

ReSound Tech Tip: Update Installation Guide Rechargeable Custom Hearing Aid Charger (C4)



About this update

With the continued advances to hearing technology the ability to upgrade products in-office for your patients is becoming easier reducing the time patients go without these life-changing solutions. With that, a new software upgrade is available for the charger for all ReSound Rechargeable Custom products. We encourage you to download the software upgrade as soon as possible as this latest version provides an improved and more reliable charging experience.

Helpful Tip: Any rechargeable customs chargers displaying a rapidly blinking LED can be immediately resolved using this upgrade.

The C4Updater is intended to be used by qualified hearing care professionals to update the Rechargeable Custom Hearing Aid charger's **performance and lifetime**. Follow the instructions below to install the charger update.

Table of Contents

<i>About this Update.....</i>	1
<i>Technical PC Requirements.....</i>	2
<i>Download</i>	2
<i>Connect and Update the C4 Charger.....</i>	3
<i>Troubleshooting & Messages in the C4Updater.....</i>	4

Technical PC Requirements

- Please use a PC that already has any GN Hearing Fitting Software (FSW) Application installed.
- The C4Updater is compatible with Microsoft Windows 7, Windows 10 or Windows 11. Please ensure the PC used for the update runs on one of these Windows versions

Download

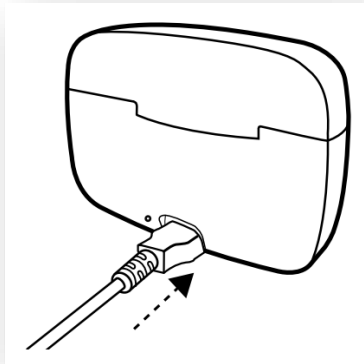
1. Download the C4Updater from [C4Updater](#). Note, this only needs to be done once per PC.
2. Find the C4Updater in your 'Downloads' folder
3. Extract the files and move the C4Updater to your desktop or another folder location on your PC.



Connect and Update the C4 Charger

1. Remove the hearing aids from the charger
2. Remove the power adapter from the end of the cable supplied with the C4 Charger
3. Insert the USB-C connector into the charger and the standard USB directly into the PC (do not plug into a hub)

NOTE: Please only use the USB-C cable provided by GN with the charger



4. Unplug any other connected device from the USB ports of your PC before running the updater
5. Once connected to the C4 Charger, double click the C4Updater to install the update
6. The Update prompt will open and after a few seconds show the message:

"Your C4 charger is being update, please wait..."

7. After 15-20 seconds the update will be complete and the C4Updater will show the message:

"Your C4 charger has been successfully updated"

Congratulations, the update is now complete You can hit any key to close the C4updater and disconnect the charger.

```

C:\Users\ukhansen\OneDrive - GN Store Nord\Products\Thorium\Charger issue\Script2\C4Updater.exe
* Your C4 charger (SN: 2282142275, FW Version: 4.0.0.10) is being updated, please wait...
* Your C4 charger has been successfully updated.
Press any key to finish and close this window.
  
```

Trouble Shooting and Messages in the C4Updater

In case of failure or other unforeseen outcomes of the update process, the C4Updater can return the following messages:

In case the C4Update cannot detect the C4 Charger

Message in updater:

- *The C4 charger cannot be detected by the C4Updater tool*
- *Please plugin the C4 charger and re-run the C4Updater*

Things to try

- Try using a different GN supplied USB-C cable
- Please ensure that the PC you are using already has a GN Hearing Fitting Software installed – The Updater relies on the software to work
- If the problem persists, please contact your GN Hearing Technical Support Team for assistance

In case the C4 charger is already updated

Message in updater:

- *Your C4 charger is already updated*

Things to do

- You can safely close the C4Updater and disconnect the charger from your PC – it already has the latest firmware installed

In case an Error occurs before or during the update process

Message in updater:

- *Your C4 charger cannot be updated*

Things to try

- Check that the cable is properly plugged into both the PC and the C4 charger
- Run the C4Updater again
- If the problem persists, please contact your GN Hearing Technical Support team for assistance.

Manufacturer according to FDA:

GN ReSound North America
8001 E. Bloomington Freeway
Bloomington, MN 55420
USA
1-800-248-4327
pro.resound.com

2023.07

Manufacturer according to Health Canada:

ReSound Canada
2 East Beaver Creek Road, Building 3
Richmond Hill, ON L4B 2N3
Canada
1-888-737-6863
pro.resound.com