

# NEW XGD Probe Guide

## Manual Supplement - MP7

- Easier Maintenance
- Low cost consumables
- Better performance
- Longer probe life
- For use with color Otoport/Otocheck

### IMPORTANT

To use the XGD probe, Otoport/Otocheck firmware revision issue date **MUST** be 22nd September 2022 or later.



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### IMPORTANT NOTES

- Use of the XGD probe on a color Otoport/Otochecks REQUIRES XGD probe compatible firmware installed.
- The XGD probe will not work on Otoport/Otochecks that have NOT been updated to revision year 2022 or later. See page 10 for information how to check/update your firmware revision.
- If you have received your XGD probe with a new Otoport/Otocheck device, then it will be pre-configured and ready to go with the latest firmware revision.
- The XGD probe is NOT compatible with older 'black and white' screen Otoports or Echoports.

## 1 SUMMARY

This XGD probe guide is to be used as a supplement to the User Manual supplied with your Otoport/Otocheck device.

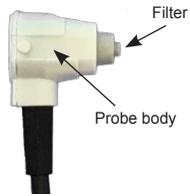
All safety information, contra-indications and infection control advice present in your regular Otoport/Otocheck Manual applies when you use the XGD probe. Any section of the regular User Manual that references QA tests on UGD/UGS probes applies like-for-like to the XGD probe described unless stated otherwise. The only way in which the new XGD probe differs from UGD/UGS probes is its TIP HOLDER, which is easily replaced for probe maintenance.

The New XGD probe replaces UGD/UGS probes for Otoport/Otocheck and can be used for DPOAE, TEOAE testing or AABR screening according to the functionality of your Otoport/Otocheck. To use the XGD probe your Otoport/Otocheck firmware revision issue date MUST be year 2022 or later.

If you have received your XGD probe with a new Otoport/Otocheck device, then it will be pre-configured and ready to go with the latest firmware revision.

If this XGD probe was purchased as a replacement for a UGD/UGS probe, please check that your Otoport/Otocheck firmware revision issue year is 2022 or later. See page 10 for information on how to check/update your firmware revision.

**2** XGD ITEMS



The XGD probe body benefits from the inclusion of an internal filter that fully protects the microphone and loudspeaker ports.



TIP HOLDER

The XGD probe standard TIP HOLDER is disposable. The TIP HOLDER accepts regular Otodynamics DPOAE tips.



PROBE PLUG

The XGD probe connects to the Otoport/Otocheck device in the same way as UGD/UGS probes. For more guidance, please refer to section: 'Connecting the probe', in your User Manual.

**3** MAINTAINING & CLEANING

The Otodynamics XGD probe is designed to make daily maintenance and cleaning easier and quicker. The new TIP HOLDER is fitted over the probe body and locates precisely with the sound ports when the TIP HOLDER tabs are clicked securely on the probe body.

The XGD probe accepts regular Otodynamics 'DP' disposable tips. See your User Manual for Tip selection and Fitting tips.



**REMINDER**

Otodynamics probe tips are disposable and **MUST** be discarded after each patient.

Clean your probe between patients. The cable and probe casing can be cleaned with alcohol based antiseptic wipes. Dry the probe immediately after cleaning, do NOT allow liquids to enter the TIP HOLDER sound tubes. Any liquid entering the tubes will damage the probe. The TIP HOLDER is disposable and is NOT serviceable. Visually check the TIP HOLDER for signs of dirt or contamination before/after each test. The TIP HOLDER should be replaced immediately if seen to be contaminated. It is good practice to change the TIP HOLDER regularly, for example, after every 10 Tip changes. Always ensure that your local policy for infection control is followed. The TIP HOLDER is easily replaced (see page 5).

3.

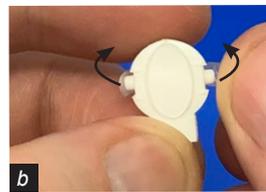
4.

**3** MAINTAINING & CLEANING - continued...

REMOVING TIP HOLDER



The Probe ear tip can be easily removed and replaced for each new patient, protecting the probe and the patient.



Replacing the disposable clear TIP HOLDER is easy and will prolong probe life. Unclip each tab of the TIP HOLDER found on each side of the XGD probe.



Once the TIP HOLDER tabs are unclipped. Pull the TIP HOLDER away from the probe body and discard the old TIP HOLDER.



**caution**  
Use the pad of your thumb to unclip the TIP HOLDER tabs as indicated in step 'b' above. Do not use your finger nails.

5.

**3** MAINTAINING & CLEANING - continued...

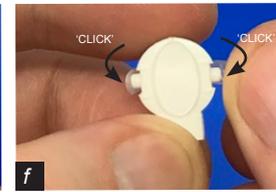
FITTING NEW TIP HOLDER



To fit the TIP HOLDER to the probe body, ensure that it is aligned with the probe head as shown above.



Align the semi circle key on with the TIP HOLDER with the probe body as shown here.



Apply light pressure, while firmly pushing on both side tabs until they 'Click' securely into place.



**caution**  
When fitting the TIP HOLDER hold the probe by the probe body as per step 'd' above. Do not hold the probe by the cable.

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#### 4 UPDATING YOUR OTOLINK SOFTWARE



a Otolink Suite

First check your Otolink software revision. Click the 'Otolink Suite' icon on your PC.



b

In the Otolink Suite click the 'About & Language' icon.



c

Within the 'About & Language' screen, confirm the Otolink Version is 2.27.0.31, which contains XGD probe ready firmware update. If your Otolink requires updating, follow one of the five methods below.

**Method 1 - Using Otolink software on your PC (internet connection required).**



a

In the 'About & Language' screen click the 'Check for available updates' button to show available updates



b

Click 'Download and Install'. Prior to clicking 'Finish', ensure that your Otoport/Otocheck is powered off and is connected to the PC, then click 'Finish'. Then go to page 11.

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#### 4 UPDATING YOUR OTOLINK SOFTWARE - continued...

If required, see additional method to update your Otoport/Otocheck device below:

**Method 3** - Obtain a physical CD of the latest 'XGD probe' ready Otolink via your local distributor/ dealer. Install the software as described on page 8, Method 2, and then use the installed software to update your Otoport/Otocheck firmware to be XGD probe' ready as described on page 11.

**Method 4** - Ask your local distributor/dealer to perform the install and update for you. Please note charges may apply.

**Method 5** - Email support@otodynamics.com to obtain a downloadable update file via email, free of charge.

#### IMPORTANT NOTES

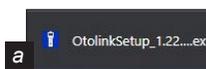
Repeat the Otolink software installation process on all PC's within your facility to ensure they are all on the latest software.

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#### 4 UPDATING YOUR OTOLINK SOFTWARE - continued...

**Method 2 - Manual download Otolink Update (Internet connection required).**

Obtain the Otolink software update from the Internet. Go to <http://www.otolinkdownload.com>, which will automatically download the latest Otolink file, then follow steps A to C below.



a

Open the OtolinkSetup.exe downloaded file and follow the on-screen prompts to uninstall your current version (if installed) - this may take a few minutes to complete. Your data will be saved automatically.



b

Once uninstall is completed, install the new revision of Otolink by clicking 'Next'.



c

Prior to clicking 'Finish', ensure that your Otoport/Otocheck is powered off and is connected to the PC, then click 'Finish'. Go to page 11.

#### IMPORTANT NOTES

Repeat the Otolink software installation process on all PC's within your facility to ensure they are all on the latest software.

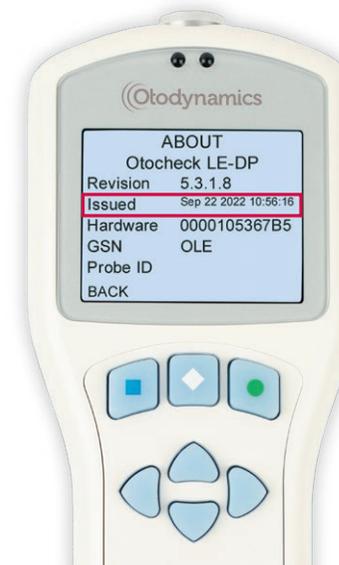
8.

#### 5 UPDATING YOUR OTOPORT/OTOCHECK TO BE 'XGD PROBE READY'

To check the firmware revision on your Otoport/ Otocheck navigate to the 'CONFIG' area and select, 'SYSTEM' and then 'ABOUT' screen. In the 'ABOUT' screen you will see the Firmware revision and issued date, as indicated in the image on the right.

To use the XGD probe, your Otoport/Otocheck Firmware revision issued date MUST be year 2022 or later.

For more information on how to navigate to the 'ABOUT' screen refer to your Device User Manual.



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**5** UPDATING YOUR OTOPORT/OTOCHECK TO BE 'XGD PROBE READY' - continued...

Before you can update your Otoport/Otocheck via Otolink, check that your Otolink Version is 2.27.0.31, described on page 7. Once your Otolink is the latest revision follow steps 'a' to 'c' below.



**a** Ensure your Otoport/Otocheck is powered off and is connected to the PC. Click 'Update Available!' from the Otolink Suite screen to open the 'Firmware Updates' screen.



**b** Click 'Update Available!' to start the Firmware update process.



**c** Click 'OK' to confirm the firmware update. The loading bar will display indicating the update progress - this can take up to 5 minutes to complete. Once completed click OK to finish.

**IMPORTANT NOTES**  
Repeat process for all Otoports/Otochecks within your facility to ensure that they are all on the latest firmware and are 'XGD Probe Ready'!

11.

**7** TROUBLESHOOTING



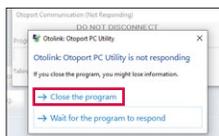
**PROBE NOT CONNECTED SCREEN MESSAGE**

If your Otoport/Otocheck does not recognize the XGD probe after a firmware update, check that the update has been successful. On the 'ABOUT' screen (see page 10) the firmware revision issue date should be year 2022 or later.



**FIRMWARE NOT UPDATING**

If, during the firmware update you see an error message. Click 'OK' to response to the message. Disconnect & reconnect the USB cable to the Otoport/Otocheck and open Otolink again. Click 'OK' on the Important - 'critical files message', then click 'OK' and allow the process to complete successfully.



**OTOPORT COMMUNICATION '(Not Responding)'**

If, during the Otoport/Otocheck firmware update Otoport communication is not responding. Close Otolink down via windows task manager and add the Otolink software to your anti-virus program's 'approved programs list'. Then retry the firmware update.

If problems continue with updating your Otoport/Otocheck and/or Otolink, contact your Otodynamics distributor/dealer, or email Otodynamics directly at [support@otodynamics.com](mailto:support@otodynamics.com).

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**6** FREQUENTLY ASKED QUESTIONS

**Q: If I try to use an XGD probe on a color Otoport/Otocheck that has NOT been updated (Not recommended) - What will happen?**

A: Regular Otoport/Otochecks will not recognize the XGD probe. It will report that 'no probe is connected'. If your XGD probe is not recognized by your device, then Otoport/Otocheck has not been updated.

**Q: Will I still be able to use my current probes and probe tips after the upgrade for XGD probe?**

A: Yes. When your Otoport/Otocheck is updated to XGD probe ready it will still accept XGD, UGD/UGS probes. Note the XGD probe accepts regular Otodynamics DP tips. TEOAE users should note that the XGD probe only takes UGD tips, but the XGD probe is equally capable of making TEOAE recordings.

**Q: Can XGD probe be used on a 'black and white' Otoport?**

A: No, legacy 'black and white' Otoport/Otocheck devices do not have the processing power to run the XGD probe firmware. The XGD probe will not be recognized, and testing will not be possible. Our UGD/UGS probes and tips will remain available for years to come. If you try to use the XGD probe on a legacy black and white display Otoport/Otocheck (not recommended) the device will not allow testing- and the software will 'freeze'. Turn the device off, and insert a UGD/UGS probe.

**Q: Can XGD probe be used on Echoport ILO292 or 288s?**

A: No, the XGD probe is for the Otoport/Otocheck devices only and is NOT compatible with Echoport devices. If you attempted to use the XGD probe on an Echoport it will fail to calibrate to the required stimulation and valid testing will not be possible.

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**8** TECHNICAL INFORMATION - FACTORY CALIBRATION PROCEDURE

To ensure the required acoustic performance of both the XGD probe loudspeakers and microphone, every probe produced has its performance accurately recorded using an ear simulator and calibrated free field respectively. All probe are controlled by our production tolerance range (which is the same as for the UGD/UGS probe). The calibration data is written into the probe's memory chip, housed in the connector prior to sale.

On connection to an Otoport/Otocheck with update firmware year 2022 or later, the calibration data is read and used to adjust the stimulus drive to the probe at each frequency to recreate the same stimulus level as with the UGD/UGS probe specification. Similarly, the calibration data on the XGD probe microphone sensitivity is used to dynamically adjust the response gain to that of the UGD/UGS probe. This adjustment is supplementary to the adjustment that the Otoport/Otocheck makes to accommodate the size of the infant's ear canal. Since the XGD probe is calibrated to the central (i.e., average) sensitivity of the UGD/UGS probe production tolerance - this procedure achieves greater consistency between probes than was achievable with UGD/UGS probes.

XGD probe stimulus calibration is confirmed by recording the stimulus generated in an ear simulator test cavity and comparing it to that generated by a mid- production range UGS probe (a golden sample). The standard XGD probe software is designed to recreate the stimulus and response levels that a UGD/UGS probe would have recorded. The cloning process does not attempt to recreate exactly the stimulus 'waveform shape' of the UGD/UGS probes but this has no impact on the OAE response levels reported.

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