

ReSound Unite Phone Clip +



FREQUENTLY ASKED QUESTIONS

Tip for use of FAQ: Click on questions to go to answer.

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Setup & Configuration

How do I pair the hearing aids to the Unite Phone Clip+?

The Hearing aids need to be paired to the Unite Phone Clip+ to create a private link for further communication, as well as to allow information to be transferred between the devices.

Your Hearing Care Professional will be able to complete the pairing process via dedicated fitting software.

The hearing aids can also be paired to the Unite Phone Clip+ by:

- pressing the white pairing button hidden under the silver cap on the Unite Phone Clip+ and,
- opening and closing the battery doors on the hearing aids within 20 seconds.

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Which devices can be used with the Unite Phone Clip+?

The Unite Phone Clip+ works with a wide range of Bluetooth devices. To find compatible devices look for products supporting one or more of the following Bluetooth profiles: Hands free, Headset. Both profiles are supported by the Unite Phone Clip+.

The Unite Phone Clip+ enables your hearing aids to function as a headset for Bluetooth-enabled mobile phones and landline phones.

For Bluetooth pairing guidance please refer to www.resound.com/PairPhone

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How do I pair the Unite Phone Clip+ and my mobile phone?

The pairing procedure is controlled by your mobile phone. Different mobile phones have different menu structures. You should therefore refer to your mobile phone's manual if you cannot complete the pairing procedure with the generic steps described here:

1. Turn your Phone Clip+ ON and remove the silver cap.
2. Find the connectivity settings on your phone. Look for the "Bluetooth" feature in the main menu or one of the submenus, such as "Connectivity". (Refer to your mobile phone user guide or www.resound.com/PairPhone for more detailed instructions.)
3. On your mobile phone, ensure that Bluetooth is turned ON.

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4. Press the small blue Bluetooth pairing button one time to activate Bluetooth pairing mode for two minutes. The LED indicator will turn blue during Bluetooth pairing.

5. On the mobile phone search for Bluetooth devices. For Bluetooth pairing guidance please refer to www.resound.com/PairPhone

6. Your mobile phone should present a list of Bluetooth devices discovered. Select "Hearing Aid Phone" from this list.

7. Your mobile phone may then ask you to enter a passcode. If so, enter "0000" (four zeros).

Your Phone Clip+ should now be paired to your mobile phone. Some mobile phones may ask which Bluetooth service you wish to enable. Select "Headset".

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Where should I place the Unite Phone Clip+?

Clip your Unite Phone Clip+ on your sweater, jacket or other clothing so that the microphone inlet faces upwards. Alternatively wear the Unite Phone Clip+ around the neck using the lanyard delivered with the unit. Keep the device within a range of 10-30 cm (4-12 inches) from your mouth.

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How many Bluetooth devices can be paired to the Unite Phone Clip+?

Up to 8 Bluetooth devices can be paired with the Phone Clip+, but only 2 Bluetooth device can be connected/active at a time.

As a default, the Phone Clip+ will automatically try to connect to the last two Bluetooth devices it has been connected to.

When pairing in an additional Bluetooth device, the list of devices that the Phone Clip+ is connected to will be cleared. Therefore, previous connections have to be added manually through the Bluetooth menu on the phone.

Example: If you use one phone (1) with the Phone Clip+ and you then pair in an additional phone (2), phone (1) will be cleared from the list of connected devices, and has to be added/activated manually through the Bluetooth menu on the phone.

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Use & Operation

How do I turn on the Unite Phone Clip+?

Turn ON your Phone Clip+ by sliding the ON/OFF switch down to the ON position.

A white "I" icon will be visible on the base of the switch and the LED indicator will now blink green every 2.5 seconds.

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How do I turn off the Unite Phone Clip+?

To turn your Phone Clip+ OFF, slide the ON/OFF switch upwards to the OFF position.

The LED will now stop blinking.

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Can other people with Bluetooth enabled phones listen in on my conversation?

No. When you pair the Unite Phone Clip+ to a Bluetooth enabled phone, you are creating a private link between only these two Bluetooth devices. An encryption key is generated to encrypt all further communication providing for maximum privacy.

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Can other people interfere with or disturb my conversation?

Other radio frequency devices in near proximity may cause interference, usually adding a crackling noise. Examples of such devices are other Bluetooth devices, wireless networks, microwave ovens, baby monitors and remote controls.

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How long does the battery last?

Battery consumption and the operating time of your Unite Phone Clip+ depend greatly on the usage of the device. On average, a fully charged battery will allow for 6 hours talk time or 80 hours of standby.

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How do I charge the Unite Phone Clip+?

To charge the Unite Phone Clip+, plug the charging cable into the Unite Phone Clip+. Then plug the other end of the charging cable into a power outlet. A full recharge takes approx. 3 hours.

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Will the Unite Phone Clip+ microphone allow for voice dialing?

Yes - voice dialing is possible if this feature is available and configured in your mobile phone.

If voice dialing is configured in your mobile phone, voice dialing can be activated by holding the call pick-up/hang-up button for 2 seconds.

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How do I accept a mobile phone call?

When a call is received on your mobile phone, the Bluetooth indicator will flash and you will hear the ringing tone in your hearing aids. You can accept the call in two ways:

- 1) To accept the incoming call, push the call pick-up/hang-up button once on your Unite Phone Clip+. If you are wearing two hearing aids, the caller's voice will be streamed to both of them.
- 2) You can also accept calls by pressing the accept button on your mobile phone.

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How do I reject a phone call?

To reject incoming calls double-click the call pick-up/hang-up button on the Phone Clip+.

You can also reject calls by pressing the reject button on your mobile phone.

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How do I end a phone call?

To end a call via your Unite Phone Clip+, push the call pick-up/hang-up button once. The call will terminate and your hearing aids will return to the last used program.

You can also end calls by pressing the appropriate button on your mobile phone.

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How do I make a call?

Initiating a phone call is not any different with or without Unite Phone Clip+: Simply use the mobile phone keypad to enter or select the number to dial. If connected, the phone streaming mode will be activated automatically and you will hear the ring tones in the hearing aids.

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How do I adjust the volume?

Your Unite Phone Clip+ has an easy to operate volume control (+ and - button) on the side for increasing or decreasing the volume of the streamed signal. Depending on the phone, you can also utilize the volume control in your mobile phone. It is also possible to use the Unite Remote Control (optional) to adjust the volume, or the ReSound Control app on iPhones or Android smartphones.

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Can I change the ring tone?

Yes, you can change ring tone on your mobile, and that will be the tone you hear when the phone rings.

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Can I talk in my land line phone without needing to picking up the phone receiver?

Yes, you can buy a Bluetooth landline phone adapter, which sends the signal from the phone to the Unite Phone Clip+ and then to the hearing aids. There is no need to pick up the phone receiver.

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Is the Unite Phone Clip+ waterproof?

No, it is not. Like other electronic devices, exposure to water or excessive moisture may damage the product. If the Unite Phone Clip+ is unintentionally exposed to water or moisture, wipe it carefully with a soft cloth.

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Troubleshooting

Why can't my phone find the Unite Phone Clip+?

a. The Unite Phone Clip+ may be outside the range of the device you are trying to pair it with. Move the devices closer together and reattempt pairing.

b. Unite Phone Clip+ may not be in pairing mode.

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Why doesn't my phone work with the Unite Phone Clip+ after pairing?

This could be caused by a number of things:

1) The Unite Phone Clip+ is powered off: Power on the Unite Phone Clip+.

2) The Unite Phone Clip+ and mobile phone have not been paired: Go through the Bluetooth pairing process and establish a Bluetooth connection between the Unite Phone Clip+ and the mobile phone.

3) The Bluetooth connection between The Unite Phone Clip+ and the mobile phone is lost: Assure that Bluetooth is enabled in the mobile phone and establish a Bluetooth connection between The Unite Phone Clip+ and the mobile phone again.

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What causes a break in connection?

1) Maybe the Unite Phone Clip+ and hearing aids are not within wireless range: Assure that Phone Clip+ and hearing aids are within wireless range

2) Maybe the battery in the hearing aid is so depleted that it no longer supports audio streaming: Replace the battery in the hearing aid with a new one.

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Why can't I hear the ring tone when someone is calling?

The Unite Phone Clip+ may be out of the hearing aids range: Try to move the Unite Phone Clip+ closer to the hearing aids.

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Why can't callers hear me speaking?

Be sure to speak straight into the microphone, keeping it 10-30 cm (4-12 inches) from your mouth. Do not place the Phone Clip+ inside your jacket, let the Unite Phone Clip+ rub against your clothing or anything else during calls.

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Why are incoming calls being transferred to my hearing aids without my acceptance?

If the 'auto answer' feature is supported by the mobile phone and has been turned on then this feature enables you to receive calls without having to touch either phone or Unite Phone Clip+.

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Why do my hearing aids switch to phone mode when I browse through the phone menu, type messages, etc.?

On some Bluetooth phones, all signals are being sent to the connected Bluetooth device. For most phones, this can be turned off by setting the phone in 'silent' mode so that pressing buttons or receiving messages does not generate sounds in the phone.

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Why can I not mute my ReSound Alera hearing aid microphone using the mute button on the Phone Clip+?

The Phone Clip+ is fully compatible with ReSound Verso and ReSound Up family. When used with wireless the ReSound Alera family, the hearing instruments must be initially paired with a Unite Remote Control to enable the remote control functionality in the Phone Clip+. Mute and stereo streaming is unavailable on Alera hearing instruments.

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