Instructions for use

ConnectClip

2.4 GHz
Introduction to this booklet

This booklet guides you on how to use and maintain your new ConnectClip. Please read the booklet carefully, including the Warning section. This will help you get the most out of your new ConnectClip. If you have additional questions about the use of your ConnectClip, please contact your hearing care professional.

For your convenience, this booklet contains a navigation bar to help you navigate easily through the different sections.
**Intended use**

The ConnectClip is intended as a wireless receiver and transmitter of sound between hearing aids and the surrounding environment, including speech and wireless electronic audio devices. The ConnectClip furthermore assists users of wireless hearing aids to control the functionality provided by their hearing solution.

The ConnectClip is intended to be used by children (> 36 months) and adults together with their hearing solution.

**Introduction**

The ConnectClip can be used both as a wireless headset for mobile phones and as a remote microphone/partner microphone.

1. **Headset with mobile phone**
   Sounds from your phone will be streamed to your hearing aids through the ConnectClip (A). Your voice is picked up by the ConnectClip and sent to the mobile phone (B).

2. **Remote/partner microphone**
   The voice of a chosen speaker will be transmitted wirelessly FROM the ConnectClip TO your hearing aids.

**IMPORTANT**

Please familiarise yourself with the entire contents of this booklet before using your ConnectClip. It contains instructions and important information about the use and handling of your ConnectClip.
Instructions for use

ConnectClip

Package content

The ConnectClip box consists of the following elements:

- ConnectClip Lanyard - long
- Lanyard - regular
- Pouch
- Wall charger (will vary from country to country)
- USB charger cable
- Protective skin
- This guide (Instructions for use)
Overview - main functions

- **Microphones**
- **Multi button**
  - On/off
  - Answer phone
  - Mode selector
- **Volume**
  - Up
  - Down
- **Status indicator**
- **Power indicator**
- **Clip (rotating)** for wearing the ConnectClip
- **Charging socket. Micro USB**
### Overview - product indicators

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blinking yellow</td>
<td>Searching for hearing aids</td>
</tr>
<tr>
<td>Steady yellow</td>
<td>Idle. Hearing aids connected, Not connected to a phone</td>
</tr>
<tr>
<td>Blinking blue</td>
<td>Searching for a mobile phone (pairing)</td>
</tr>
<tr>
<td>Steady blue</td>
<td>Connected to a Mobile Phone</td>
</tr>
<tr>
<td>Steady green</td>
<td>In a call. Headset (HFP); Mobile</td>
</tr>
<tr>
<td>Blinking green</td>
<td>Incoming call</td>
</tr>
<tr>
<td>Steady orange</td>
<td>Music; Mobile Phone (A2DP)</td>
</tr>
<tr>
<td>Steady magenta</td>
<td>Remote microphone mode</td>
</tr>
<tr>
<td>Blinking mag.</td>
<td>Remote microphone reconnecting</td>
</tr>
</tbody>
</table>

### Power Description

<table>
<thead>
<tr>
<th>Power</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steady red</td>
<td>Battery low</td>
</tr>
<tr>
<td>Steady green</td>
<td>Turned on - not charging</td>
</tr>
<tr>
<td>Blinking green</td>
<td>Turned on - charging</td>
</tr>
<tr>
<td>Fading green</td>
<td>Turned on - charging complete</td>
</tr>
<tr>
<td>Blinking orange</td>
<td>Turned off - charging</td>
</tr>
<tr>
<td>Steady orange</td>
<td>Turned off - charging complete</td>
</tr>
</tbody>
</table>
Getting started

Before you can use the ConnectClip with your hearing aids, both the hearing aids and the ConnectClip need to be paired/connected. Using the ConnectClip with a mobile phone also requires the ConnectClip to be paired/connected to your mobile phone.

1. Pairing hearing aid and ConnectClip

2. Pairing ConnectClip and mobile

See page 16

See page 18
A. Pairing hearing aids with the ConnectClip

1. Ensure ConnectClip is powered off (see page 20)
   Press and hold multi-button for approx. 6 seconds until power indicator OFF ●

2. Set hearing aids in pairing mode
   Restart the hearing aids to activate pairing mode. See Instructions for use for your hearing aids, how to turn the hearing aids off and on again.

3. The hearing aids will now be ready
   for first time connection with the ConnectClip. You now have 3 minutes to complete the pairing.

4. Turn ON ConnectClip
   Press and hold multi-button for approx. 3 seconds until power indicator shows STEADY GREEN ●

5. ConnectClip will now search for your hearing aids.
   Status indicator BLINKING YELLOW ●

6. Place ConnectClip and both hearing aids close to each other (max distance 20cms)

7. Connection established with hearing aid(s) is indicated by status indicator STEADY YELLOW ●
B. Pairing mobile phone with the ConnectClip

Place ConnectClip in pairing mode
Press and hold the multi button AND volume up button for about 6 seconds (A) until status BLINKS BLUE

The ConnectClip will be in pairing mode for about 3 minutes.

Enable pairing on mobile phone
Turn on Bluetooth. Search for and connect to/pair with ConnectClip.

This is normally in the settings/Bluetooth section of your phone.

Enter pin code
If your phone requests a pin code enter 0000 (four zeros).

Pairing complete
Pairing complete with mobile phone is indicated by status STEADY BLUE.
Daily use: On/Off

**ON**
Press and hold multi-button for approx. 3 seconds until power indicator shows STEADY GREEN.

**OFF**
Press and hold multi-button for approx. 6 seconds until power indicator OFF.

<table>
<thead>
<tr>
<th>Use</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typical daily use</td>
<td>16 hours: Up to 2 hours music streaming + 2 hours phone + 12 hours standby</td>
</tr>
<tr>
<td>Standby (Turned on, no Streaming)</td>
<td>Up to 36 hours</td>
</tr>
<tr>
<td>Music or Remote mic</td>
<td>Up to 5 hours</td>
</tr>
<tr>
<td>Phone calls</td>
<td>Up to 6 hours</td>
</tr>
</tbody>
</table>
Daily use: Charging

Battery low
With about 30 mins remaining streaming time, the power indicator turns RED.

Charging
Connect the enclosed charger through the micro USB connector at the bottom of the ConnectClip. The power indicator BLINKS GREEN or ORANGE.

Charging indicators

<table>
<thead>
<tr>
<th>Charging (ConnectClip on)</th>
<th>Blinking</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charging complete (ConnectClip on)</td>
<td>Fading</td>
</tr>
<tr>
<td>Charging (ConnectClip off)</td>
<td>Blinking</td>
</tr>
<tr>
<td>Charging complete (ConnectClip off)</td>
<td>Steady</td>
</tr>
</tbody>
</table>

Charging time:
2 hours for complete charge using the enclosed power supply

Important notice
When recharging, the charging indicators should be lit as described in this “Instructions for Use”. If none of the charging indicators are lit, disconnect the device from the charger and consult your hearing care professional.

Important notice
When recharging the ConnectClip, use the supplied original power supply 5.0V/1A, CE and safety marked.
**Using ConnectClip with a mobile phone**

**IMPORTANT**
The ConnectClip should be worn as indicated for best possible performance. It is important that the microphone in the ConnectClip is pointing towards your mouth (A), and that the ConnectClip is not covered by clothes etc. Maximum distance between ConnectClip and mobile phone 10 metres.

**Ensuring ConnectClip is connected to the phone**

Select phone mode
Press and hold multi-button for approx. 3 seconds to change mode. Mode change is confirmed by an audible indication in your hearing aids. STATUS BLUE

<table>
<thead>
<tr>
<th>Status</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td>Idle Connected to hearing aids. Not connected to a mobile phone</td>
</tr>
<tr>
<td>•</td>
<td>Connected to mobile phone</td>
</tr>
<tr>
<td>•</td>
<td>Remote/partner microphone mode</td>
</tr>
</tbody>
</table>
Receiving calls

Phone connected
When the ConnectClip is turned on and is in range of your mobile phone it will automatically connect to the mobile phone.

The status indicator is STEADY BLUE

Phone ringing
When the phone rings you will hear a ring indicator and, if available, the ring-tone from your phone) in your hearing aids.

The status indicator will BLINK GREEN

Answer call
Either click the multi-button shortly (A) - or answer the call from your mobile phone.

Once the call is connected status will change to STEADY GREEN

End call
Either click the multi-button shortly (A) - or hang up the call from your mobile phone.

Status STEADY BLUE
Making calls

To make a call you only have to use the mobile phone. The call will automatically be connected to the ConnectClip.

Once the call is connected the status will change to STEADY GREEN.

Advanced headset features

Voice dialling / Voice command
When connected to a mobile phone, double press on the multi button activates voice dialling if supported by the phone.

Reject call
A long press on the volume down button, while the phone is ringing, rejects the call.

Mute hearing aid microphones
Press and hold volume down for about 3 seconds to mute the hearing aid microphones.

Short press volume up or down will unmute hearing aids.
Listening to music

Wireless audio (A2DP)
If connected to a mobile phone, or other device, through Bluetooth, the music played on the phone/device will automatically be played in your hearing aids.

Status ORANGE ●
You do not need to operate anything on the ConnectClip.

Adjusting volume
While listening to music, the level of the streamed signal can be adjusted using the volume up/down buttons.

Stopping sound from phone
Short press on the multi button will stop sound. Use the controls on the phone to start the sound.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>●</td>
<td>The ConnectClip is turned on - and streaming music from the phone</td>
</tr>
</tbody>
</table>
Using ConnectClip as a remote microphone

Remote microphone
In this mode speech from the person wearing the ConnectClip will be streamed directly to your hearing aids.

IMPORTANT
Ensure that the microphone is pointing to the speaker’s mouth and that it is not covered by clothes etc.

Selecting microphone mode

- **Select mic. mode**
  Press and hold multi-button for approx. 3 seconds to change mode. Mode change is confirmed by an audible indication in your hearing aids. Status STEADY MAGENTA.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>The ConnectClip is turned on. In idle mode i.e. not connected to a phone</td>
</tr>
<tr>
<td>☑️</td>
<td>Connected to mobile phone</td>
</tr>
<tr>
<td>✅</td>
<td>The ConnectClip is turned on - and in remote microphone mode</td>
</tr>
</tbody>
</table>
Starting/stopping sound from remote microphone

Stop sound from Microphone
Press and hold multi-button (A) for approx. 3 seconds to stop the signal from the microphone to the hearing aids and switch the hearing aids back to their normal program.

The status indicator will change to YELLOW ⬤ or BLUE ⬤.

Regulating level from remote microphone

Volume up or volume down
The streamed signal can be adjusted using the volume up/down buttons.

Mute Hearing aid microphones (only sound from the remote microphone).
Press and hold volume down for about 3 seconds to mute the hearing aid microphones.

Short press volume up or down will unmute hearing aids.
Starting/stopping sound from remote microphone using your hearing aids

P1 --> P2 --> TV --> Microphone
A long press on the hearing aid button will toggle to the next program in the hearing aids.

Once you reach the remote microphone program you will hear the remote microphone program indicator.

To stop remote microphone sound simply toggle to back to the hearing aid program.

IMPORTANT
Please refer to your hearing aid’s instructions for details on the functionality of your specific hearing aid solution.

Cleaning the ConnectClip

IMPORTANT
Use a soft, dry cloth to clean the ConnectClip. It must never be washed or immersed in water or other liquids.
Using ConnectClip as a remote control for hearing aids

When ConnectClip is not streaming sound it doubles as a remote control for your hearing aids.

- **Volume up** - short press
- **Volume down** - short press
- **Next Program** - Press and hold for 3 secs for next program
- **Mute hearing aid microphones** - long press
  short press volume up or down will unmute

**IMPORTANT**
Maximum distance between ConnectClip and hearing aids 2 metres.

---

Other features and functions

**One connection at a time**
When paired with several devices (up to eight), the ConnectClip will only connect to the first phone available/in range.

**No calls when used as microphone**
When using the ConnectClip as Partner/Remote - microphone - there will be no connection to the mobile phone.

**Timeout (out of range) when in microphone mode**
If the ConnectClip is out of range of the hearing aids - the hearing aids will return to their initial program after 90 seconds.

**Clear Bluetooth pairings**
Press and hold multi-button, volume up and volume down for 10 seconds to clear all Bluetooth pairings. Indicated by status BLINKING RED.
You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your ConnecClip to ensure personal safety and correct use. Consult your hearing care professional if you experience unexpected operations or events with your ConnecClip.

**Choking hazards and risk of swallowing small parts**
ConnectClip and its parts should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves. If a small part is swallowed, see a doctor immediately.

**Explosives**
The power source in your ConnecClip has insufficient energy to cause fire in normal usage conditions. The ConnecClip has not been tested for compliance with international standards concerning explosive environments. We recommend not to use your ConnecClip in areas where there is a danger of explosions.

**X-ray/CT/MR/PET scanning, electrotherapy and surgery**
Remove your ConnecClip before X-ray/CT/MR/PET scans, electrotherapy, surgery, etc. as your ConnecClip may be damaged when exposed to strong electromagnetic fields.

**Heat and chemicals**
The ConnecClip must never be exposed to extreme heat e.g. left inside a parked car in the sun. The ConnecClip must not be dried in microwave ovens or other ovens. The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage the ConnecClip. Always remove your ConnecClip before applying such products and allow time to dry before use.

**Interference**
The ConnecClip has been thoroughly tested for interference according to the most stringent international standards. However, interference between the ConnecClip and other devices (e.g. some mobile telephones, citizens band devices, shop alarm systems and other wireless devices) may occur. If this occurs, increase the distance between the ConnecClip and the interfering device.
Use in traffic
Using the ConnectClip can distract you. Be aware of your surroundings while using the ConnectClip. Please refer to national traffic laws regarding the use of communication devices while in traffic.

Use on aircraft
Your ConnectClip contains Bluetooth. The ConnectClip should not be used on board an aircraft, unless specifically permitted by the flight personnel.

Active implants
The ConnectClip has been thoroughly tested and characterized for human health according to international standards for human exposure (Specific Absorption Ratio - SAR), induced electromagnetic power and voltages into the human body. The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants as pacemakers and heart defibrillators.

Warnings

Rechargeable battery
Do not attempt to open the ConnectClip, as this may damage the battery.

Never attempt to replace the battery. If battery replacement is needed, please return your device to the supplier. The service guarantee is void if there are signs of tampering.

The safety of recharging batteries using a USB connector is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

Connection to external equipment
The safety of the use ConnectClip when connected to external equipment (via auxiliary input cable, via USB cable, or directly), is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC-60065, IEC-60950 until June 20, 2019) or equivalent safety standards.
**Warnings**

Cross control
Your ConnectClip should be kept out of reach of children or anyone who might take control of the functionality, to ensure your personal safety and avoid incorrect use.

Use of lanyard
If by accident the lanyard is caught on something while wearing it, the lanyard is designed to break automatically. Therefore, never try to shorten or modify the lanyard in an unauthorised way. The lanyard should not be used by children under 36 months of age.

Possible side effects
The otherwise non-allergenic materials used in your ConnectClip may in rare cases cause a skin irritation or other side effects. Please consult a doctor if these conditions occur.

---

**Warnings**

Mobile phone compatibility
Please refer to www.oticon.global for a list of mobile phones that have been tested comprehensively by Oticon, and have been found to fulfil the minimum requirements for compatibility at the time of testing. However, Oticon takes no responsibility for such compatibility in general. Specifically, Oticon shall not be responsible for incompatibility resulting from future updates of the mobile phones, nor from events of incompatibility not covered by and/or found in these tests. Oticon takes no financial responsibility in terms of reimbursements of mobile phones that do not work as expected.

Before purchasing a new mobile phone, you are advised to consult the list mentioned above.
Technical information

Conditions of Use:
Transportation and storage conditions:
Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage:
• Temperature: -20°C to +60°C
• Humidity: 15 - 93%, noncondensing

Operational environment conditions:
• Temperature: +5°C to 40°C
• Humidity: 15 - 93%, noncondensing
• Atmospheric pressure: 700 hPa to 1060 hPa

The ConnectClip contains a radio transceiver using Bluetooth, Bluetooth Low Energy (BLE) and a proprietary short range radio technology both working at ISM band 2.4 GHz. The GHz radio transmitters are weak and always below 50mW equal to 17 dBm in total radiated power. The ConnectClip complies with international standards concerning radio transmitters, electro-magnetic compatibility and human exposure. Due to the limited space available on the ConnectClip, relevant approval markings can be found in this booklet.

USA and Canada
This device contains a radio module with the following certification ID numbers:

FCC ID: 2ACAHAC01
IC: 11936A-AC01

The device complies with Part 15 of the FCC Rules and with Industry Canada’s licence-exempt RSSs.

Operation is subject to the following two conditions:
(1) this device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.

Notice:
Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003.
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the manufacturer or an experienced radio/TV technician for help.

International warranty
Your ConnectClip is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery. This limited warranty covers manufacturing and material defects in the device itself, but not in accessories such as e.g. batteries, cables, power supplies, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorised party, exposure to corrosive conditions, damage due to foreign objects entering the device or incorrect adjustments are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your hearing care professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult him/her for further information.

If you need service
Take your ConnectClip to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.
The manufacturer declares that this ConnectClip (AC1A) is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The declaration of Conformity is available from the manufacturer.

SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.oticon.global

Waste from electronic equipment must be handled according to local regulations.
Description of symbols used in this booklet

**Warnings**
Text marked with a warning symbol must be read before using the device.

**Manufacturer**
The device is produced by the manufacturer whose name and address are stated next to the symbol. Indicates the medical device manufacturer, as defined in EU Directives 90/385/EEC, 93/42/EEC and 98/79/EC.

**CE mark**
The device complies with Medical Device Directive 93/42/EEC. The four digits number indicates the identification of the notified body.

**Electronic waste (WEEE)**
Recycle hearing aids, accessories or batteries according to local regulations. Hearing aid users can also return electronic waste to their hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).

**Regulatory Compliance Mark (RCM)**
The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.

**Bluetooth logo**
Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.

Description of symbols used on the regulatory packaging label

**Indoor use**
Indicates that the product is qualified for indoor use.

**Double insulation**
Indicates that product power supply is double insulated. This means a very low risk of single fault failures, i.e. single fault failures cannot occur.

**Keep dry**
Indicates a medical device that needs to be protected from moisture.

**Caution symbol**
Consult instructions for use for warnings and cautions.

**Catalogue number**
Indicates the manufacturer’s catalogue number so that the medical device can be identified.

**Serial number**
Indicates the manufacturer’s serial number so that a specific medical device can be identified.

**Power supply outlet**
Indicates the rate at which power is sent from the outlet to your electrical device.