

Instructions for use

Phone Adapter 2.0



Introduction to this booklet

This booklet gives you guidance on how to use and maintain your new phone adapter. Please read the booklet carefully including the **Warnings** section. This will help you get the most out of your phone adapter.

If you have additional questions about the use of your phone adapter, 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.

| **About** | [Installation](#) | [Handling](#) | [Warnings](#) | [More info](#) |

Intended use

Intended use	Phone Adapter 2.0 is intended to be used together with Oticon ConnectClip, Oticon Streamer Pro, and Oticon wireless hearing aids. This enables the hearing aid user to communicate wirelessly with a phone conversation partner via a landline phone (analogue/PSTN).
Indications for use	No indications for use.
Intended user	Adults and children older than 36 months.
User environment	Indoor.
Contraindications	No contraindications.
Clinical benefits	See clinical benefits of the hearing aid.

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Package content

The packaging box consists of the following elements:



Phone Adapter 2.0



Power supply

(The power supply may vary from country to country)

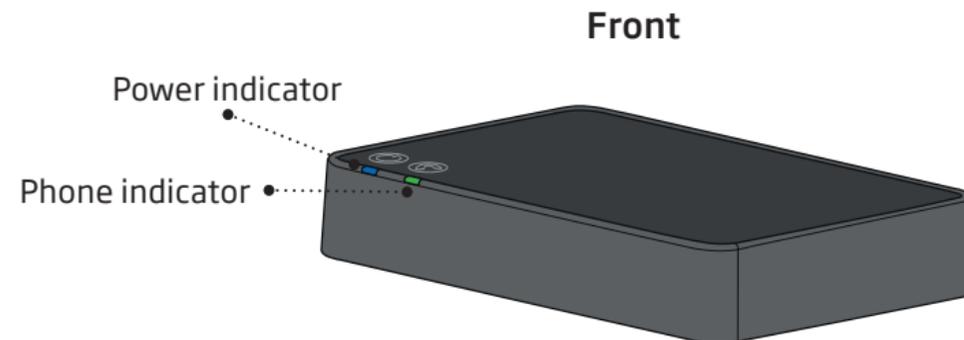


Phone cable



This booklet

Phone adapter overview



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

No light Blinking Steady

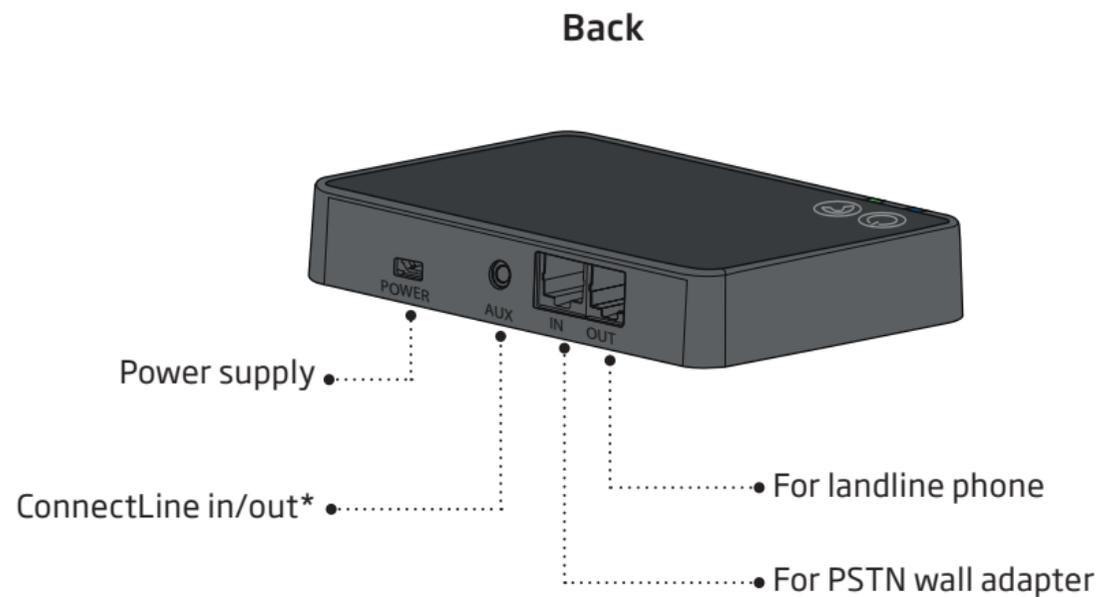
Installation

Use the phone adapter for the first time

Before you can use the phone adapter 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.



For more information please refer to: www.oticon.global/connectline

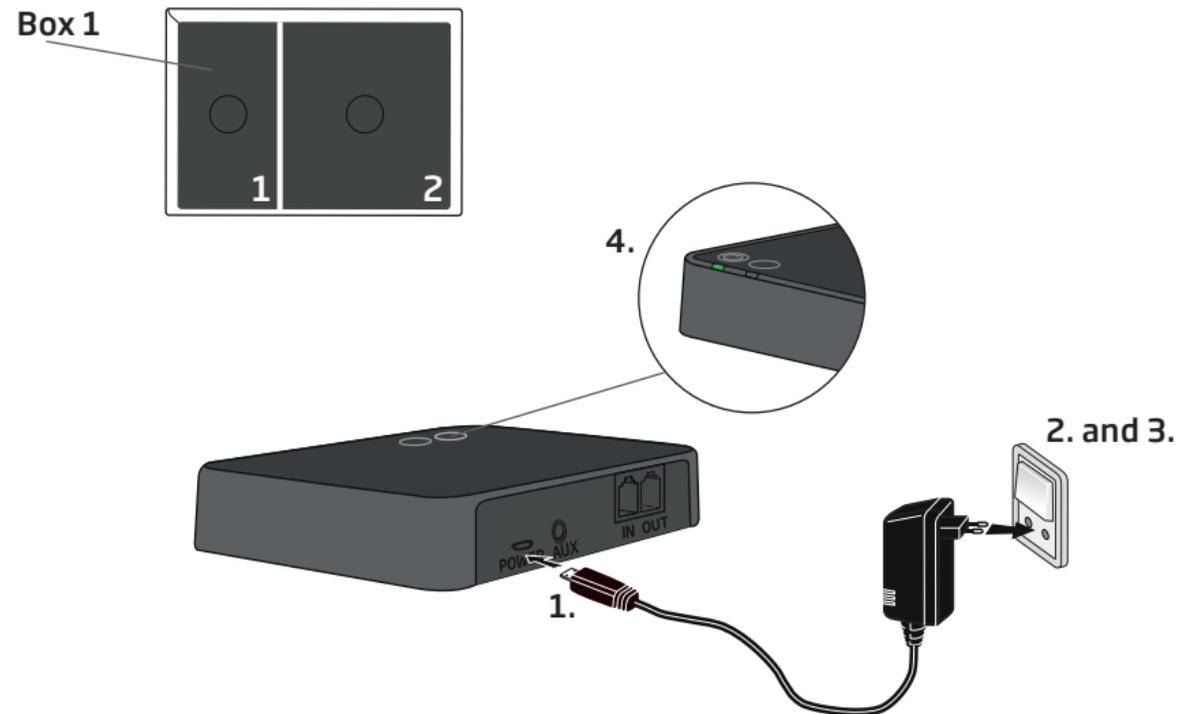
Connect the phone adapter to a power outlet

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.

IMPORTANT NOTICE

When charging the phone adapter, use the supplied original power supply 5.0V/1A, CE and safety marked.



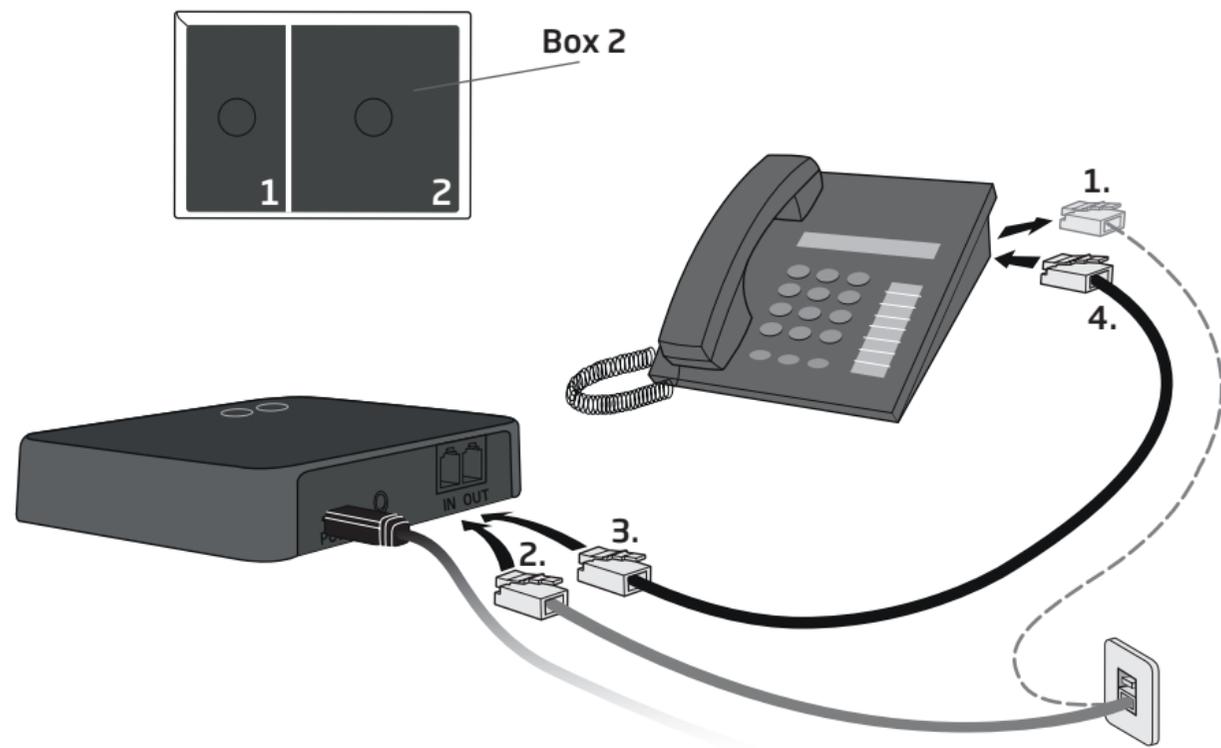
Connect with phone line and landline phone

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.



Pair Streamer Pro with 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 for 5-6 seconds until the blue light starts blinking.
3. Place the Streamer 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

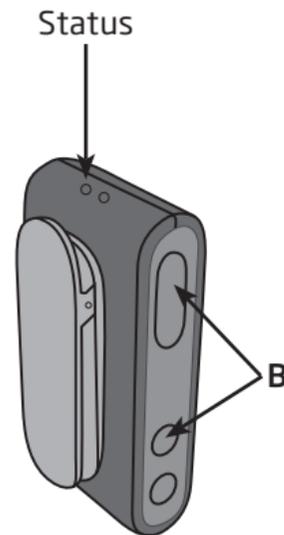
 Steady  Blinking

Pair ConnectClip with 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 the status indicator blinks 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

Use the phone adapter

The phone adapter 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 ConnectClip, enables hands-free operation.

Ensure the phone adapter is correctly installed as described in the following section before you use the Streamer or ConnectClip for phone conversations for the first time.

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 within reach. 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

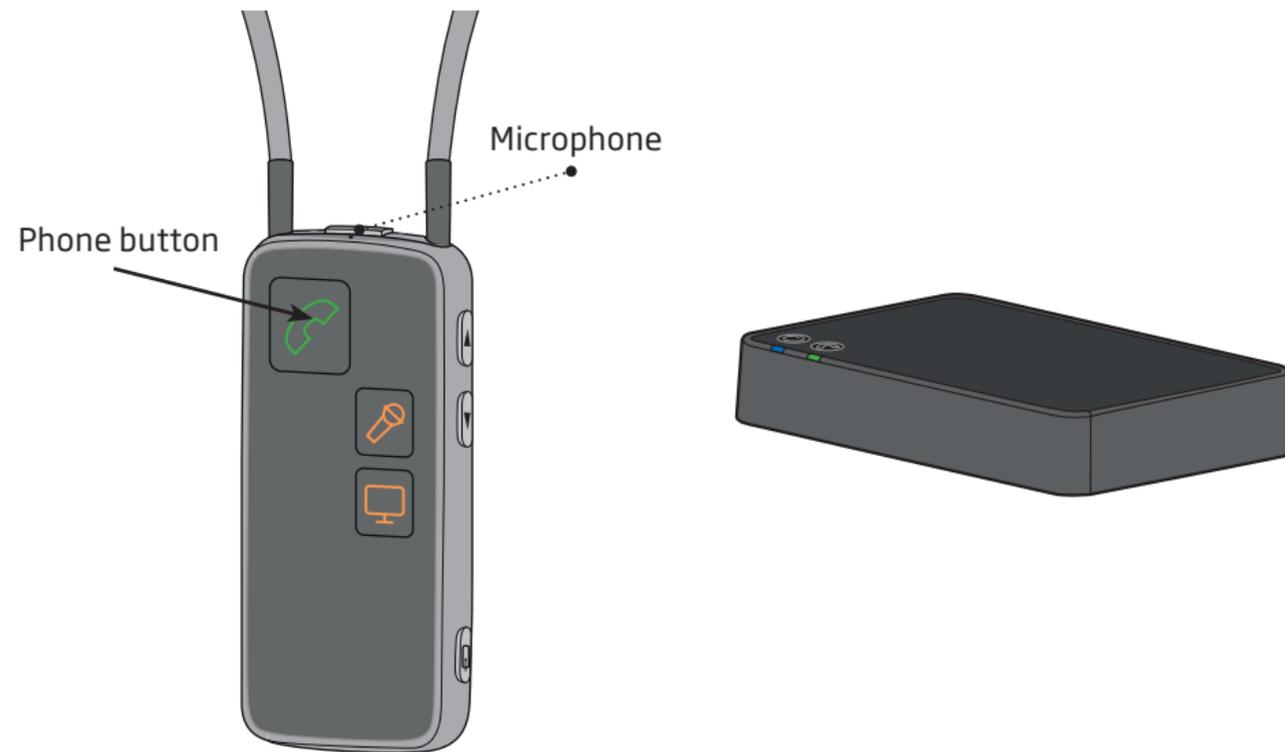
How to answer and end a call

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

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

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

To end the call, 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 top status blinks green. You will hear an incoming call notification in your hearing 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

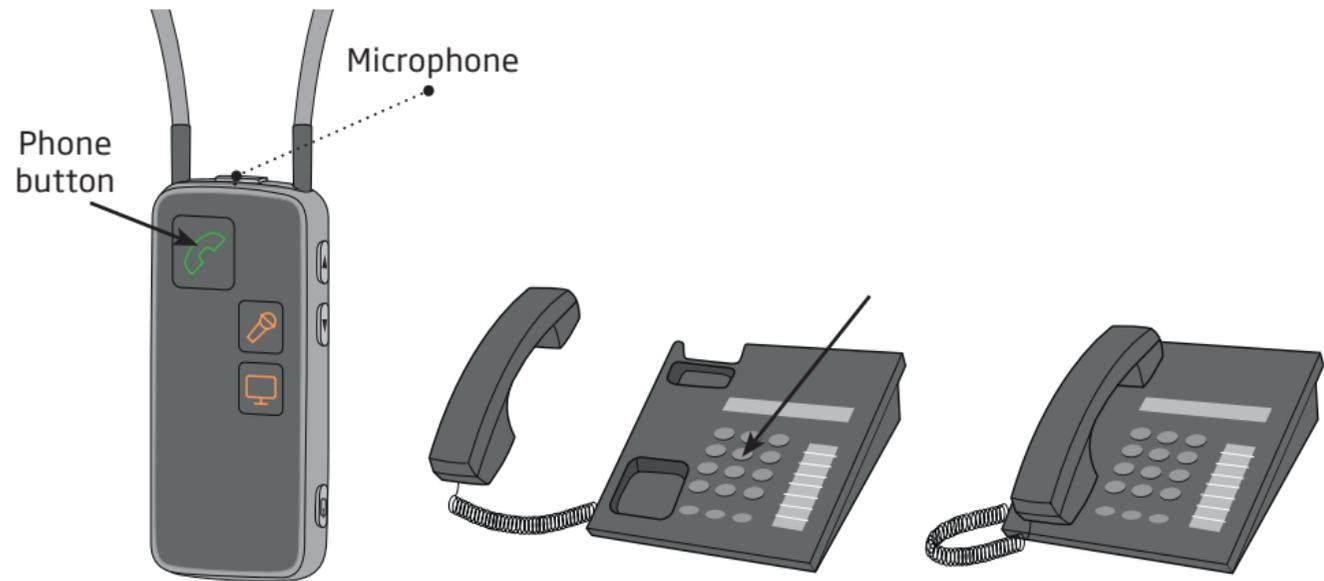
Make sure that you are able to speak into the Streamer's microphone.

1. To make a call press the Streamer's phone button briefly. 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 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, 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

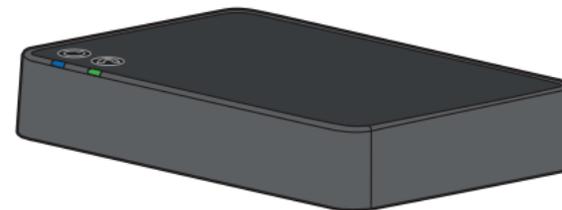
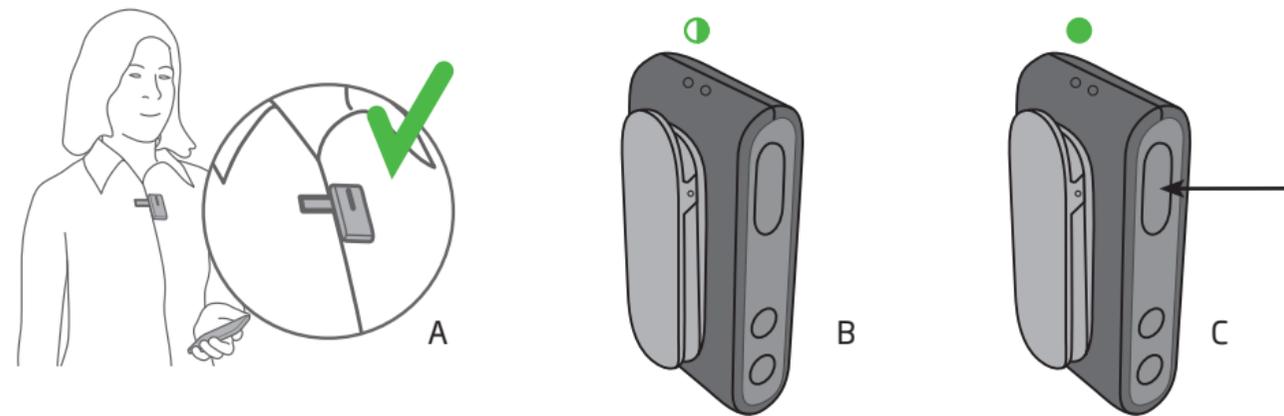
How to make a call

Make sure that you are able to speak into the ConnectClip's microphone (A).

When your landline phone rings, you will hear an incoming call notification 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 multi button on the ConnectClip briefly and the status indicator turns blue.



Note: The ConnectClip can only be paired to one device at a time. See page 18 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 indicator blinks green. You will hear an incoming call notification in your hearing 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

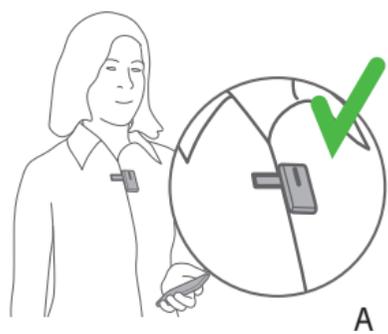
Make sure that you are able to speak into the ConnectClip's microphone (A).

1. To make a call press the ConnectClip's 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.

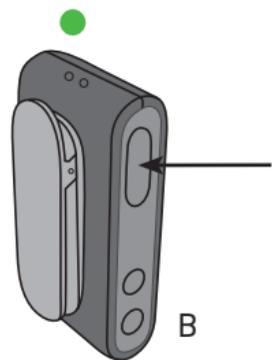
You can now put the handset back on (or press "end call" on the portable phone).

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.



A



B



C



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

IMPORTANT NOTICE

Use a soft, dry cloth to clean the phone adapter. The phone adapter must never be washed or immersed in water or other liquids.

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, 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 notification 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 aid microphones are turned on by default.

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

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

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

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

For further support or tips please check the information on 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.

General warnings

For your personal safety and to ensure correct usage, you should familiarise yourself fully with the following general warnings before using your phone adapter. Consult your hearing care professional if you experience unexpected operations or serious incidents with your phone adapter 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.

Connection to external equipment

The safety of the use of phone adapter when connected to external equipment with an auxiliary input cable and/or with USB cable and/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.

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 may occur. If this occurs, increase the distance between the phone adapter and the interfering device.

Fire hazards

The power source in your phone adapter has insufficient energy to cause fire in normal usage conditions.

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.

Conditions of use

Operating conditions	Temperature: +5°C to +40°C Humidity: 15% - 93% relative humidity, noncondensing 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: -25°C to +70°C Humidity: 15% - 93% relative humidity, noncondensing 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 name	BS-H200
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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.

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: UXZBSH200
IC: 8191A-BSH200

Note

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.

Note

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.

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



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

Declaration of Conformity is available from the manufacturer.



Oticon A/S
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Denmark
www.oticon.global



Complies with
IMDA Standards
DA103820

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 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.



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

	Keep dry Indicates a medical device that needs to be protected from moisture.
	Caution symbol Consult instructions for use for warnings and cautions.
	Catalogue number Indicates the manufacturer's catalogue number so that the medical device can be identified.
	Serial number Indicates the manufacturer's serial number so that a specific medical device can be identified.
	Japan JATE and Japan TELEC symbol "R" indicates mark for certified radio equipment. "T" indicates that the device can connect to the telephone network.
	Power supply outlet Indicates the rate at which power is sent from the outlet to your electrical device.
	South Africa ICASA label The device has license to be sold in South Africa.
	Medical Device The device is a medical device.

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Description of additional symbols used on labels

	Korea Certification Mark (KC) The device complies with Korean product safety requirements for electrical and electronic equipment.
	New Zealand Telepermit Indicates the device has been certified and is suitable for connection to the Telecom New Zealand network.

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life-changing **technology**