

CONNECTING CERTAIN ANDROID SMARTPHONES WITH THE COM-DEX APP

Requirement: The operating system, chipset and Bluetooth protocols must match the COM-DEX and the COM-DEX App with respect to the Bluetooth protocols for connection.

Troubleshooting: In general, telephones with Android OS 5 (Lollipop) and the newest Android OS 6 (Marshmallow) will work with COM-DEX without challenge when installing the COM-DEX App. In these cases, the protocols match between the phone, COM-DEX and COM-DEX App. However, **some Android OS 5 phones (e.g. Samsung Galaxy S4, HTC One M7 and 8, Huawei P8, and Motorola MotoX/Droid)** do not connect as expected with newer Bluetooth Low Energy (BLE) protocol. In these cases, both the telephone and the COM-DEX need to be set to use a legacy protocol for data transmission which is the same as used with Android OS 4.4 (Kit Kat). This must be activated in both the COM-DEX App (through a “back-door” on the start-up screen) as well as the COM-DEX.

Procedure: In order to run the COM-DEX App with the above mentioned Android OS 5 phones you need to do the following:

Set the COM-DEX App and the Telephone in “Green Fode” by using the “back-door” procedure:

(NOTE: By default Android OS 5.x App will run in “Blue mode” –FIGURE A. While the Android OS 4.4 and some OS 5 run in “Green mode” – FIGURE B.)

1. Open the App on the search screen
2. Push and hold “Need help?” for 10 seconds until the text color temporarily changes to green. (In case the text color changes to blue, please repeat this step until green text appears)
3. Go into Bluetooth setup of the phone and remove COM-DEX from the Bluetooth pairing list.
4. Switch the telephone OFF and ON again.

Set the COM-DEX in “Green mode” to enable the legacy data transmission protocol.

This must also be done in case the telephone is Android OS 4.4 (Kit-Kat) and some OS 5.

(NOTE: By default the COM-DEX is set to work in “Blue mode” and therefore must be changed to “Green mode”.

5. Open the neck loop on COM-DEX to switch it OFF
6. Connect the COM-DEX to the USB power cable and charging source.
7. Press and hold both buttons on the COM-DEX for 5-6 seconds until the LED lights green (If the color instead lights blue, please repeat step 7 as this is a toggle function changing between Blue and Green mode.)
8. Disconnect COM-DEX from the USB power.

At this point the COM-DEX, the COM-DEX App and the telephone will work with the same legacy data transmission protocol; in “Green mode”.

CONNECTING CERTAIN ANDROID SMARTPHONES WITH THE COM-DEX APP

Connect the COM-DEX with the App:

9. Close the neck loop on COM-DEX to switch it ON.
10. Open the Bluetooth menu on the telephone and connect it to the COM-DEX.
11. Open the COM-DEX App and select “COM-DEX xxx” in the search screen listing
12. The App should now connect to your COM-DEX.

If you later want to change your “Green mode” COM-DEX to an Android OS 5 or 6 or IPHONE OS 8 or 9 telephone where the newer Bluetooth Low Energy (BLE) protocol is working, the COM-DEX needs to be changed to “Blue mode”. When installing the COM-DEX App on the telephone it will automatically set the App to work in the corresponding “Blue mode”.

Setting COM-DEX back into “Blue mode” to enable the BLE transmission protocol.

1. Open the neck loop on COM-DEX to switch it OFF
2. Connect the COM-DEX to the USB power cable and charging source.
3. Press and hold both buttons on the COM-DEX for 5-6 seconds until the LED lights blue.
(If the color instead lights green, please repeat step 3 as this is a toggle function changing between green and blue mode.)
4. Disconnect COM-DEX from the USB power.

At this point both the COM-DEX, the App and the telephone will work with the same newer BLE data transmission protocol; - in “Blue mode”.

Figure A: “Blue Mode”

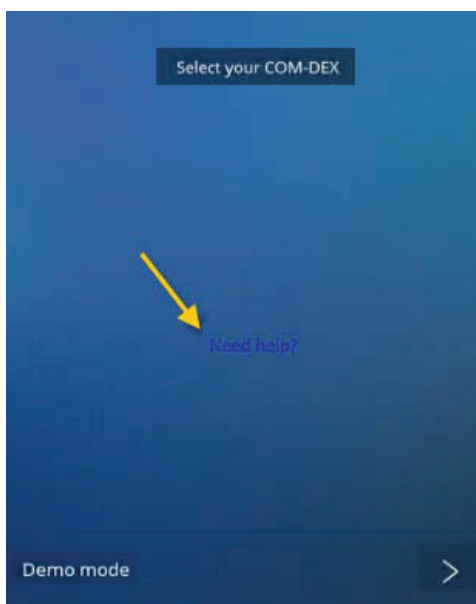


Figure B: “Green Mode”

