

Oticon EduMic and ConnectClip Troubleshooting Guide



Oticon EduMic Troubleshooting

Oticon EduMic is a wireless classroom remote microphone capable of pairing to multiple Oticon 2.4 GHz compatible hearing aids. It has DAI and AUX ports for use with other types of technology.

Symptom	Possible Cause	Solution
No sound from EduMic	Hearing aids are incompatible with EduMic	Only Velox™ and Velox S™ hearing aids or later are fully compatible with the EduMic (Oticon Safari, Oticon Sensei and other manufacturers' hearing aids are NOT compatible)
	Hearing aids are actively paired to ConnectClip	Turn OFF ConnectClip
	Hearing aids have receiver and/or audio shoe attached	Remove receiver and/or audio shoe from hearing aids
	EduMic has receiver attached, aux cord attached or in T-coil mode	Remove receiver or aux cable from EduMic. If in T-coil mode (magenta LED light) turn EduMic OFF and ON
	Child pushed program button	Open and close child's battery doors to restart
	Hearing aids may benefit from an update to Firmware 6.0 or later	Contact hearing care professional for Firmware update
	Pairing with hearing aids failed	Replace/recharge hearing aid batteries. Ensure hearing aids are within 6 inches from EduMic when pairing
Reduced sound from EduMic	Microphone opening is covered either by clothes or silicone skin	Move EduMic so microphone is not covered; cut slit in silicone skin if needed
	EduMic is placed too far from mouth	Move EduMic within 8 inches of mouth
	Volume on EduMic is too low	Use Oticon ON App on phone/tablet to adjust volume of EduMic
	EduMic is turned away from mouth	Turn EduMic to vertical position (up and down)
EduMic is unable to pair with hearing aids	Hearing aids paired with another EduMic that is ON and within range of 65ft.	Turn OFF connected EduMic
Hearing aids are not consistently maintaining pairing to EduMic	Velox S™ hearing aids or later (Opn Play, Opn S™, Xceed Play, Xceed, Ruby, Ponto 4) can pair to up to 4 EduMics	Re-pair to desired EduMic as needed (when 5th EduMic is paired, first EduMic will be kicked out)
	Velox™ hearing aids (Opn 1, Opn 2, Opn 3, Siya 1 and Siya 2) can only be paired to one EduMic	Re-pair to desired EduMic as needed (when 2nd EduMic is paired, first EduMic will be kicked out)
When EduMic aux cord is being used, teacher/parent would like to listen in	EduMic aux cord can't transmit to hearing aids and external speaker at the same time	Use splitter to plug EduMic aux cord into one end and headphones/external speaker into other end
Low-pitched noise in Jack Mode when charging	Charging and listening to audio from the same device/PC is not supported	Charge EduMic with wall charger instead of USB cable
Weak sound in Jack Mode with FrontRow Juno system	Low output volume	Dial output volume control to full-on position
Both LED indicators are flashing red	System error	Contact hearing care professional
Light blue light flashes when EduMic turns ON	EduMic is out of power	Charge EduMic

Oticon ConnectClip Troubleshooting

Oticon ConnectClip is a personal accessory designed for one set of Oticon 2.4 GHz compatible hearing aids at one time. It is capable of wireless Bluetooth® connection to other types of technology.

Symptom	Possible Cause	Solution
ConnectClip isn't transmitting to hearing aids	Hearing aids incompatible with ConnectClip	Only Velox™ and Velox S™ hearing aids or later are compatible with ConnectClip (Oticon Safari, Oticon Sensei and other manufacturers' hearing aids are NOT compatible)
	Hearing aids already paired to another ConnectClip	Turn OFF the ConnectClip that isn't being utilized
	Dead hearing aid battery	Use new battery in hearing aids and reconnect
	ConnectClip battery is low	Charge the ConnectClip
	Flight mode enabled in hearing aids (LED flashes green-red-red pattern)	Turn the hearing aids OFF then ON and reconnect to ConnectClip
ConnectClip is only transmitting to one hearing aid	Hearing aid may be too far away from ConnectClip when pairing	When pairing hearing aids to ConnectClip, ensure they are within 6 inches of each other
	Bluetooth signal may cause interference with pairing	Turn off nearby Bluetooth devices
	Dead hearing aid battery	Use new battery in hearing aids and re-pair
	Hearing aids are different platforms – such as Xceed Play and Opn Play	ConnectClip is not compatible with devices on two different platforms, use EduMic or traditional FM/DM
	Hearing aids are different technology levels – such as Opn Play 1 and Opn Play 2	
Hearing aid was recently sent in for repair and need to be reprogrammed in Genie 2 software	Contact hearing care professional to reprogram hearing aids together in Genie 2 software	
ConnectClip connection lost after being paired	ConnectClip out of range of hearing aids for more than 30 minutes	Turn ON ConnectClip, open and close hearing aid battery doors to reconnect
	Child has more than one ConnectClip	Re-pair to desired ConnectClip as needed
Remote Microphone Mode is too loud/soft	Volume needs to be increased/decreased	Temporary adjustment to Remote Microphone volume in Oticon ON App
		If permanent adjustment is needed, consult hearing care professional
ConnectClip will not pair to computer	Bluetooth is disabled on computer	Contact your IT department to determine computer Bluetooth capabilities; BTDB00 Dongle may be needed
	Computer Bluetooth is not 2.1 or higher	
Bluetooth Dongle is plugged in but not working	Computer audio output needs to be adjusted	Contact your IT department to determine optimal settings
	ConnectClip is not paired to BTDB00 Dongle	Press button on BTDB00 Dongle to put it in pairing mode and then put ConnectClip into pairing mode
When ConnectClip is being used for streaming, teacher/parent would like to listen in	ConnectClip can't transmit to hearing aids and external speaker at the same time	Due to Bluetooth limitations, this isn't possible. Consider EduMic or traditional FM/DM
Child does not hear speaker when in Remote Microphone mode	Child paired directly to iPhone and actively streaming audio	Turn Bluetooth OFF on iPhone
Child hears streaming from unwanted device	ConnectClip is paired to additional Bluetooth devices within 30 feet	Turn Bluetooth OFF on other paired devices
ConnectClip light randomly changes from magenta to yellow	Student is out of range of ConnectClip	When student is back in range, press multi-button for 3 seconds to get back into Remote Microphone mode
	Velox™ platform Opn BTE hearing aid needs Firmware update	Opn 1, 2, 3 BTE PP needs to be Firmware 6.0. Contact hearing care professional
	Genie 2 error	Delete ConnectClip pairing in Genie 2 and re-pair

Indicator Light Overview

EduMic

Power indicator		Description
○	White	Start-up
●	Green	Fully charged
●	Flashing yellow	Charging
●	Flashing red	Battery low

Status Indicator		Description
●	Flashing blue	Pairing in progress
○	White	Start-up
●	Green	ON/Microphone mode
●	Flashing green	Mute in microphone mode
●	Yellow	Jack/FM mode
●	Flashing yellow	Mute in jack/FM mode
●	Red	Pairings cleared
●	Magenta	Telecoil mode
●	Flashing magenta	Mute in telecoil mode

ConnectClip

Power indicator		Description
●	Steady red	Low battery
●	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

Status Indicator		Description
●	Flashing yellow	Searching for hearing aids
●	Steady yellow	Hearing aids connected. Not connected to a phone
●	Flashing blue	Searching for mobile phone (pairing)
●	Steady blue	Connected to a mobile phone
●	Steady green	On a call
●	Flashing green	Incoming call
●	Steady orange	Streaming music
●	Steady magenta	Remote microphone mode
●	Flashing magenta	Remote microphone reconnecting
●	Steady Gray	Paired to BTDB800 Bluetooth® USB dongle

20-67423 15500-113/08.20



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