

# Instructions for use

ConnectClip



**oticon**  
PEOPLE FIRST

## **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 color-coded navigation bar to help you navigate easily through the different sections.

**FW 1.1**

GTIN: (01) 05707131343994

## 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 old) and adults together with their hearing solution.

### IMPORTANT

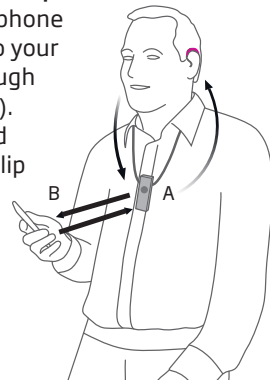
Please familiarize yourself with the entire contents of this booklet before using your ConnectClip. It contains instructions and important information about the use and handling of your ConnectClip.

## Introduction

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

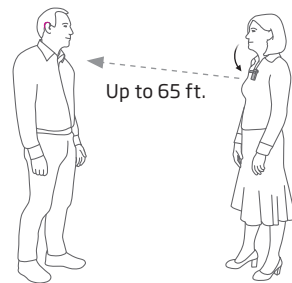
### 1. Headset with mobile phone

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.



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## Package contents

The ConnectClip box consists of the following elements:



ConnectClip



Lanyard - long



Lanyard - regular



Pouch



This guide  
(Instructions for use)



Wall charger  
(will vary from  
country to country)

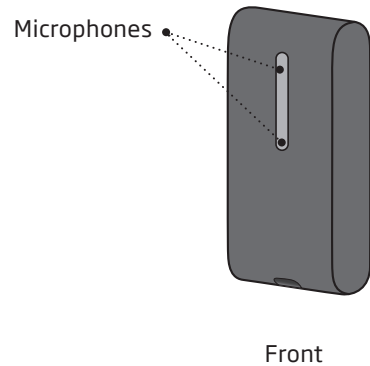


USB charger cable

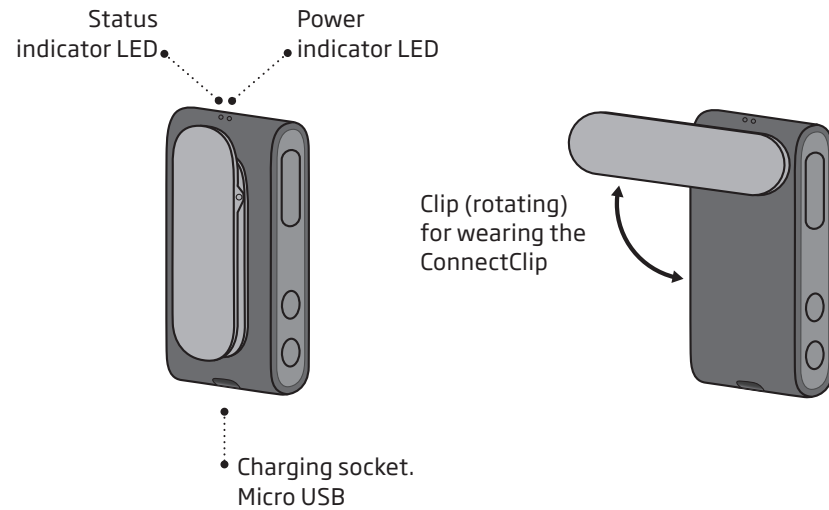
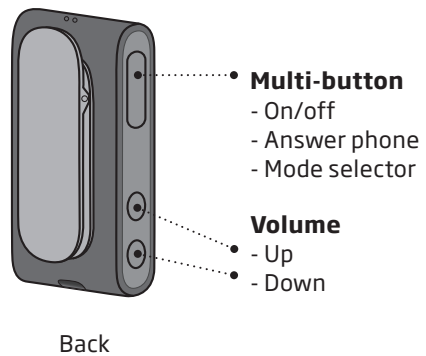


Protective skin

## Overview - main functions


















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## Overview - ConnectClip LED indicators

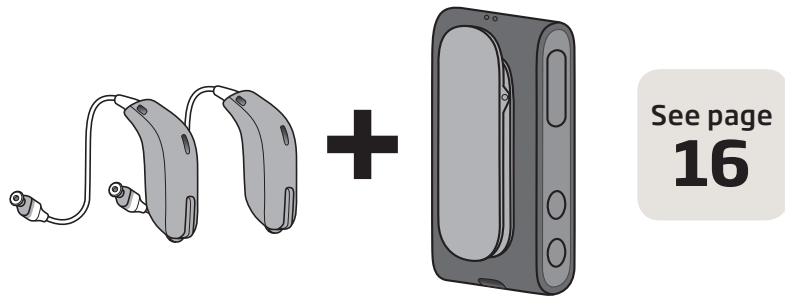
Status	Description	
	Blinking yellow	Searching for hearing aids
	Steady yellow	Idle. Hearing aids connected, Not connected to a phone
	Blinking blue	Searching for a mobile phone (pairing)
	Steady blue	Connected to a Mobile Phone
	Steady green	In a call. Headset (HFP); Mobile
	Blinking green	Incoming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

Power	Description	
	Steady red	Battery low
	Steady green	Turned on - not charging
	Blinking green	Turned on - charging
	Fading green	Turned on - charging complete
	Blinking orange	Turned off - charging
	Steady orange	Turned off - charging complete

## Getting started

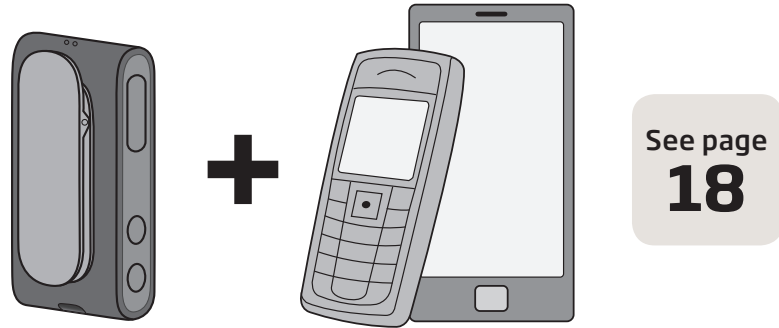
Before you can use the ConnectClip with your hearing aids, both the hearing aids and the ConnectClip need to be paired/connected. Using the ConnectClip with a mobile phone also requires the ConnectClip to be paired with/connected to your mobile phone.

### 1. Pairing hearing aid and ConnectClip



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### 2. Pairing ConnectClip and mobile phone



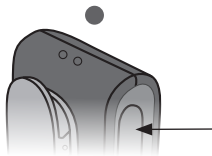
15



## 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** ●

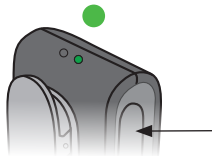


### 2. Set hearing aids in pairing mode

Restart the hearing aids to activate pairing mode. See the Instructions for Use booklet 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

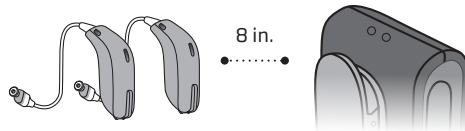
Press and hold Multi-button for approx. 3 seconds until Power indicator shows **STEADY GREEN** ●

### 5. ConnectClip will now search for your hearing aids.

Status indicator **BLINKING YELLOW** ●

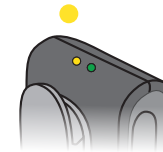


### 6. Place ConnectClip and both hearing aids close to each other (max distance 8 in.)

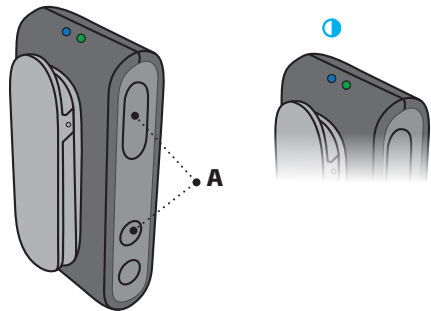


### 7. Connection established with hearing aid(s) is indicated by

Status indicator **STEADY YELLOW** ●



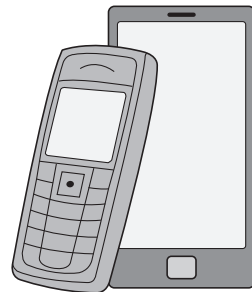
## B. Pairing mobile phone with the ConnectClip



### Place ConnectClip in pairing mode

Press and hold the Multi-button AND Volume UP button for about 6 seconds (A) until Status indicator 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 light is OFF.

Use	Expected battery life per charge
Typical daily use	16 hours: Up to 2 hours music streaming + 2 hours phone + 12 hours standby
Standby (Turned on, no Streaming)	Up to 36 hours
Music or Remote mic	Up to 5 hours
Phone calls	Up to 6 hours

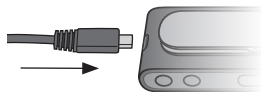
## Daily use: Charging



- **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

Charging (ConnectClip on)	Blinking	●
Charging complete (ConnectClip on)	Fading	●
Charging (ConnectClip off)	Blinking	●
Charging complete (ConnectClip off)	Steady	●

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

### Important notice

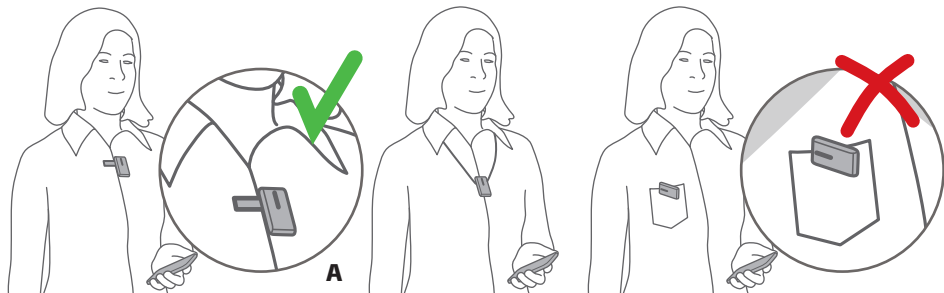
When recharging, the charging indicators should be lit as described in this "Instructions for Use". If none of the charging indicators are lit, disconnect the device from the charger and consult your hearing care professional.



### Important notice

When recharging the ConnectClip, use the supplied original power supply 5.0V/1A, CE and safety marked.

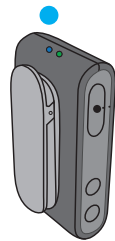
## Using ConnectClip with a mobile phone



### 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) in a vertical position, and that the ConnectClip is not covered by clothes etc. Maximum distance between ConnectClip and mobile phone is 32 ft.

## 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 and ConnectClip Status indicator BLUE ●



Status	Mode
●	Idle Connected to hearing aids. Not connected to a mobile phone
●	Connected to mobile phone
●	Remote/partner microphone mode

## 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 🟢



**A**

### 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 ●



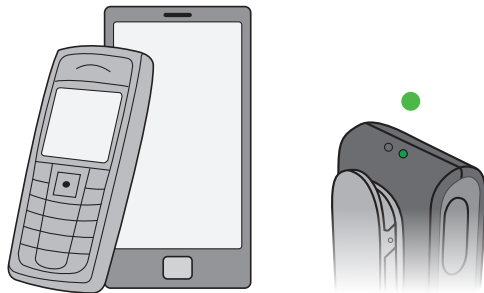
**A**

### 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 dialing / Voice command

When connected to a mobile phone, double press on the Multi-button activates voice dialing if supported by the phone.

### Reject call

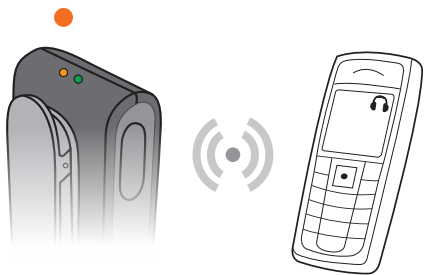
A long press on the Volume Down button, while the phone is ringing, rejects the call.

### Mute hearing aid microphones

Press and hold Volume Down button 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 to listen to music, but the ConnectClip must be turned on.**

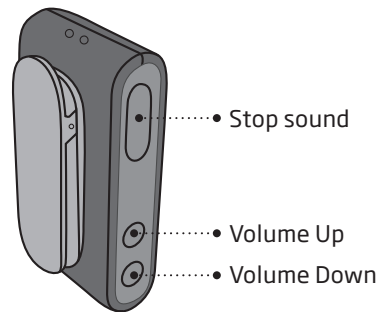
Status	Description
●	The ConnectClip is turned on - and streaming music from the phone

### Adjusting volume

While listening to music, the level of the streamed signal can be adjusted using the Volume Up/Down buttons.

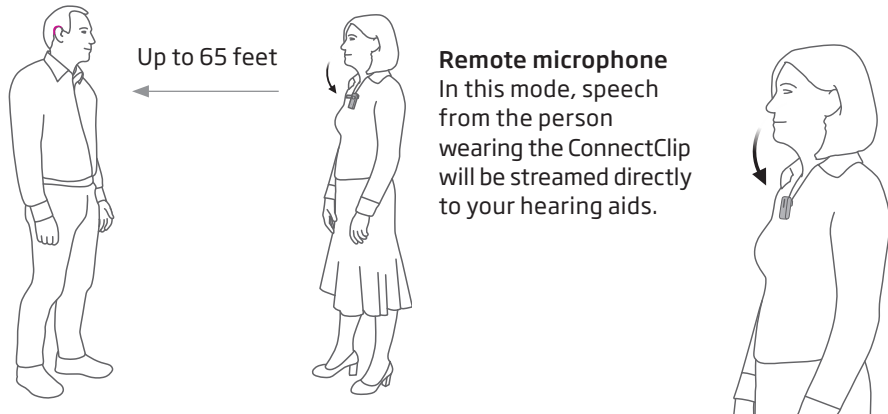
### Stopping sound from phone

Short press on the Multi-button will stop sound. Use the controls on the phone to start the sound.





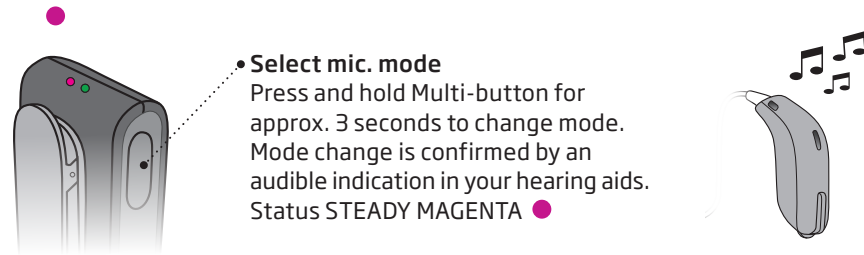
## Using ConnectClip as a remote microphone



### IMPORTANT

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

## Selecting microphone mode



Status	Description
●	The ConnectClip is turned on. In idle mode i.e. not connected to a phone
●	Connected to mobile phone
●	The ConnectClip is turned on - and in remote microphone mode

## 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

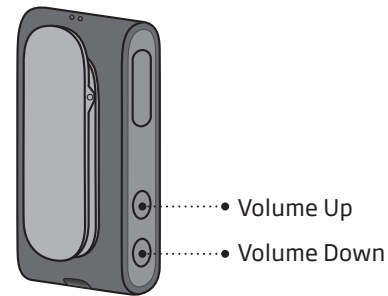
### Volume Up or Volume Down

The streamed signal can be adjusted using the Volume Up/Down buttons.

### Mute Hearing aid microphones (hear 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

As remote control, maximum distance between ConnectClip & hearing aids is 6 ft.

## 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 Remote 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.

## Warnings

You should familiarize yourself fully with the following general warnings and the entire contents of this booklet before using your ConnectClip to ensure personal safety and correct use. Consult your hearing care professional if you experience unexpected operations or events with your ConnectClip.

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

## Warnings

### **X-ray/CT/MR/PET scanning, electrotherapy and surgery**

Remove your ConnectClip before X-ray/CT/MRI/PET scans, electrotherapy, surgery, etc. as your ConnectClip may be damaged when exposed to strong electromagnetic fields.

### **Heat and chemicals**

The ConnectClip must never be exposed to extreme heat e.g. left inside a parked car in the sun. The ConnectClip 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 ConnectClip. Always remove your ConnectClip before applying such products and allow time to dry before use.

### **Interference**

The ConnectClip has been thoroughly tested for interference according to the most stringent international standards. However, interference between the ConnectClip and other devices (e.g. some mobile telephones, citizens band devices, store alarm systems and other wireless devices) may occur. If this occurs, increase the distance between the ConnectClip and the interfering device.

## Warnings

### **Use in traffic**

Using the ConnectClip can distract you. Be aware of your surroundings while using the ConnectClip. Please refer to national and state 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 and void the warranty.

Never attempt to replace the battery. If battery replacement is needed, please return your device to the supplier. The repair warranty 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 unauthorized 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/compatibility](http://www.oticon.global/compatibility) 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: -4°F to +140°F
- Humidity: 15 - 93%, noncondensing

Operational environment conditions:

- Temperature: +41°F to 104°F
- 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](http://www.oticon.global)









Waste from electronic  
equipment must be  
handled according to  
local regulations.



### Description of symbols used in this booklet

	<b>Warnings</b> Text marked with a warning symbol must be read before using the device.
	<b>Manufacturer</b> 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.
	<b>CE mark</b> The device complies with Medical Device Directive 93/42/EEC.
	<b>Electronic waste (WEEE)</b> 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).
	<b>Regulatory Compliance Mark (RCM)</b> The device complies with electrical safety, EMC and radio spectrum requirements for devices supplied to the Australian or New Zealand market.
	<b>Bluetooth logo</b> Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.

	<b>Indoor use</b> Indicates that the product is qualified for indoor use.
	<b>Double insulation</b> 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.
Description of symbols used on the regulatory packaging label	
	<b>Keep dry</b> Indicates a medical device that needs to be protected from moisture.
	<b>Caution symbol</b> Consult instructions for use for warnings and cautions.
	<b>Catalogue number</b> Indicates the manufacturer's catalogue number so that the medical device can be identified.
	<b>Serial number</b> Indicates the manufacturer's serial number so that a specific medical device can be identified.
<small>INPUT: 5.0V 0.4mA (ex. 5.0V, 200mA)</small>	<b>Power supply outlet</b> Indicates the rate at which power is sent from the outlet to your electrical device.



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