

# CONNEXX USER GUIDE

GETTING  
THE JOB DONE  
SINCE 1955

**REXTON**

# Soundpro 3.0

## Customizing Soundpro 3.0

### Soundpro Mode

The default setting, Balanced Focus, should be maintained during First Fit. If changes are required during follow up visits, proceed as follows:

1. To shift the focus toward environmental sounds, move the slider to the left. You have 3 steps available.

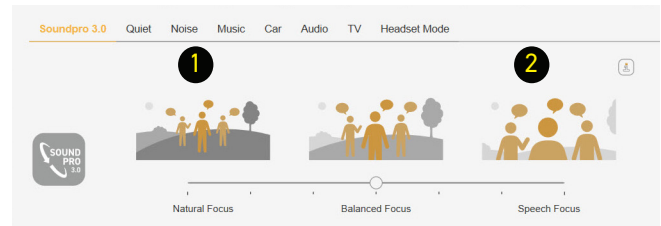
**This classification will more often choose microphone modes with less directionality.**

**This is more beneficial for people that required full processing support only in very demanding situations.**

2. To increase the focus on speech components, move the slider to the right. You have 3 steps available.

**This classification will more often choose microphone modes with more directionality and stronger noise reduction.**

**This is more beneficial for people that face challenges to understand speech even at low noise levels.**

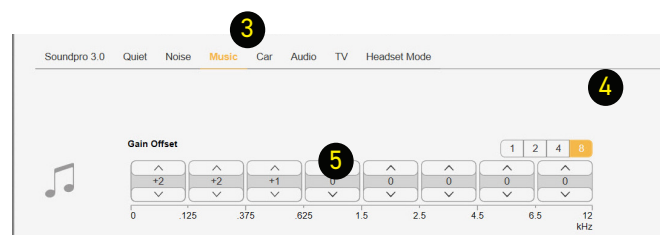


### Manual Offsets

Changing these offsets will affect all acoustic environments where that component is present. i.e. Noise as part of Speech in Noise or Noise as part of Background Noise, etc.

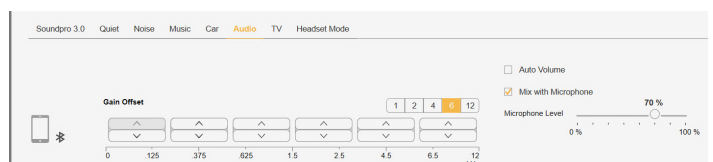
3. Select the component to change
4. Select a number of handles
5. Click on the up or down arrows as needed

**These changes are made in 1 dB steps**



### Manual Offsets - Bluetooth

You may adjust the Bluetooth audio streaming response in Soundpro 3.0. The changes will carry over to the Audio Streaming tab under Fine Tuning.



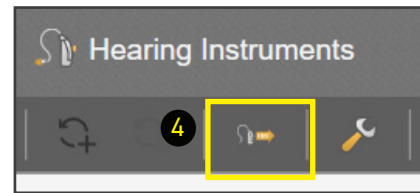
# First Fit Process

## First Fit

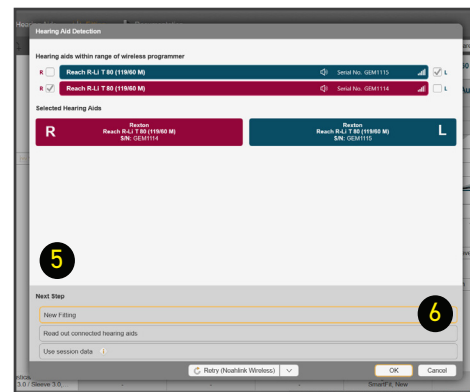
1. Click on Programmer Selection
2. Select Noahlink Wireless
3. Remove hearing aids from charger
  - Wait 6 seconds for hearing aids to power on



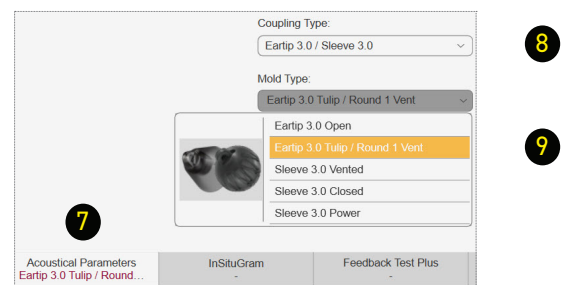
4. Click Detect Hearing Instruments.



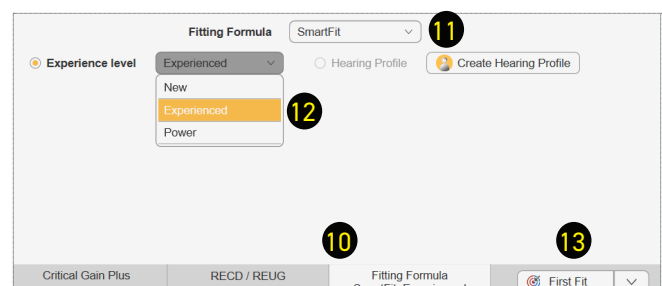
5. Click New Fitting
6. Click OK to begin First Fit



7. Click Acoustical Parameters tab
8. Select Coupling Type
  - Select Click Dome / Eartip 3.0 or Earmold 3.0
9. Select Mold Type
  - Select Eartip or Sleeve



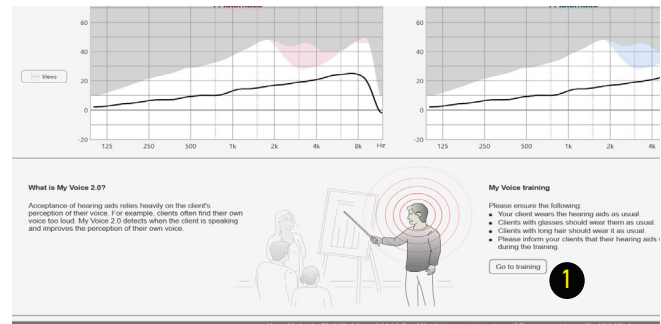
10. Click Fitting Formula tab
11. Select Fitting Formula
12. Select Experience level
13. Click First Fit



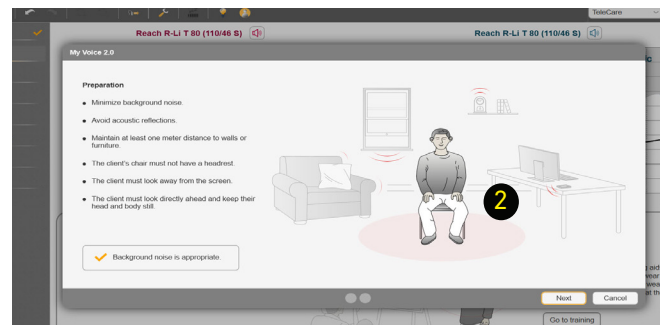
# My Voice 2.0

## Programming My Voice 2.0

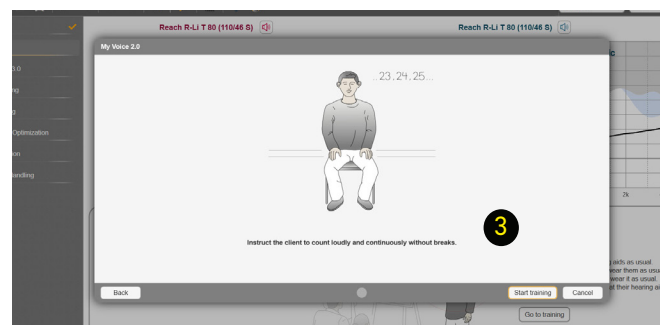
1. Instruct the patient to wear the hearing aids. Provide the wearer the instructions displayed on screen and click Go to training.



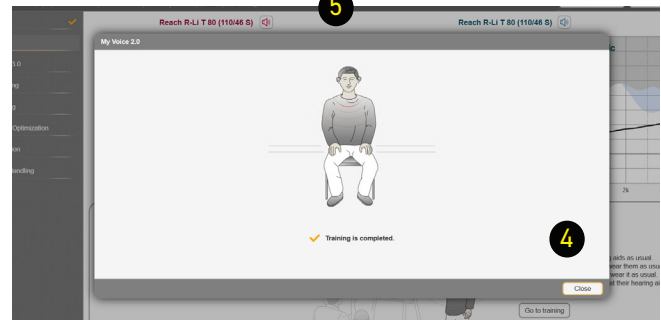
2. Follow the instructions on screen and click Next.



3. Instruct the wearer to start counting after hearing a beep. If the hearing loss is such that the wearer would not hear the tone clearly, instruct them that they will start counting when you point at them. Click Start training, count to 5 and then point at the wearer.

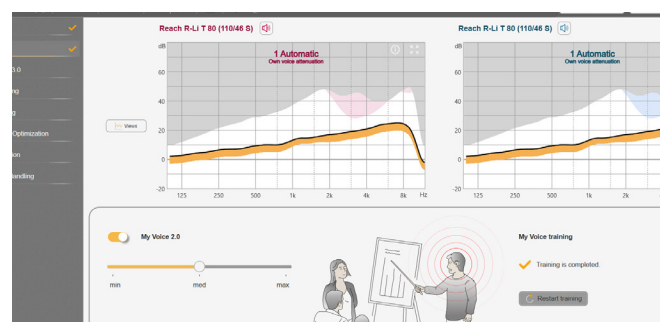


4. When the training is complete, click Close.



My Voice defaults to Med (medium) which works for the majority of wearers. In case the wearer feels that their voice is still too loud, you may move it to Max.

If the wearer states that their voice sounds flat or weak, you may move it to Min.



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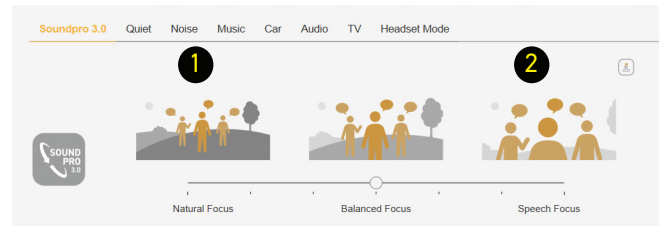
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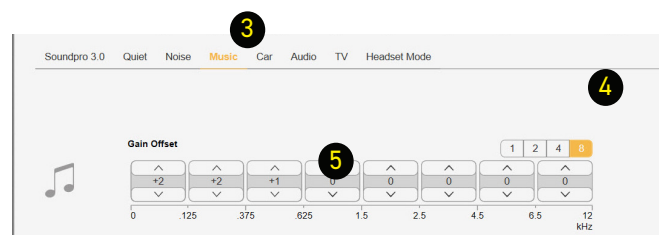


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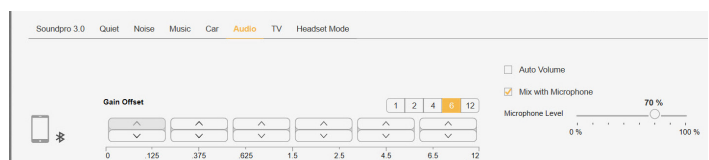
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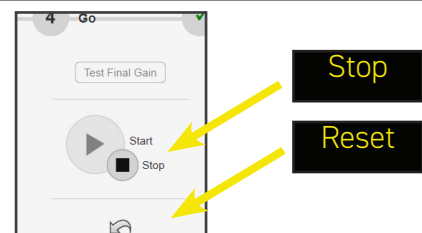
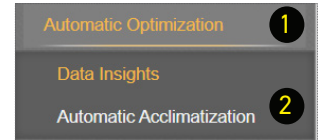


# Automatic Acclimatization

## Enabling Automatic Acclimatization

First Fit to target for best audibility, perform REM and, if required, activate Automatic Acclimatization to reduce gain for user comfort. The hearing aids will gradually increase gain to comfortably achieve the prescribed audibility target.

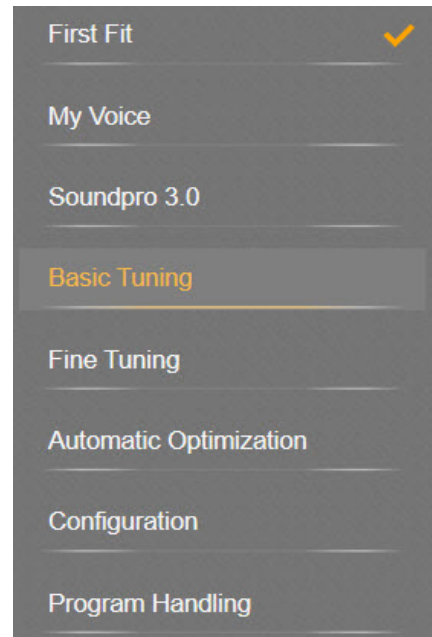
1. Click on **Automatic Optimization**
  2. Click on **Automatic Acclimatization**
  3. Select a **Strategy**:
    - a. **Use current gain as start-point**: start at current settings and increase to final preferred gain settings. This method requires REM at the beginning and end of the process to ensure proper amplification.
    - b. **Use current gain as end-point**: fit to target within ISA tolerances, perform REM, and reduce gain to start the process of returning to target. **This is our recommended strategy as it works best with REM, requiring the aids to be measured only at the beginning of the process.**
    - c. **Fitting formula related**: fit to an experience or acclimatization level within the fitting formula and increase to a higher level of the fitting formula. You may have to perform another REM at the end of the process.
  4. **Smart Acclimatization**: activate to adjust the length of the process based on wearers' volume control usage.
  5. **Settings**: you may choose the software determined system offsets, the manual offsets, or combine system and manual offsets.
    - a. System offsets: **Flat, Speech or High Frequency**
    - b. Manual offset: 1 dB step gain changes
    - c. Acclimatization Target (if selecting Fitting Formula Related) to change the hearing aids' response.
  4. Select the **Duration** period for the acclimatization process.
    - a. 1 or 2 weeks is recommended for conductive or mixed losses.
    - b. 4 weeks or 2 months is recommended for sensorineural losses.
    - c. 6 months is recommended for recruitment.
  7. Click the **Start** button to initiate the acclimatization process.
- **NOTE**: You will need to stop the process to make changes that affect gain or compression, change couplers or receivers, perform My Voice 2.0, or add programs. If you need to stop the process you can:
    - » Press the **Stop** button to end the process. The hearing aids will remain at the level they have reached at that time. This will differ from the values you measured with REM.
    - » Press the **Reset** button to stop the process and return the hearing aids back to the settings measured right before applying offsets. These will be the same values you measured with REM.



# Basic Tuning

## Basic Tuning

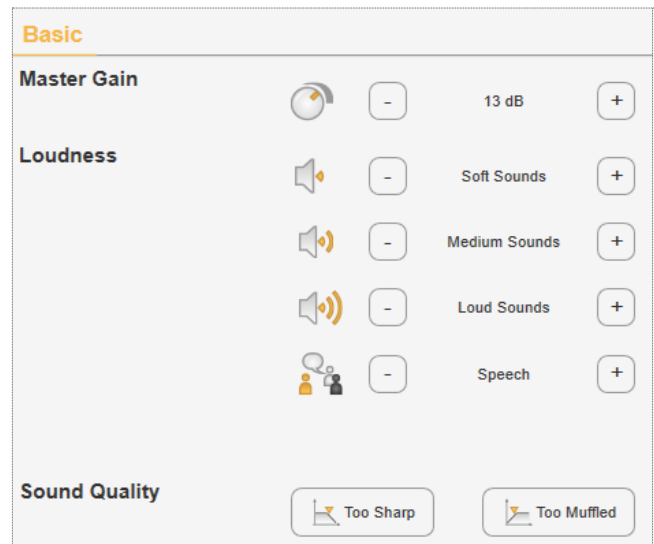
Use the Basic Tuning tab to make adjustments for gain, loudness and comfort issues after First Fit.



- Master Gain adjusts overall gain for all frequencies and input levels.

Note: the number indicates an average of gain across all channels

- Soft Sounds adjusts the 50 dB curve
- Medium Sounds adjusts the 65 dB curve
- Loud Sounds adjusts the 80 dB curve
- Speech increases / decreases gain for speech intelligibility
- Too Sharp increases low and mid and decreases high frequencies.
- Too Muffled decreases low and mid and increases high frequencies



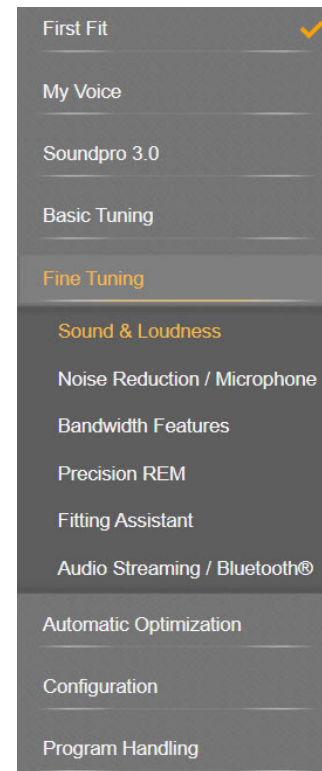
# Fine Tuning - Amplification Settings

## Fine Tuning

Fine Tuning is divided in multiple tabs to make detailed adjustments to most features of the hearing aids.

It is divided in:

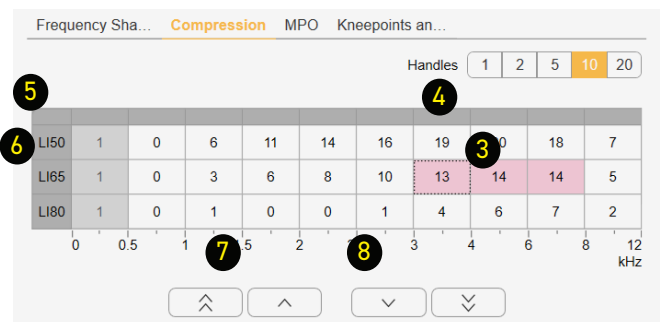
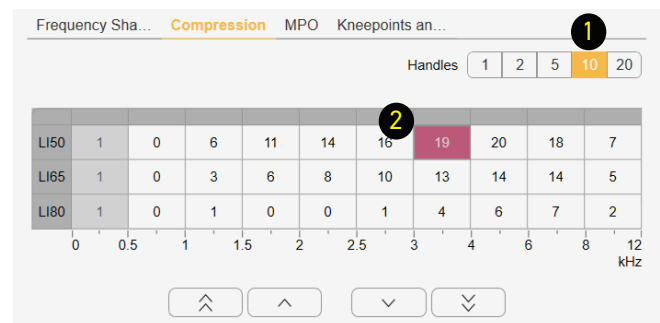
- Amplification
- Noise Reduction/Microphone
- Bandwidth Features
- Precision REM
- Fitting Assistant
- Audio Streaming/Bluetooth



## Compression

Use this tab to control gain and compression.

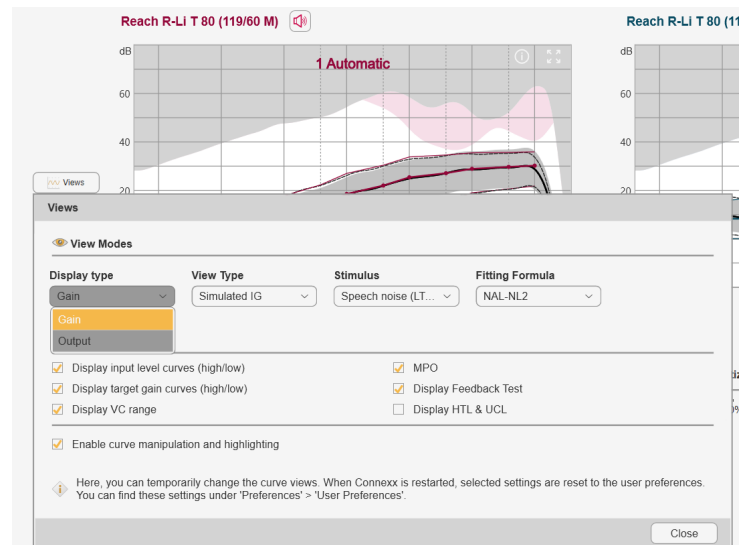
1. Click on a handle number to change the number of channels to modify
2. Click on a number to select a channel and a loudness level
3. Click on a number and drag sideways to adjust several channels together. This is called "lasso" function and it is also available for the Frequency details and MPO tabs under Fine Tuning - Amplification
4. Click on the gray button on at the top of the column to adjust all loudness levels for that channel
5. Click on the gray button on the upper left to adjust all channels
6. Click on LI50, LI65 or LI80 to select and adjust that loudness level
7. Use the Outside arrows to adjust in 3 dB steps
8. Use the inward arrows to adjust in 1 dB steps



# Optional: Adjusting Gain Via Curve Display Manipulation

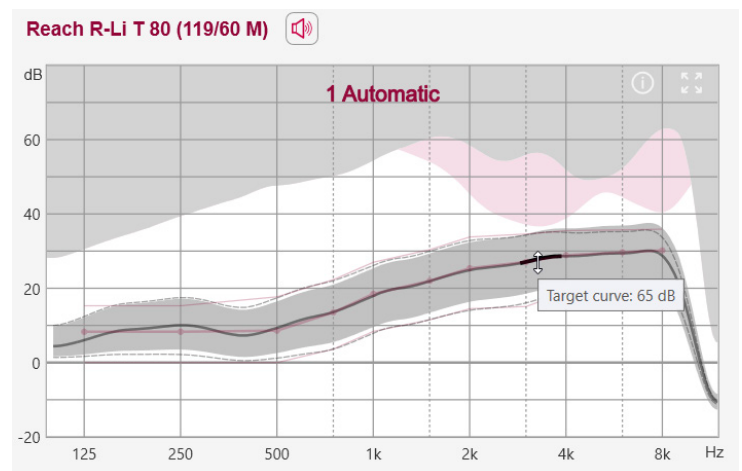
## Changing the View in Connexx

To quickly match REM targets using visual cues, you may change the view in Connexx from Gain to Output. At that point, the response curve will look similar to the one viewed in the REM user interface.



## Singular Loudness Level Change

To change the response for only one curve, place the mouse pointer on the curve and the channel you want to modify until it turns into a double arrow. In the image to the right, you are changing the channel that covers from slightly below 3 KHz to slightly below 4 KHz at the 65 dB level.



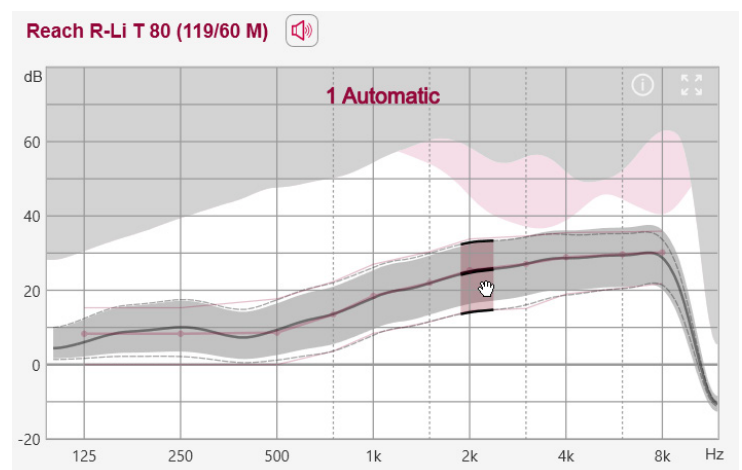
## Multiple Loudness Levels Change

To change the response for multiple curves all three loudness levels simultaneously, place the mouse pointer on the channel you want to modify until it turns into a hand. In the image to the right, you are changing frequencies around 2 KHz for all three loudness levels.

This feature may be used in Fine Tuning - Sound & Loudness, in the Frequency Shaping, Compression, MPO and Kneepoints and Ratios (when using NAL/NL2) tabs.

It may also be using in the Basic Tuning tab.

**Please note that the output view will remain in place until you change it back to gain. We recommend returning it to Gain view once finished for ease of use of other dispensers.**



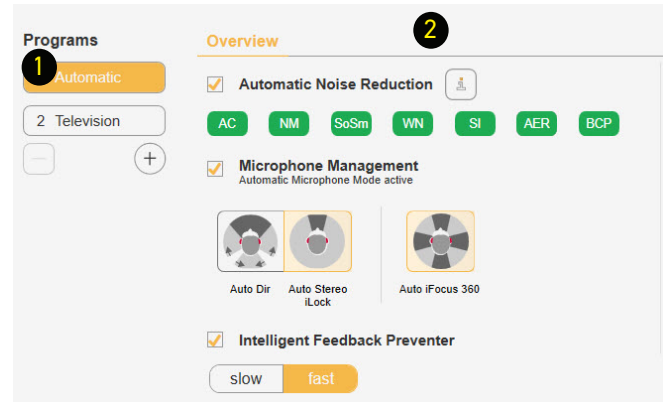
# Fine Tuning - Noise Reduction / Microphone

## Noise Reduction

Noise reduction is primarily controlled by Soundpro 3.0

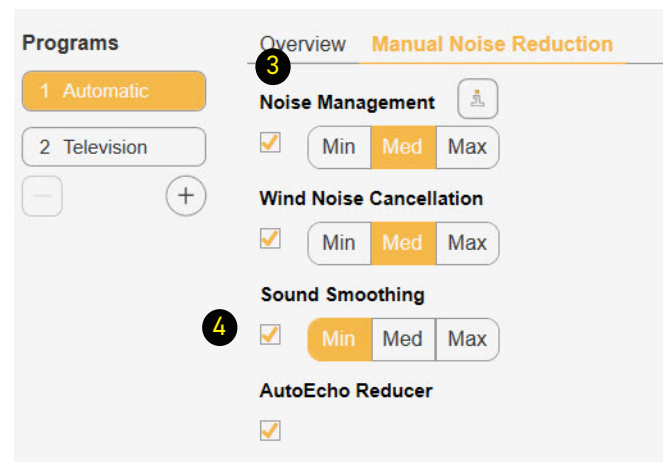
It is recommended to leave it on Automatic Noise Reduction in program 1 (Automatic).

1. To modify Noise Reduction uncheck the Automatic Noise Reduction Box (unchecked by default in programs 2 through 6)
2. Click on the Manual Noise Reduction tab



3. Change from Min to Med or Max as preferred
4. If the wearer prefers not to have noise management, uncheck the box to the left of the option to turn off

**It is not recommended to deactivate Noise Management, Wind Noise Cancellation, Sound Smoothing or AutoEcho Reducer.**



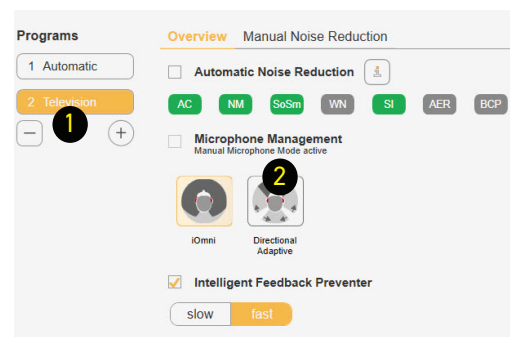
## Microphones

Microphones are completely controlled by Soundpro 3.0 in program 1.

To adjust microphones in programs 2 through 6:

1. Engage the program where you want to change the microphone settings
2. Click on a microphone option

**Options may vary depending on the program selected.**



# Intelligent Feedback Preventer

## Feedback Reduction Strategies

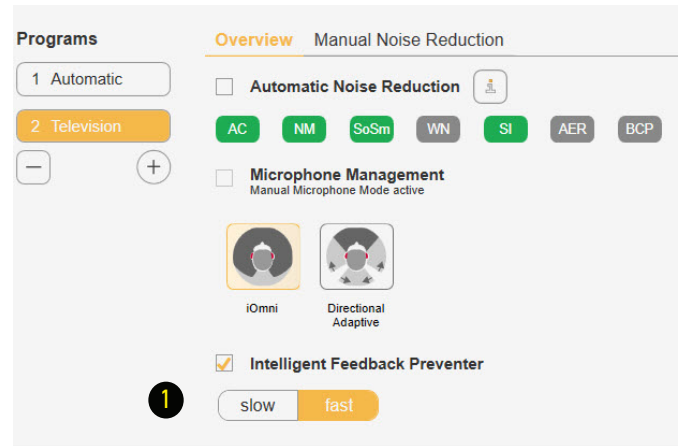
If feedback conditions exist there are several ways to make adjustments.

### Strategy 1

#### Intelligent Feedback Preventer

1. This feature is on Fast by default for maximum

**You may change from Fast (default) to Slow for people that require specialized sound processing, such as musicians.**



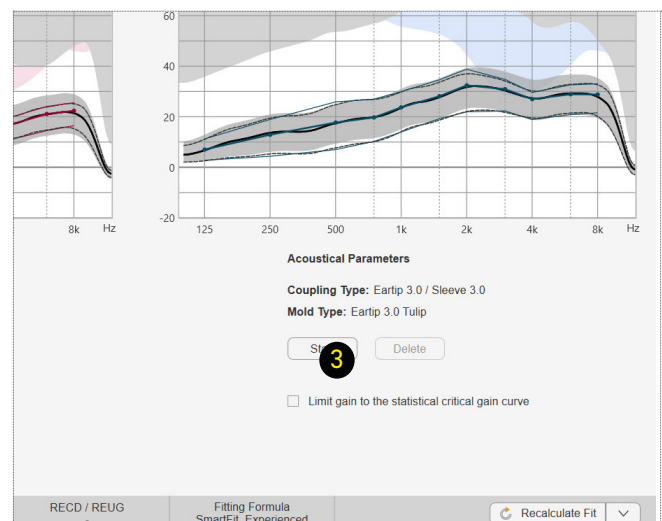
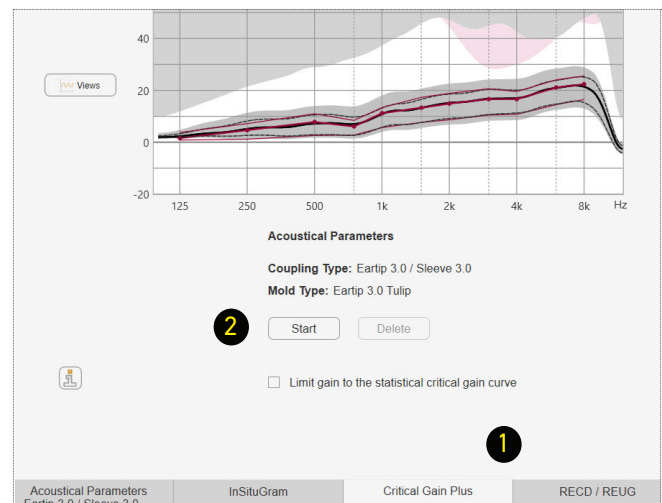
### Strategy 2

Perform a Critical Gain Measurement and Optimize

Insert hearing aids into the wearer's ears.

1. Click on Critical Gain Tab in the First Fit screen to open
2. Click on Start
  - The system will optimize the Automatic program. As other programs are added, they will also be optimized if required. Optimizing may or may not affect the gain of the hearing aid. If there is a significant overlay of the critical gain area and the hearing aid response, it is advisable to consider changing to a different style of dome, sleeve or custom mold and recalculate the fit.
3. Repeat for the other ear

**In situations where the current settings are prone to feedback, optimization may affect the hearing aid's response to the point of preventing from reaching targets on REM. In this situation, change your Acoustical parameters (both physically and in the software) and/or receiver power.**

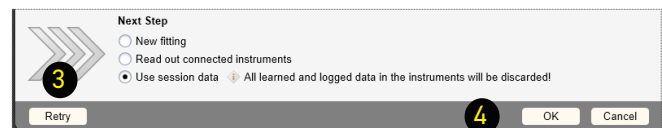
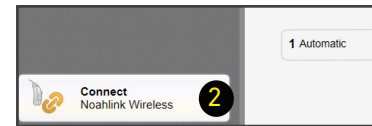
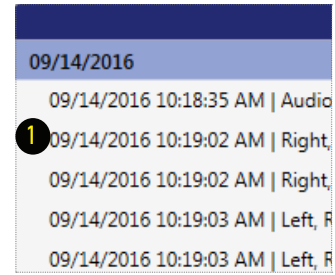


# Loading Demo & Previous Settings

## Loading Previous or Demo Settings into Both Hearing Aids of a Binaural Fitting

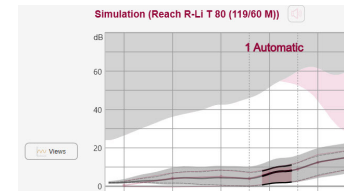
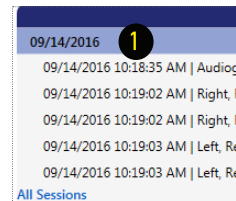
Connect both hearing aids to the programming device.

1. Open the desired Noah session
  - Connexx will open in simulation mode
2. Click the Connect icon to program the hearing aids
3. Select Use session data
4. Click OK

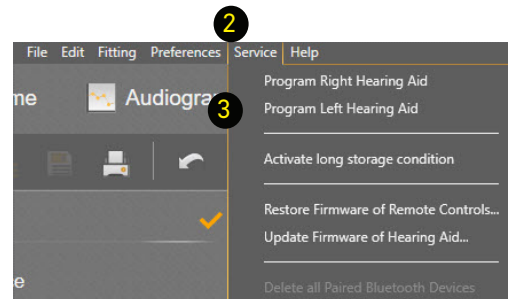


## Loading Previous Settings into One Hearing Aid of a Binaural Fitting

1. Open the desired Noah session
  - Connexx will open in simulation mode

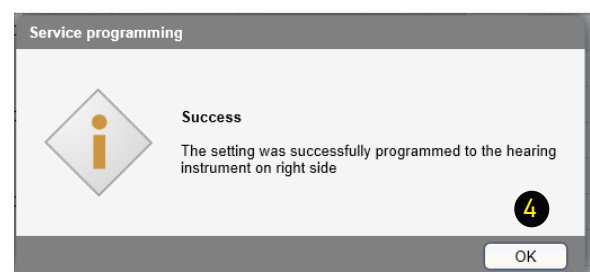


2. Click Service in the toolbar area
3. Select Program left hearing instrument or Program right hearing instrument
4. Select OK in Service Programming window



Successful completion will be noted.

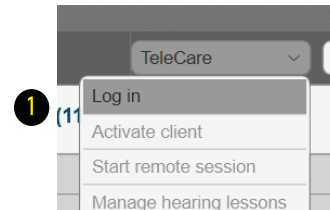
The session will remain in simulation mode, but the hearing aids have been reprogrammed and the settings will be saved in the hearing aids.



# TeleCare Activation

TeleCare may be activated at any time. The member doesn't have to be present.

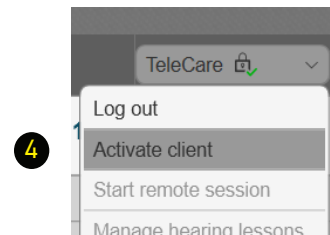
1. Click Login



2. Enter your credentials and click OK
3. Click Ok to close notification

A screenshot of the 'Login TeleCare' dialog box. It contains a message: 'Please enter your TeleCare Login credentials. Not yet registered for TeleCare? [register here](#)'. Below this are two input fields: 'E-Mail:' with the text 'hearinaidsrexton@gmail.com' and 'Password:' with a masked password '\*\*\*\*\*'. A yellow circle with the number '2' is next to the E-Mail field, and a yellow circle with the number '3' is next to the 'OK' button. There is also a link 'Forgot login credentials?' and 'OK' and 'Cancel' buttons at the bottom.

4. Click Activate client



5. Enter the Member's smart phone number  
**You may check the Continue without mobile number box if the app is going to be used on a tablet.**

A screenshot of a 'TeleCare' dialog box. It asks: 'Would you like to enable your client for TeleCare? With these hearing instruments and most mobile devices realtime remote fine tuning via Connexx is available. To use TeleCare your client needs to install the App. Connexx will send your client a text message which includes a download link.' Below this is a field for 'Your clients mobile number:' with a yellow circle with the number '5' next to it. The field contains '+1 763-555-555'. At the bottom, there is a checkbox labeled 'Continue without mobile number' and 'OK' and 'Cancel' buttons.

6. If using a phone, the member will get a text message with a single use connection code. If using a tablet, you may provide the code.
- This step is only required for completely manual app installations, not Bluetooth or QR code.

A screenshot of a 'TeleCare' dialog box titled 'New connection code'. It says: 'In case your patient has a new mobile device a new connection code must be entered during setup of the App. New connection code: 297 - 861'. A yellow circle with the number '6' is next to the code. Below this, it says: 'Please enter your clients mobile number if you want to send a text message including a download link for the App. Your clients mobile number:'. There is a field with '+1' and 'e.g. 2015555555' and a 'Send' button. At the bottom right is a 'Close' button.



# RELY ON REXTON

It's a tough world out there, and even tougher when your hearing starts to go. At Rexton, we won't let hearing loss hold you back. Good hearing is critical: From getting the job done, to getting home safely and being there for the people who count on you, we know what's at stake. That's why we work hard to deliver proven hearing technology in the most reliable way. We understand what reliability means in real life, and make practical, easy-to-use products you can count on. Our hearing aids have been getting the job done since 1955, so whatever life throws at you, you can rely on Rexton.

Sivantos GmbH  
Henri-Dunant-Straße 100  
91058 Erlangen, Germany

[www.rexton.com](http://www.rexton.com)

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