

# Manual for the ((( AUDECOM ))) System



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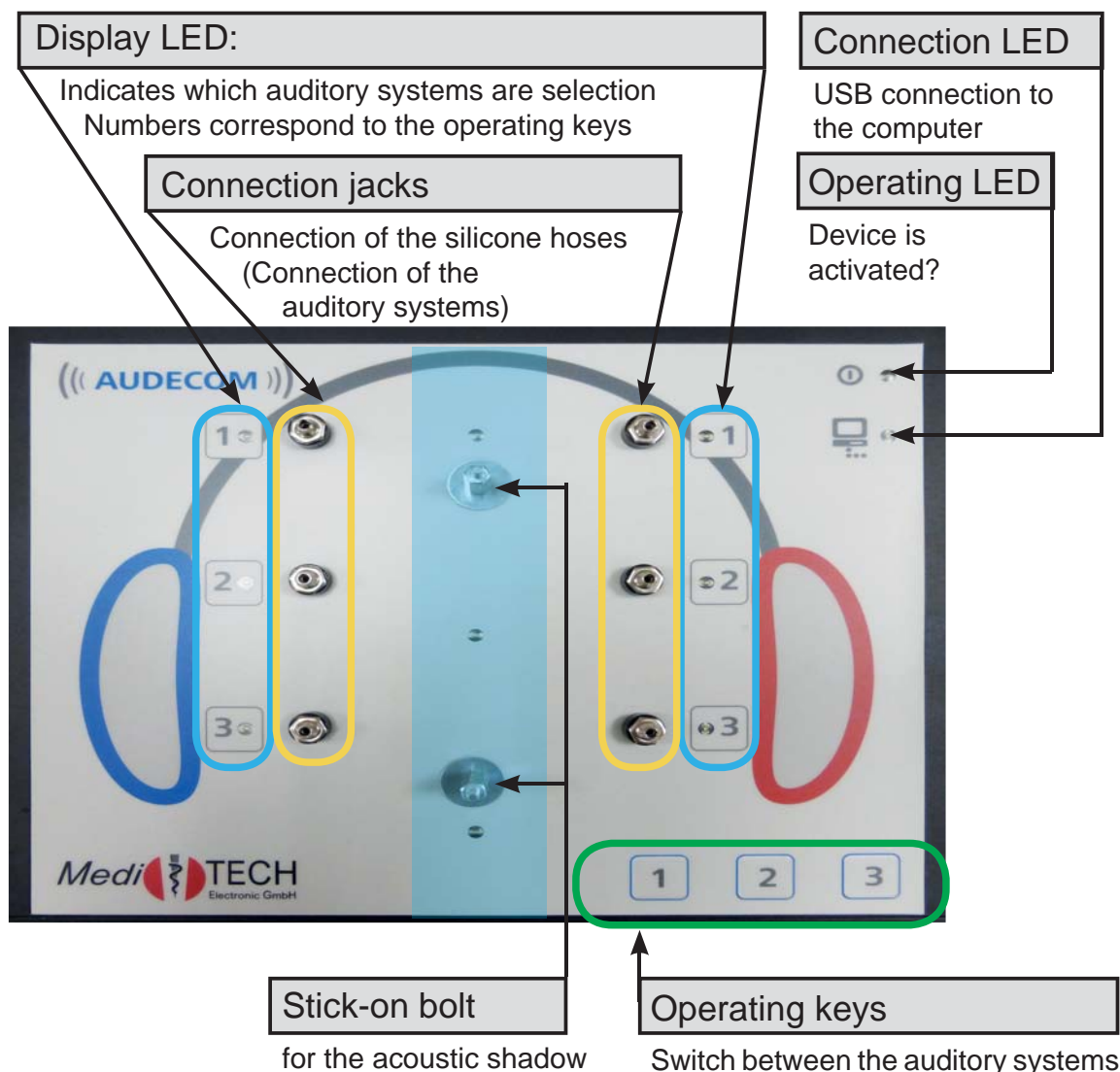
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## AUDECOM - General Information

The AUDECOM offers a comparative auditory system adjustment in an objective/oriented manner in real time and thereby makes your work more effective and more seamless:

- ⇒ An intelligent, software-supported customer dialogue will guide you through the adjustment and toward a quicker decision on the performance class desired by the customer.
- ⇒ The customer will directly hear the difference between up to three hearing aid types. To do this, it is necessary to switch between the auditory systems by pushing a button
- ⇒ He can thereby decide more clearly what is useful to him and make some clear specifications to the acoustician.
- ⇒ The customer - AND NOT THE ACOUSTICIAN - changes between the models and can thereby recognise more quickly which auditory system he really prefers and is useful to him in his daily routine.
- ⇒ Sound samples are supplied by surround sound and make it possible to implement, rate and assess qualitative differences in wind noise suppression, verbal reproduction, music reproduction or adjustment characteristics.
- ⇒ With this basis, the customer and the acoustician can usually decide in one sitting which of the compared systems are actually worn and can best be gradually further adapted.

### Device view



## ***Safety instructions***

The purpose of the AUDECOM is intended to present the differences between various systems to the customer live in a convenient, and most important, comfortable manner, based on sound samples with the comparative adjustment of auditory systems.

All other purposes of the device and the accompanying controller that do not meet this purpose are contrary to purpose and are therefore not permitted.

The following safety notices are to be noted when operating the device:



**Attention!** If you or the person accompanying the user move in the room, ensure that the headphones are put down or when the device is removed, the cable length of the headphone should be taken into account. Disconnection the AUDECOM by the headphone cable or yanking on the cable/headphones must be avoided because damages can occur.



**Attention!** Under no circumstances should the AUDECOM come into contact with ultrasound baths, running water and chemical cleaners, e.g. diluters, alcohol etc. It could be damaged or destroyed.



**Attention!** Do not remove the cable (power, headphones, USB connection) from the device. The cables could be damaged and the device moved and even pulled off the table. Hold the device carefully with one hand. Grasp the respective connectors with the other and carefully remove it from the device.



**Attention!** Only use the AUDECOM in dry rooms and protect it - from wetness and dampness - both when working and in a deactivated state. You or third parties can be injured. In addition, the device could be sustainably and heavily damaged.



**Attention!** Only use the supplied power supply to operate the device. It was especially developed for the AUDECOM.



**Attention!** Under no circumstances should you open the device housing. You or third parties can be injured. In addition, the device could be sustainably and heavily damaged. When the device is opened, all liability and warranty protections become invalid.



**Attention!** Only disconnect the deactivated AUDECOM from the mains supply by pulling the power supply from the socket. First remove the power cable from the device.



**Attention!** During training, only use the supplemental devices, which are recommended to you by MediTECH.



**Note:** Do not lift the base on the support arms for the loudspeakers. The system could be damaged.



**Note:** Use the device and the base made of Plexiglas® Not as a storage space. Do not put stress on the support arms. Do not bend the arms. Damages to the housing and the base cannot be repaired and do not fall under the warranty.



**Note:** Only use the original packaging in which the device was supplied for storage or transport. Provide sufficient protection against vibrations during transport.



**Note:** Please note the cleaning instructions to avoid damages to the device and the base.



**Note:** MediTECH assumes no liability for actions which violate these safety regulations and the instructions in this document



**Please note the Usage Manual before use!**



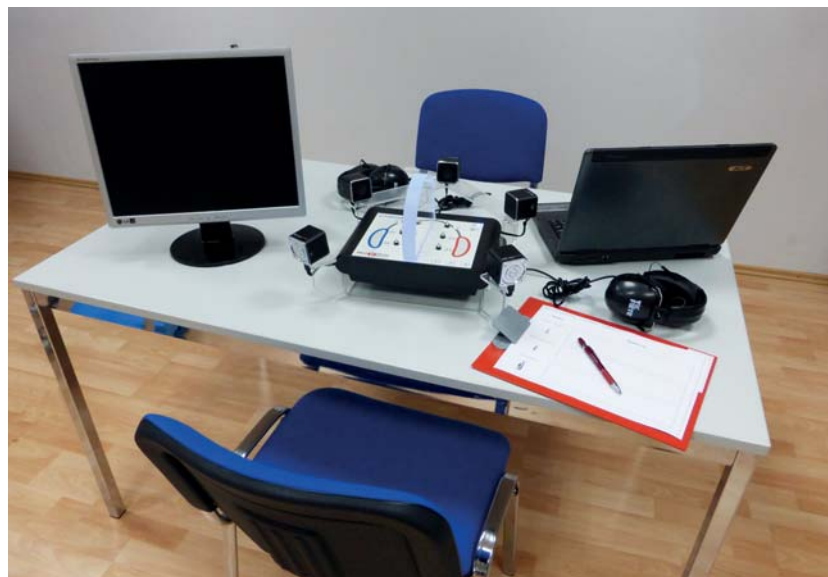
## ***Installation and commissioning***

In this chapter, you will learn how to install the AUDECOM and the software and which test room situation you need to follow.

### ***Select an area***

Select a quiet room with as view noises as possible for the adjustment. The room should allow the following setting:

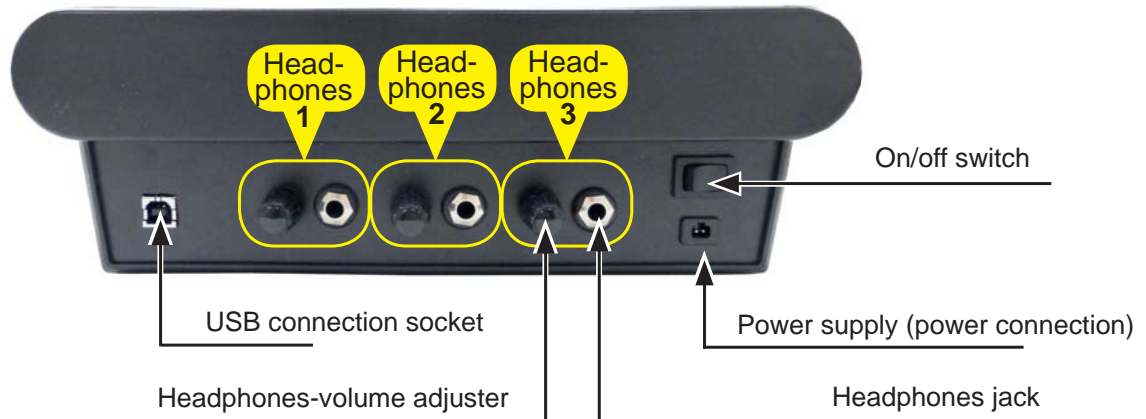
- ⇒ The room should be large enough so that you or the person accompanying the customer can freely move in the room in order to offer communication from different directions.
- ⇒ Position the device on a table which is as free as possible on all sides. The customer should only sit in front of the device in such a way that he can operate the keys comfortably and can see the mini-lamps next to the auditory systems. They means that he can easily recognise between which auditory systems he can toggle and currently hears “in his ear”. This makes it easier to note his impressions and comments on an assessment form. He should have sufficient room for this.
- ⇒ You are sitting behind the AUDECOM, i.e. on the side in which the headphones are connected and their volumes can be adjusted.
- ⇒ On the table, there must be enough room for a monitor and a computer keyboard with a mouse. The recommended setting is a computer / laptop with an additional monitor so that you have access to the Expert view and the customer has access to the Customer view on separate monitors.



## Connecting the AUDECOM

The AUDECOM system is designed in such a way that it can always be installed as an operating unit. Thus, no new installation is generally required.

1. Insert the small USB connector of the supplied power supply into the socket provided onto the back of the device.



2. Insert the plug of the power supply unit into a regular 230V mains socket.
3. Insert the small USB connector of the supplied USB cable into the socket provided onto the back of the device.
4. Insert the large USB cable connector into a free USB port on the computer.
5. If this does not occur, connect the acoustic shadow (Plexiglas® head) to the bolts on the top of the AUDECOM.

**Note:** Plexiglas® distorts the visual impression. Get behind the device and place the acoustic shadow vertically onto the bolts. Please note the direction: The “nose” of the acoustic shadow must point in your direction, i.e. to the side to which the headphones were connected and the volume has to be changed.

6. Equip the auditory system connection jacks each with a silicone hose - matching the auditory systems which you will use (HDO or RIC).
7. Activate the five loudspeakers. To do this, push the slider located on each loudspeaker to the ON position. On the silver back, an LED with the colour meaning indicated below will be illuminated.



**Tip:** Hold on to the loudspeaker with one hand and press the key with the other hand. You can thereby prevent the loudspeaker from getting loose from its ground attachment.

LED colour	Ready for use	Charge
blue	x	
blue-red	x	x
red		x
black (LED off)		

## Installing software

***This step is only necessary once on the computer which is used for work with the AUDECOM system.***

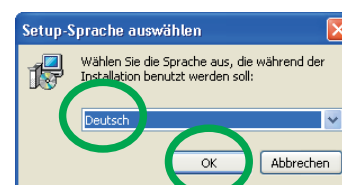
You must have administrative rights for your computer to install the software.

If you want to use the AUDECOM on a computer on which the operating systems WINDOWS 8 or WINDOWS 8.1 installed, the USB driver signatures must be deactivated for the installation. You can find the information forms at


<http://www.meditech.de/fileadmin/flyer/Windows8-digitalSignatur.pdf>

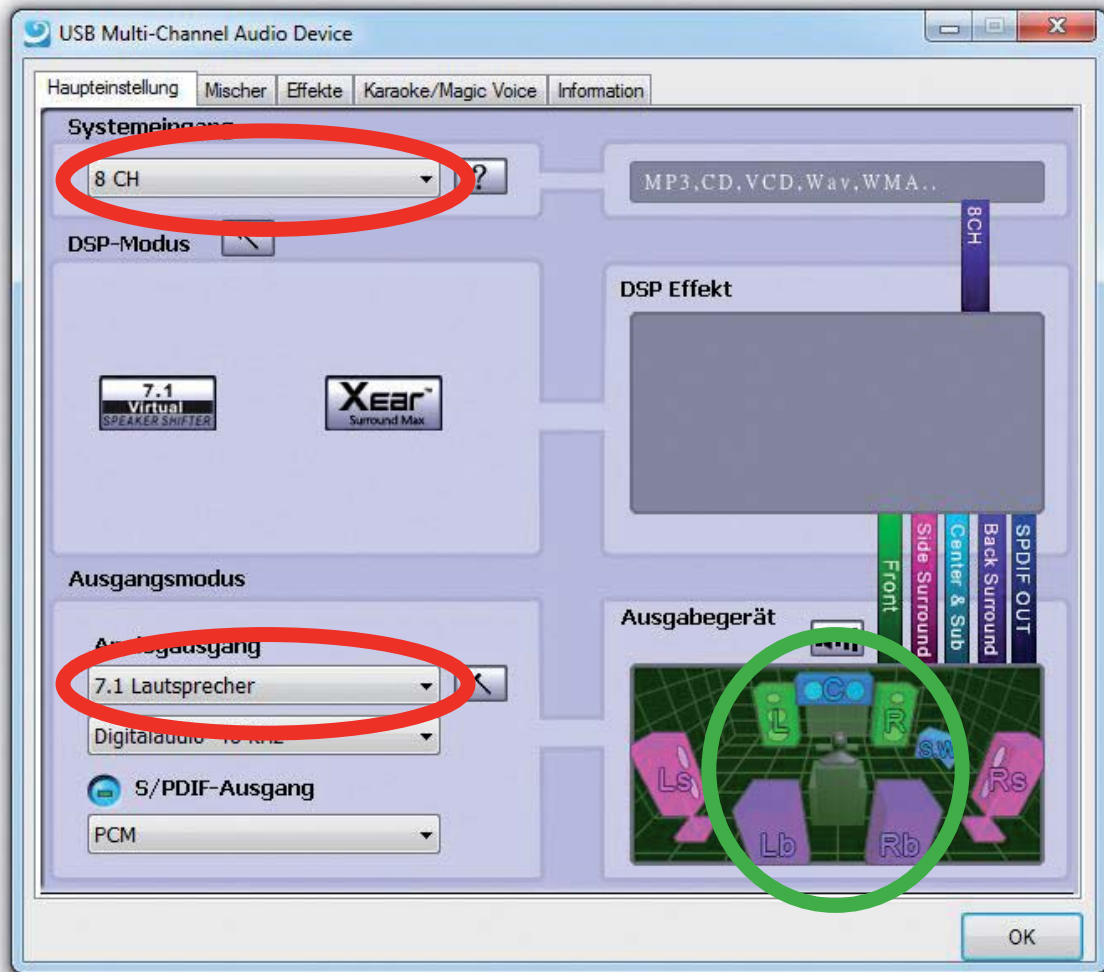
<http://www.meditech.de/fileadmin/flyer/Windows8-1digitalSignatur.pdf>



1. After you insert the CD, the Installation Wizard starts. If this wizard does not start automatically, click on the set-up file Setup.exe in Windows explorer on the included DVD.
2. Now select the language which should be used during the installation of AUDECOM and click on OK to continue the installation.
3. Gradually follow the instructional steps which the Installation Wizard prescribes to you and confirm them with Next.
4. In the last step, uncheck Install audio card driver and startAUDE-COM\_Frontend(title:exittheAUDECOM\_Frontend setup wizard). Now you will find a new AUDECOM folder under “C:\Programs(x86)\Meditech\“. A folder called “Driver” is located here.
5. Perform the set-up from this folder. The computer will de-install the USB multi-channel-audio device and require the computer to restart.
6. Restart the computer.
7. Start the installation of the file setup.exe under C:\Programs(x86)\ Meditech\ again, follow the instructions until setup is ended and do a restart.
8. Connect the AUDECOM to the computer and start it. Follow the chapter on how to prepare the setting for adjustment.

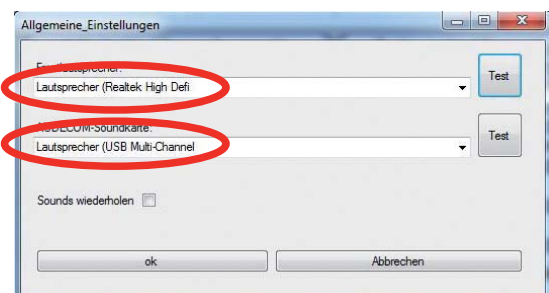




- Start the new program USB multi-channel audio device. The blue symbol  at the bottom right in the symbol bar). The following program window will appear.



- Change the values in the fields marked red here:
  - ⇒ System input: 8 CH
  - ⇒ Analogue output: 7.1 Loudspeakers
- Now click with the mouse on the individual elements in the area marked green here and check whether the link to the device works and the verbal output is properly delivered and can be heard in the individual loudspeakers.
- Click on OK to close the program.
- Start the AUDECOM program.
- In the menu  select option . The General Settings window opens.
- Select the devices indicated in each case and close with window with OK. This exits software installation.



## Setting and adjustment

In this chapter you will learn how you can optimally prepare and implement the session for an auditory system comparison.

### Prepare the adjustment as follows:

Prepare the adjustment as follows::

#### Before the customer arrives ...

1. Start the AUDECOM on the computer. If this is not installed on your computer, follow the steps in the chapter Installing Software.
2. On the start screen, click on the manufacturer logo. You can use its auditory systems for the next comparative adjustment.
3. Switch on the AUDECOM.

To do this, turn the switch on the left (headphone side) to the left.

The operating LED's are illuminated in blue to display the status.

The computer will attempt to establish a connection to the AUDECOM. If it was possible to establish a connection, the connection LED is illuminated in green.

The loudspeakers automatically increase the volume to the maximum to always offer a consistent initial output volume. This process takes approximately 10 seconds so that a volume change is completely normal during this time.

**Tip:** In order to save power, you can switch off the loudspeakers if you will not use them for the foreseeable future. Do not forget to turn off the loudspeaker when you conclude a session with the AUDECOM. In order to test whether the loudspeakers are connected, please note the following located on the back:



LED colour	Ready for use	Charge
blue	x	
blue-red	x	x
red		x
black (LED off)		

**After the customer arrives... ..**

1. Program the auditory systems in the traditional manner according to the audiometric measurement results. Here you must follow the setting instructions included in the program for the best possible effects! Here use three auditory systems of only one manufacturer and ensure that you choose from different quality and price segments: Basic - Middle Class - High-End.


**Alternative:** 3 standard systems with an optimised setting according to auditory system manufacturer information. Fine adjustment later with the auditory system according to the AUDECOM selection.

2. Connect the auditory systems to the hoses. Please use the special position for the auditory systems for RIC systems.

Position on the device	Display in the software
1	left
2	centre
3	right

3. On the main screen, always select the respective auditory systems which you have connected to the respective connection jacks. Here note the order:

**Tip:** If the auditory system does not correspond to the correct auditory system which you connected to the AUDECOM device in terms of colours, you can change the display colour if the image file for it is provided. Right-click on the image. An image pull-down in which you can click on the correct

4. Print the assessment form out. To do this, click .

5. Give the following to the customer:

⇒ **Pen**

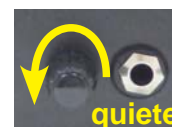
⇒ **Assessment form** with an appropriate notice: Please always fill out the form during comparison. Please also note sensitivities, impressions, positive/negative characteristics of the individual auditory systems compared to the others. Then you have a good basis for your decision.

⇒ **Headphones** which are connected to the AUDECOM and ask him to position them on the correct side.

6. Change the volume for the customer as required. Please for contact the customer for this purpose: Listen clearly and is the volume pleasant for you? To do this, turn the control knob until the volume is considered agreeable.

⇒ louder: clockwise

⇒ quieter: counter-clockwise



7. Repeat this for the person accompanying the customer and for yourself with other headphones so that the language is clearly audible and understandable to all.

Of course, you can always change the volume as needed.

**Briefing customer ...**

Before the adjustment, it is important to mention that the hearing impression for the adjustment would be exactly the same as the customer will have in the future. The auditory training and the process of becoming accustomed which follow an adjustments will usually only improve verbal comprehension.

The auditory systems are only roughly adjusted to his needs - fine-tuning occurs based on device selection.

Rather, the idea behind the process of auditory device comparison with AUDECOM is to give the customer an impression of the audio quality and the performance differences of the auditory systems. The comparison has the goal of showing the (added) benefit in the comfort range which the (higher quality) auditory system will offer in the future. Thus, the customer can assess based on the differences which auditory system he would like to use and which system he is willing to purchase:

- ⇒ How does wind noise suppression work?
- ⇒ What benefits does a special adjustment characteristic have?
- ⇒ How is the music and vocal replay in the different performance classes?
- ⇒ The timeframe and the listener experience/adaptation are required so that differences in one's daily routine can be recognised.
- ⇒ ***“It is important that you can make an assessment based on your own experience and make a decision on the auditory system most suitable for you“***

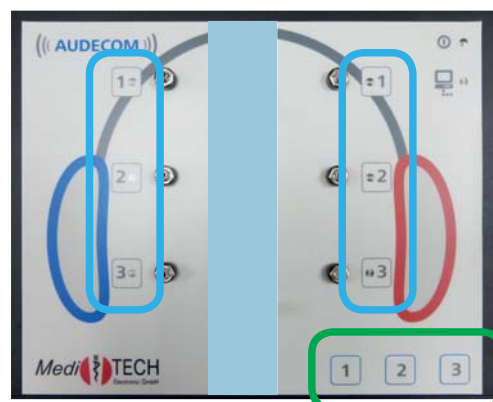
Inform the customer that he will be changing between the auditor systems himself to be able to select in each case which auditory system he would like to directly compare with which other auditory system and when. It is therefore a good idea to only toggle after approximately 15 to 20 seconds because the auditory systems must adjust to the sound situation in order to develop the full scope of their performance.

**Toggle between the auditory systems (for customers explanation):**

Select the desired auditory systems with the three keys at the bottom right:

- ⇒ Key 1 for auditory system 1
- ⇒ Key 2 for auditory system 2
- ⇒ Key 3 for auditory system 3

You can recognise which auditory system is currently selected by the mini-lamps next to the auditory systems.






## Performing an adjustment

1. Click on the existing images of the sound samples in the lower screen section on the sound samples which the program provides for which you would like to demonstrate the differences between the auditory system types. The sample sounds are each played and the corresponding image next to the note of which the customer should be aware is shown enlarged.
2. Let the customer operate the AUDECOM himself below. You allow him to decide between the performance classes himself.


**Note:** This will allow you to rebut any reservations. You can influence a decision for or against a certain auditory system or even steer the decision. On the contrary: By selecting the auditory system himself, the customer will be more likely to identify with his auditory system and then become familiar with it.



**Important:** Follow the following instructions when sound samples can now be heard:

- ⇒ Do NOT speak when voice-based sound samples are now running.
- ⇒ You or the person accompanying the customer should speak when pure noise/sound samples run out.
- ⇒ If you are using two monitors - for example a laptop with a connected motor - switch to two-monitor-mode . That means that you
  - ⇒ show the customer the Customer view  and
  - ⇒ the expert view for you .

In addition, you will also receive additional information on the auditory systems you selected in your specialised language. You can also click on the following buttons:

 : View special information from the manufacturer

 : Start the videos for the respective auditory system

- ⇒ You can do the following in the Customer View in the centre screen area
  - ⇒  Show customer-appropriate supplemental information
  - ⇒  Switch off customer-appropriate supplemental information

This additional information is written in a layman's language so that the customer can easily understand the information.





## Expanded operating capabilities

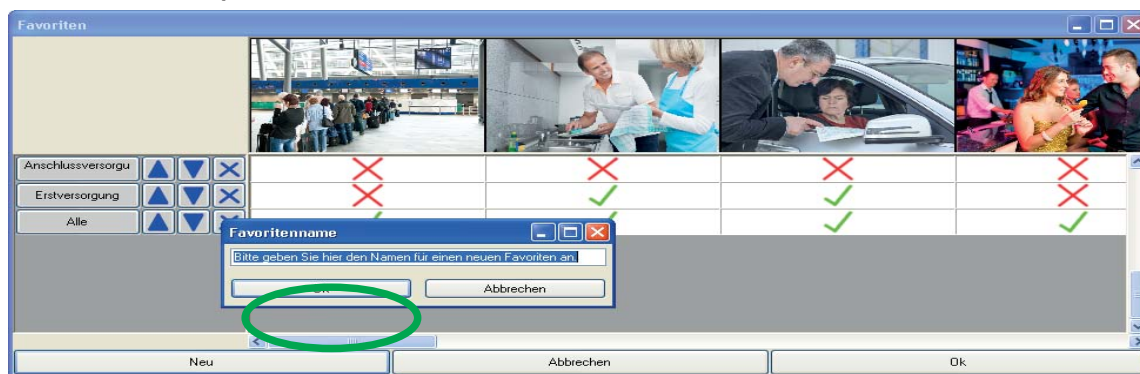
In addition to standard operation, AUDECOM will offer additional possibilities which can adapt the system to your personal needs.

In this chapter, you will become more familiar with these capabilities

### Create one favourites





You can create a favourites list with your own combination of existing sound samples for certain customers, customer groups or situations which you can access as necessary. For example, you can define a list “only background noises” or “only conversational situations”.

1. To do this, click on  it opens and then click on . The Favourites window will open.



2. Click on New. In the Favourite Name field which appears, you are requested to enter a new name.
3. Type in the new name with the computer keyboard and click on OK.

**TIP:** Use a name which you can easily read and which will allow your employees to recognise the content with sufficient clarity

4. The new list is created - the sound samples are deselected with .
5. Click on the  below the respective images which you would like to add to the list. The  becomes a .
6. Click on OK if you want to save a combination and close the window.

## Select favourites

1. Right-click on the sample sound area. A pull-down list then opens with all entered favourites.



2. Select the desired favourite from this list. The sound sample images included therein are now shown in the list and are available. All other sound samples are greyed out..

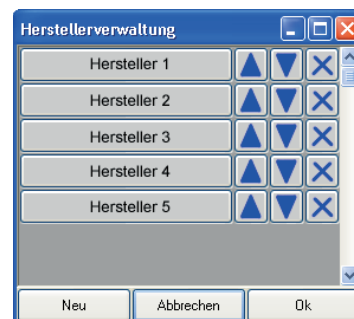
**Tip:** If you should miss sound samples which are normally available, it is likely that another favourite was selected with the last adjustment with the AU-DECOM. Select another favourite as it was described above and check whether the missed sound samples are now offered..

## Change the manufacturer display




You can change the display in the manufacturer screen according to your needs. For example, you can change the order of the manufacturer buttons and delete the manufacturer buttons with auditory systems which you do not offer.

1. To do this, click on  and then .

The Manufacturer Management window opens. All currently activated manufacturers are shown in the window.



**Note:** When you cannot see the window, look in the taskbar and open it that way

2. Ändern Sie die Reihenfolge und Anzeige nach Ihren Wünschen:
  - ⇒ Click  to place up the respective manufacturer for one position
  - ⇒ Click  to place down the respective manufacturer for one position
  - ⇒ Click  to delete the respective manufacturer. In a security prompt, you are again asked if you really want to delete the manufacturer.
3. If you accidentally deleted a manufacturer or would like to add more manufacturers, please send an e-mail to AUDECOM\_PW@meditech.de - There you will receive the required passwords in order to set up the manufacturers again. You can enter this with the New button. You will receive a precise guide on the input with the e-mail. If a manufacturer which is important to you is not in AUDECOM, please contact us. Together we will find a solution.

## Private Labels

If you are interested in private labels and want to integrate them, our sales department is at your service. Feel free to contact us.




## Prospects

The AUDECOM software is continuously further developed, expanded and equipped with additional functionality. They are offered in patches, updates or offered as upgrades. If you are interested in these updates, please contact our sales employee. If your computer is connected to the Internet, AUDECOM offers automatic system updates.

## Equipment and Support

In this chapter, you will see relevant technical information on the AUDECOM. You can find help here for technical problems.

### Troubleshooting

Issue	Proposed solution
Not all sound samples are shown which are usually shown.	Another favourite is selected for the list of the sound samples which does not include the desired sound samples. Right click on the sound sample bar on the main screen and select the desired favourites. You can find which sound samples are included in which Favourites in the Settings menu under Favourites.
The manufacturer selection or the favourites selection are not displayed although they can be activated under the Settings menu.	You can hide the selection behind one of the views. Select the AUDECOM program in the task bar. It is assumed that the relevant window will be indicated there. Click on it. It is displayed as a result.
Sound samples cannot be heard although the accompanying images can be clicked on and the time progress bar on the screen moves.	The loudspeakers are probably turned off (LED on the loudspeaker is red or black) or the volume is turned down. Activate the loudspeaker or increase the volume.
No details are shown on the auditory systems in the Customer view.	It can be assumed that the detail view is activated. Click the button  to display it again.
The display on the laptop screen is incomplete.	The software has two screen views which are optimised for different image sizes:  for normal monitors  for laptop monitors It is assumed that the other setting is selected.
The program AUDECOM does not start.	The program just can be started when the device AUDECOM is connected to the computer.

Do you have other questions, errors or problems when working with AUDECOM? Please contact our Technical Customer Support:

+49-(0)5130-97778-55

We can then collaborate to advise on further steps!

## ***Equipment and Service***

In this following chapter, you will find information on the technical data of the AUDECOM via which the technical accessories and the instructions on the nameplates of the device and the power supply. In addition, you should learn how to clean the device, maintain it, store it and properly dispose of it.

### ***Clean the AUDECOM***

The housing of the device and/or the headphones must be cleaned with a lint-free cloth before reuse and after use which can be moistened, cleaned with a commercial disinfectant. Do not use any abrasive substances. The surfaces can be scratched or otherwise damaged.



Attention!

When cleaning, you should absolutely follow the cleaning and safety instructions of the respective disinfectant manufacturer.



Attention!

Under no circumstances should the device come into contact with ultrasound baths, running water and chemical cleaners, e.g. diluters, alcohol etc. It could be damaged or destroyed.

The foam cushions of the headphones must be changed when the user changes. The cushions are not intended to be cleaned.

You can acquire the replacement articles as a specialised retail store or from MediTECH. You can find the contact below or on the front page of this usage manual.

### ***Maintaining and storing the AUDECOM***

1. Ensure that only you as the specialist disconnect the device and pull the connector from the socket.
2. Store the device in a dry location at room temperature. Please use the precise dimension transport case because the AUDECOM is particularly protected in it.
3. Switch the loudspeaker off when you are not using the AUDECOM for an extended period of time. Otherwise, the loudspeakers will lose their charge without reason.

Please contact us if the device is no longer working flawlessly.



Attention!

It is not permitted for you yourself to remedy a defect in/on the device as a user. The device could be damaged. The liability and warranty of MediTECH expire with independent "repair attempts".



## Decommissioning the AUDECOM

1. Turn the device off.



**Attention!** When you disconnect the device from the mains supply, first switch it off and then disconnect the plug of the power supply from the socket. Under no circumstances should you pull the pug on the device first.

2. Disconnect all accessory articles from the device.



**Note** The AUDECOM and accessories may not be disposed of in everyday household rubbish because they contain electronic components. Sent it (with a short note on the purpose) to *MediTECH Electronic GmbH*

### AUDECOM nameplate

The following nameplate is located on the back of the AUDECOM. The information and symbols have the following meaning::

Production year

Article number

Type

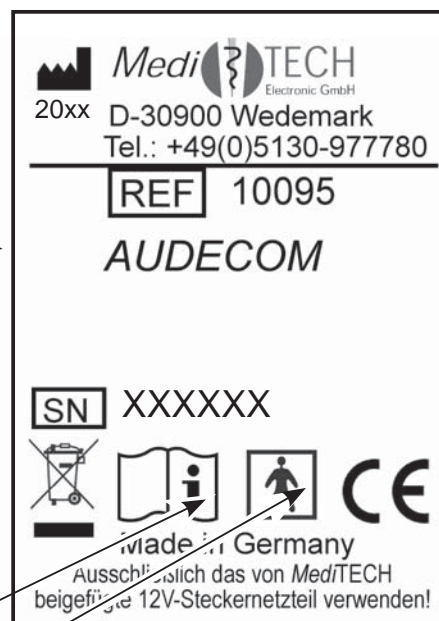
Serial number

Environmental disposal classification

Attention, follow the instruction manual!

Application part

Manufacturer



## Technical specifications

Power supply:	12 V (with the supplied plug-in power supply type FW 7556M/12)
Power supply specifications:	Input: 220-240 V / 50-60 Hz / 400 mA output: 12 V / 1.5A
Operating current	max. 700 mA
Service life:	Approx. 10 years The manufacturer year is noted on the nameplate
Dimensions: Width x Height x Depth AUDECOM AUDECOM with accessories	(Viewed from the front) 29 cm x 10 cm x 21 cm 40 cm x 23.5 cm x 41.5 cm


Light diodes	
Shape	2.5 mm square
Colour	green / blue
Beam width	60° - 80°
Light intensity	min. 14 mcd at IF=20
Operating temperature	30 °C- + 85 °C
Storage temperature	-40 °C- + 85 °C

Operation	
Ambient temperature	+5 °C to +40 °C
Relative humidity	40% - 65%
Air pressure	700- 1060 hPa

Storage and transport	
Ambient temperature	-20 °C to +50 °C
Relative humidity	20% - 95%
Air pressure	700- 1060 hPa

Headphones	
Impedance	32 Ohm $\pm$ 15%
Frequency range	20 Hz-20,000 Hz
Noise level	110 dB $\pm$ 3 dB
Cable	1.8
Connector	3.5 mm / 6.35 mm stereo phono connector
Weight	376 g
Type	Closed system

<b>Loudspeakers</b>	
Frequency range	150 Hz-18,000 Hz ( $\pm$ 3 dB)
Capacity	Capacity RMs 3 W THD = 10 %
Connector	USB connection (up to 32 GB) and connection for 3.5 mm phono cable
Weight	117 g
Voltage supply	USB built-in rechargeable battery 600 mAh
Service life	Approx. 4-5 without charging
Type	Active loudspeaker

 **Note!** For safety reasons, only use the headphones from the MediTECH product range. A selection of appropriate headphones is available from MediTECH. Feel free to contact us.

<b>Power supply</b>	
Input specifications	100 - 240 V alternating current, 50 - 60 Hz, 400 mA
Output specifications	12 V
Weight	238 g
Cable	1.80 m
Connector	Binder plug

### ***Inscription / nameplate power supply***

Warning notice - Usage is only permitted in dry rooms because otherwise electrical shocks can result.

Adapter - country-dependent

Protective class reference (class 2)

Manufacturer specification

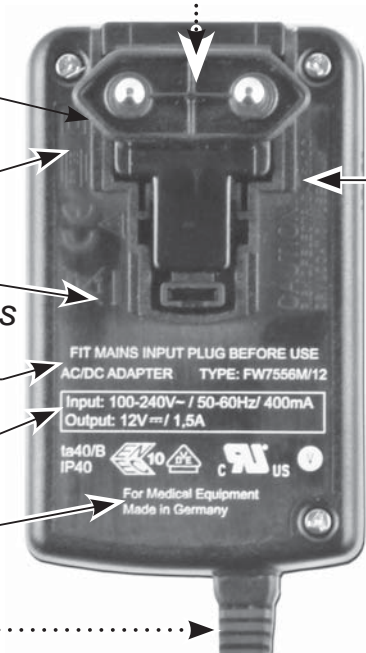
Environmental disposal classification

*Plug in the adapter appropriate for your mains supply before you use the power supply.*

Technical specifications on the input and output voltage

For use with medical products

Cable for the AUDECOM



## ***Scope of delivery***

<b><i>Equipment</i></b>	
AUDECOM device	1
Tablet	1

<b><i>Technical accessories</i></b>	
12-V-MT power supply	1
Loudspeaker	5
USB connection cable to connect the AUDECOM to the PC	1
Headphones (extremely closed system, placed on ears)	2
















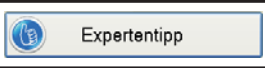

<b><i>Other accessories</i></b>	
AUDECOM PC software with a single software license	1
Plug-in acoustic shadow (Plexiglas®)	1
Device holder (Plexiglas®)	1
Usage manual	1
Silicone hoses to connect the auditory systems (HDO machines)	6
Silicone hoses to connect the auditory systems (RIC machines)	6
Foam holder for RIC devices, for example	2
A customised transport box (3-part)	1

## ***System requirements for the computer***

### ***(Minimum requirements)***

Processor	1.8 GHz Dual Core processor - or higher
Working memory	2 GB from Windows 7 or higher
Hard drive	1.5 GB
Operating system	Windows® 7 or higher
Screen	1024x768 dots
Graphic card	S-VGA (compatible)
Miscellaneous	USB port, CD/DVD drive, mouse, keyboard
Required programs	Windows MediaPlayer Adobe Acrobat Reader

## Program icons and buttons and their meaning

Symbol	Bedeutung
	Back to manufacturer selection (to the start screen)
	Show/hide the system-specific detailed information (in the customer view)
	Printing the assessment form
	Change the font size on the screen (can be separate for the Customer view and the Expert view)
	Activating a second monitor - to simultaneously activate the Customer and Expert views. To exit the second monitor, simply close this.
	Change to the Customer view / Change to the Expert view
	Reduce the screw view (for a laptop monitor) or increase the screen view (for independent monitors)
	Activating special functions
	Managing manufacturers (for example if you do not work with certain manufacturers, you can remove them from the start screen)
	Language selection (changing the language)
	Content update: Loading other content (manufacturer packages)
	Sound settings: Selection of loudspeaker
	Favourites: Possibility to activate or remove sound samples for certain situations (e.g. initial sound supply, connection sound supply, "only noises")
	Scroll to the individual auditory systems in the comparative list of the detailed information
	Scroll in the list of the sound samples
	Display the expert tip (only available in the Expert view)
	Display a video to the respective auditory system



