

ReSound Phone Clip FAQ

Q: Does the Phone Clip need to be fully charged prior to initial pairing?

A: Yes, the Phone Clip must be fully charged before pairing to a patient's mobile phone. If you plan to do this at the patient's initial fitting the Phone Clip will need to be charged beforehand by the clinic. The Phone Clip does not ship charged from ReSound.

Q: Since ReSound Alera does not communicate via Bluetooth® technology, how does it connect to a Bluetooth® enabled mobile phone?

A: The Phone Clip functions as a transceiver as it receives Bluetooth® signals from mobile phones and transmits 2.4 GHz signals to ReSound Alera.

Q: Does the remote control work while streaming with the Phone Clip?

A: Yes. The patient can adjust the volume of the streamed signal with the remote control.

Q: Is it necessary to use the push button on each hearing instrument in order to stream to each ear?

A: When a remote control is not in use, the listener must press the push button on each hearing instrument in order to access TV Streamer programs in each ear. However, the Phone Clip will automatically stream to both ears whenever the Phone Clip is accessed.

Q: Is noise reduction active in the Phone Clip program?

A: No.

Q: Can a person listen to music on the iPhone using the Phone Clip?

A: "Newer" iPhones have the required protocol (A2DP) to stream music via Bluetooth®. "Older" iPhones do not. You will need to review device specifications for the iPhone to determine which iPhones have the capability to stream music via Bluetooth®.

Q: Can the Phone Clip be used with a land line telephone?

A: Yes, if the land line phone is a Bluetooth® enabled phone or is equipped with a Bluetooth® adaptor.

Q: Where can Bluetooth® adaptors for a land line phone be obtained?

A: While Bluetooth® adapters are available and can be purchased at most electronics stores, ReSound recommends replacing the land line with a Bluetooth® enabled phone if you wish to pair the land line to the Phone Clip. This will streamline the setup and ensure optimal performance. Keep in mind that unless hands-free telephone use is required, direct communication between the land line phone and the ReSound Alera is generally preferred as DFS Ultra effectively controls feedback in most instances.

Q: Is it necessary to repeat the pairing process with the Phone Clip each time the mobile phone is turned off?

A: No. Once the Phone Clip is successfully paired, the mobile phone will save the pairing information so that it can be accessed each time the phone or the Phone Clip is powered up. You can verify that the Phone Clip is paired with the phone by viewing the list of paired devices in the phone's Bluetooth® menu. It will be displayed as "Hearing Aid Phone."

Q: Can the Phone Clip pair and be used with more than one mobile phone at a time?

A: Although the Phone Clip can be paired with multiple mobile phones, it can only be connected to one at a time.

Q: Is binaural hearing affected by the position of the Phone Clip?

A: The Phone Clip will automatically stream to both ears as long as the Phone Clip is within 3 feet of each hearing instrument. Optimal binaural sound quality is generally achieved by placing the Phone Clip half way between both ears.

Q: If you have activated the environmental microphones in the Phone Clip program, is there a way to deactivate it without going into the software?

A: No. The only way to add or remove environmental microphones in the Phone Clip program is through the Aventa fitting software.

Q: What is the battery life of the Phone Clip after a full charge?

A: Actual battery life of the ReSound Phone Clip depends greatly on the usage of the device. On average, a fully charged battery will support 4-5 hours of talk time and up to 100 hours of standby time.

Q: How well does the microphone on the Phone Clip transmit the speaker's voice?

A: The Phone Clip uses the same technology as Jabra Bluetooth® headsets. If the speaker is in a noisy environment (i.e., a crowded restaurant), the listener will have the same difficulty hearing as with any Bluetooth® headset or mobile phone.

Q: Since the Phone Clip will automatically stream to both ears, will the listener lose sound awareness while driving?

A: To maintain environmental awareness while listening through the Phone Clip, it is advisable to activate the environmental microphone (i.e. hearing aid microphone) in the Phone Clip program in at least one ear.

Q: What happens if you are listening to the streamed signal from the TV Streamer and the phone rings?

A: If you do not have a Phone Clip or are not in range of the Phone Clip, you can simply raise the phone to the hearing instrument. The PhoneNow program will detect the phone and automatically switch to the PhoneNow listening program if the phone magnet is attached to the phone. The listener will hear beep tones in the hearing instruments to indicate that PhoneNow has been activated. In a binaural condition, the streamed signal will continue to be heard in the opposite ear. After hanging up, a beep melody will be heard as the hearing instrument automatically switches back to the streaming program. When using a Phone Clip, the listener will hear the phone ringing in the hearing instruments. Squeeze the multifunction button on the side of the Phone Clip and the phone signal will begin streaming to each of the hearing instruments. When the call is completed, squeeze the multifunction button on the Phone Clip again to hang up and the hearing instruments will return to the streaming program.

Q: If the listener is using a TV Streamer and/or the Phone Clip, does this reduce the number of environmental programs available to him/her?

A: No. There is a designated streamer program for the TV and one additional program for the Phone Clip.

Q: Will the listener hear the phone ring through the hearing instruments when using the Phone Clip?

A: Yes. If the phone rings, the sound will be heard through the hearing instruments to alert the listener.

Q: What is the default relationship between the hearing aid microphone and the streamed signal when setting up a combination program (i.e. hearing aid microphone active while streaming from TV Streamer or Phone Clip?)

A: The streamed signal is +6 dB relative to the microphone.

Q: What is the step size when using the VC on the Phone Clip?

A: 3 dB

Q: What is the VC range when using the Phone Clip?

A: +/- 10 dB

Q: What is the default VC setting on the Phone Clip?

A: Middle of VC range

Q: How does the volume control on the TV Streamer, Phone Clip or Remote Control affect what is heard when streaming while the microphone of the hearing instrument is active (i.e., combination program)?

A: Only the volume of the streamed signal is affected. The volume of the microphone input remains the same.

Q: What happens if a patient adjusts the volume on the mobile phone?

A: Changing the volume on the mobile phone will change the loudness of the streamed phone signal in the hearing instruments.

Q: Are volume changes remembered as a patient moves from one program to another?

A: Volume changes on the Phone Clip are not remembered.