

## Phone Adapter 2.0



Instructions for use

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## Using the ConnectLine phone adapter

The landline phone solution supports both incoming and outgoing phone calls. During a phone call the hearing aids are used as headsets and the microphone, on the Streamer or on the ConnectClip, enables hands-free operation.

This part of the guide is the “Instructions for Use”, and it explains how the Streamer or ConnectClip is used for phone conversations. Begin by ensuring that the phone adapter is correctly installed as described in the “Installation Guide”.

To use the phone adapter, the Streamer or ConnectClip and phone adapter must be wirelessly connected to each other. This connection is established automatically when the Streamer and phone adapter are paired and in range. The phone adapter is connected to the Streamer or ConnectClip when the power indicator  on the phone adapter is steady blue.



## Incoming calls Streamer Pro

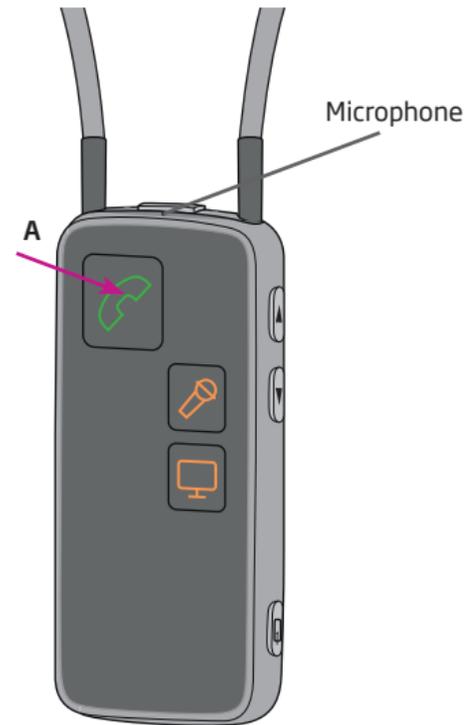
### How to answer and end a call

Make sure that you are able to speak into the Streamer's microphone.

When your landline phone rings, you will hear an incoming call alert in your hearing aids. The phone indicator on the phone adapter will blink green and at the same time the phone button on the Streamer and the status indicator will blink green.

Press the phone button on the Streamer briefly (A) to answer the call. You will hear a small confirmation beep in your hearing aids. The phone button and status indicator on the Streamer and the phone indicator on the phone adapter will now be steady green.

To end the call, simply press the phone button on the Streamer briefly and the green phone button on the Streamer turns off.



## Receiving a call Streamer Pro

Streamer Pro top status	Streamer Pro front	Phone adapter	Description
			Streamer and phone adapter connected
			Phone ringing: Phone indicator and Streamer Pro top status blink green. You will hear an incoming call notification in your aids.
			When the call is connected, you will hear a beep acknowledging that the call is answered - you are now able to listen and talk to the other party.

 Steady  Blinking

## Outgoing call Streamer Pro

### How to make a call

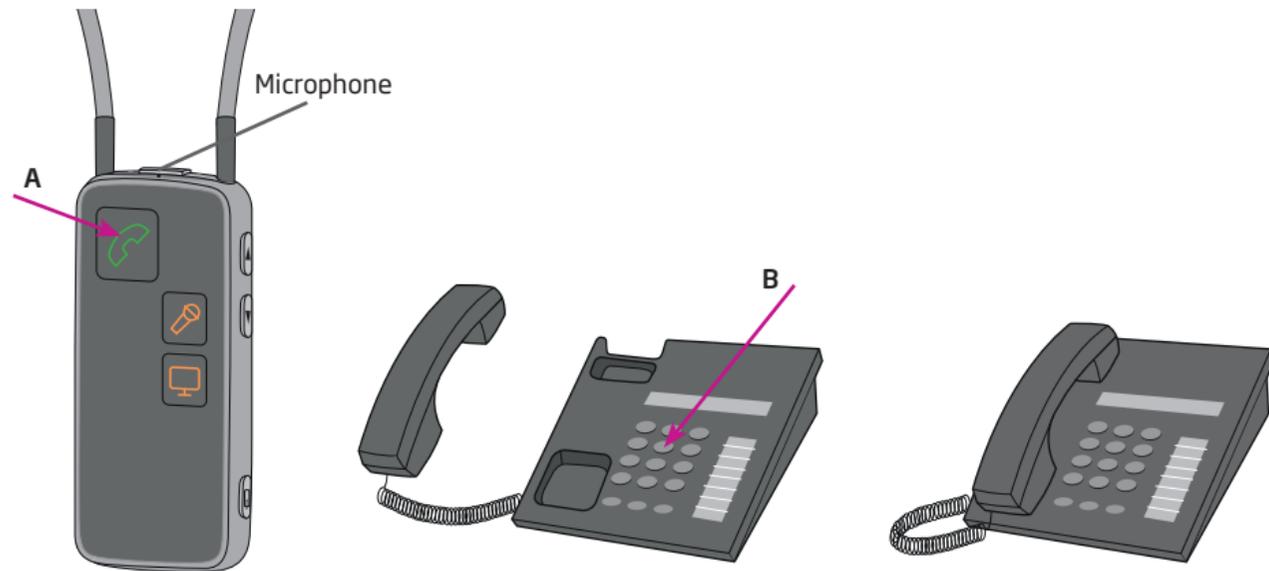
Make sure that you are able to speak into the Streamer's microphone.

1. To make a call **press the Streamer's phone button briefly (A)**. The hook is now off and you will hear a dial tone in the hearing aids. The phone button on the Streamer and phone indicator on the phone adapter will turn steady green.
2. **Pick up the handset** on your landline phone (or press "Call" on the portable phone) and **dial the phone number (B)** as you normally do to make a call.
3. After a short while you will hear the call tone in your hearing aids indicating that the call is now connected through your Streamer and hearing aids.

You can now **put the handset back on** (or press "end call" on the portable phone).

To end the call, simply press the phone button on the Streamer briefly.

\* Note: Make sure to put the handset correctly back on the phone - otherwise the phone line will block for incoming calls.



Making a call			
Streamer Pro top status	Streamer Pro front	Phone adapter	Description
			Streamer and phone adapter are connected
			Press the Streamer's phone button briefly and you will hear a dial tone in the hearing aids

 Steady  Blinking

## Incoming calls ConnectClip

### How to make a call

Make sure that you are able to speak into the ConnectClips microphone (A).

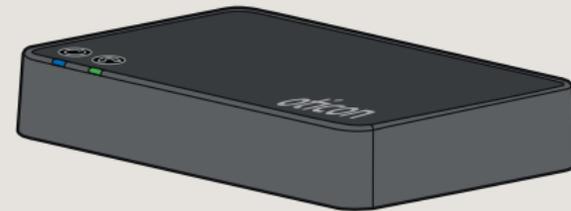
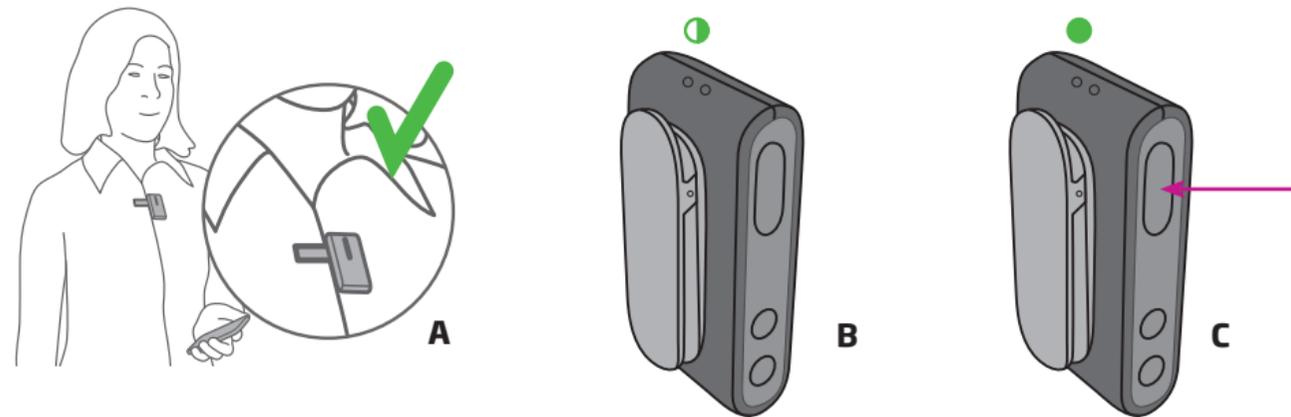
When your landline phone rings, you will hear an incoming call alert in your hearing aids. The phone indicator on the phone adapter will blink green and at the same time **the status indicator on the ConnectClip will blink green (B).**

**Press the multibutton on the ConnectClip briefly (C)** to answer the call. You will hear a small confirmation beep in your hearing aids. The status indicator on the ConnectClip and the phone indicator on the phone adapter will now be steady green.

To end the call, simply press the multibutton on the ConnectClip briefly and the status indicator turns blue.

### IMPORTANT NOTICE

The ConnectClip can only be paired to one device at a time.  
See page 20 in the installation guide for pairing instructions.



### Receiving a call ConnectClip

ConnectClip Status	ConnectClip Power	Phone adapter	Description
		 	ConnectClip and phone adapter are connected
		 	Phone ringing: Phone indicator and ConnectClip status blinks green. You will hear an incoming call notification in your aids.
		 	When the call is connected, you will hear a beep acknowledging that the call is answered - you are now able to listen and talk to the other party.

 Steady  Blinking

## Outgoing calls ConnectClip

### How to make a call

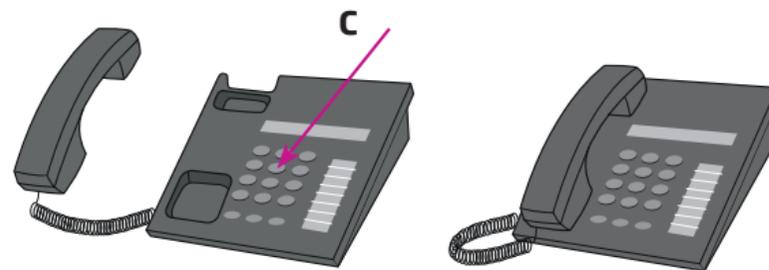
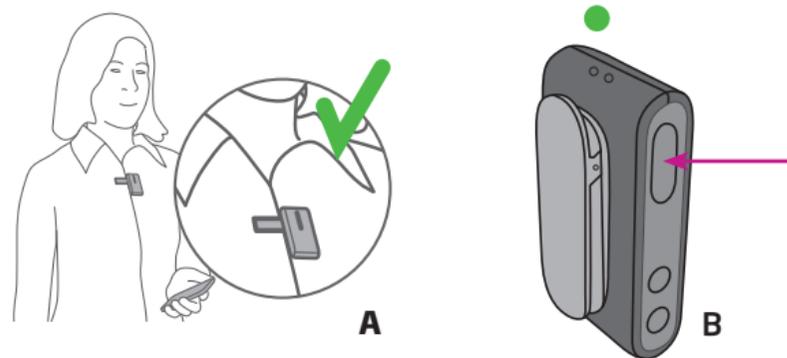
Make sure that you are able to speak into the ConnectClips microphone (A).

1. To make a call **press the ConnectClips multibutton briefly (B)**. The hook is now off and you will hear a dial tone in the hearing aids. The status indicator on the ConnectClip and the phone indicator on the phone adapter will turn steady green.
2. **Pick up the handset** on your landline phone (or press "Call" on the portable phone) and **dial the phone number (C)** as you normally do to make a call.
3. After a short while you will hear the call tone in your hearing aids indicating that the call is now connected through your ConnectClip and hearing aids.

You can now **put the handset back on** (or press "end call" on the portable phone).

To end the call, simply press the multibutton on the ConnectClip briefly.

\* Note: Make sure to put the handset correctly back on the phone - otherwise the phone line will block for incoming calls.



Making a call			
ConnectClip Status	ConnectClip Power	Phone adapter	Description
			ConnectClip and phone adapter are connected
			Press the multibutton on the ConnectClip briefly and you will hear a dial tone in the hearing aids

 Steady  Blinking

## Cleaning the Phone Adapter

Use a soft, dry cloth to clean the Phone Adapter.

### IMPORTANT NOTICE

The Phone Adapter must never be washed or immersed in water or other liquids.

For detailed user instructions on the Streamer, please refer to the Streamers Instructions for Use.

For detailed user instructions on the ConnectClip, please refer to the ConnectClips Instructions for Use

For further support or tips please check the information on [www.oticon.global/support](http://www.oticon.global/support)

### **IMPORTANT NOTICE**

Please refer to your hearing aid's Instructions for Use for details on the functionality of your specific hearing aid solution.

## **International warranty**

Your Phone Adapter 2.0 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 phone adapter to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

## Additional information

### Turn off the phone adapter

If you don't want to receive phone calls to your Streamer, turn off the phone adapter by disconnecting power. For normal use, the phone adapter uses very little power so it is not necessary to turn it off.

### Range

The phone adapter has a range of up to about 30 metres to the Streamer Pro, and up to about 20 meters to the ConnectClip depending on furniture and walls. Within this range you can make hands-free phone conversations with good sound quality (i.e. without "crackle" sound).

Normally you will be able to hear the incoming call alert in the hearing aids at a distance of up to 30-40 metres, but then you have to walk closer to the phone adapter to hear the phone partner's voice clearly. This can be useful e.g. when working in the garden.

### Volume control

Use the volume button on the Streamer or ConnectClip to adjust the phone volume level in the hearing aids. Adjust the volume by pressing up or down briefly. Repeat the brief press for further adjustments.

The phone volume level set by the Streamer is memorised. This means that next time a phone call is made, the memorised volume level will be applied. This feature is not available with the ConnectClip.

### Hear only the phone sound

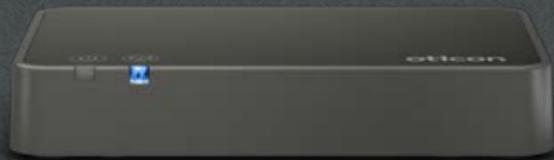
The hearing instrument microphones are turned on by default.

However, the hearing instrument microphones can be muted, allowing you to better hear the phone conversation. Press the volume down for 3 seconds (Streamer Pro and ConnectClip).

Press volume down for about 3 seconds (Streamer Pro and ConnectClip) during conversation to re-activate the hearing instrument microphones.



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Phone Adapter 2.0



Installation guide

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## Thank you

Thank you for choosing our product as your means to better hearing.

To support your efforts, we have put great care and attention into making sure that your new phone adapter has the highest quality and is easy to use and maintain.

The ConnectLine landline phone solution (phone adapter) enables you to make hands-free phone conversation in most areas of your residence.

The complete system description is documented on-line at [www.oticon.global/connectline](http://www.oticon.global/connectline). Here you will also find interactive presentations, "how to" videos and a support section with frequently asked questions.

We recommend that you read this manual carefully to achieve the maximum benefit of your new phone adapter, before you start to use it. If you have any questions on the use or maintenance of the phone adapter, please contact your hearing healthcare professional.

## Intended use

Phone Adapter 2.0 is intended to be used together with Oticon ConnectClip or Oticon Streamer Pro and Oticon wireless hearing aids.

This enables the hearing instrument user to communicate wirelessly with a phone conversation partner via a landline phone (analogue/PSTN).

## IMPORTANT NOTICE

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

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## Package content

### Phone Adapter 2.0 - what is in the box

The phone adapter box consists of the following elements:



Phone Adapter 2.0



Power supply

*(The power supply may vary from country to country)*

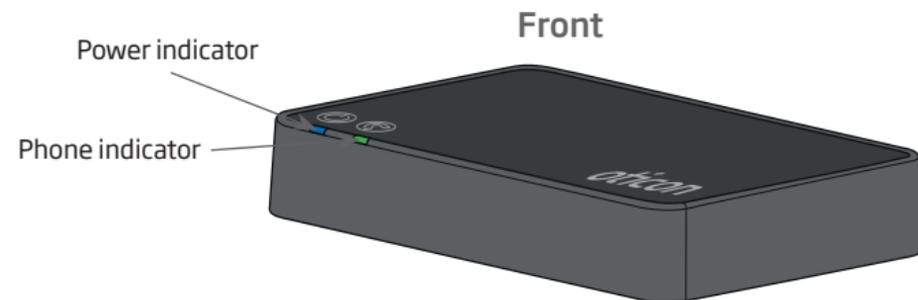


Phone cable



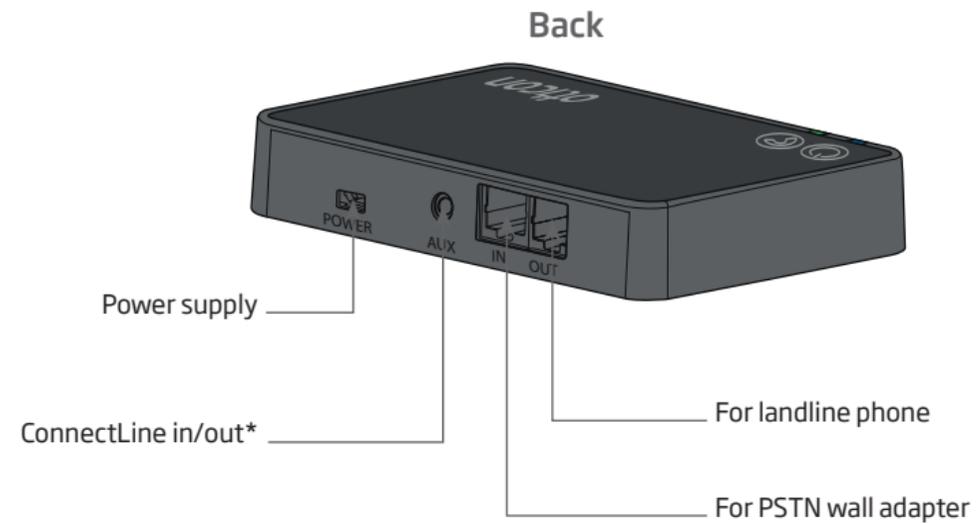
This guide (Installation guide and Instructions for Use)

## Phone adapter overview



Condition	Power indicator	Phone indicator
Power on, no connection to the Streamer		
Pairing with the Streamer		
The Streamer is wirelessly connected		
Incoming call		
Phone conversation		
Fault condition (contact your hearing care professional)		

○ No light   ● Blinking   ● Steady



\* For more information please refer to: [www.oticon.global/connectline](http://www.oticon.global/connectline)

## Warnings

You should familiarise yourself fully with the following general warnings and the entire contents of this booklet before using your Phone Adapter. Consult your hearing care professional if you experience unexpected operations or events with your phone adapter.

### **Connection to external equipment**

- The safety of the use of the phone adapter with auxiliary input cable is determined by external signal source. When the input cable is connected to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60601, IEC-60950 or equivalent safety standards.

### **Interference**

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

## Warnings

### **Fire hazards**

- The power source in your Phone Adapter 2.0 has insufficient energy to cause fire in normal usage conditions.

## Installation

### **Activating the phone adapter for the first time**

Before you can use the landline phone solution together with your hearing aids, the phone adapter must be connected to a power outlet and the public telephone line.

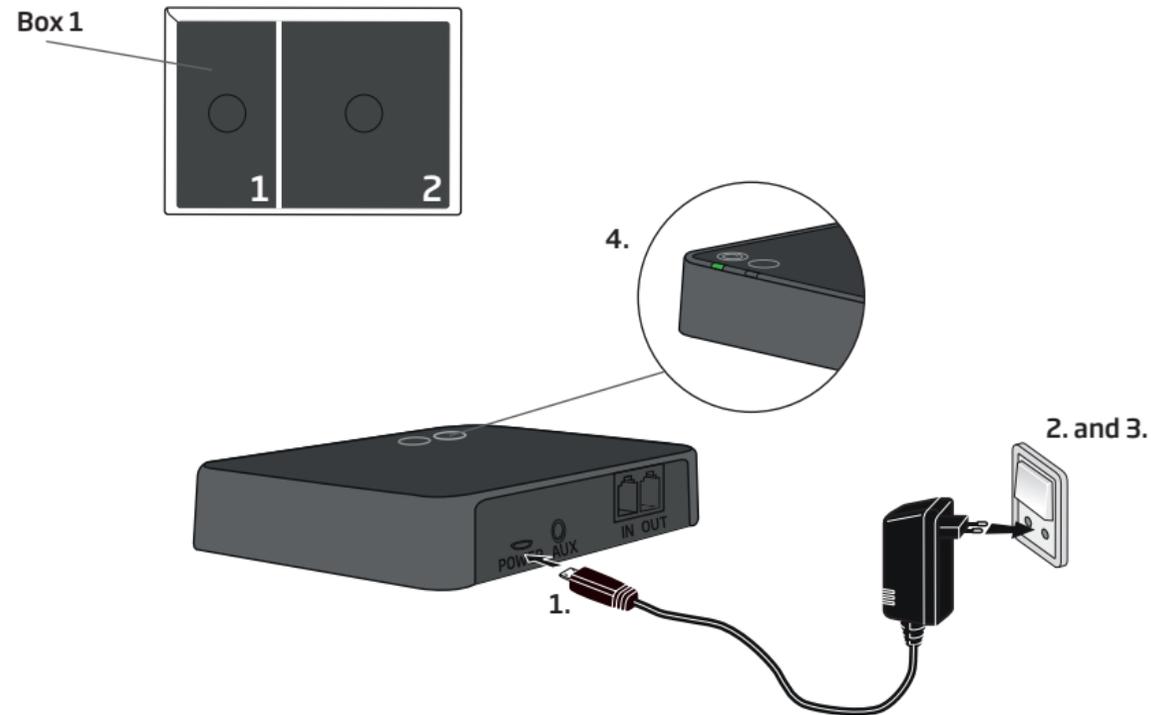
This is a step-by-step guide on how to install the phone adapter.

All needed parts for the installation are included in the package.

## Connecting the phone adapter to a power outlet

Use the power supply with USB cable from box 1

1. Plug the USB connector into the "power" connector on the phone adapter.
2. Plug the power supply into the mains wall socket or another power source.
3. Check that power is turned on.
4. After a few seconds the power indicator  on the front of the phone adapter will light up green.



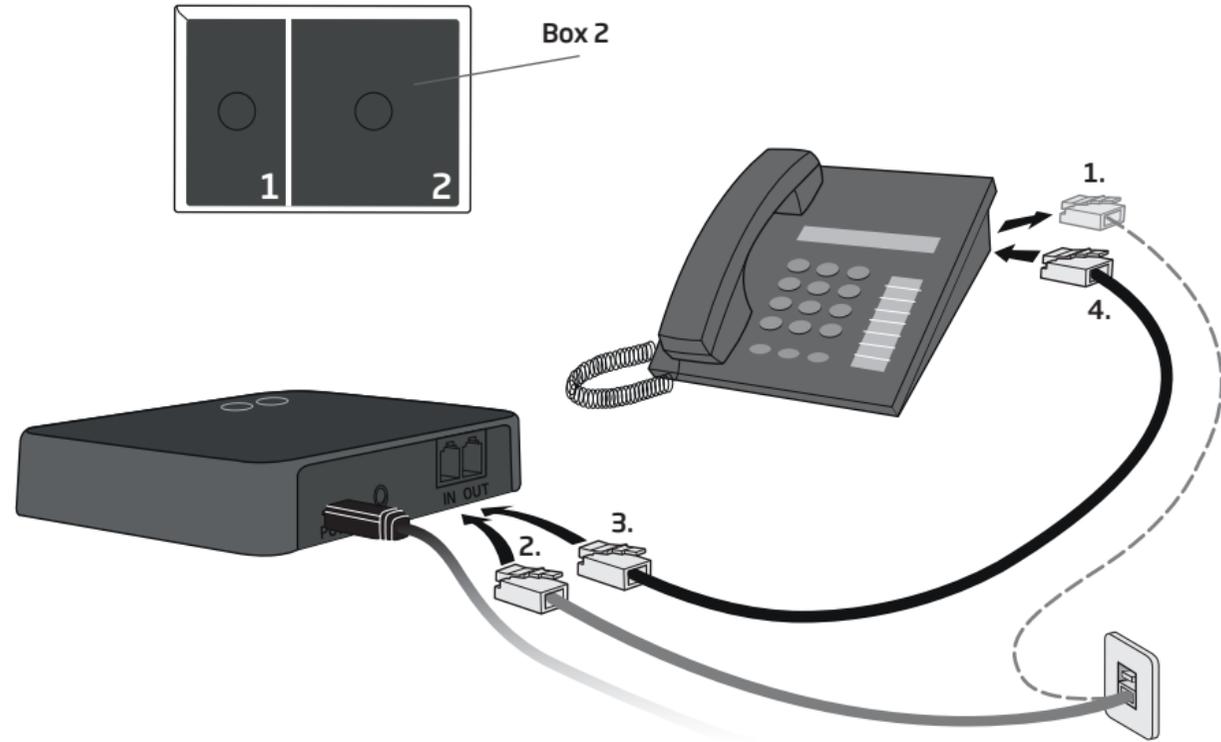
## Connecting to phone line and landline phone

Place the phone adapter in a suitable spot near your landline phone or base station.

1. Unplug the phone line from the landline phone (or base station).\*
2. Plug the phone line from the wall adapter into the phone adapter "IN" connector.
3. Plug the phone cable from box 2 in the phone adapter "OUT" connector.
4. Plug the other end of the phone cable into the landline phone (or base station).\*

Please lift off the handset from your landline phone - you should now be able to hear the dial tone from the handset speaker.

\* If your main phone or base station does not have a detachable plug for the landline connection, you should either try using an alternative phone or a technician must be contacted to complete the installation.



## Pairing Streamer Pro to the phone adapter

The very first time your Streamer is used with the phone adapter, it must be paired to the phone adapter.

For pairing:

1. Make sure the phone adapter is powered on, i.e. the power indicator is steady green.
2. Press the on/off button on the Streamer Pro (A) for 5-6 seconds until the blue light starts blinking.
3. Place the Streamer Pro on top of the phone adapter - the pairing takes around 20-60 seconds.
4. The pairing is completed when the power indicator on the phone adapter and the indicator on the Streamer turns steady blue. Pairing is done only once and will normally not have to be repeated.



Pairing Streamer Pro			
Streamer Pro top status	Streamer Pro front	Phone adapter	Description
  	-	 	Streamer and Phone adapter on
  	-	 	Streamer in pairing mode
  	-	 	Pairing complete

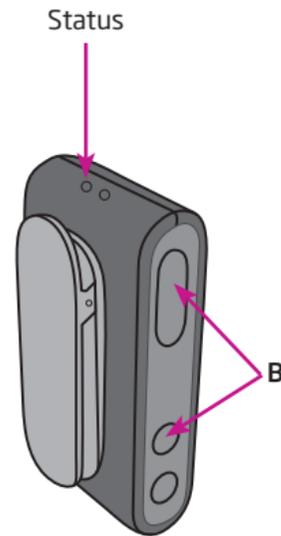
 Steady  Blinking

## Pairing the ConnectClip to the phone adapter

The very first time your ConnectClip is used with the phone adapter, it must be paired to the phone adapter.

For pairing:

1. Make sure the phone adapter is powered on, i.e. the power indicator is steady green.
2. Press the multi button AND volume up button on the ConnectClip (B) for about 6 seconds until status indicator starts blinking blue
3. Place the ConnectClip on top of the phone adapter - the pairing takes around 20-60 seconds.
4. The pairing is completed when the power indicator on the phone adapter and the status indicator on the ConnectClip turns steady blue. Pairing is done only once and will normally not have to be repeated.



Pairing ConnectClip			
ConnectClip Status	ConnectClip Power	Phone adapter	Description
	●	●	ConnectClip and Phone adapter on
●	●	●	ConnectClip in pairing mode
●	●	●	Pairing complete

● Steady ● Blinking ● Power

## Technical information

Phone Adapter 2.0 contains a wireless transmitter using 2.4 GHz technology.  
The emission power from Phone Adapter 2.0 is max. 10 dBm EIRP.

Phone Adapter 2.0 complies with international standards concerning radio transmitters, electromagnetic compatibility and human exposure.

This product is intended for connection to the public switched analogue telephone network and may be operated in EU and EFTA countries

Due to the limited space available on Phone Adapter 2.0 relevant approval markings can be found in this document.

## Conditions of Use

Home environment

Operating conditions:

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

Storage and transportation conditions:

Temperature and humidity shall not exceed the below limits for extended periods during transportation and storage:

- Temperature: -25 °C to +70 °C
- Humidity: 15% to 93%, non-condensing

## USA and Canada

This device contains a radio module with the following certification ID numbers:

FCC ID: UXZBSH200

IC: 8191A-BSH200

**Notice**

The device complies with Part 15 of the FCC Rules and with Industry Canada's licence-exempt RSSs standards. 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.

The manufacturer declares that this Phone Adapter 2.0 is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. Declaration of Conformity is available at the manufacturer.

## Description of symbols used on the regulatory packaging label and on the product label

	<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>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>Serial number</b> Indicates the manufacturer's serial number so that a specific medical device can be identified.

	<b>Japan TELEC label and Japan JATE label</b> T : A12-0209005 - indicates that the device can connect to the telephone network. R : 005-100259 - indicates mark for certified radio equipment.
	<b>Power supply outlet</b> Indicates the rate at which power is sent from the outlet to your electrical device.
	<b>Singapore IMDA label</b> Indicates that 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
	<b>South Africa ICASA label</b> Indicates that the device has licence to be sold in South Africa.

## Description of symbols 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 Directives 90/385/EEC, 93/42/EEC and 98/79/EC.



### CE mark

The device complies with Medical Device Directive 93/42/EEC.



### 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.



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[www.oticon.global](http://www.oticon.global)



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

