Instructions for use

2.4 GHz

oticon
life-changing **technology**

Introduction to this booklet

This booklet gives you guidance on how to use and maintain your new ConnectClip. Please read the booklet carefully including the **Warnings** section.

This will help you get the most out of your ConnectClip. If you have additional questions about the use of ConnectClip, please contact your hearing care professional.

For your convenience, this booklet contains the below navigation bar to help you navigate easily through the different sections.

Intended use

Intended use	ConnectClip is intended as a wireless receiver and transmitter of sound between Oticon wireless hearing aids and the surrounding environment,including speech and wireless electronic audio devices. ConnectClip furthermore assists hearing aid users to control the functionality provided by their hearing aid.
Indications for use	No indications for use.
Intended user	Adults and children older than 36 months.
User environment	Indoor / Outdoor.
Contraindications	Users of active implants must pay special attention when using the device. For more information, read the warnings section.
Clinical benefits	See clinical benefits of the hearing aid.

Table of contents
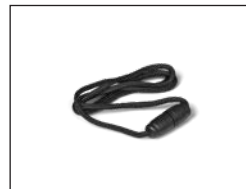
Package content

The packaging box consists of the following elements:

ConnectClip

This booklet
(Instructions for use)

Lanyard - long

Lanyard - regular

Pouch

Wall charger
(will vary from
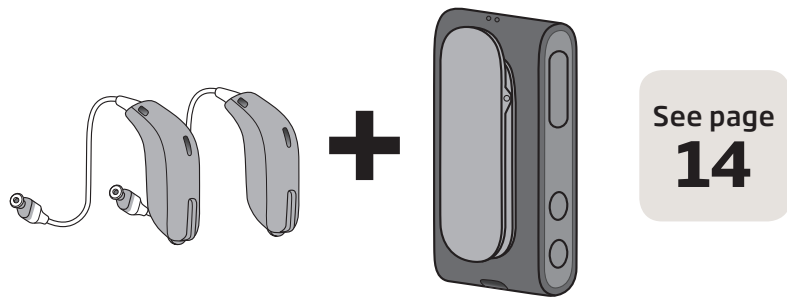country to country)

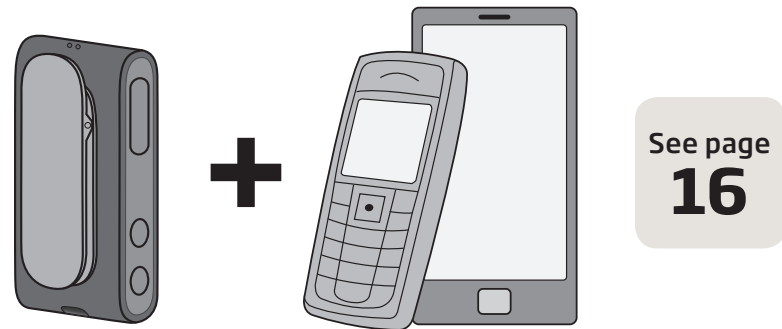USB charger cable

Protective skin

Getting started

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

Pair hearing aid with ConnectClip

+

See page
14

Pair ConnectClip with mobile

+

See page
16

ConnectClip overview - main functions

Microphones

Multi button
- ON/OFF
- Answer phone
- Mode selector

Volume buttons
- Up
- Down
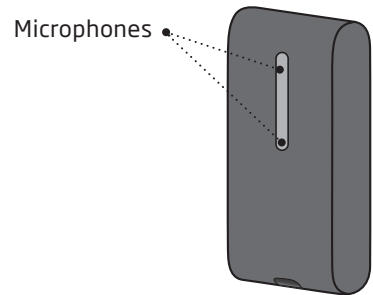
Front

Back

Status indicator

Power indicator

Clip for wearing ConnectClip

Charging socket (Micro USB)

Indicator overview

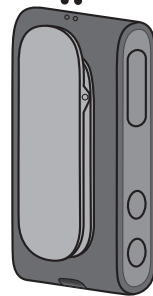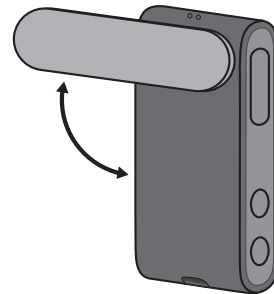| Status indicator		Description
◑	Blinking yellow	Searching for hearing aids
●	Steady yellow	Inactive. Hearing aids connected. Not connected to a mobile phone.
◑	Blinking blue	Searching for a mobile phone (pairing)
●	Steady blue	Paired with a mobile phone
●	Steady green	In a call. Headset or mobile phone.
◑	Blinking green	Incoming call
●	Steady orange	Music; mobile phone
●	Steady magenta	Remote microphone mode

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

Pair hearing aids with ConnectClip

1. **Ensure ConnectClip is powered off**
   Press and hold multi button for about
   6 seconds until **power indicator OFF** ●

2. **Set hearing aids in pairing mode**
   Restart the hearing aids to activate pairing mode.
   See how to turn hearing aids ON and OFF
   in the hearing aid Instructions for use.

3. **The hearing aids is ready**
   for connection with ConnectClip.
   You have 3 minutes to complete the pairing.

4. **Turn ON ConnectClip**
   Press and hold the multi button for about 3 seconds
   until the power indicator is STEADY GREEN ●
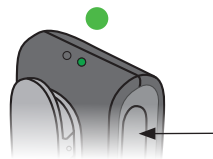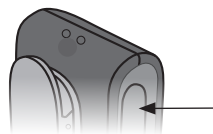
5. **ConnectClip searches for
   your hearing aids**
   Status indicator BLINKING YELLOW ◑
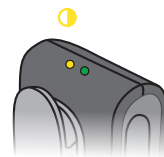
6. **Place ConnectClip and both
   hearing aids close to each
   other** (max distance 20cms)

   20 cm
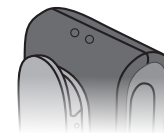
7. **Connection established with
   hearing aids,** the status indicator
   is STEADY YELLOW ●

Pair mobile phone with ConnectClip
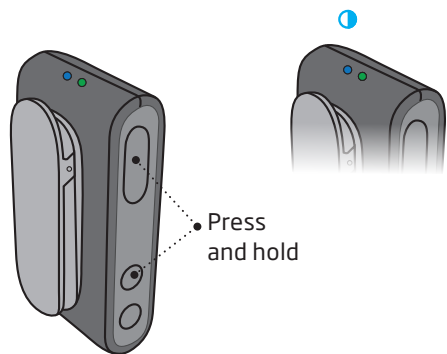
Place ConnectClip in pairing mode
Press and hold the multi button AND volume up button at the same time for about 6 seconds until the status indicator is BLINKING BLUE ◑

ConnectClip will be in pairing mode for about 3 minutes.

Press and hold
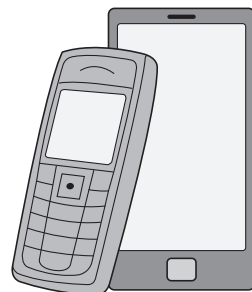
Enable pairing on mobile phone
Turn on Bluetooth. Search for and pair with ConnectClip.

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, the status indicator is STEADY BLUE ●

Turn ConnectClip ON and OFF

ON 🟢
Press and hold multi button for about 3 seconds until the power indicator is STEADY GREEN.
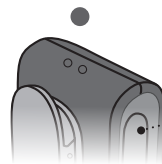
OFF ⚫
Press and hold multi button for about 6 seconds until the power indicator is OFF.

Use	Capacity
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 microphone	Up to 5 hours
Phone calls	Up to 6 hours

IMPORTANT NOTICE

Use a soft, damp cloth to clean ConnectClip. It must never be washed or immersed in water or other liquids.

Do not wear your ConnectClip while showering or participating in water activities. Do not immerse your ConnectClip in water or other liquids.

Charge ConnectClip

Low battery 🔴
With about 30 minutes remaining streaming time. The power indicator turns STEADY RED.

Charging 🟢
Connect the enclosed charger through the micro USB connector at the bottom of ConnectClip. The power indicator is BLINKING GREEN or ORANGE.
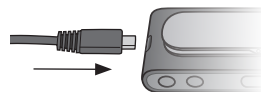
IMPORTANT NOTICE
When charging ConnectClip, use the supplied original power supply 5.0V/1A, CE and safety marked.

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 charging, the charging indicators should be lit as described in this booklet. If the charging indicators are not lit as described, disconnect the device from the charger and consult your hearing care professional.

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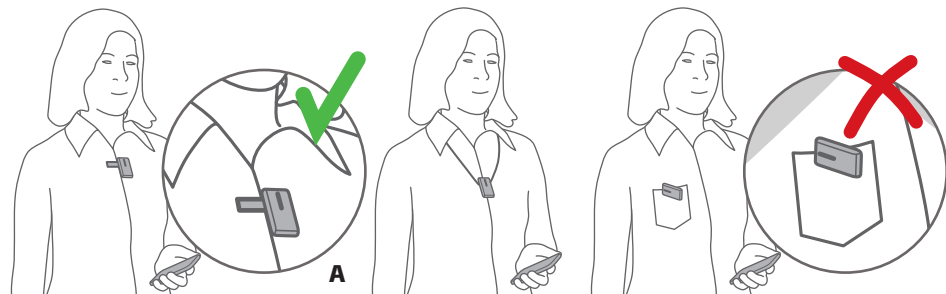
ConnectClip should be worn as indicated for best possible performance. It is important that the microphone is pointing towards your mouth (A), ensure ConnectClip is not covered by clothes etc. Maximum distance between ConnectClip and mobile phone is 10 metres.

Ensure ConnectClip is connected to the phone
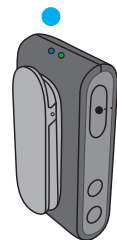
Select phone mode
Press and hold multi button for about 3 seconds to change mode. Mode change is confirmed by an audible indication in your hearing aids. The status indicator is STEADY BLUE ●

Status	Mode
🟡	Inactive. Hearing aids connected. Not connected to a mobile phone.
🔵	Connected to mobile phone
🟣	Remote microphone mode

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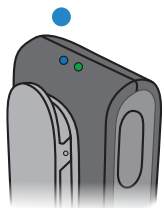
Phone connected
When ConnectClip is turned on and is within range of your mobile phone it will automatically connect to the mobile phone.

The status indicator is STEADY BLUE ●

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

The status inidcator is BLINKING GREEN ◑

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

Once the call is connected the status indicator is STEADY GREEN ●

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

The status indicator is STEADY BLUE ●

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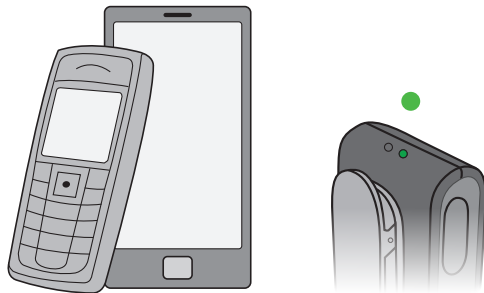
To make a call you only have to use the mobile phone. The call will automatically be connected to ConnectClip.

Once the call is connected the status indicator is 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 aids
Press and hold the volume down button for about 3 seconds to mute the hearing aids.

A short press on the volume up or down button will unmute hearing aids.

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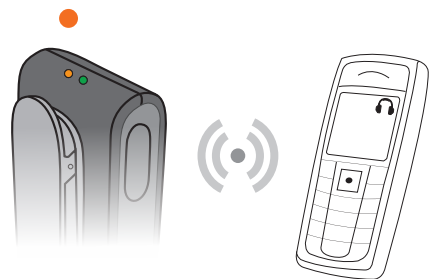
Wireless audio
If connected to a mobile phone, or other device, through Bluetooth, the music played on the phone/device will automatically be played in your hearing aids.

The status indicator is STEADY ORANGE ●

You do not need to operate anything on 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.

• Stop sound

• Volume up

• Volume down
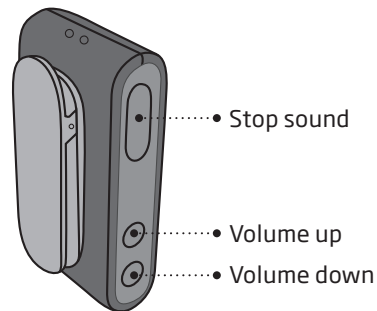
Status	Description
●	ConnectClip is turned on - and streaming music from the phone

Use ConnectClip as a remote microphone

Up to 20 meters

Remote microphone
In this mode speech from the person wearing ConnectClip will be streamed directly to your hearing aids.
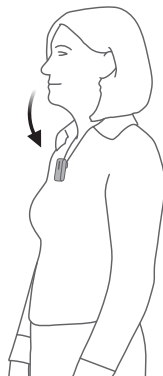
Note: Ensure that the microphone is pointing to the speaker's mouth and that it is not covered by clothes etc.

Select microphone mode

•Select microphone mode
Press and hold multi button for about 3 seconds to change mode. Mode change is confirmed by an audible indication in your hearing aids. The status indicator is STEADY MAGENTA ●

Status	Description
●	ConnectClip is turned on. Inactive. Not connected to a mobile phone.
●	Connected to mobile phone
●	ConnectClip is turned on - and in remote microphone mode

Start/stop sound from remote microphone
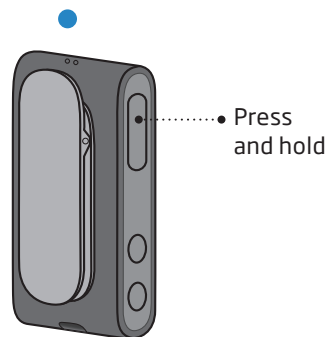
Stop sound from microphone
Press and hold multi button for about 3 seconds to stop the signal from the microphone to the hearing aids. This also switch the hearing aids back to their normal program.

The status indicator is YELLOW ● or BLUE ●

Press and hold

Adjust volume 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 the volume down button for about 3 seconds.

A short press on the volume up or down button unmutes hearing aids.

Volume up
Volume down
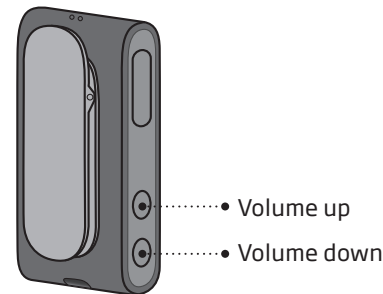
Start/stop sound from remote microphone using your hearing aids

P1 --> P2 --> TV --> Microphone
A press on the hearing aid push button will change program in the hearing aids.

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

To stop remote microphone sound change the hearing aid program.

IMPORTANT NOTICE

Please refer to your hearing aid's instructions for use for details on the functionality of your specific hearing aid.

Use ConnectClip as a remote control for hearing aids

When ConnectClip is not streaming sound it becomes a remote control for your hearing aids.
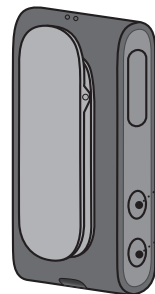
Volume up
- short press

Volume down
- short press
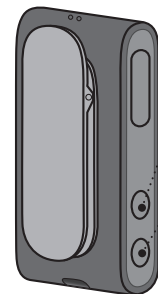
Next Program
Press and hold for 3 seconds for next program

Mute hearing aid microphones - long press
Unmute - short press on volume up or down button

Note: Maximum distance between ConnectClip and hearing aids is 2 metres.

Other features and functions

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

No calls when used as microphone
When using ConnectClip as a remote microphone - there will be no connection to the mobile phone.

Out of range - when in microphone mode
If ConnectClip is out of range of the hearing aids - the hearing aids will return to their normal program after 90 seconds.

Clear Bluetooth pairings
Press and hold the multi button, volume up or volume down button for 10 seconds to clear all Bluetooth pairings. The status indicator is BLINKING RED.

⚠ Warnings

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using you ConnectClip. Consult your hearing care professional if you experience unexpected operations or serious incidents with your ConnectClip during use or because of its use. Your hearing care professional will support you with issue handling and, if relevant, reporting to the manufacturer and/or the national authorities.

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
ConnectClip is safe to use under normal usage conditions. ConnectClip has not been tested for compliance with international standards concerning explosive environments. Therefore, do not use ConnectClip in environments with danger of explosions e.g. mines, oxygen rich environments or areas where flammable anaesthetics are handled.

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

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

Interference
ConnectClip has been thoroughly tested for interference according to the most stringent international standards. However, interference between ConnectClip 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 ConnectClip and the interfering device.

Use in traffic
Using ConnectClip can distract you. Be aware of your surroundings while using ConnectClip. Please refer to national traffic laws regarding the use of communication devices while in traffic.

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

Active implants
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, such as pacemakers and heart defibrillators.

⚠ Warnings

Rechargeable battery
Do not attempt to open 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 62368-1 or equivalent safety standards.

Connection to external equipment
The safe use of 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 62368-1 or equivalent safety standards.

Cross control
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 third party accessories
Only use accessories, transducers or cables supplied by the manufacturer. Incompatible accessories may result in reduced electromagnetic compatibility (EMC) of your device.

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 ConnectClip may in rare cases cause a skin irritation or other side effects. Please, seek consultation with a physician if these conditions occur.

Charging
To prevent potential battery damage during storage please charge ConnectClip every 6 months.

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.

Conditions of Use

Operational environment conditions	Temperature: +5°C to 40°C Humidity: 15 - 93% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa
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% relative humidity, non-condensing Atmospheric pressure: 700 hPa to 1060 hPa

International warranty

Your device is covered by an international limited warranty issued by the manufacturer for a period of 12 months from the date of delivery to you. 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. Under this warranty, the manufacturer will choose, in its sole discretion, whether to repair the device, or replace it with an equivalent model. 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 device to your hearing care professional, who may be able to sort out minor problems and adjustments immediately. Your hearing care professional can assist you to obtain warranty service from the manufacturer. Your hearing care professional may charge a fee for their services.

Technical information

Model	AC1A
GTIN	05707131379382

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. ConnectClip complies with international standards concerning radio transmitters, electromagnetic compatibility and human exposure.

Due to the limited space available on ConnectClip, relevant approval markings can be found in this booklet.

For body-worn operation, this device meets FCC and IC RF exposure limits and has been tested while in contact with the human body. The device must not be co-located or used in conjunction with any other antenna or transmitter.

Additional information can be found in the Technical data sheets (TD) on www.oticon.global.

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,

2. and this device must accept any interference received, including interference that may cause undesired operation.

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

The manufacturer declares that this ConnectClip is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.

This medical device complies with Medical Device Regulation (EU) 2017/745.

Declaration of Conformity is available from the manufacturer.

SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
Denmark

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

Complies with IMDA Standards DA103820

Bluetooth®

Description of symbols and abbreviation 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 Regulations 2017/745 and 2017/746.
CE	**CE mark** The device complies with all required EU regulations and directives.
	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®	**Bluetooth logo** Registered trademark of Bluetooth SIG, Inc. where any use of such requires a license.
⧈	**Double insulation** The power supply is double insulated. This means a very low risk of single fault failures.
⌂	**Indoor use** For indoor use only.

Description of symbols and abbreviation used in this booklet	
GTIN	**Global Trade Item Number** A globally unique 14-digit number used to identify medical device products including medical device software. GTIN in this booklet is related to medical device firmware. GTIN on regulatory packaging label is related to medical device hardware.
Complies with IMDA Standards DA103820	**Singapore IMDA label** The device complies with the standards and specification published by Info-Communications Media Development Authority (IMDA) and is compatible with the public telecommunication networks in Singapore and does not cause radio frequency interference to other authorized radio-communication networks.

Description of additional symbols used on labels	
MD	**Medical Device** The device is a medical device.
☂	**Keep dry** Indicates a medical device that needs to be protected from moisture.
⊙	**Caution symbol** Consult instructions for use for warnings and cautions.
REF	**Catalogue number** Indicates the manufacturer's catalogue number so that the medical device can be identified.
SN	**Serial number** Indicates the manufacturer's serial number so that a specific medical device can be identified.
♻ Li-ion	**Battery recycling symbol** Li-Ion Battery recycling symbol.
5.0V ⎓ 200mA	**Power supply outlet** Indicates the rate at which power is sent from the outlet to your electrical device.
I C A S A	**South Africa ICASA label** The device has license to be sold in South Africa.
⊜ Ⓡ	**Japan TELEC symbol** Mark for certified radio equipment.
●ANATEL	**Brazil ANATEL label** The device is certified and homologated in Brazil.

214686UK / 2020.02.21

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