearing aids. To ensure that monaurally fitted hearing aid users can hear both the left and the right side stereo signals in the hearing aid, the switch at the bottom of the TV-Base needs to be set to “one” hearing aid.

**Q: If a couple living in the same home would like to both use the TV-Dex is this possible?**

A: They will need to purchase TWO separate TV-Dex systems (one for each person so the TV-Dex can be matched to their hearing aids). They would need to use a splitter on the TV audio output so it may form two inputs, one to each TV base.

**Q: What happens if my patient has one of those new TV sets that have a digital audio signal (coaxial/optical) output instead of the standard stereo analog audio output?**

A: One may use a Gefen TV adaptor that converts the digital output to the analog form. It costs about \$60 ( [www.gefentv.com](http://www.gefentv.com)).

**Q: Which Dex product will I need if my patient would like to use their iPod?**

A: You could order the M-Dex (if you are mobile – but the audio will become monaural) or could use the TV-Dex (audio input, binaural) if listening at home/office, etc.

**Q: Does my patient have to wear the TV-Dex remote around their neck?**

A: No. It just needs to be within 3 feet (arm's length) of the hearing aid, but around the neck may give the best results (but as long as they do not wear a pacemaker).

**Q: How far can my patient sit away from their TV using the TV-Dex?**

A: The TV-Dex remote needs to be within 3 feet of the hearing aids and the patient can be 30 feet away (10 meters) from the TV-Dex base.

**Q: What type of batteries does the TV-Dex take?**

A: The TV-Dex uses a built in rechargeable battery.

**Q: How do you hook up the TV-Dex?**

A: You will have a stereo audio cable that connects the audio input port on the back of the TV-Dex base and the audio output of the TV.

**Q: Should I plug my TV-Dex into my TV audio output, my cable box audio output, or the audio output on my surround sound receiver?**

A: It would be ideal to plug your TV-Dex into the audio output of your TV or the receiver on your surround sound system. Plugging the TV-Dex into the audio output on your cable box would result in significant audio delay.

**Q: What happens when I adjust the volume of my M-Dex or TV-Dex when “streaming” (in use)?**

A: When you are using the M-Dex and want to adjust the volume, you are adjusting the volume of the signal coming through the M-Dex and NOT the volume of the hearing aids (it stays at default). When you disengage the Dex and it returns to normal (or non-Dex connected) operation, you will then be able to adjust the volume of the hearing aids with the M-Dex. Volume on hearing aids can only be adjusted with

RC-Dex or M-Dex or V/C on the hearing aids). The TV-Dex does not allow VC adjustment.

**Q: What happens if I'm watching TV with my TV-Dex and a phone call comes in on M-Dex that is paired with my cell phone?**

A: If you are using the TV-Dex and your M-Dex is in range of your hearing aids and receives a call, your TV-Dex will disengage, you will hear your M-Dex ringing in your aids and you'll have the option to accept the call. When you hang up, if your TV-Dex is still in range of your aids, it will re-engage automatically and you can continue listening through the TV-Dex.

**Q: Is the neck loop for the TV-Dex Controller required or recommended – how much possibility is there for the user to have the TV-Dex Controller in a pocket or at the seat?**

A: The communication between the hearing aids and the TV-Controller is based on the highly directional short range inductive antenna technology. The positioning of the antenna in the TV-Controller is optimized for use with a neck loop where the position is predictable. The advantage being that you can move around in your living room with the TV-Controller and have excellent audio transmission.

**Q: What standard mini-jack connector is used for personal audio device input?**

A: 3.5 mm (1/8")

## M-Dex

**Q: What is the "Room Off" button on the M-Dex?**

A: When this feature is activated, the hearing aid microphones are shut off so that the user is not disturbed by background noise while listening on the telephone or other audio input.

**Q: What is the FreeFocus feature?**

A: FreeFocus allows the patient to direct the hearing aid microphones to the direction of choice (right, left, front, back). When left/right is selected, the microphone on both sides stays in the omnidirectional mode, while the noise reduction is set to comfort (18 dB gain reduction) on the opposite side. This may maintain comfort and provide optimal audibility for speech.

**Q: How can a patient who is wearing Clear (any style) gain better access to a land-line telephone (with and without Bluetooth capability)?**

A: If using a Bluetooth connection on the phone - the patient can pair their land-line phone to the M-Dex. The patient can also buy a Bluetooth adapter that can be

plugged into their landline phone and pair it to their M-Dex. If not using Bluetooth, the patient can use the Integrated T-Coil or the acoustic phone program and transit the signal from the land-line to the hearing aids.

**Q: Which Dex product will I need if my patient would like to use their iPod?**

A: You could order the M-Dex (if you are mobile, but the transmission is monaural) or could use the TV-Dex (audio input, stereo) if listening at home/office, etc.

**Q: What type of batteries does the M-Dex take?**

A: The M-Dex uses a built in rechargeable battery.

**Q: How many Bluetooth devices can you pair with the M-Dex?**

A: At this time, only one device can be paired with the M-Dex at a time.

**Q: Does the M-Dex also work with the TV?**

A: Yes, you could use the M-Dex with your TV by plugging the audio output of the TV into the audio input located on the side of the M-Dex. However, it is not a stereo signal like the TV-Dex provides.

**Q: Can I pair the M-Dex to an office phone?**

A: Yes. You can pair your M-Dex to an office phone if the office phone has Bluetooth ability attached to it - either a built-in one or a 3rd party Bluetooth transmitter.

**Q: Which Bluetooth protocols are used in the M-DEX?**

A: Both the HEADSET protocol as well as A2DP protocol is used in the M-DEX. The HEADSET protocol is used for telephone and the A2DP protocol is used for transferring data and music.

**Q: Is it possible to transmit the telephone conversation to both hearing aids in a binaural fitting via the M-DEX?**

A: Yes. The M-DEX uses the two hearing aids as wireless headsets.

**Q: What type of microphone is used as the TALK microphone in the M-DEX?**

A: An omni-directional TALK microphone is used on the M-DEX.

**Q: What standard mini-jack connector is used for personal audio device input?**

A: 3.5mm (1/8")

**Q: Why is there a teleloop receiver (integrated T-Coil) in the M-DEX?**

A: This allows hearing aid users (PA and CIC) who normally do not have access to teleloop systems because for the size of their hearing aids to have access to sounds transduced through an inductive loop system.