Widex Compass Cloud

User guide

Widex Compass Cloud version 1.3 and later

WIDEX

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Introduction

Welcome to Widex® Compass™ Cloud (hereafter called Compass Cloud), the cloud-based fitting software designed to operate with Noah. Compass Cloud gives you an easy way to fit the newest Widex hearing aids.

Intended purpose / Intended use

The fitting software is a tool intended to adjust programmable hearing aids according to the needs of people with hearing loss. The fitting must be performed by a hearing care professional (HCP), e.g. audiologists, acousticians or ENT doctors.

This online guide explains the way the software works and the main features. It is also available on www.wsaud.com/widex/, where you can download it or order a printed copy of it. The copy will be provided upon request, at no additional cost, and within 7 calendar days.

Important safety information

Fitting children

Always make sure that you enter the correct birth date of a child in your client database

Young children have smaller ear canals than adults. Therefore, extra precautions are necessary to avoid providing too high sound pressure levels from the hearing aid at the child's eardrum:

- Always make sure that you enter the correct birth date of the child in your client database. Compass Cloud will use this information to apply age-group specific RECD (Real-Ear-to-Coupler Difference) corrections to the fitting for all children under the age of 10.
- Further precision can be achieved by verifying match-to-target through real-ear or test-box measurements.

Protect your client data against cybercriminals

To keep your system safe:

- Protect the system with security software, for instance, antivirus software, and firewalls.
- Keep the system and security software up-to-date. Install all software updates that are recommended for your system.
- Never leave an unsecured system unattended. Passcode-protect the system and let the screen lock feature activate after a few minutes of inactivity.
- Do not connect unknown mass storage devices, such as USB sticks or external hard drives.
- Do not allow your system to connect to unknown wireless networks. These networks could be used by hackers to capture information passed between your system and a legitimate server.

In case of a serious incident, report the occurrence to the manufacturer of the device and the competent authority under whose jurisdiction the user resides.

System requirements

You must make sure that your system fulfils the requirements below for the Compass Cloud software to run. The most important requirements are the following:

Minimum requirements	
Internet and security measures	The fitting software will only work with an internet connection and an internet browser. We recommend that your computer has an updated, active antivirus system and firewall. We recommend that your client data system is protected by password or physical access control.
Operating system	Windows 10 or later
RAM	Minimum requirements for running Windows 10
Browser	Google Chrome
Noah version	Noah versions supported by HIMSA
Noahlink Wireless driver	Latest version
Screen resolution	Minimum requirement: 1366 x 768 Optimal experience: 1920 x 1080 or higher

Compatible hearing aids

The Compass Cloud software supports the following hearing aid series:

- Allure

Before you can use Compass Cloud

The Compass Cloud software is a cloud-based fitting system. This means that it opens in an internet browser when you start it from Noah. You do not install the actual fitting software on your computer. You only need to install the small program, Widex Compass Cloud Gateway. When you open Compass Cloud from Noah, it automatically opens the latest released version in your internet browser.

To use Compass Cloud, you need access so that you can sign into the system. You should make sure that you have the latest version of Google Chrome as your default browser and a sufficient internet connection.

Compass Cloud gets the data about your client and their audiogram from Noah. Therefore, you must have a Noah 4 database to save your client data.

Get started

Before you start using Compass Cloud, you must make sure that your system is ready, and you must set up your account. You will receive information from your Widex representative about how you can get started. The basic preparation steps are the following:

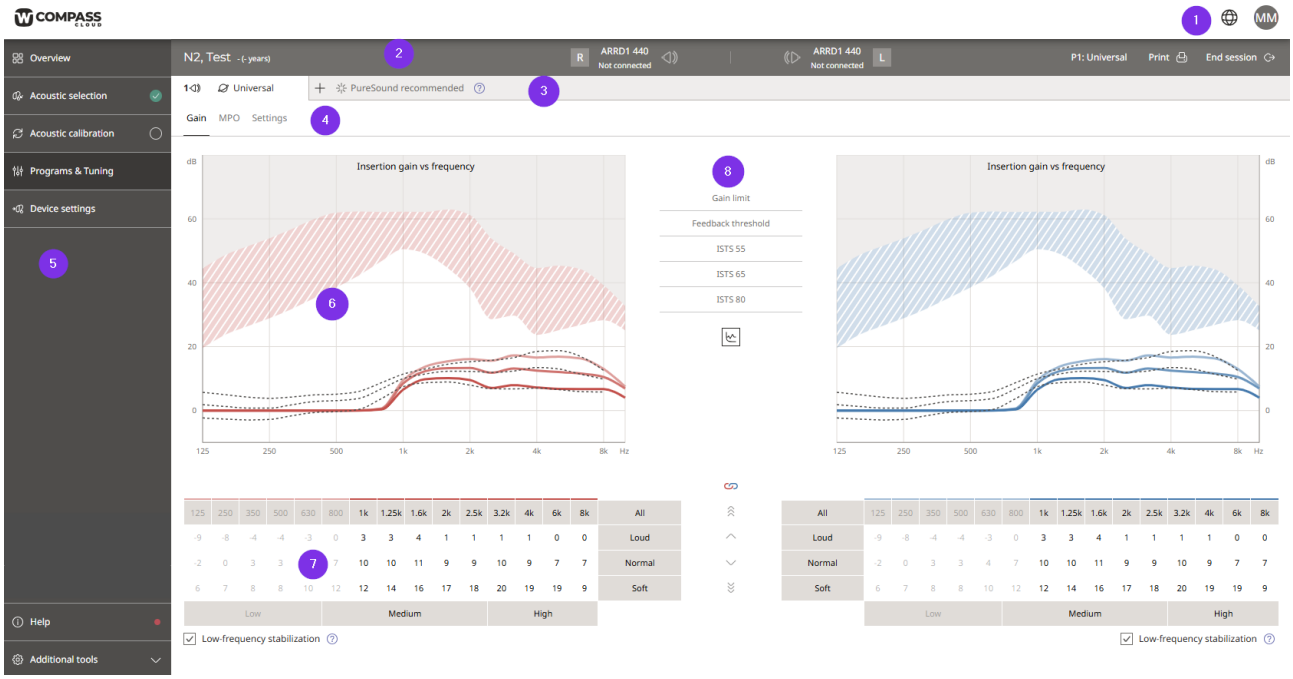
1. Use the details you receive from Widex to sign into the system.

2. Follow the instructions on your screen to set up your account. You may run the Readiness test to make sure that your system and internet connection are ready for Compass Cloud.

3. Download and install the Widex Compass Cloud Gateway. This gateway makes sure that Compass Cloud can communicate with your Noah 4 installation. Follow the installation guide to install the Gateway.

Now you can open Noah 4, select a client, and start using Compass Cloud. Note that if you need to delete a client you must delete the client from both your Noah database and from the Client list in Compass Cloud. This is necessary because Compass Cloud saves fitting data both in your database and in Compass Cloud.

The Compass Cloud screen



Compass Cloud opens in a new tab in your browser.

1. From the access bar, you can print a fitting report or an overview of the device settings or you can change the language used in Compass Cloud. From the profile icon you can access your login information and company information, and you can log out of the system.

2. In the status bar you can see the basic client data to the left. The middle section indicates the hearing aid model used. This is also where you find the "Connect" button when no hearing aids are connected. The "End session" button is placed to the right in the status bar.

3. Below the status bar is the program bar. When you have connected to hearing aids, you can define and change between the different programs.

4. Some screens show a tab bar. You can use the tabs to get access to more options.

5. In the left navigation bar you can navigate through the software. It also gives you a good impression of the possibilities you have for fitting and fine-tuning. At the bottom of the navigation bar you have access to additional tools, for instance "Quality Assurance", to this user guide, and to other features providing information about the fitting software.

6. The graphics area shows the graphical presentation of the fitting.

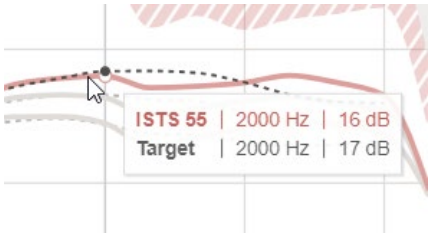
7. In the settings area you have access to the features specific for the selected hearing aids and the selected Compass Cloud screen.

8. The middle panel between the two graphics shows the legend explaining the graphics, and below the legend you can click the graphics icon to change to another graphics view.

Help in Compass Cloud

Tooltips

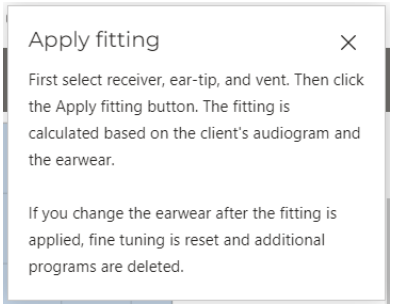
Some feature names and graphics have tooltips appearing when you hover your cursor over them. For features, the tooltip field contains a short explanation of the feature. For graphics curves, the field contains the precise values at the spot on the curve that you point to.



Help cards

A help button appears next to features for which you can get more explanation than provided by a tooltip. Click this button to open the corresponding help card.

The help card opens on the upper right side of the screen and gives you guidance and more explanation about the functionality. Click the help button again or click the close icon in the help card to close it.



Status notifications

Status notifications provide information about actions performed, for instance when you have applied a fitting. You may also find advice on further steps to take. The notification closes again automatically after a few seconds.

Help menu

Click "Help" in the left navigation bar to open an overview of the help options. The overview is displayed to the right on the screen and gives you access to the different ways you can learn more about the software. A red dot next to an option indicates that here is something new that might interest you.

Online guide

Click this option to get access to this guide. You can either open the guide document on the front page, or you can use the "Open chapter" button under each section shown to open the guide to a specific chapter. This user guide opens in a separate tab in your browser so you can read it and use Compass Cloud at the same time.

Interactive tours

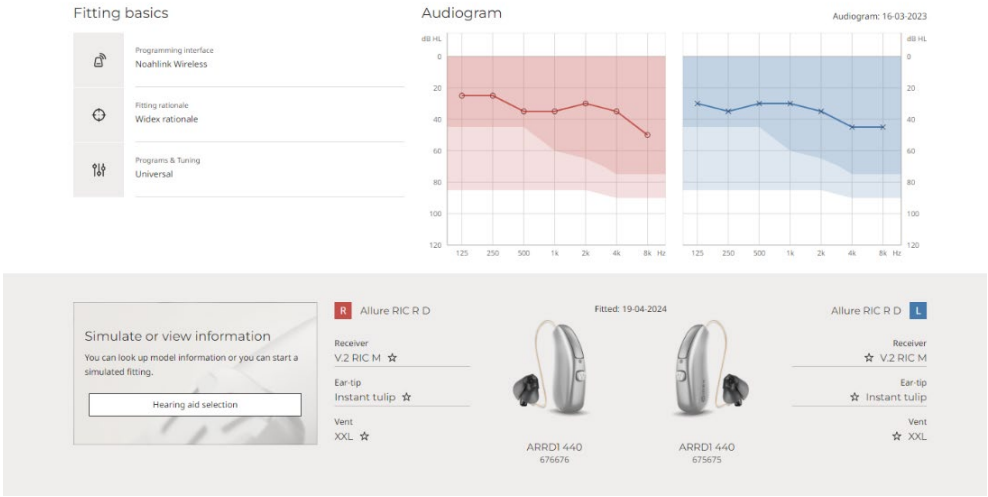
Click this option to get access to the tours taking you through the software. Click the "Start tour" button for the tour you want to take.

What's new

Click this option to see what has been added in the latest release of Compass Cloud.

Overview

Compass Cloud opens in the "Overview" screen, which contains basic information about audiogram, fitting, and selected hearing aids. If you have not yet selected hearing aids, the bottom right section of the screen is empty.



Use the "Overview" screen to check that all basic information is correct, to connect to your client's hearing aids, to simulate a fitting, or to get further information about the hearing aids.

Simulate a fitting

Before you make an actual fitting, you may simulate one to explore the features you can work with for the hearing aid model you select:

1. In the lower part of the "Overview" screen, select the "Hearing aid selection" button to open the "Simulate" screen.

   The screen shows the hearing aid and the fitting ranges for the different receivers. The lower part of the screen shows information about the hearing aid model you have selected.

2. Use the "Right" and "Left" buttons in the navigation bar to the left to select which side you want to look at.

3. Use the drop-down menu next to the hearing aid model name to select the performance level that you want to work with.

4. Click the "Simulate fitting" button to start the simulated fitting.

   You can now go through most of the screens to learn about and test different setting options. Please note that you do not have access to every Compass Cloud feature in the simulation mode since some features, for instance Acoustic calibration, require connection to physical hearing aids.

5. When you have finished the simulation, click the cross in the upper right corner of the screen to close simulation and return to the "Overview" screen.

Detect hearing aids

Before you can detect hearing aids, you must open Noah and select your client. You must also make sure that you have entered an audiogram in Noah with at least four frequencies measured: 500 Hz, 1000 Hz, 2000 Hz, and 4000 Hz.

If you are fitting hearing aids for children, you must be particularly careful. Please see the section Fitting children above for information.

When you program hearing aids wirelessly, the software identifies the hearing aid by serial number and asks you to assign it to the right or left side. You can identify a hearing aid on the screen by making a short press on the push button. This indicates the corresponding hearing aid card in the list of detected hearing aids. The hearing aid serial number is printed on the housing. You may also find it in the packaging. Once the hearing aid is assigned, the software displays the assignment based on the selected hearing aid and serial number.

1. Start Compass Cloud from the Noah module bar. A Widex Compass Cloud Gateway window opens, and the sign-in page opens in your browser. Note that you must keep the Gateway window open to maintain connection between Noah and Compass Cloud. The Gateway closes automatically when you close Compass Cloud by means of the "End session" button.

2. Enter your user name and password, and click "Sign in". Compass Cloud opens and shows the "Overview" screen.

3. Make sure that the hearing aids are charged and ready to be detected. This means that they must be near the Noahlink Wireless programming interface and they must be searchable.

   To make the hearing aids searchable,
   - take them out of the charger, or
   - turn them off and on by pressing the program button for three seconds. The hearing aids will be searchable and ready to connect for three minutes. After that, you need to make them searchable again.

4. Click the "Connect" button in the status bar. A dialog box opens asking which action you want to take.
   - "Make a new fitting" starts a fitting with the default settings,
   - "Write data to HA" writes all data from the selected Noah session into the hearing aids,
   - "Read data from HA" reads the data from the hearing aids into the software.

5. Click the desired option and the programming interface starts searching for hearing aids. After a while, all available hearing aids are shown.

6. Select the desired hearing aids for your client, and click the rightmost button to move on. Compass Cloud opens the relevant screen. For instance, if you are making a new fitting Compass Cloud opens the "Acoustic selection" screen.

If the firmware in the hearing aids is too old, the screen lets you know that you must update the firmware before you can continue. Click the "Update" button to start the process. As soon as the update is complete, Compass Cloud opens so that you can continue the fitting.

Acoustic selection and first fit

On the "Acoustic selection" screen, you can see your client's audiogram and choose the earwear that your client uses. Make sure that the earwear you select matches what your client actually wears. Otherwise, the fitting will not be optimal. The recommended earwear is marked by a star in the drop-down lists.

1. Select the receiver your client uses. If you select a power (P) receiver, a warning appears informing you that the hearing aid is able to provide a very high output. The graphics change to show the fitting range of the receiver you have chosen.

2. Select the ear-tip your client uses. The graphics adapts to your selection so that the fitting range always reflects your choices.

3. Select the vent your client uses. You are now ready to let Compass Cloud make a fitting for you.

4. Click the "Apply fitting" button. Compass Cloud makes a fitting based on the information you have provided.

You can now move on to make measurements and tune the fitting for your client. Note that if you change the acoustic selection after you have made a fitting, the fitting cannot be updated automatically. You must make a new fitting and new measurements.

Acoustic calibration

The acoustic calibration is a measurement that you make while the hearing aids are in your client's ears. The calibration determines and optimizes the settings of the feedback cancelling. This results in an optimized gain limit based on the current acoustic conditions, thus making the fitting more individualized and precise.

1. Select "Acoustic calibration" from the left navigation bar. The screen shows that the hearing aids are not yet calibrated.

2. Make sure that the hearing aids are placed correctly on your client's ears.

3. Click the "Start" button for the right or left hearing aid. The illustration changes to indicate that the calibration is taking place. When the calibration is complete, a green checkmark indicates this and a status notification appears.

4. In a binaural fitting, repeat the steps for the other hearing aid.

Follow-up visits

If your client comes in for a follow-up visit, the connection procedure is shorter:

1. Select your client in Noah, and click the latest session in the "Sessions" list.

2. If you are not already signed into Compass Cloud, you may need to sign in to continue. Enter your user name and password and click "Sign in".

3. Compass Cloud opens the "Overview" screen showing the previously fitted hearing aids and the basic information about the fitting.

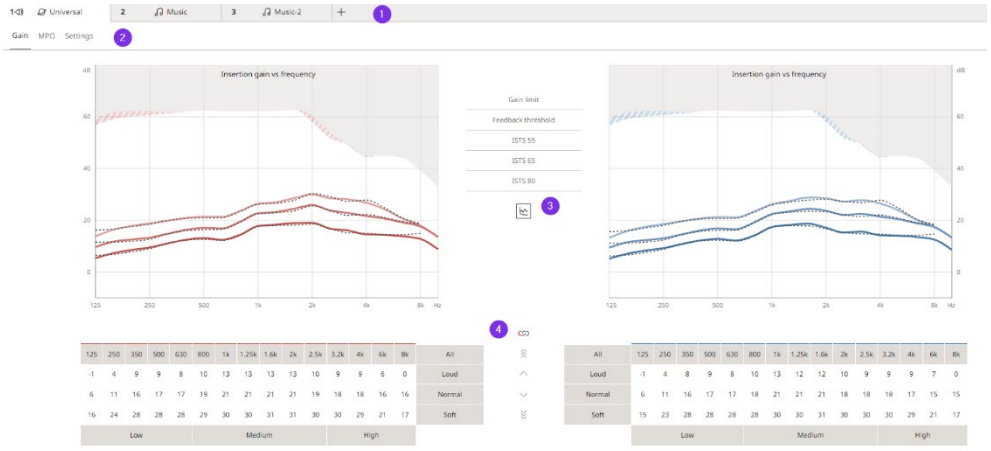
4. Click "Connect" in the status bar. A dialog box opens, asking you which action you want to take.

5. Click "Write data to HA" or "Read data from HA". Compass Cloud asks you to make sure that you have selected the correct hearing aids.

6. Click "Write data" or "Read data" to connect to the hearing aids and open the "Overview" screen with the basic fitting information.

Programs & Tuning

When you have made a first fit, you can use the "Programs & Tuning" screen to make adjustments.



1. Use the program bar to add or remove programs in the hearing aids.

   The active program is marked with a light background in the program bar. The loudspeaker icon in front of the program name also indicates that this program is active in the hearing aids.

   Click the "+" icon to add a new program, and select a program from the drop-down list. You can have up to five programs in the hearing aids. If you want to remove a program, click the "…" icon and select "Remove".

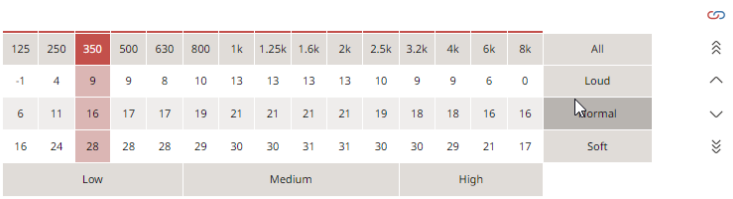
2. Use the different tabs to get access to the features that you need to provide the best support for your client. See below for a short explanation of the contents under the tabs.

3. Use the middle panel to change to another graphics view. The default graphics view is "Insertion gain vs frequency", but you can change the view to show the "Output vs frequency" view instead.

4. Depending on the selected tab, you can change various settings in the area below the graphics or use the entire screen to change settings in the hearing aids.

Gain

Under the "Gain" tab, use the area below the graphics to change the settings at the desired frequencies. The matrix shows the bands available in the connected hearing aid.



Click a specific frequency to adjust it. You can also click, for instance, Loud, Normal, or Soft. All dark areas work as buttons. Then use the arrows in the middle panel to adjust the values at the selected frequencies. You can adjust the values in small or large steps.

At the top of the middle panel, you find the "Binaural adjustment" icon. When you connect two hearing aids to your system, changes you make to the fitting are usually binaural. By de-selecting the "Binaural adjustment" icon you can make changes to the hearing aids one at a time.

You can also turn on or off the "Low-frequency stabilization" feature from the "Gain" tab. This feature makes it optional whether you want fine-tuning access to the low-frequency gain area in case of a fairly open fitting.

MPO

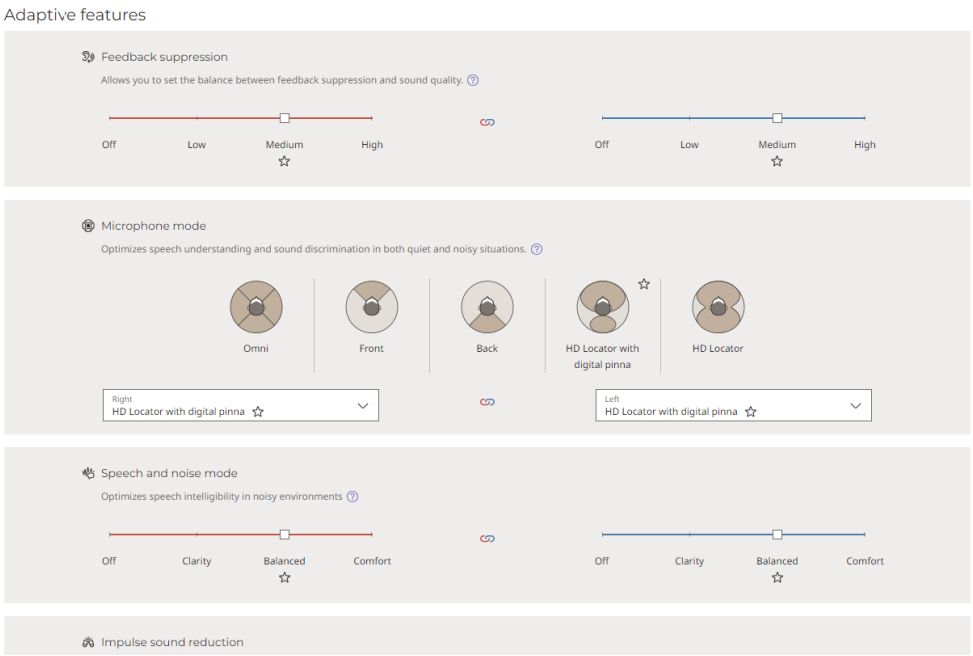
For clients who have specific loudness problems you can change the MPO (Maximum Power Output) values. You can open the "MPO" tab to define the maximum power output levels relative to the fitting.

When you work with MPO levels, please be aware that adjustments to this feature influence all programs in the hearing aid.

Settings

Under the "Settings" tab you will find tools that can help you make the fitting even more comfortable to your client. Use the sliders under each tool to select the setting that is most comfortable for your client.

The features available and their possible settings depend on the hearing aid model you are working with.



Feedback suppression

Even if you have made an acoustic calibration with a satisfactory result, your client may still experience occasional feedback in the hearing aids. In this case, you can use the "Feedback suppression" feature to change how much feedback is suppressed in relation to how well the sound quality is maintained.

Microphone mode

The "Microphone mode" lets you select the preferred directionality of the hearing aid. The HD Locator is a fully adaptive, directional microphone system that exploits frequency-specific information about the listening environment to improve the signal-to-noise ratio. Use the drop-down list to select the desired setting for your client.

Speech and noise mode

The "Speech and noise mode" reduces noise and enhances speech in real time in response to the individual sound situation and hearing loss. The feature uses information about the hearing loss and the surrounding noise to optimize speech intelligibility.

Impulse sound reduction

The "Impulse sound reduction" controls the TruSound Softener, which is a feature for handling sudden, loud impulse sounds. The TruSound Softener preserves comfort for sudden sounds at any input level by taking the edge off impulse sounds, for instance rattling cutlery, slamming doors, or clinking glasses.

Wind noise reduction

The "Wind noise reduction" controls the SmartWind Manager that improves comfort and preserves speech understanding in windy situations, while preserving binaural hearing. The feature analyses the wind input in both microphones in each hearing aid and subtracts the wind noise from the signal in the microphone least affected by wind noise.

Soft-level noise reduction

In many sound environments your client can encounter constant, very soft background sounds. These sounds may be produced by, for instance, fans, computers, and refrigerators. "Soft-level noise reduction" optimizes listening comfort by reducing this unwanted background noise.

Device settings

The "Device settings" screen opens in the "User controls" tab, where you can see an illustration of the selected hearing aids and basic information about how to use them. You can also define what a short press or a long press on the hearing aid button does.

Under the "Acoustic indicators" tab, you can see an overview of the use of the SmartTone indicators.

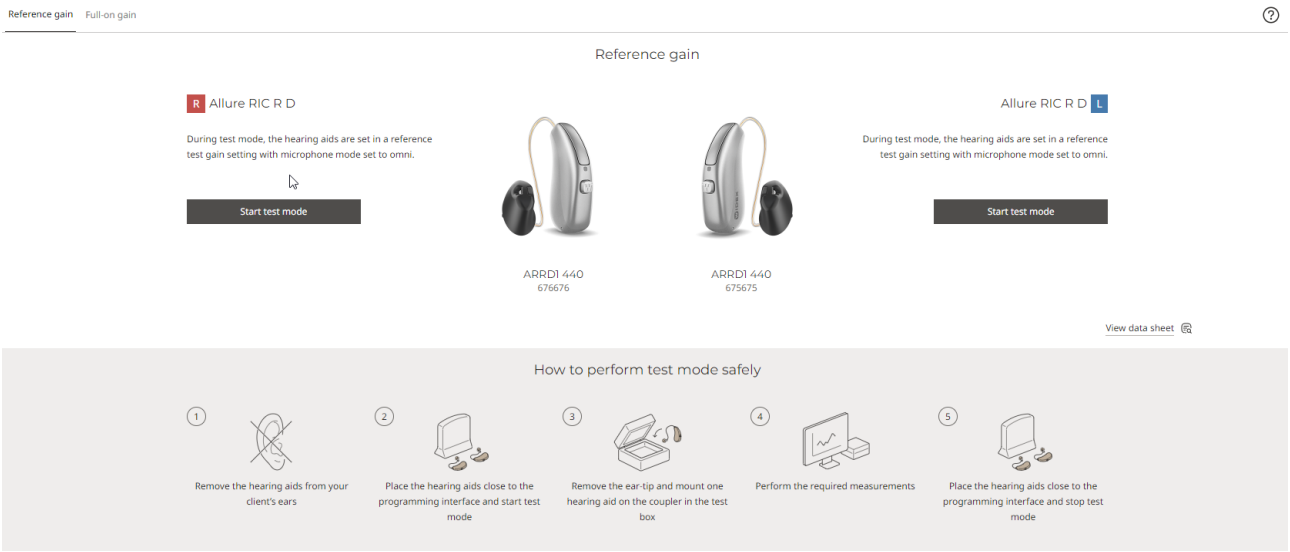
From the access bar at the top of the window, you can print a report about the hearing aids and their settings for your client so that they always have an overview of the settings defined for their hearing aids.

Additional tools

In the lower part of the left navigation bar you can open the "Additional tools" menu to get access to a number of extra tools that may be helpful to you.

Quality assurance

In "Quality assurance" you can check the objective performance of the hearing aid. The measured performance should correspond to the specifications provided in the data sheet for the selected hearing aid. You can open the data sheet by clicking "View data sheet" on the screen.



- Use the "Reference gain" test mode for quality inspection and to make an objective performance check with the hearing aid mounted in a coupler or on Kemar/HATS.
- Use the "Full-on gain test" mode to check the maximum gain that the hearing aid can give.

Follow the instructions on the screen to check performance.

Client list

Open the list of clients in your system. You can get an overview of your clients, see when the latest fitting took place, or delete a client. Clicking one of the column headings on the screen sorts the list according to that column.

Note that if you open the client list during a fitting session, the fitting will be ended. To close the screen, click "Close client list" in the upper left part of the screen.

Activity log

Open your log of activities that have taken place in the system. The latest activity is shown at the top, and the list shows your ID and full user name as well as time and date of the activity.

Note that if you open the activity log during a fitting session, the fitting will be ended. To close the log, click "Close activity log" in the upper left part of the screen.

Support files

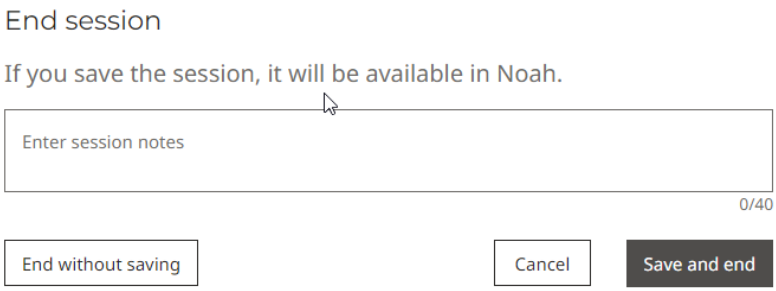
In case you run into a problem with Compass Cloud and need help to solve it, customer support may ask you to send support files to the manufacturer. In this case, select "Support files". A dialog box is displayed containing a support reference number. Please note down this number; you may be asked for it. Then click "Send files" and the relevant support files are automatically sent for further investigation.

About

Click "About" to open the dialog box containing information about the program version, the manufacturer, and the third-party licenses. Here you also find the session ID. In the event that you experience challenges with a fitting session, we recommend that you note down or take a screenshot of the session ID. The session ID can be valuable when you contact customer support.

End session

In order for Compass Cloud to close down correctly, you must end your session when you have finished fitting or fine-tuning hearing aids for your client.



1. Click "End session" on the right side of the status bar. Compass Cloud shows a dialog box asking you whether you want to save the fitting in your Noah database. The session is saved in Noah, and fitting data are also saved in Compass Cloud.

2. You may write a note in the text field, adding a few key words to help you remember what happened during the session.

3. To be able to use the session data again later, make sure that you select "Save and end". Compass Cloud saves the session in the Noah database, closes, and shows a note on the screen that it closed successfully. You can close the tab in your browser. The Widex Compass Cloud Gateway window automatically closes.

   Note that changes to the hearing aid settings are continuously stored in the hearing aids. This means that if you lose connection, the hearing aids still contain the settings from just before the connection was lost.

Log out

When you end a session and save the fitting in Noah, Compass Cloud closes, but you are still logged in. This means that when you open your next client, you do not have to sign in again.

If you log out without ending the session first, you are asked if you want to save. It is important to log out of Compass Cloud if you are one of more persons working on the same computer. If you leave the computer without logging out and another person uses the computer, that person will be using your login credentials.

Note that if your system is left idle for more than 60 minutes, you are automatically logged out. Compass Cloud will, however, save an open fitting before logging you out so that you do not lose data.

Important information

Regulatory information

Intended user	The software is intended to be used by qualified hearing care professionals.
Intended client target group	The fitting software is designed for use by the HCP who wants to fit hearing aids to a client.
Indications for use / contraindications	To ensure a personalized fitting of the hearing aid for the individual hearing aid user, the ear mold or ear-tip best suited for the individual hearing loss and ear size and shape is selected by the HCP and the hearing aid (configured with the respective earpiece) is fitted using the fitting software.
Clinical benefit	The intended clinical benefit of the hearing system is to provide compensation of hearing impairment in everyday life situations.
Performance characteristics	Fitting software has in itself no direct medical purpose, as the medical effectiveness is achieved through the hearing aid. The intention of the fitting software is to adjust programmable hearing aids according to the needs of a hearing-impaired person i.e., to fit and fine-tune hearing aids and combine accessories to hearing aids. The fitting software should be operated by an HCP, e.g., ENT doctor, audiologist, or acoustician.
Side effects / residual risks	The overall residual risk and the overall risk/benefit profile is acceptable for this product. Significant residual risks are disclosed to the users by providing the information for safety. The benefit outweighs the overall residual risk.

Symbols

Symbols commonly used by WSAUD A/S in medical device labelling.

Symbol	Title	Description
	Manufacturer	The product is produced by the manufacturer whose name and address are stated next to the symbol.
	Caution	Text marked with a caution symbol must be read before using the product.
	CE mark	The product is in conformity with the requirements set out in European CE marking directives.

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