

Frequently asked questions to
Oticon ConnectClip

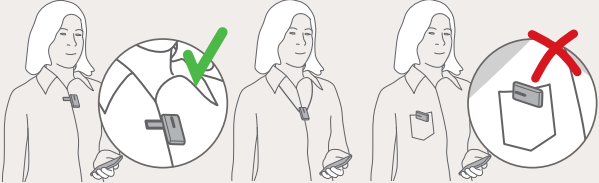


1. Pairing

Question	Answer
How many devices can ConnectClip be paired to?	ConnectClip can be paired to up to 8 Bluetooth devices.
What happens when a 9th Bluetooth device is paired to ConnectClip?	The least used device is overwritten/replaced.
How many hearing aids can ConnectClip be paired to?	ConnectClip can be paired to either one hearing aid (monaural fitting) or a set of two hearing aids (binaural fitting).
What type of Bluetooth is ConnectClip compatible with?	ConnectClip is compatible with most phones with Bluetooth 2.1 or later.
Which computers can be used with ConnectClip?	We recommend using a BTD 800 USB Bluetooth dongle with computers for a more stable connection. ConnectClip may also work with computers directly via Bluetooth, but we do not guarantee it and we are unable to support problems with this setup.
Does ConnectClip work with Oticon TV Adapters or Phone Adapter 2.0?	No. ConnectClip does not work with Oticon TV Adapters, Phone Adapter or Phone Adapter 2.0.
What sequence do I need to follow to pair a set of hearing aids to ConnectClip?	We recommend pairing the hearing aids with ConnectClip first. Then pair ConnectClip with other devices such as mobile phone. See Instructions for Use (IFU) booklet for further details.
ConnectClip is paired with two hearing aids but sound is only coming from one hearing aid when using ConnectClip. What should I do?	Check batteries in hearing aids. Pair ConnectClip and hearing aids again (as per IFU booklet). Make sure that hearing aids are placed right next to ConnectClip (less than 8 inches apart). It is a good idea to switch off Bluetooth in the mobile phone during this process.
If one set of hearing aids is already paired to ConnectClip, how can I pair a second set?	Only one set of hearing aids can be paired to ConnectClip at a time (either a monaural hearing aid or a binaural pair of hearing aids). To pair another set of hearing aids to ConnectClip, repeat ConnectClip/hearing aid pairing process as described in the IFU.

<p>Can my client delete Bluetooth device pairings (e.g. mobile phone)?</p>	<p>Yes. To delete Bluetooth pairings using ConnectClip, your client can press and hold the multi-button, volume up and volume down buttons for 10 seconds to clear all Bluetooth pairings.</p>
<p>Can I delete the pairing between ConnectClip and the hearing aid?</p>	<p>Yes, in the 'Save & Exit' screen in Genie 2 2017.2. If instruments and ConnectClip need to be paired again, it must be done with the ConnectClip (outside Genie 2 session).</p>
<p>Can ConnectClip be used with other smartphones such as Windows phones?</p>	<p>ConnectClip is compatible with most mobile phones that contain Bluetooth 2.1 or higher.</p>
<p>Is the pairing between ConnectClip and hearing aids restored following a Firmware update on Opn™ hearing aids?</p>	<p>Yes, this pairing is restored automatically in Genie 2 2017.2.</p>
<p>Does performing a Firmware upgrade of Opn hearing aids erase ConnectClip and Bluetooth pairings?</p>	<p>No, performing a Firmware upgrade of Opn hearing aids does not erase Bluetooth and ConnectClip pairings.</p>
<p>How do you know if hearing aids have been paired with a ConnectClip?</p>	<p>A successful connection between ConnectClip and a set of hearing aids is indicated by a solid yellow status LED light.</p>

2. Daily use

<p>Can ConnectClip be placed on a table to use among a group of friends?</p>	<p>Yes, this is possible but it is not the intended or recommended use. ConnectClip is optimized for 1-to-1 use, so the effectiveness of table placement will depend on the environment, competing noise and where the other speakers are located.</p>
<p>How close does the microphone need to be to a speaker's mouth?</p>	<p>We recommend wearing ConnectClip as shown in the Instructions for Use (IFU) booklet, ideally 8-10 inches from, and pointing towards the speaker's mouth.</p> 
<p>Is it possible to select if the hearing aid microphones can be on or off for certain modes?</p>	<p>In Genie 2 it is possible to adjust the level of the hearing aid microphones relative to the streamed signal (e.g. remote microphone) in the Accessories panel.</p>
<p>While streaming music, what happens if the volume is changed on ConnectClip?</p>	<p>The volume control buttons on ConnectClip will adjust both the hearing aid mic level and streamed signal level in the hearing aid simultaneously.</p>
<p>Can remote microphone mode be accessed using the pushbutton on the hearing aid?</p>	<p>Yes, the remote microphone program is added automatically to the hearing aid program cycle when it is paired with ConnectClip. Remote microphone mode can be accessed by pushing the program button on the hearing aid, or by pressing the multi-button on ConnectClip for 3 seconds (Status LED: Magenta).</p>
<p>What happens if the hearing aid microphones are muted while ConnectClip is in remote microphone mode?</p>	<p>Your client will only hear the audio stream from ConnectClip.</p>
<p>Does the lanyard have adjustable lengths?</p>	<p>The lanyard for ConnectClip is not adjustable, but it comes with two fixed length options.</p>
<p>Is it possible to change hearing aid programs with ConnectClip?</p>	<p>Yes, ConnectClip doubles as a remote control for the hearing aids when it is not streaming sound. The ConnectClip allows for control of hearing aid volume up or down, program change, and muting the hearing aid mics. Please refer to the IFU for more details.</p>

3. Remote microphone

When in remote microphone mode, are the hearing aid microphones still active?	Yes, the hearing aid microphones are still active (unless the user mutes them through the ON App or the ConnectClip).
When streaming sound/music, can the hearing aid microphones be turned on/off?	<p>Yes, the hearing aid microphones can be muted when streaming sound.</p> <p><i>To mute the hearing aid mic(s):</i> On ConnectClip, press the volume down button for 3 seconds, until the power indicator flashes green once.</p> <p><i>To unmute:</i> Press the volume up or volume down button.</p> <p>Note: The hearing aid wearer may be cut off from other nearby sounds such as people speaking, so we only recommend doing this in special situations.</p>
How do I change from remote microphone mode to streaming mode?	To switch from remote microphone mode to streaming mode, press and hold the multi-button for 3 seconds, to stop the signal from the remote microphone. The hearing aids will return to their initial program (P1) and the ConnectClip status indicator will change to steady Yellow or Blue.

4. Priority

What takes priority if ConnectClip is connected/paired to several Bluetooth devices?	ConnectClip can be paired with up to 8 devices but can only be connected to one device at any given time. The first connected device has priority.
If ConnectClip is connected to several Bluetooth devices, how can you choose between them?	Turn off any device you do not want to be connected with or switch off Bluetooth in the devices you do not want to be connected with.
Can calls be received when using ConnectClip as a remote microphone?	No, calls cannot be received when ConnectClip is in remote microphone mode because in that mode, the connection between ConnectClip and the phone is closed. However, calls will still be allowed to come in directly on a smartphone – iPhone or Android – that has been paired with ConnectClip.

Can calls be received from the same smartphone when streaming music through ConnectClip?	Yes, calls can be received from a smartphone paired to ConnectClip that is streaming music. In this case, the call will override the music, and the end-user has the option to answer the call or reject it and continue streaming audio.
Can my client answer calls directly on their smartphone and choose to not stream calls through ConnectClip?	To do this select audio route on the smartphone. How this is done will vary based on the phone manufacturer.
What happens if an iPhone rings while the user is streaming music to ConnectClip from another device? What takes priority?	If the iPhone is paired directly with the hearing aids, the iPhone call will interrupt the music streaming from ConnectClip (Made for iPhone (MFI) connection has priority when listening to music).
Can the volume of a streamed signal in remote microphone mode be changed?	Yes. The volume control buttons on ConnectClip will adjust the volume levels on both the hearing aid microphone and streamed remote signal together. To change the volume of the streamed signal in remote mic mode separately, use the ON App.
Is it possible to stream audio or make a phone call when ConnectClip is in remote microphone mode?	No. When using ConnectClip in remote microphone mode there will be no connection to the mobile phone. The user would need to disengage from remote mic mode by pressing the multi-button for 3 seconds; the hearing aid will return to P1 and ConnectClip status will turn Yellow (connected to hearing aids) or Blue (connected to mobile phone).

5. Range

What is the range between ConnectClip and hearing aids when used as a wireless headset?	Up to a maximum of 6 feet*.
What is the range between hearing aids and ConnectClip when ConnectClip is used as a remote microphone?	The range between a set of hearing aids and ConnectClip when used as a remote microphone is up to 65 feet*.
What is the range between a Bluetooth device and ConnectClip when ConnectClip is used as wireless headset?	The range between ConnectClip and a Bluetooth device, like a mobile phone, is up to 33 feet*.

What is the range between the hearing aids and ConnectClip when it's used as a remote control?	As a remote control, the maximum distance between ConnectClip & hearing aids is 6 feet*.
What is the range between ConnectClip and devices with BT 800 USB dongle?	The range between ConnectClip and devices with BT 800 USB dongle is up to 33 feet*.
Does the ConnectClip range differ in indoors versus outdoor environments?	The range will vary depending on the surrounding materials. The maximum range will be available indoors with no obstructions, in a room which reflects the radio waves. In the remote microphone mode, the range is up to 65 feet in an ideal environment*.
What happens if ConnectClip is out of range from hearing instruments?	ConnectClip will power off if hearing aids are out of range for more than 30 minutes. If connection is lost in remote microphone mode, the hearing instruments will return to P1 after 90 seconds. If hearing instruments were in another program (e.g., P2) and out of range, they will stay in that program (e.g., P2) after 90 seconds.

*Note that other 2.4GHz equipment - such as WiFi routers and other Bluetooth devices - may interfere with or reduce the range and reduce sound quality.

6. Indicators

Do the LED lights dim as the power drains?	No, low battery on ConnectClip is indicated by the status light flashing red.
Do the LED lights fade over time, i.e., will red start to look orange?	No, they should not fade or change color over time.
Does the LED brightness change when in use?	LED will decrease in intensity when in idle (after 10 seconds when not in use) and back to 100% shortly when in use.
Are there any audible indicators in the hearing aids when ConnectClip is used?	The following audible indicators can be heard: <ul style="list-style-type: none"> • Ringing tones for an incoming call in hearing aid • A confirmation beep when switching to remote mic program • Confirmation beeps for volume adjustments
Can these beeps be changed/ removed (e.g. can volume change confirmation beeps be silenced?)	Beeps are determined by the hearing aid and configurable in the 'Buttons & indicators' panel in Genie 2 2017.2. ConnectClip ring tones can also be configured in Genie 2 2017.2.

7. Battery

What is the battery lifetime of ConnectClip?	The battery total life expectancy is at least 2 years based on daily charging, with 80% battery capacity remaining after 720 charge/re-charge cycles.
Can the battery be replaced?	The battery can only be replaced by sending in the ConnectClip to Oticon's Repair Dept. It cannot be replaced by the hearing care provider.
What is the full charging time for ConnectClip battery to go from 0% to 100% charge?	2 hours.
Can ConnectClip be left charging overnight?	Yes.
How many hours can ConnectClip be used for streaming and/or in remote microphone mode per day?	Typical daily use is 16 hours: 4 hours streaming (e.g. 2 hours audio streaming + 2 hours phone) + 12 hours standby. Or 36 hours standby (turned on, no streaming). If used in the remote mic mode only, the battery life is up to 8.5 hours.
Does using ConnectClip affect the daily battery life of hearing aid?	Yes, especially during audio streaming. It may reduce daily battery life of hearing aid by 2 to 3 hours (it depends on many factors e.g., type of hearing aid, amplification strategy, etc.).
Does ConnectClip influence battery drain on a mobile phone?	Yes. This is the same drain as from other Bluetooth devices.
What kind of battery is inside ConnectClip?	ConnectClip contains a Lithium Ion battery.

8. Charging

Is there a difference in charging time when using the USB cable versus the power supply?	It depends on the device you are charging from. We always recommend to use the provided wall charger.
Can my client plug the USB cable provided into a phone charger USB plug?	Yes, it is possible to plug the USB cable into a phone charger USB plug. We recommend using the charger provided.
Can ConnectClip be plugged into the USB outlet on a PC?	Yes, any standard USB connection can be used for charging ConnectClip. Note however that some PCs/Laptops will shut off USB power when in idle mode.
Can ConnectClip be left plugged in for a few days if not in use?	Yes, it can be left plugged in when not in use. We recommend to unplug if fully charged and not in use.
How long will ConnectClip hold the charge if unplugged and unused for several or more days?	The capacity for the battery is several months if ConnectClip is not turned on.

9. Technology

Does ConnectClip use the same noise reduction as in the ConnectLine microphone?	No, ConnectClip has a new noise reduction system, based on OpenSound Navigator™.
Which Firmware version do Opn hearing aids need to work with ConnectClip?	Oticon Opn hearing aids require Firmware version 5.0 or later.
What is the bandwidth of remote microphone signal?	The bandwidth of remote microphone signal is up to 9kHz depending on the hearing instrument.
If ConnectClip is used with an iPhone, is this the profile headset or hands-free?	In this case, the profile is hands-free. Same for other compatible smartphones.

10. Oticon ON App

Can ConnectClip be used with the Oticon ON App?	Yes, the Oticon ON App can be used to adjust the volume of the streaming signal and hearing aid when ConnectClip is in remote microphone mode.
If streaming from a smartphone paired with ConnectClip, can the hearing aids be controlled with Oticon ON App from another device (e.g., another mobile phone or iPad)?	Yes, if the other device has the ON App downloaded, and is paired and connected directly with the hearing aid (iOS and Android only).
When using ConnectClip as a remote microphone, can my client adjust the remote microphone volume and the hearing aid microphones separately via the Oticon ON App?	Yes, both levels can be adjusted separately using Oticon ON App.

11. Genie 2

What adjustments can be made in Genie 2 relating to ConnectClip?	You can adjust the settings in hearing aids for when streaming a call with ConnectClip and when using ConnectClip as a remote microphone. See 'Accessories' in 'End fitting'.
Which version of Genie is compatible with ConnectClip?	Genie 2 2017.2 and later.
Under 'Buttons & Indicators' for ConnectClip, on the ring tone demo page in Genie there are 3 options: Mobile, Landline, and BT800 USB. What are these inputs?	Mobile covers calls from a cell phone. BT800 USB covers calls that are routed through the BT800 Bluetooth dongle connection, such as Skype, a computer-based softphone or other phone/video phone apps. Landline inputs are not currently supported with the ConnectClip from 17.2 until further notice.

12. Compatibility

Does ConnectClip work with all ConnectLine products?	No, it is not compatible with ConnectLine products.
Does ConnectClip work with IFTTT?	No, but Oticon Opn hearing aids work with IFTTT.
Does ConnectClip work with all Oticon hearing aids?	No, only with models from the Oticon Opn family that have been updated to Firmware 5.0 (or higher). And only hearing aids with 2.4 GHz Twinlink Connectivity.

Note: Please refer to the Instructions for Use booklet and www.oticon.com/connectivity for more information.

13. Care and Maintenance

How does my client clean ConnectClip?	Use a soft dry cloth to clean ConnectClip. It must never be washed or immersed in water or other liquids.
Is it water resistant?	ConnectClip is not water resistant.
What is the IP rating?	ConnectClip is not currently IP rated.
Will water damage ConnectClip?	ConnectClip is not water resistant or waterproof.
Will sweat damage ConnectClip?	Exposure to a moderate level of sweat will not damage ConnectClip, as it has passed the Standard Product Requirement sweat test.
Is the clothing clip removable?	The clothing clip is not removable.

