

INSTRUCTIONS FOR USE

Fitting**LINK**



Introduction to this booklet

Thank you for choosing our product as your means to fast, reliable fitting. To support your efforts, we have put great care and attention into making sure that FittingLINK is of the highest quality and is easy to use and maintain.

FittingLINK ensures a fast and reliable connection between the PC and the client's hearing instruments via Bluetooth technology.

This booklet guides you on how to use and maintain FittingLINK. Please read the booklet carefully including the Warning section. This will help you to achieve the full benefit of FittingLINK. The booklet contains important information about preparing and using FittingLINK on your PC. It describes the most frequently used functions, which must be understood before you start to use FittingLINK. The manual also contains instructions and important information about the handling of your FittingLINK and FittingLINK charger. For specific information about how to use FittingLINK with your fitting software, please refer to the documentation delivered with your fitting software (e.g. installation handbooks, help files or instructional videos).

If you have additional questions about the use of FittingLINK, please contact your supplier's support function.

Intended use

FittingLINK is an accessory to fitting software used when programming wireless hearing instruments. FittingLINK is intended for wireless transfer of fitting data between the hearing instruments and the device running the fitting software. FittingLINK can be connected to the device running the fitting software through the provided Bluetooth adapter or USB cable.

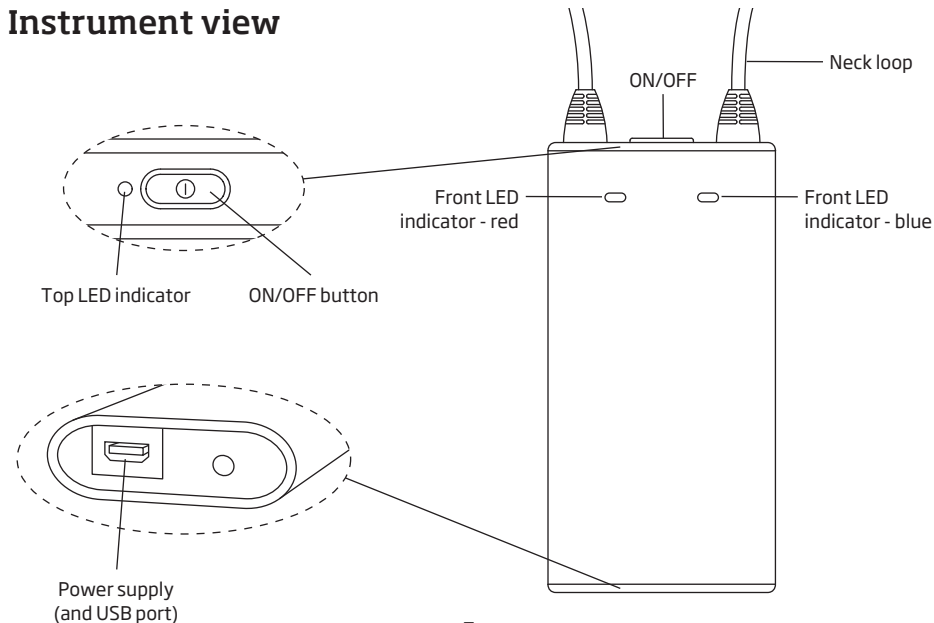
FittingLINK is intended to be used by Hearing Care Professionals and hearing instrument users.

Contents

Instrument view	7
Package content	8
Basic functions - first-time use	10
Turning FittingLINK ON/OFF	11
How to charge FittingLINK	12
Charging FittingLINK with the charger and charging cradle	14
Charging FittingLINK with the charging cradle and USB cable	15
Charging FittingLINK without the charging cradle	17
Battery low indicator	18
Connect to a PC	20
Connect to a PC via the Bluetooth adapter	21
How to re-establish pairing between FittingLINK and the Bluetooth adapter	22
Connect to a PC via the USB cable	25
FittingLINK and your fitting software	26
How to use FittingLINK	27

How to use FittingLINK on children	34
How to use FittingLINK for coupler-based verification using hearing instrument analysers	36
Overview of the LED indicators	38
Cleaning and maintenance	42
Warnings	44
Technical information FittingLINK	48
Technical information Bluetooth adapter	50
Technical information	53
International warranty	54

Instrument view



Package content

FittingLINK - what is in the box?

The FittingLINK box consists of the following elements:



This guide (Instructions for Use)



Bluetooth adapter



Clip

Box 1



Charger*

* *Charger will vary from country to country.*

Box 2



USB cable 3 m

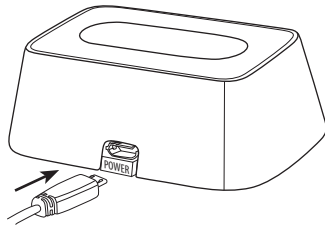
Box 3



Charging cradle

Basic functions - first-time use

Insert the USB cable in the bottom of the charging cradle and the charger is ready for use.



Turning FittingLINK ON/OFF

Power on

Press the ON/OFF button on top of FittingLINK for approx. 2 seconds until you see a green steady light from the top LED and a short red and blue flash from the front LED indicators. The LED lights indicate that FittingLINK is powered on and you can release the ON/OFF button.

If FittingLINK cannot power on, make sure it is charged.

If the top LED shows a red light instead of the green light the battery is running low (steady red light) or very low (flashing red light) and FittingLINK should be charged. Please refer to "See how to charge FittingLINK".

Power off

Press and hold the ON/OFF button on top of FittingLINK for approx. 2 seconds until the top LED indicator turns off.

How to charge FittingLINK



FittingLINK uses an internal rechargeable battery.

FittingLINK can be charged either by using the provided charger and charging cradle or by using the USB cable provided.







When charging FittingLINK for the first time, it should be left to charge for at least two hours even if the top LED indicator on the device shows that the battery is fully charged. We recommend that you turn off and store FittingLINK in the charging cradle whenever it is not in use, to ensure the best possible performance.

It is safe to leave FittingLINK in the charging cradle overnight - the battery cannot be overcharged.

IMPORTANT NOTICE

When recharging FittingLINK, use the supplied original power supply 5.0V/1A, CE and safety marked.  

FittingLINK charging indicator

Charging	
Top LED indicator	Description
 	Device on and fully charged
 	Device on and charging
 	Device off and charging Once fully charged, the LED will be off

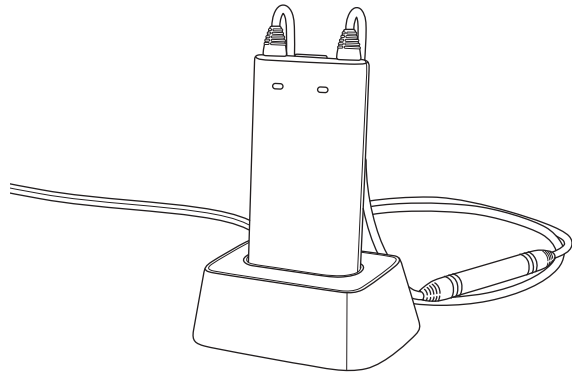
 Steady   Flash

IMPORTANT NOTICE

When recharging, the charging indicator[s] should be lit as described in this booklet. If the charging indicator is not lit, disconnect the device from the charger and consult your supplier's support function.

Charging FittingLINK with the charger and charging cradle

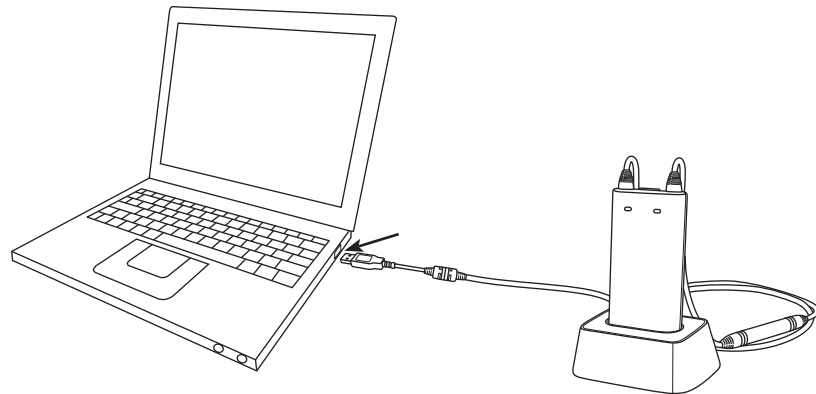
Simply place FittingLINK in the charging cradle when you want to charge FittingLINK with the provided charger and charging cradle. Remember to connect the charger to a power outlet. As soon as the power is switched on, FittingLINK will start charging.



14

Charging FittingLINK with the charging cradle and USB cable

When charging FittingLINK with the provided charging cradle and the USB cable, place FittingLINK in the charging cradle and connect the USB cable to a USB port on your PC.



15

Please note that if you charge via a USB hub, some hubs do not deliver enough power to actually charge FittingLINK. In this case we recommend use of the provided charger instead.

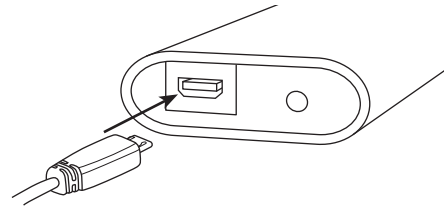
Only recharge FittingLINK using the provided charger or a stabilised USB hub/charger that provides 5VDC and ≥ 500 mA.

IMPORTANT NOTICE

When using the USB cable, always insert the USB cable into FittingLINK before connecting the cable to other equipment.



Charging FittingLINK without the charging cradle

If you prefer not to use the charging cradle when charging FittingLINK, you have the option to insert the USB cable directly into FittingtLINK instead of the charging cradle.



Battery low indicator

FittingLINK will indicate low battery (approx. 20 minutes programming capacity left) with a steady red light, and very low battery (approx. 5 minutes programming capacity left) with a flashing red light.

Battery low indicator	
Top LED indicator	Description
	Low battery - approx. 20 minutes capacity left
	Very low battery - approx. 5 minutes capacity left

 Steady  Flash

To ensure the best possible performance, we recommend that you turn off and store FittingLINK in the charging cradle whenever it is not in use.

The battery should not be drained completely. Keeping the battery fully charged will prolong the capacity of the battery. The battery cannot be replaced by the user.

The battery capacity is up to 8 hours of typical daily use.

Battery charge time is 2 hours for complete charge, using the provided power supply.

Connect to a PC

You can connect FittingLINK to your PC either by using the provided Bluetooth adapter or the USB cable.

The Bluetooth adapter enables you to connect FittingLINK wirelessly to your computer. However, in some locations Bluetooth technology is not allowed. When this is the case, simply connect FittingLINK with the computer via the provided USB cable.

Before you start connecting FittingLINK to a PC for the first time, please make sure that you have the latest version of your fitting software installed on the PC. Please also make sure that FittingLINK is fully charged. See "How to charge FittingLINK".

Please note that FittingLINK only connects to the Bluetooth adapter provided.

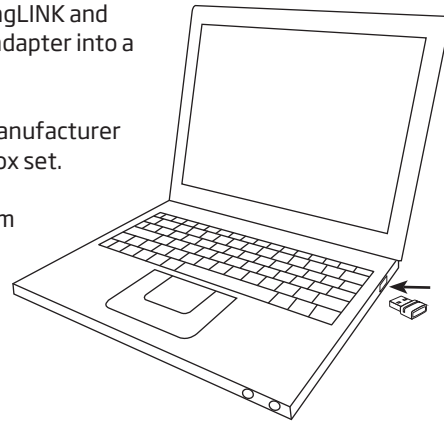
Connect to a PC via the Bluetooth adapter

Make sure that FittingLINK is turned **OFF**.

To obtain wireless connection between FittingLINK and your PC, simply plug the provided Bluetooth adapter into a USB port on your PC and turn the PC **ON**.

FittingLINK has already been paired by the manufacturer with the Bluetooth adapter provided in the box set. However the first time you connect to a PC, a message may appear on the screen and inform you that the applicable driver is being installed. Allow the installation to run before you proceed.

Now turn **ON** FittingLINK. See "Turning FittingLINK ON/OFF".
FittingLINK is now ready for programming compatible wireless hearing instruments.

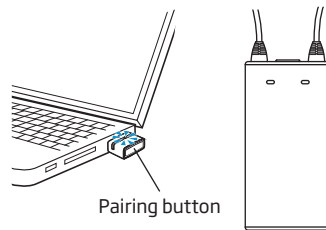


How to re-establish pairing between FittingLINK and the Bluetooth adapter

FittingLINK has been paired by the manufacturer with the adapter provided in the box set.

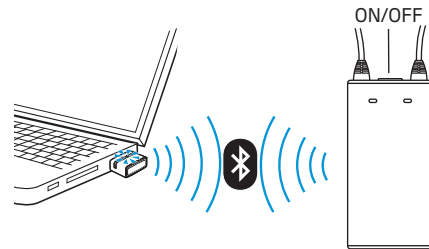
If for some reason the PC running your fitting software does not recognise FittingLINK, you may have to re-establish the pairing between FittingLINK and the Bluetooth adapter. In this case please close the fitting software before you continue.





1. Press and hold the pairing button on the Bluetooth adapter for five seconds until the LED lights up with a flashing blue light.



2. Press the ON/OFF button on FittingLINK for five seconds and the top LED will light up with a flashing blue light. The pairing will begin automatically. FittingLINK must be close to the Bluetooth adapter (approx. 10 cm) while the pairing takes place.
3. When the pairing is successfully completed the adapter LED will show steady blue (until the fitting software is turned on) while the top LED on FittingLINK shows steady blue for approximately 10 seconds.

Please note that FittingLINK can only be paired to a single Bluetooth adapter at a time and vice versa.



Pairing	
Top LED indicator	Description
 	FittingLINK in pairing mode
 	Pairing complete

 Flash  Steady

When the pairing is finished, open your fitting software, detect and select FittingLINK as your programming device. It is necessary to perform and complete this selection procedure only once.

FittingLINK is now ready for programming the hearing instruments.

Connect to a PC via the USB cable

To connect FittingLINK to your PC with the USB cable, insert the USB cable in the USB port in the bottom of FittingLINK and then insert the other end of the cable in a USB port on your PC.

Turn **ON** your PC and then turn **ON** FittingLINK. Open your fitting software, detect and select FittingLINK as your programming device. It is only necessary to perform and complete this selection procedure the first time.

FittingLINK is now ready for programming wireless hearing instruments.

Please note, you can leave the Bluetooth adapter in your PC while connecting via the USB cable.

IMPORTANT NOTICE

If you connect the USB cable to a non-powered USB hub, FittingLINK may not charge. It is recommended to connect the USB cable directly to your PC.

FittingLINK and your fitting software

When opening your fitting software the first time after FittingLINK has been installed on the PC, it will be detected as a programming device.

Depending on which fitting software you are using, FittingLINK is either automatically added as an option on the "Detect button" or needs to be manually detected and selected as programming device in the "Preferences" menu.

For specific information about how to use FittingLINK with your fitting software, please refer to the documentation delivered with your fitting software (e.g. installation handbooks, help files or instructional videos).

How to use FittingLINK

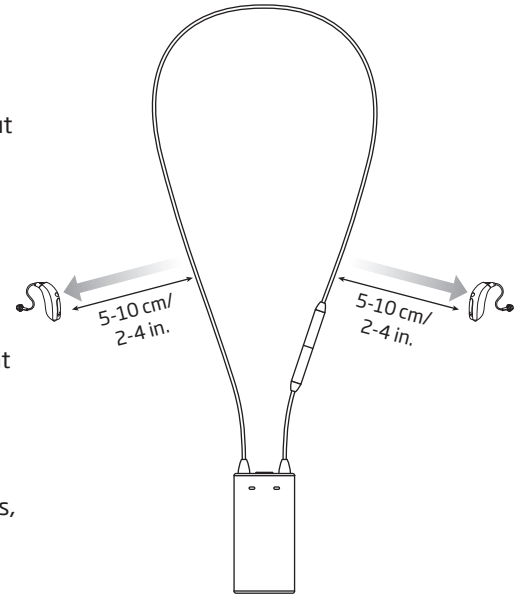
FittingLINK has been designed to offer you the best possible daily use during programming sessions with and without your clients.

Programming without a client

When you want to program hearing instruments without a client wearing them, turn **ON** FittingLINK.

Place FittingLINK with the neck loop flat on a table and the hearing instruments on each side of the neck loop as shown in the drawing.

When you program hearing instruments, the neck loop must always be closed as shown in the drawing.



Make sure that the neck loop is not curled or touching any electrical wires or equipment and that the hearing instruments are not touching the neck loop.

The optimal placement of the hearing instruments is on the outside of the neck loop, between 5-10 cm/2-4 in. from the neck loop as shown in the drawing.

The distance between FittingLINK and the Bluetooth adapter in your PC can be no more than 10 metres (in direct line of sight).

Devices and installations such as power cables, TVs, PC monitors, LED light bulbs and other devices emitting magnetic noise might decrease the programming performance if placed too close to FittingLINK. Likewise a table made of or containing a lot of metal, may lead to decreased performance.

Please note that other active FittingLINK devices and wireless hearing instrument accessories in proximity may create interference and should be turned OFF.

If you experience decreased performance, we recommend that you relocate FittingLINK or turn off possible sources of interference.

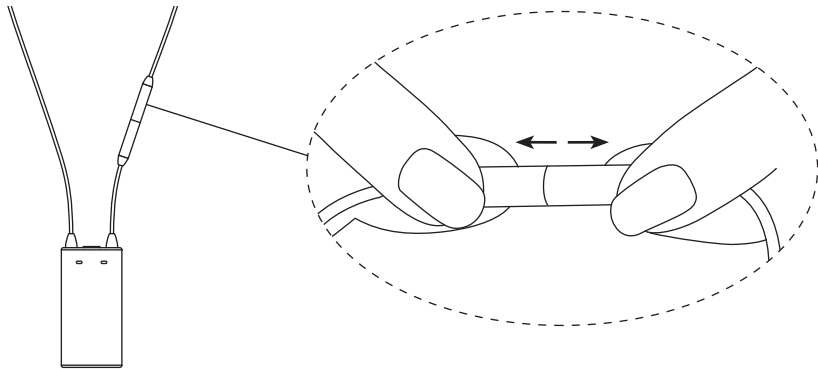
At the end of the session and before disconnecting or removing FittingLINK make sure that you have saved your programming to the hearing instruments.

Please consult the fitting software for further guidance.

Programming with a client

When you want to program hearing instruments while your client is wearing them, please make sure that FittingLINK is sufficiently charged.

For easy placement, the neck loop can be opened, as shown on the drawing below, while placing FittingLINK around the client's neck.



When opening the neck loop, pull the connectors apart. Do not pull the neck loop antenna.

When you program hearing instruments, the neck loop must always be closed as shown in the drawing to the right.

The distance between FittingLINK and the Bluetooth adapter in your PC can be no more than 10 metres (in direct line of sight).

Devices and installations such as power cables, TVs, PC monitors, LED light bulbs and other devices emitting magnetic noise might decrease the programming performance if placed too close to FittingLINK. Please note that other active FittingLINKs and wireless hearing instrument accessories in proximity may create interference and should be turned off.



If you experience decreased performance, we recommend that you turn off possible sources of interference.

At the end of the session and before disconnecting or removing FittingLINK make sure that you have saved your programming to the hearing instruments.

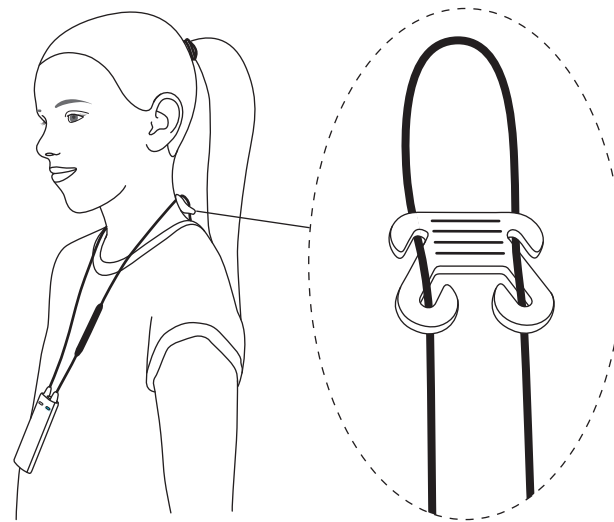
Please consult the fitting software for further guidance.

How to use FittingLINK on children

For children who are old enough to provide verbal feedback regarding their hearing instrument, it will be possible to use FittingLINK for programming, real-ear verification or fine-tuning.

It is also possible to use FittingLINK with babies or small children. However, the programming process with infants and small children differs from adults since they are not able to provide verbal feedback on their hearing instruments' sound quality. Therefore, it is recommended that the actual verification of the hearing instrument be done using the coupler-based verification method. See below for instructions.

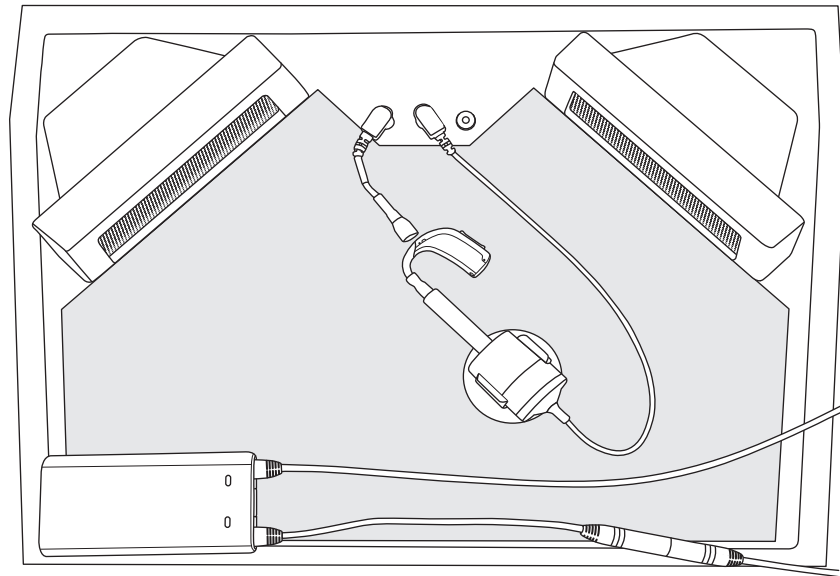
When working with children, it can be necessary to shorten the neck loop. Always use the provided clip to shorten the neck loop. Do not shorten or modify the neck loop in an unauthorised way. Please refer to the drawing on how to place the clip.



How to use FittingLINK for coupler-based verification using hearing instrument analysers






Place FittingLINK in the test chamber. Connect the hearing instrument to the 2cc coupler and place the hearing instrument 5-10 cm away from the outside of the neck loop, as shown here.





Close the lid of the test chamber and proceed with the coupler-based verification. Please note that FittingLINK will not work in some test chambers, due to the chambers being too small to ensure the 5-10 cm distance, or due to electromagnetic interference. If this is the case, programming must be done using the hearing instrument programming cables and a non-wireless programming interface (e.g., EXPRESSlink).



Overview of the LED indicators













How to read the Bluetooth adapter LED indicator.





Bluetooth adapter	
LED indicator	Description
	Bluetooth adapter active
	Bluetooth adapter searching for in-range FittingLINK
	Bluetooth adapter pairing
	Bluetooth adapter inactive
	Self test error - contact your supplier

 Steady   Slow flash  Fast flash  LED off






How to read FittingLINK LED indicators.

The top LED indicator is the battery status indicator.

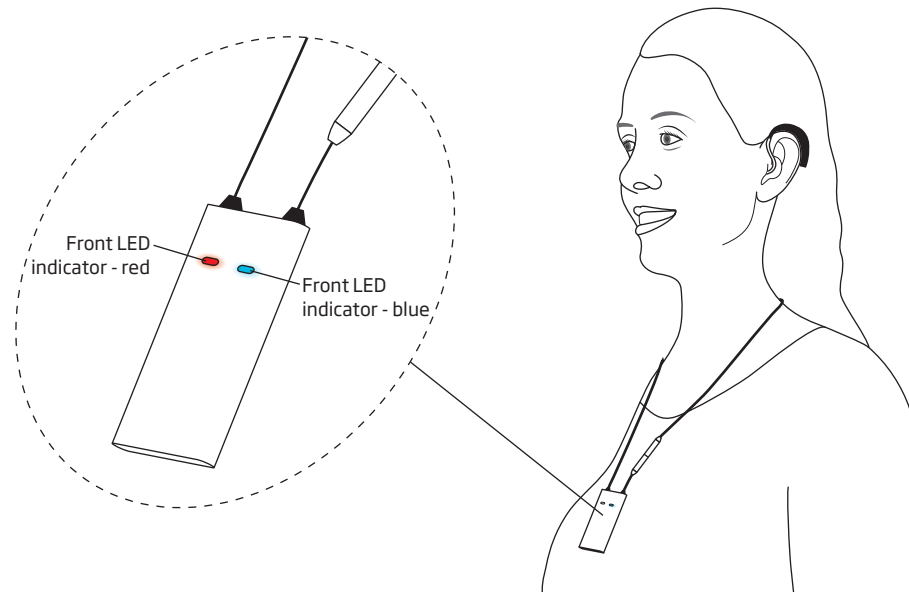
Battery status	
Top LED indicator	Description
  	FittingLINK on and battery fully charged
  	Battery charging
  	Low battery
  	Very low battery

  Steady   Flash

The front LED indicators are programming status indicators.

Programming status	
Front LED indicator	Description
	Connected to right hearing instrument
	Communicating with right hearing instrument
	Connected to left hearing instrument
	Communicating with left hearing instrument
	Not connected to the hearing instruments

  Steady   Flash  LED off



Cleaning and maintenance

FittingLINK is a sealed device that requires minimum maintenance.

To ensure high levels of hygiene always disinfect FittingLINK before a programming session begins.

To disinfect, wipe FittingLINK and the neck loop with a 70% alcohol / 30% water solution. FittingLINK and the neck loop must never be washed or immersed in water or other liquids.

The power supply, the charging cradle and the Bluetooth adapter must be kept free of dirt and debris. These parts are to be cleaned with a soft dry cloth only.

When FittingLINK is not in use, turn it OFF and store it in the charging cradle in order for it to be sufficiently charged and ready for the next fitting session.

Warnings

To ensure personal safety and correct use you should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your FittingLINK. Consult your supplier's support function if you experience unexpected operations or events with your FittingLINK.

Connection to external equipment

When using the USB cable always insert the cable into FittingLINK before connecting the cable to other equipment.

The safe use of FittingLINK when connected to external equipment with a USB cable is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

Warnings

Heat and chemicals

FittingLINK must never be exposed to extreme heat e.g. left inside a parked car in the sun. FittingLINK must not be dried in microwave ovens or other ovens. The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage FittingLINK. Always remove FittingLINK before applying such products and allow time to dry before use.

Choking hazards

FittingLINK should be kept out of the reach of children and anyone else who might swallow parts or otherwise cause injury to themselves.

If a part is swallowed, see a doctor immediately.

Interference

FittingLINK has been thoroughly tested for interference according to the most stringent international standards. However, interference between FittingLINK and other devices (e.g. some mobile telephones, citizens band devices, and other wireless devices) may occur. If this occurs, increase the distance between FittingLINK and the interfering device.

Warnings

Active Implants

FittingLINK has been thoroughly tested and characterised for human health according to international standards for human exposure (Specific Absorption Ratio - SAR), induced electromagnetic power and voltages into the human body. The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants, such as pacemakers and heart defibrillators.

If your client has an active brain implant, please contact the manufacturer of your implantable device for information about the risk of disturbance. Immediately remove FittingLINK if interference is suspected and seek medical advice.

Interference can also be caused by power line disturbances, electromagnetic fields from other devices, radio signals and electrostatic discharges.

Warnings

Please note that other active FittingLINK devices and wireless hearing instrument accessories in proximity may create interference and should be turned off.

Use of the neck loop

The neck loop is an antenna for the magnetic induction link to the hearing instruments.

If the neck loop should accidentally get caught on something while the client is wearing it, the neck loop is constructed to release automatically. Therefore, never try to shorten or modify the neck loop in an unauthorised way.

Always use the provided clip to shorten the length of the neck loop.

If the neck loop breaks, it cannot be repaired and must be replaced immediately. Consult your local supplier for replacement.

Please refer to "How to use FittingLINK on children".

Warnings

Rechargeable battery

Do not attempt to open FittingLINK, as it may damage the battery.

Never attempt to replace the battery. If battery replacement is needed, please return your device to the supplier. The service guarantee is void if there are signs of tampering.

The safety of recharging batteries using a USB connector is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

Technical information FittingLINK

FittingLINK contains a radio transceiver using short-range magnetic induction technology, working at 3.84 MHz and a Bluetooth radio operating at 2.4 GHz.

The magnetic field strength of the transmitter is very weak and always below 15 nW [typically below -15 dBµA/m at 10 meter distance].

FittingLINK complies with international standards concerning radio transmitters, electromagnetic compatibility and human exposure.

Due to the limited space available on FittingLINK relevant approval markings can be found in this booklet.

Additional information can be found in the Product information document.

USA and Canada

This device is certified under:

FCC ID: 2ACAHWLP021

IC: 11936A-WLP021

Notice:

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs standards.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Notice:

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

Technical information Bluetooth adapter

The Bluetooth adapter contains a radio transceiver using Bluetooth Low Energy and Bluetooth at 2.4 GHz. The radio transmitter is weak and always below 10mW equal to 10 dBm in total radiated power.

USA and Canada

This device contains a radio module with the following certification ID numbers:

FCC ID: DMOCBBSKE

IC: 2099D-BTD800

Notice:

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs standards.

Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Notice:

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

This Class B digital apparatus complies with Canadian ICES-003.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules.

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 distance between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult your manufacturer for help.

Radiofrequency Radiation Exposure Information

This equipment complies with FCC and IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Technical data and conditions of use

FittingLINK model	WP-2
Bluetooth adapter model	BTD 800 USB
Bluetooth adapter version	WP-3
Operating conditions	Temperature: 5 °C to 40 °C Humidity: 15% to 93%, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
Storage and transportation conditions	Temperature: -25 °C to 70 °C Humidity: 15% to 93%, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa

International warranty

Your FittingLINK is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the device itself, but not in accessories such as e.g. batteries, cables, power supplies, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, damage due to foreign objects entering the device or incorrect adjustments are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

If you need service

Please contact your supplier's support function, who may be able to assist in sorting out minor problems and adjustments immediately.

The manufacturer declares that FittingLINK (WP-2 and BT-D 800 USB) is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Declarations of Conformity are available at the manufacturer.









Manufactured by:
SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
www.sbohearing.com











Waste from electronic
equipment must be
handled according to
local regulations.



Description of symbols used in this booklet	
	Warnings Text marked with a marking symbol must be read before using the product.
	Manufacturer The product is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.
	CE mark The product complies with Medical Device Directive 93/42/EEC.
	Electronic waste (WEEE) Recycle your hearing aids, accessories or batteries according to local regulations or return them to your hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).
	Regulatory Compliance Mark (RCM) The product complies with electrical safety, EMC and radio spectrum requirements for products supplied to the Australian or New Zealand market.
	Bluetooth logo Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.

173877UK / 2019.03.22

Description of additional symbols used on labels	
	Keep dry Indicates a medical device that needs to be protected from moisture.
	Caution symbol Consult instructions for use for warnings and cautions.
	Catalogue number Indicates the manufacturer's catalogue number so that the medical device can be identified.
	Serial number Indicates the manufacturer's serial number so that a specific medical device can be identified.
	Power supply outlet Indicates the rate at which power is sent from the outlet to your electrical device.
	Japan TELEC symbol Indicates mark for certified radio equipment.
	Singapore IMDA label Indicates that the device complies with the standards and specification published by Info-Communications Media Development Authority (IMDA) and is compatible with the public telecommunication networks in Singapore and does not cause radio frequency interference to other authorized radio-communication networks.
	This symbol indicates that the product described in these instructions for use adheres to the requirements for an applied part of Type B of EN 60601-1. The surface of the product was specified as an applied part of Type B.

173877UK / 2019.03.22



0000173877000001