

**Frequently asked questions to**  
Oticon ConnectClip



## Priority

Question	Answer
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 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 when ConnectClip is in remote mic mode, the connection between ConnectClip and the phone is closed. However, calls will still be allowed to come in directly on a smartphone 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 not stream call through ConnectClip?	To do this select audio route on smartphone. How this is done will vary based on phone vendor.
What happens if an iPhone rings while 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 (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 keys on ConnectClip will adjust the volume levels on both the hearing aid microphone and streamed signal.
Is it possible to stream audio or make a phone call or when ConnectClip is in remote microphone mode?	No. When using ConnectClip in remote microphone mode there will be no connection to the mobile phone.

## Pairing

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 BT-D 800 USB dongle with computers for a more stable connection. It might also work with the computers directly, but we do not guarantee it and we don't 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 with the hearing aids with ConnectClip first. Then pair ConnectClip with other devices such as mobile phone. See IFU 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 instructions for use manual). Make sure that hearing aids are placed right next to ConnectClip (less than 20cm). 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 a 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 /HI pairing process as described in the IFU.

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

## Battery

What is the battery lifetime of ConnectClip?	720 charge cycles.
Can the battery be replaced?	Yes, the battery can be replaced by your Oticon service provider.
What is the full charging time for ConnectClip battery to go from 0% to 100% charge?	2 hours.

Can ConnectClip be left charging over night?	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 stand by (turned on, no streaming).
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).
Does ConnectClip influence battery drain on a mobile phone?	Yes. This is the same as drain from other Bluetooth Devices.
What kind of battery is inside ConnectClip?	ConnectClip contains a Lithium Ion battery.

## 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 charger.
Can my client plug the USB cable provided into a phone charger USB plug?	Yes, it is possible 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 it be left plugged in for a few days if not in use?	Yes, it can be left plugged in for when not in use. We recommend to un-plug if fully charged and not in use.

How long will it 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.
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## ON app

Can ConnectClip be used with the Oticon ON App?	Yes, the OticonON 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 hearing aids be controlled with Oticon ON App using another device (e.g another mobile or iPad)?	Yes, if the other device is paired and connected directly with the hearing aid (iOS and Android only).
When using ConnectClip as 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 regulated using Oticon ON App.

## Genie 2

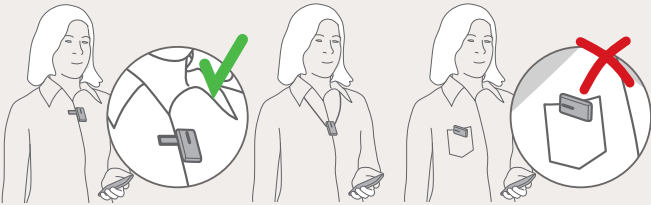
What adjustments can be made in Genie 2 relating to ConnectClip?	You can adjust the settings in hearing aids for when streaming a call with ConnectClip and when using ConnectClip as a remote microphone. See 'accessories' in 'end fitting'.
Which version of Genie is compatible with ConnectClip?	Genie 2   2017.2 and later.

## Range

What is the advised range between ConnectClip and hearing aids?	We recommend wearing ConnectClip as indicated in IFU so it is close to the hearing aids. See below questions for specific scenarios.
What is the range between ConnectClip and hearing aids when used as a wireless headset?	Up to a maximum of 2 meters*.
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 20meters.*
What is the range between a Bluetooth device and ConnectClip when ConnectClip is used as wireless headset?	The range between ConnectClip and devices with BT4.0 USB dongle is up to 10m in order to ensure a steady connection.
What is the range between ConnectClip and devices with BT4.0 USB dongle?	The range between ConnectClip and devices with BT4.0 USB dongle is up to 10 meters*.
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 microphone mode, the range is up to 20 meters 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 programme (e.g. P2) and out of range, they will stay in that programme (e.g. P2) after 90 seconds.

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

## 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 use). ConnectClip is optimised for 1:1 use, so the effectiveness of such a setup 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 manual (e.g. close to and pointing towards 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) on the Accessories pane.</p>
<p>While streaming music what happens if volume is changed on ConnectClip?</p>	<p>The volume control keys on ConnectClip will adjust both the hearing aid mic level and streamed signal level in the hearing aid.</p>
<p>Can remote microphone mode be accessed using pushbutton on hearing aid?</p>	<p>Yes, the remote microphone programme is added to the hearing aid program cycle when it is paired with ConnectClip. Remote microphone mode can be accessed by pushing programme button on hearing aid or ConnectClip.</p>
<p>What happens 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>Will lanyard have adjustable lengths?</p>	<p>The lanyard for ConnectClip will not be adjustable, but will instead come with two fixed length options.</p>
<p>Is it possible to change hearing aid programs with ConnectClip?</p>	<p>Yes, ConnectClip doubles as remote control, please refer to IFU.</p>



## 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 water proof.
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.

## Remote microphone

When in remote microphone mode, are hearing aid microphones still active?	Yes, the hearing aid are still active (unless they user mutes them).
When streaming sound/music, can the hearing aid microphones be turned on/off?	Yes, the hearing aid microphones can be muted when streaming sound (see IFU).
How do I change from remote microphone mode to streaming mode?	To switch from remote microphone mode to streaming mode, long press the main button/multi-button (i.e approx. 3 seconds) and hearing aids will return to initial programme. See IFU.

## 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?	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 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.

## 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 colour 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"> <li>• Ringing tones for an incoming call in hearing aid</li> <li>• A confirmation beep when switching to remote mic program</li> <li>• Confirmation beeps for volume adjustments</li> </ul>
Can these beeps be changed/ removed (e.g. can volume changes beeps silenced)?	Beeps are determined by the hearing aid and configurable to buttons & indicators section in Genie 2   2017.2. ConnectClip ring tones can also be configured in Genie 2  2017.2.

## Compatibility

Does ConnectClip work with all ConnectLine products?	No, it is not compatible with ConnectLine products.
Does ConnectClip work with IFTTT?	No, but Opn hearing aid works with IFTTT.
Does ConnectClip work with all Oticon hearing aids?	No, only with models from the Oticon Opn family with firmware 5.0 or higher. And only hearing aids with 2.4 GHz Twinlink Connectivity.

Note: Please refer to the instructions for use manual and [www.oticon/connectivity](http://www.oticon/connectivity) for more information.



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