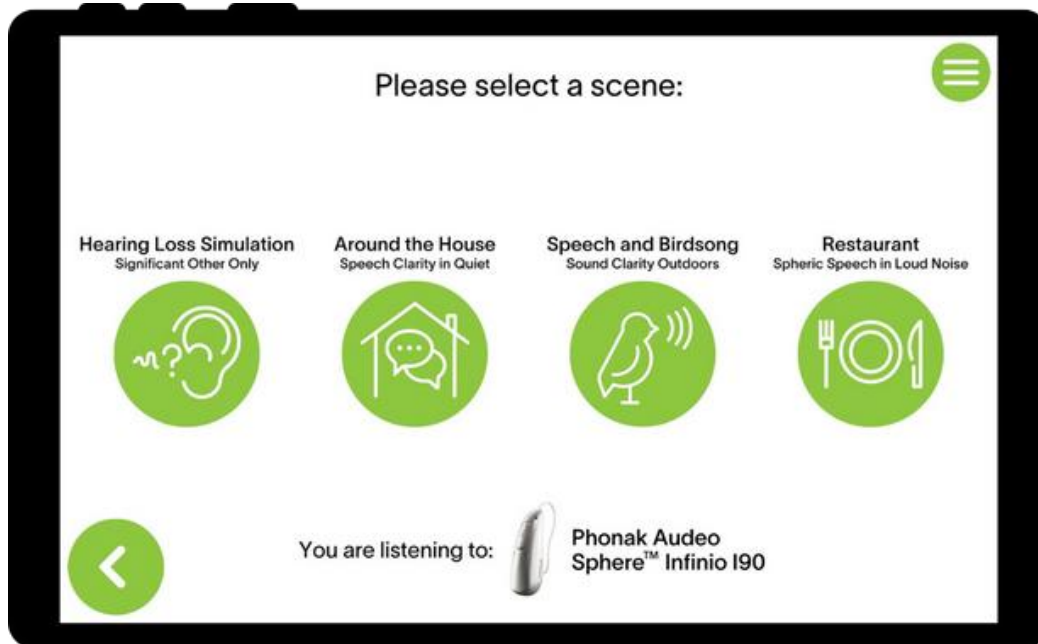


Troubleshooting Guide

Immersive Hearing Aid Demonstration



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Hardware and Software Setup Instructions

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Purpose

Below is a list of common issues that might be encountered when setting up the hardware and software for the immersive demonstration, along with recommended corrective steps.

If you still have issues after following the steps in this guide, email us at service@immersivehearingtech.com, and we will work to help you resolve whatever issues you are facing. When you email us, please be sure to let us know what clinic you are emailing us from, and if you can, send along the name (i.e. "MATTHEW TAB #2) and ID code (i.e. "ERR-NZN-A0ZN0) that is displayed at the bottom of your tablet on its home screen, shown below as an example.





Troubleshooting Guide

Single-App Operation Issues

I don't hear any sound / the sound is very quiet. What do I do?

First, make sure your headphones are properly plugged into the tablet.

Then, make sure the audio is turned up to its maximum setting on the tablet. If you are holding the tablet in a landscape orientation, the volume buttons / rocker should be located on the top left of the Samsung Galaxy tablet. Press the left volume rocker until the sound bar, which should appear on the right side of the screen, is set to its maximum setting.

If you see any warning about listening at high levels, agree and close them, and continue to increase the volume setting. The tablet should be kept in its maximum volume setting at all times to ensure a calibrated demo experience.

If issues persist, restart the tablet and see if a fresh restart resolved the issue.

How do I restart or reset the tablet?

To restart the tablet, you can do this with physical buttons by pressing and holding the single, leftmost button on the top of the tablet (the power button). Press and hold it for a few seconds, and then press 'Restart'. Then, press 'Restart' again to confirm your selection. It should automatically restart itself and turn back on. If it does not, simply press and hold the same button for a few seconds until you see a Samsung logo, indicating the device is successfully turning back on.

You can also restart the tablet in software by going to the Esper Settings (gear icon on home screen) and then clicking on 'Reboot Device.' Confirm by selecting 'Yes', and the tablet should restart automatically.

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How to I find Wi-Fi setting to connect my tablet to a new local Wi-Fi after the initial setup.

To access the tablet's Wi-Fi settings, click on the Esper Settings, shown as a gear icon on the home screen, and click on 'Wi-Fi.' Here, you should be able to turn on/off Wi-Fi, edit or delete (pen / trash can icons on right of current network) a specific network, or select another Wi-Fi network that is available. It is important to keep the tablet connected to Wi-Fi so that it can be remotely managed and app updates can be provided seamlessly. As well, if you have already setup two tablets together in a synchronized demo mode and you make changes to your Wi-Fi network, you may need to repeat the [one-time wireless setup process](#).

The screen keeps getting dim / going dark in the middle of the demo. How do I prevent the screen from going dark?

By default the screen should be set to turn off only after 30 minutes. If you screen is not doing this, click on the Esper Settings gear icon on the tablet home screen, and then click on 'Display.' Here, you can change the tablet orientation, screen timeout, and screen brightness settings. It is recommended that the tablet orientation always be set to Landscape for proper app operation.

I'd like to adjust some of the tablet settings myself, where can I find tablet settings that can be changed?

Certain settings are available for you to adjust, and these can be found in the Esper Settings, accessible as the gear icon on the tablet's home screen.

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Is it OK to keep the tablet on all the time, or should I turn it off at night?

Yes, it is OK to keep the tablet on, and it is actually recommended. This will let us deploy app updates and bug fixes overnight, without interrupting your clinical workflow, or without any needed action from the clinic. Unless there is a specific reason not to, please keep the tablet on and connected to Wi-Fi at all times.

Should I keep my tablet plugged in all the time, or not?

Yes, since the screen timeout is set rather high (default is to timeout after 30 minutes), we recommend always keeping the tablet plugged into a power outlet, except when the demo is active and a user is rotating the tablet around their head. This will also ensure that the tablet does not accidentally drain its battery by staying on overnight, all night without power.

My tablet's battery drained fully, and it is taking a long time to charge. Is there an issue, or should I be worried?

If the tablet's battery has fully drained, it can take quite a long time to charge the tablet for the first time after a fully drained battery. Just keep it plugged in, and give it time to fully charge, and it should be fine. In the future, just try to keep the tablet plugged in, so that you do not encounter this issue. As well, if it is still taking a long time to charge, we recommend charging it with the USB cable that came with the table, and ideally with a USB / AC wall adapter, rather than charging through a USB port on a computer or similar setup. In the end, just find a setup and solution that works well with your clinic!

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I don't see the Immersive App on the home screen, what should I do?

This likely means the tablet is still updating from its initial setup, the tablet did not initially install the app correctly, or it has been switched to the wrong configuration. First, make sure that the tablet is still successfully connected to a Wi-Fi network with internet access. If the tablet was recently setup for the first time, please wait at least 24 hours before sending us an email, in case the app installation is taking an increased amount of time due to slow internet speeds on your network. If the tablet wasn't recently setup, or if you have waited 24 hours, please send us an email to with you clinic's name, you tablet's name and ID code to service@immersivehearingtech.com, and we will take a look at the tablet remotely on our end.

The talker videos in the demo appear a bit choppy / "laggy". How do I fix this?

This happens rarely, but it has occurred when certain devices have been left on for an extended period of time. If this occurs, simply restart your tablet, and it should resolve the issue, with your app functioning without any lag or low quality in the video talker playback.

Wireless Connection / Synchronized Demo Mode Issues

The wireless connection setup between my two tablets in a Synchronized mode isn't connecting properly, what do I do?

First, ensure that you have already completed the one-time wireless connection setup with two tablets on your clinic's Wi-Fi network. If you have not yet completed this step, please refer to the video instructions found at [this link](#). If you have done this setup, first check to make sure that both tablets are connected to the same Wi-Fi network, and make sure this is the same network the tablets were originally set up on. If the network has changed, repeat the steps provided in the video above for the one-time Wi-Fi setup procedure.



Fix 1, restart connection process: If they are already on the correct network, first attempt to close and restart the wireless connection process. On both tablets, first switch the wireless demo setup back to 'Independent' mode, which will deactivate the current Wi-Fi connection, which is not working. Next, switch both tablets back to the 'Synchronized' mode, press the wireless refresh button on the server tablet first, and after the server tablet reads 'Server active, 0 current client(s),' press the wireless refresh button on the client tablet. It should then say 'Looking for server tablet...', and then be followed by a 'Connected to server' message with a green LED, along with the server tablet showing '... 1 current client(s).'

Fix 2, close and reopen both apps: If this does not work, we recommend closing and reopening the apps on both tablets and reattempting the wireless connection procedure.

Fix 3, check wireless settings: If this does not work, check your wireless setting by clicking on the gear icon in the upper-left hand corner of the wireless demo setup screen, and ensure that the server IP and port numbers match, with the proper location of the period and with no spaces.

Fix 4, swap server / client roles: If this does not work, you can try to swap the roles of the client and server tablets between the two devices, enter the new server IP on the new client tablet, and attempt the wireless connection procedure again with the swapped server / client roles. Sometimes, this can resolve the issue, and the swapping of these roles will not impact app functionality in any way.

Fix 5, reboot each tablet: If you still experience issues, a last attempt to fix the issue can be to fully reboot (restart) each tablet. Refer to the question in this document "*How do I restart or reset the tablet?*" for how to restart the tablets.

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Fix 6, continue with the demo in independent mode: Finally, if none of the above fixes works, you can always swap both tablets to the ‘Independent’ demo setup mode, and the apps will still be fully functions. You will just need to coach the customer and the significant other through the demo more, instructing them to proceed through the screens at the same time. The play/pause and feature buttons in the demo app scenes will not be synchronized, but the demo experience will still be of a high quality.

The synchronized demo mode isn’t working and I’m in the middle of an appointment, about to start a demo. Help!?

As stated in the previous question, you can always swap both tablets to the ‘Independent’ demo setup mode, and the apps will still be fully functions. You will just need to coach the customer and the significant other through the demo more, instructing them to proceed through the screens at the same time. The play/pause and feature buttons in the demo app scenes will not be synchronized, but the demo experience will still be of a high quality.

During wireless operation, the two tablets became out of sync. What do I do to fix this?

We recommend clicking on the hamburger menu in the upper right-hand corner of the app and selecting the ‘Wireless’ button. This will bring you back to the connection screen. Swap both tablets back to the ‘Independent’ mode to deactivate the current wireless connection, switch both tablets then back again to the ‘Synchronized’ mode and repeat the wireless connect steps typically done upon opening the app to restart the app connection. After the connection is successful, both tablets will automatically return to the first demo screen. We recommend quickly checking that the audiometric details still match on both tablets and then continuing with where you left off in the demo experience.

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Other Issues

My question isn't covered in these FAQs. What should I do?

If you have issues that are not addressed in this guide, email us at service@immersivehearingtech.com, and we will work to help you resolve whatever issues you are facing. When you email us, please be sure to let us know what clinic you are emailing us from, and if you can, send along the name (i.e. "MATTHEW TAB #2") and ID code (i.e. "ERR-NZN-A0ZN0") that is displayed at the bottom of your tablet on its home screen, shown below as an example. We will get back to you as soon as possible and work toward a quick fix to help you get back up-and-running!

