Noahlink Wireless 2

Noahlink Wireless 2 User Guide

Version 2520-1004

Contents

1 Intended Use

Congratulations on your Noahlink Wireless which will allow you to connect and fit wireless hearing instruments, without the use of an intermediate device, using easy plug-and-play functionality. Carefully read this user guide to fully benefit from the Noahlink Wireless.

Ask your local hearing instrument manufacturer if you have any questions.

Warning: Do not attempt to use Noahlink Wireless together with fitting software not specifically supporting the device. Noahlink Wireless can co-exist with other hearing instrument programming interfaces (e.g. Hi-PRO, NOAHlink) on the same PC.

Noahlink Wireless is intended to enable a hearing instrument fitter to wirelessly adjust the settings of wireless hearing instruments. The primary function of the Noahlink Wireless programming interface is to transfer information signals between a PC installed with fitting software and wireless hearing instruments.

For your safety, carefully read the chapter Safety & Compliance.

2 Safety & Compliance

2.1 FCC/ISED Regulatory Notices

Noahlink Wireless complies with Part 15 of the FCC Rules for a Class B digital device, and Industry Canada license-exempt RSS standard(s). Furthermore, it has been tested against the standards set by the Radio Equipment Directive of the European Union, showing compliance with the following standards:

Essential requirements	Specifications/Standards
Article 3.1(a): Electrical Safety	EN 62368-1:2014 + AC:2015 + AC:2017 + A11:2017
Article 3.1(a): EMF exposure	IEC 62479:2010
Article 3.1(b): EMC	EN 301 489-1 V2.2.3 (2019-11) Draft EN 301 489-17 V3.2.6 (2023-06)
Article 3.2: Radio spectrum use	EN 300 328 v2.2.2 (2019-07)

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Hereby, HIMSA K/S II declares that the radio equipment type Noahlink Wireless 2 is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at www.himsa.com.

2.1.1 Modification statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

2.1.2 Interference statement

This device complies with Part 15 of the FCC Rules and Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

1. this device may not cause interference
2. this device must accept any interference, including interference that may cause undesired operation of the device.

2.1.3 Distance of use of the device

This device complies with FCC and ISED radiation exposure limits. Equipment should be operated with minimum distance of 2 cm between the radiator and the user.

2.2 Technical Specifications

Operating range:	10 feet (3 meters)
Power supply:	Powered by USB 5V maximum 100 mA
Wireless:	2.4 GHz
Operating temperature:	0 to 55 C
Storage temperature:	-20 to 60 C
Cable:	Should only be used with the provided USB cable or a similar quality USB cable

2.2.1 Temperature test, transport and storage information

The product is subjected to various tests in temperature and damp heating cycling between -25 C and +70 C according to internal and industry standards.

2.3 General Warnings

- To meet RF exposure guidelines during operation, the device should be positioned at least 10 cm away from the body.
- Keep this device out of reach of children under 3 years of age.
- Noahlink Wireless uses low-powered digitally-coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move Noahlink Wireless away from the affected electronic device.
- If Noahlink Wireless is affected by electromagnetic interference, move the Noahlink Wireless away from the source of interference.
- Noahlink Wireless must not be used for any other purpose than for hearing instrument fitting.

2.4 General Precautions

- Your hearing instrument and this device are given a unique communication network code during the fitting. This ensures that the device will not affect hearing instruments worn by others.
- High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.
- Do not make any changes or modifications to this device.
- Do not use Noahlink Wireless in areas where RF transmission is prohibited, e.g. airplanes.
- Only connect Noahlink Wireless to connections for which it is explicitly intended.

2.5 Maintenance & Care

- Cleaning the Noahlink Wireless is usually not necessary. If needed, use a soft, dry cloth.
- If service is required please return the Noahlink Wireless to your local sales representative or manufacturer. Do not attempt to open the device. There are no user-serviceable parts inside.

2.6 Warranty

The Noahlink Wireless programming interface is covered by a limited warranty issued by the manufacturer for a period of 12 months from the date of original purchase. Please notice that extended warranties may apply in your country. Please contact your local hearing instrument manufacture. Be aware of information marked with the warning symbol:

WARNING points out a situation that could lead to serious injuries.

CAUTION indicates a situation that could lead to minor and moderate injuries.

Advice and tips on how to handle your device better.

Equipment includes RF transmitter.

Product is a Type B applied part.

Please ask your local hearing care professional concerning disposal of your accessory.

Any issues relating to RED 2014/53/EU or R&TTE Directive 1999/5/EEC should be directed to HIMSA II K/S, Lyngbyvej 28, 1.th., DK-2100 Copenhagen Ø, Denmark.

Noahlink Wireless is produced in China.

3 Description

1 - Right side light indicator.

2 - Left side light indicator.

3 - USB-C port for power and communication with the fitting software.

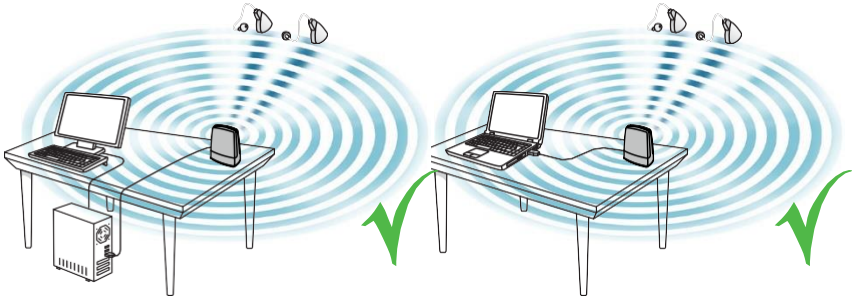
4 Getting Started - Installation

Note: To ensure the best possible operation of the Noahlink Wireless always make sure it is placed out in the open with a clear line-of-sight between the Noahlink Wireless and the hearing instruments to be fitted.

Noahlink Wireless is a USB plug-and-play programming interface enabling you to wirelessly fit hearing Instruments from licensed manufacturers. For a complete list of hearing instrument manufacturers who use Noahlink Wireless, visit www.himsa.com.

1. Before you connect Noahlink Wireless make sure that you have the approriate fitting software installed. The Noahlink Wireless driver is installed during fitting software installation.

2. After successful fitting software installation attach Noahlink Wireless to any USB port on the PC using the supplied USB cable. A 2-3 second solid green light indication will confirm that Noahlink Wireless is powered.



3. Performing a wireless fitting can sometimes be challenged due to number of factors related to equipment setup, and the physical layout of the fitting environment.
    - Place Noahlink Wireless on the table with a clear line-of-sight to the hearing instruments, which should be within a range of 10 feet (3 metres).
    - Avoid placing the Noahlink Wireless in a USB hub with other USB devices (e.g. Bluetooth dongle), as this can decrease the efficiency of the Noahlink Wireless.
    - When fitting hearing instruments inside a sound booth place the Noahlink Wireless inside or close to the booth.
    - It is recommended not to use USB cables between the Noahlink Wireless and the PC exceeding a length of 10 feet (3 metres).

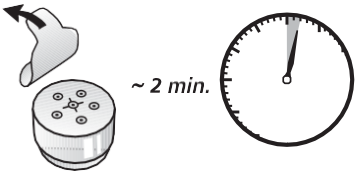
4. You are now ready to start fitting wireless hearing instruments.

5 Tips For Optimal Wireless Fitting

5.1 Let the battery breathe/oxygenize before inserting

When performing a wireless fitting, always use new batteries or newly recharged hearing instruments. The most common type of hearing instrument batteries are zinc-air. These types of batteries are activated by the oxygen in the air. By removing the small sticker from the battery, oxygen activates the battery. Because oxygen must pass through fine holes and a filter, the oxygen is absorbed slowly.

Therefore, it is important to wait 2 full minutes after removing the battery sticker and before inserting the battery and closing the battery door on the hearing instrument. If inserted prematurely, the battery may not absorb enough oxygen to properly power the hearing instrument.



5.2 Entering fitting mode

When connecting the hearing instruments to the fitting software make sure to always bring the hearing instruments into “Fitting mode” by rebooting them. For hearing instruments with removable battery this is done by opening and closing the battery door of the hearing instrument one time. For rechargable hearing instruments removins the instrument from the charging cradle will bring it into fitting mode.

By doing so it is possible for the fitting software to discover and

communicate with the hearing instruments.

Note: If a hearing instrument is accidently put into flight mode where all wireless operation is disabled, just open and close the battery door again. After 10 seconds wireless operation is resumed. Keep the battery door closed for an additional 15 seconds after wireless operation has been resumed before opening and closing the battery door again. Opening and closing the battery door within 15 seconds will put the hearing instrument into flight mode again.

For more information about Flight Mode please refer to the relevant wireless hearing instrument user guide.

After having completed the fitting make sure to open and close the battery door to reboot the instruments saving all settings.

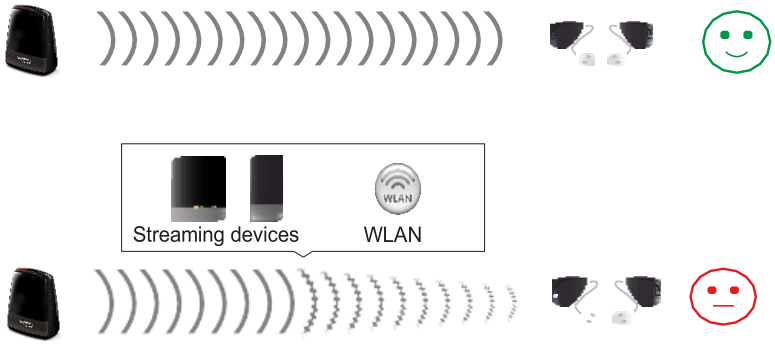
5.3 Optimize the wireless fitting environment

Even if all of the previous mentioned tips are followed, the stability of the fitting connections may be impacted by interference from other wireless sources in the environment. Interference may cause data transfer issues, slow connectivity or loss of connections to the hearing instruments entirely.

Interference in the wireless fitting environment should, therefore, be minimized or avoided if possible by following the guidelines below:

- Minimize number of interfering wireless sources. Wireless activity from sources like WLAN, mobile phones and streamers should be minimized as much as possible. Even though the wireless protocol technology supports three audio streaming devices it is recommended to have no more than one streaming device (e.g. TV streamer) active while performing wireless fitting.

- Keep interfering wireless sources away from the fitting area. If interfering devices such as WLAN and streamers cannot be turned off during wireless fitting it is recommended to place these devices a minimum of 6 feet (2 meters) away from the hearing instruments and the Noahlink Wireless, ensuring that they are not between the Noahlink Wireless and the hearing instruments.



6 Compatibility

Please refer to the HIMSA website at www.himsa.com for the latest Noahlink Wireless compatibility requirements.

7 Light Indicators (LED)

The Light indicators at the top of the Noahlink Wireless serve as a multipurpose user interface, providing connectivity status and activity of the programming interface.

LED Blinks	Meaning
	Start up. Noahlink Wireless attached to PC USB port.
	Fitting software launched and connected to Noahlink Wireless
	Hearing instrument(s) connected to Noahlink Wireless
	Data being transferred between instruments and fitting software
	Hearing instruments disconnected
	Running Noahlink Wireless Test Mode*

*Test Mode - Running the test mode the system checks if it can see the Noahlink Wireless by asking for the version number.

8 Troubleshooting Guide

Symptom	Cause	Possible Remedy
Noahlink Wireless not found	No Noahlink Wireless inserted in the PC's USB port.	Insert Noahlink Wireless activating a 2-3 second solid green light confirming that Noahlink Wireless is powered. Launch the fitting software if not already launched.
No Connection	The USB port(s) in your PC have no power.	Not a Noahlink Wireless issue. PC service is required.
	No Noahlink Wireless attached to the PC's USB port.	Insert Noahlink Wireless activating a 2-3 second solid green light confirming that Noahlink Wireless is powered. Launch the fitting software if not already launched.
	Obstacles between the Noahlink Wireless and the hearing instruments block the wireless signal.	Place Noahlink Wireless in line-of-sight of the hearing instruments.
	The Noahlink Wireless is placed too far away from the hearing instruments.	Move Noahlink Wireless closer to the hearing instruments.
	Hearing instrument low battery.	Always use fresh zinc-air batteries, which have not expired. Remove the sticker from the battery and let the battery breathe for 2 minutes before inserting and starting up the fitting.

Symptom	Cause	Possible Remedy
Unstable/Lost Connection	Obstacles between the Noahlink Wireless and the hearing instruments block the wireless signal.	Place the Noahlink Wireless in line-of-sight of the hearing instruments.
	The Noahlink Wireless is placed too far away from the hearing instruments.	Move the Noahlink Wireless closer to the hearing instruments.
	A 2.4 GHz cordless telephone, a WLAN access point or another wireless device is powered or in use near to the fitting station doing wireless fitting with Noahlink Wireless.	Minimize the number of interfering wireless sources or move them away from the fitting area. Use a phone that is not 2.4 GHz.
	Noahlink Wireless is sharing power source with one or more USB harddisks, resulting in Noahlink Wireless not having the required power available.	Remove the USB harddisk or use a powered USB hub to insure the required power. Lack of power is only an issue with USB harddisks which are very power-consuming.

9 Country Approvals

An updated list of country approvals can be found at www.himsa.com.

Noahlink Wireless 2

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