

Sonic Firmware Updater

Frequently Asked Questions

Firmware plays an important role in our hearing instruments and connectivity products. When Sonic improves the firmware that runs the features in the hearing instruments or accessories, these improvements are sometimes released as firmware updates.

The Sonic Firmware Updater lets you update the firmware of Sonic Enchant™ hearing instruments instead of having to return the devices to Sonic.

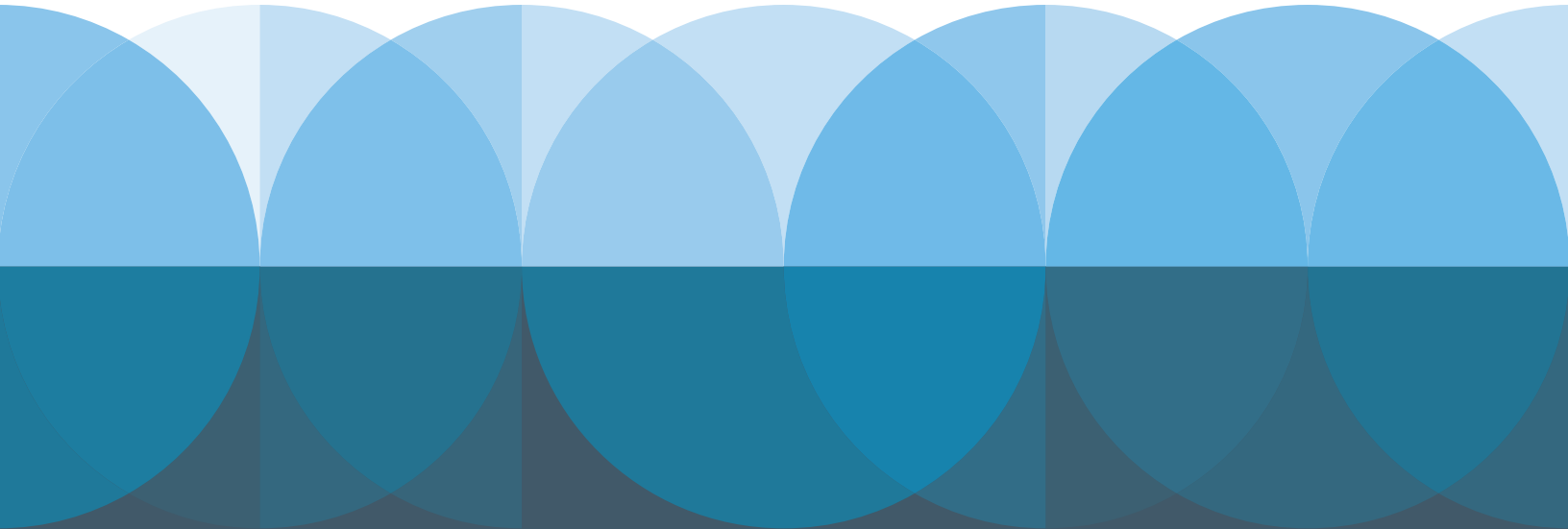


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Sonic Firmware Updater

Question	Answer
What is firmware in hearing instruments?	The firmware in a hearing instrument is software that controls the features. Firmware cannot be changed or deleted without using a program for this specific purpose – a firmware updater.
Why should I update the hearing instrument firmware?	You should always update the firmware when a new update is available: <ul style="list-style-type: none"> • To update the instruments with new features such as extra fitting levels. • To update instruments with security updates. If you use Sonic Firmware Updater, you do not need to return instruments for service when a new firmware version is released. You will also be able to repair instruments in your clinic if the reported issue is fixed in the newest firmware version.
How do I get Sonic Firmware Updater?	When you install EXPRESSfit Pro 2018.2, you will automatically get Sonic Firmware Updater.
What are the prerequisites for making a firmware update?	Before you perform a firmware update, you must: <ol style="list-style-type: none"> 1. Install EXPRESSfit Pro 2018.2 2. Connect instruments with cables and a programming device. 3. Use fresh batteries. 4. Have internet access. This means having access to the following URL: https://firmwareupdater.dgs.com Port: 443
Do I need to be online during the update?	Yes, you must be online during the update to allow the firmware update package to be transferred from a cloud server to the instruments.
Why do I need to be online?	This is regulatory policy. The firmware version and the instrument serial number are logged in the cloud server to provide full traceability.
How can I update firmware if I do not have internet access?	If you do not have internet access, you need to send the instruments to Sonic for service. When the update is complete, you must reconnect the instruments to the newest version of EXPRESSfit Pro to restore user settings.
What programming device can I use for a firmware update?	We recommend HI-PRO 2 and EXPRESSlink 3, but you can also use HI-PRO (USB), HI-PRO classic, and NOAHlink.
Which cables do I need to make a firmware update?	The same cables that you normally use to connect instruments with a cabled programming device.
Why do I need to use cables?	A cabled connection is more secure and consistent than Bluetooth. The consistency of the connection is critical when updating firmware.
When should I switch to a cabled connection if I use a wireless programming device?	You will be guided through the updating process on-screen.
Can I check for new firmware when I use FittingLINK 3.0?	Regardless of your programming device, EXPRESSfit Pro 2018.2 will notify you if a firmware update is available.
Why do I need to use fresh batteries?	The firmware update causes a large amount of battery drain. We recommend that you use fresh batteries to make sure that you have sufficient battery power for the update.
How big is the firmware update package?	The size of the firmware update package is approx. 500 KB.
How long does a firmware update take?	It depends on the programming device. HI-PRO 2 is the fastest, and it takes approximately 4 minutes for a pair of instruments.
Where do I find information about the firmware update?	When you have opened Sonic Firmware Updater, click “Available Updates”. Here you can read about the newest firmware updates.
Can I update to the newest firmware even if I have not updated to the intermediate firmware versions?	You can always update to the newest firmware version. The newest firmware version includes all previous versions.
Am I allowed to choose a specific firmware version?	Sonic Firmware Updater lets you update to the newest firmware version only.

EXPRESSfit Pro

Question	Answer
Why must I always have the newest EXPRESSfit Pro version?	When you have updated instruments, you must reconnect the instruments to EXPRESSfit Pro to restore user settings. Only the newest EXPRESSfit Pro version will allow you to connect instruments with the newest firmware update.
Do I need to have EXPRESSfit Pro 2017.2 installed in order to update to EXPRESSfit Pro 2018.2?	No.
How can I check which version of EXPRESSfit Pro I have?	You can find the version number (e.g. 2018.2) in the EXPRESSfit Pro top bar. You can also find it by clicking Help and then About in the top menu.
When should I update my EXPRESSfit Pro version?	We recommend that you install the newest version of EXPRESSfit Pro as soon as it is released. The newest version allows you to fit all new instruments and to update firmware in existing instruments.
Will instrument settings be restored after a firmware update?	Settings will NOT be restored until you connect to EXPRESSfit Pro after a firmware update. When you connect the instruments, settings from the latest saved fitting session will be restored automatically.
When should I restore user settings manually in EXPRESSfit Pro?	The updated instruments are restored to factory settings during the update. If you have opened Sonic Firmware Updater from EXPRESSfit Pro, user settings will be restored when you close the tool and connect to EXPRESSfit Pro. If you have opened Sonic Firmware Updater directly from Windows, you must open EXPRESSfit Pro and connect to restore user settings.
Which settings are restored when I connect instruments?	When you connect the updated instruments, settings from the latest saved fitting session will be restored automatically.

Hearing Instruments

Question	Answer
How can I tell which firmware version the instruments have?	The firmware version number is printed on the instrument box and on the blister package. If you are online, EXPRESSfit Pro will check for new versions and notify you if an update is available.
What if my two instruments have different firmware versions?	In order to support binaural communication between the instruments, they must have the same firmware version. If you are online, you can update the firmware in your clinic. Otherwise, you should send the instruments to your local support.
Can I fit two instruments with different firmware versions?	You cannot fit two instruments with different firmware versions in the same fitting session. You can fit the instruments in separate fitting sessions, but this means that there will be no binaural communication between them. Therefore, we recommend the same firmware version in both instruments in a binaural fitting.
How can I see the firmware version in the instrument?	When you open the Sonic Firmware Updater, the Detect screen will state the instruments' firmware versions. If EXPRESSfit Pro is online, it will check for newer versions.

After a Firmware Update

Question	Answer
What should I always do after a firmware update?	After a firmware update, you should always: <ul style="list-style-type: none"> • Restore user settings • Pair the updated instruments with your patient's accessories (remote control) • Provide your patient with a new User Guide booklet
Why must I provide a new User Guide booklet?	A firmware update adds new features and security updates to the instruments. This requires an updated User Guide booklet describing these new features.
How can I distinguish between different User Guide booklet versions?	We always update the User Guide booklet when there is a new firmware version. On the User Guide's back cover you can read the corresponding firmware version.
Does a new User Guide booklet make the old one obsolete?	Yes. You should always provide your patient with a new User Guide booklet after a firmware update.

Sending Instruments for Service

Question	Answer
Does the introduction of Sonic Firmware Updater change the way I deal with service?	No. Dealing with service does not change with the introduction of the Sonic Firmware Updater. Note: Instruments sent in for repair with old firmware will automatically be updated to the latest firmware version.
Do I need to restore settings after receiving instruments from service?	If there is no firmware update, the user settings will not be changed. However, if you request a firmware update, user settings must be restored when you receive the instruments. Connect the instruments to EXPRESS ^{fit} Pro and the settings from the last saved fitting session will be restored automatically.
Should I give my patients a new User Guide booklet every time instruments have been to service?	No. If there was no firmware update, there is no need for a new User Guide booklet. However, if the firmware was updated during service, you must give your patient a new User Guide. This follows the same procedure as for a firmware update performed in a clinic.

For more information, please visit www.sonici.com