

PHILIPS

HearLink

AudioClip



User Guide

HEA6000

Warranty certificate

Date: _____ Model: _____

Warranty period: _____

Serial no.: _____

Hearing center

International warranty

Your AudioClip is covered by an international limited warranty issued by the manufacturer for a period of 24 months from the date of delivery. This limited warranty covers manufacturing and material defects in the device itself, but not in accessories such as batteries, cables, power supplies, etc. Problems arising from improper/incorrect handling or care, excessive use, accidents, repairs made by an unauthorized 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 AudioClip to your hearing care professional, who may be able to sort out minor problems and adjustments immediately.

Introduction to this booklet

This booklet guides you on how to use and maintain your new AudioClip. Please read the booklet carefully, including the Warnings section. This will help you to get the most out of your new AudioClip.

If you have additional questions about the use of your AudioClip, please contact your hearing care professional.

Intended use

The AudioClip is intended as a wireless receiver and transmitter of sound between hearing aids and the surrounding environment, including speech and wireless electronic audio devices. The AudioClip furthermore assists users of wireless hearing aids to control the functionality provided by their hearing solution.

The AudioClip is intended to be used by children (> 36 months) and adults together with their hearing solution.

Important notice

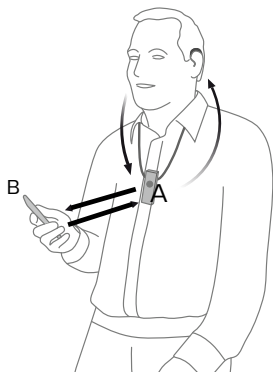
Please familiarize yourself with the entire contents of this booklet before using your AudioClip. It contains instructions and important information about the use and handling of your AudioClip.

Introduction

The AudioClip can be used both as a wireless headset for mobile phones and as a remote microphone/partner microphone.

1. Headset with mobile phone

Sounds from your phone will be streamed to your hearing aids through the AudioClip (A). Your voice is picked up by the AudioClip and sent to the mobile phone (B).



2. Remote/partner microphone

The voice of a chosen speaker will be transmitted wirelessly from the AudioClip to your hearing aids.

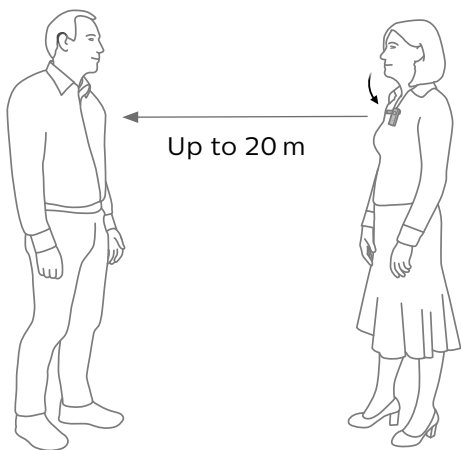


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Package contents

The AudioClip box consists of the following elements:



AudioClip



USB charger cable



Wall charger
(will vary from country to country)



Lanyard – long



Lanyard – regular

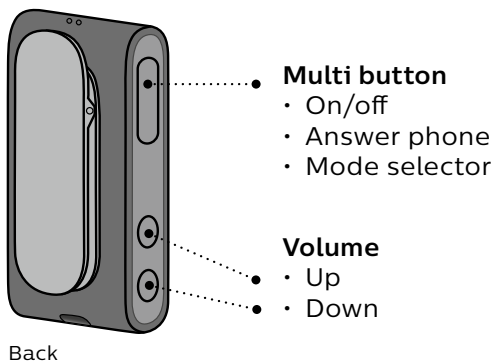
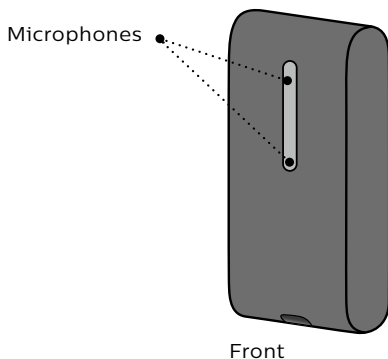


Pouch

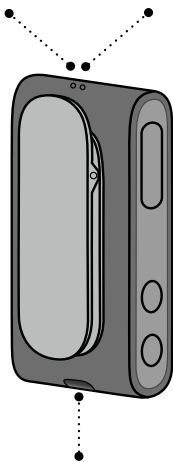


This booklet (User Guide)

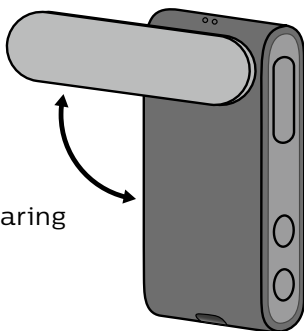
Overview – main functions



Status indicator Power indicator



Charging socket
(Micro USB)



Clip (rotating) for wearing
the AudioClip

Overview – product indicators

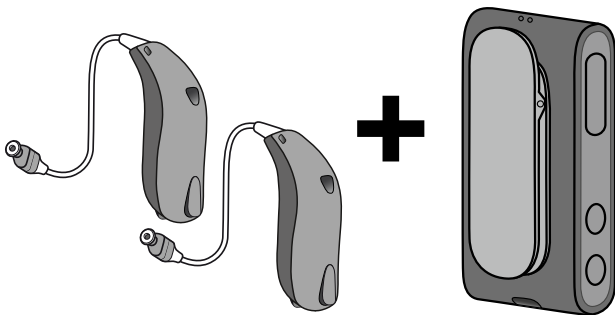
Status	Description	
	Blinking yellow	Searching for hearing aids
	Steady yellow	Idle. Hearing aids connected, not connected to a phone.
	Blinking blue	Searching for a mobile phone (pairing)
	Steady blue	Connected to a mobile phone
	Steady green	In a call
	Blinking green	Incoming call
	Steady orange	Streaming music
	Steady magenta	Remote microphone mode
	Blinking magenta	Remote microphone reconnecting

Power	Description	
	Steady red	Battery low
	Steady green	Turned on – not charging
	Blinking green	Turned on – charging
	Fading green	Turned on – charging complete
	Blinking orange	Turned off – charging
	Steady orange	Turned off – charging complete

Getting started

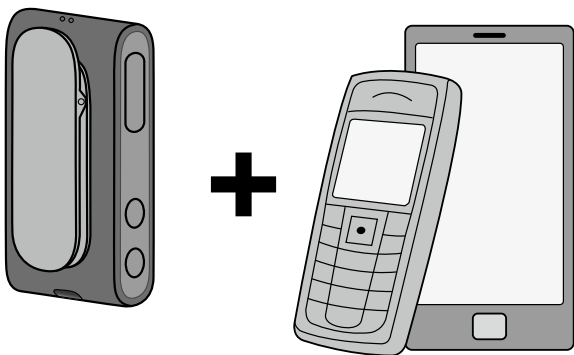
Before you can use the AudioClip with your hearing aids, both the hearing aids and the AudioClip need to be paired/connected. Using the AudioClip with a mobile phone also requires the AudioClip to be paired with/connected to your mobile phone.

A. Pairing hearing aids and AudioClip



See page 18 for detailed instructions about pairing an AudioClip with your hearing aids.

B. Pairing AudioClip and mobile phone

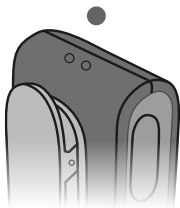


See page 20 for detailed instructions about pairing an AudioClip with your mobile phone.

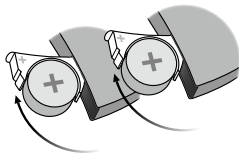
A. Pairing hearing aids with the AudioClip

1. **Ensure AudioClip is powered off**

Press and hold multi button for approx. 6 seconds until the power indicator is **OFF** ●.

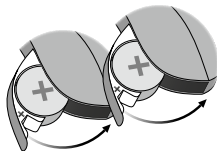


2. **Turn both hearing aids OFF**
(open battery drawer)

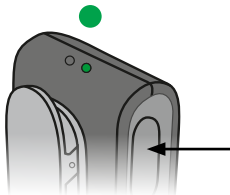


3. **Turn both hearing aids ON**

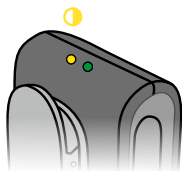
(close battery drawer)
The hearing aids will now be ready for first time connection with the AudioClip. You now have 3 minutes to complete the pairing.



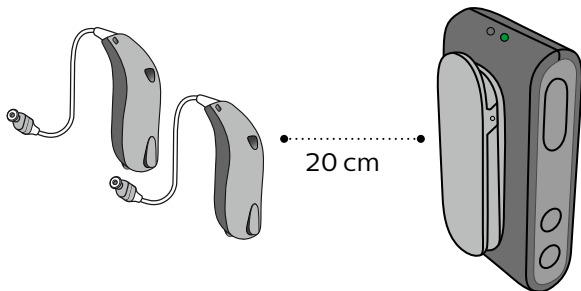
4. **Turn ON AudioClip**
Press and hold multi button for approx. 3 seconds until power indicator shows **STEADY GREEN** ●.



5. AudioClip will now search for your hearing aids
Status indicator will be **BLINKING YELLOW** 🟡.



6. Place AudioClip and both hearing aids close to each other (max. distance 20 cm)

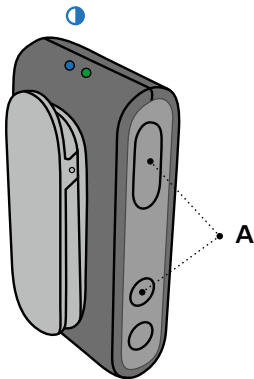


7. Connection established with hearing aid(s)
This is indicated by status indicator **STEADY YELLOW** 🟡.



B. Pairing mobile phone with the AudioClip

1. **Place AudioClip in pairing mode**
Press and hold the multi button AND volume up button for about 6 seconds (A) until status indicator **BLINKS BLUE** ❶.
2. The AudioClip will be in pairing mode for about 3 minutes



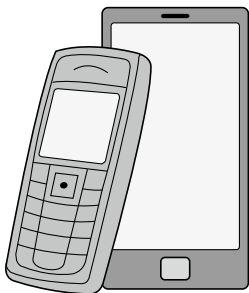
3. Enable pairing on mobile phone

Turn on Bluetooth®. Search for and connect to/pair with AudioClip.

This is normally in the settings → Bluetooth® section of your phone.

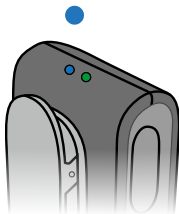
4. Enter pin code

If your phone requests a pin code, enter 0000 (four zeros).

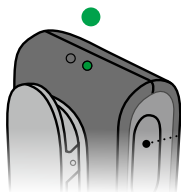


5. Pairing complete

Pairing complete with mobile phone is indicated by status indicator **STEADY BLUE** ●.

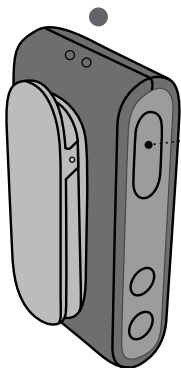


Daily use: On/Off



- **ON**

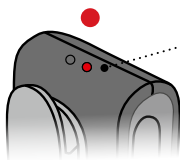
Press and hold multi button for approx. 3 seconds until power indicator shows **STEADY GREEN** ●.



- **OFF**

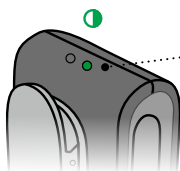
Press and hold multi button for approx. 6 seconds until power indicator is **OFF** ●.

Daily use: Charging



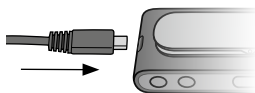
- **Battery low**

With about 30 minutes remaining streaming time, the power indicator turns **RED** ●.



- **Charging**

Connect the enclosed charger through the micro USB connector in the bottom of the AudioClip. The power indicator **BLINKS GREEN** ● or **ORANGE** ●.



Charging indicators			Status
	Blinking	Charging	AudioClip ON
	Fading	Charging complete	
	Blinking	Charging	AudioClip OFF
	Steady	Charging complete	

Important notice

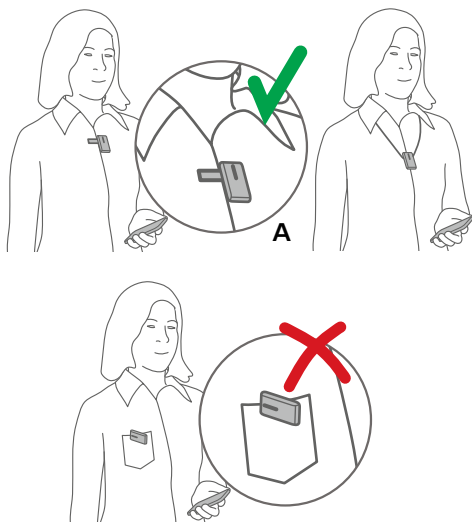
If none of charging indicators is lit up, disconnect the device from the charger and consult your hearing care professional.

Important notice

When recharging your AudioClip, please use the supplied original power supply 5.0V/1A, CE and safety marked type:



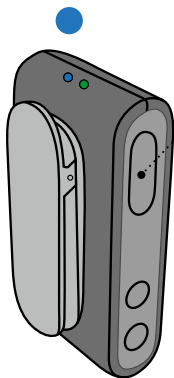
Using AudioClip with a mobile phone



Important notice

The AudioClip should be worn as indicated for best possible performance. It is important that the microphone in the AudioClip is pointing towards your mouth (A), and that the AudioClip is not covered by clothes etc. Maximum distance between AudioClip and mobile phone is 10 meters.

Ensuring AudioClip is connected to the phone

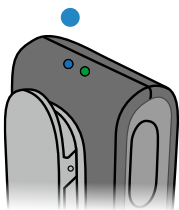


- **Select phone mode**
Press and hold multi button for approx. 3 seconds to change mode. Mode change is confirmed by an audible indication in your hearing aids. The status indicator is **STEADY BLUE** ●.



Status	Description
●	The AudioClip is in idle mode, i.e. not connected to mobile phone. Connected to hearing aids.
●	Connected to mobile phone
●	The AudioClip is in remote/partner microphone mode

Receiving calls



Phone connected

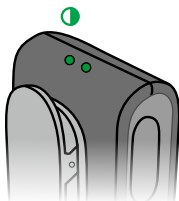
When the AudioClip is turned on and in range of your mobile phone it will automatically connect to the mobile phone.

The status indicator is **STEADY BLUE** ●.

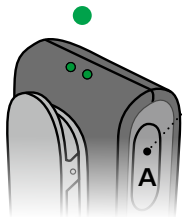


Phone ringing

When the phone rings you will hear a ring indicator (and if available, the ring tone from your phone) in your hearing aids.

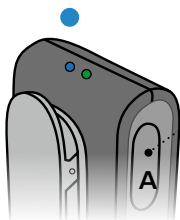


The status indicator will **BLINK GREEN** ◐.



- **Answer call**

Either click the multi button (A) shortly – or answer the call from your mobile phone. Once the call is connected, the status indicator will change to **STEADY GREEN** ●.

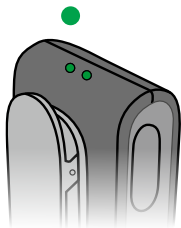


- **End call**

Either click the multi button (A) shortly – or hang up the call from your mobile phone. Status indicator is **STEADY BLUE** ●.

Making calls

To make a call you only have to use the mobile phone. The call will automatically be connected to the AudioClip.



Once the call is connected the status indicator will change to **STEADY GREEN** ●.

Advanced headset features

Voice dialing / voice command

When connected to a mobile phone, double press on the multi button activates voice dialing if supported by the phone.

Reject call

A long press on the volume down button, while the phone is ringing, rejects the call.

Mute hearing aid microphones

Press and hold volume down for about 3 seconds to mute the hearing aid microphones.

Short press volume up or down will unmute hearing aids.

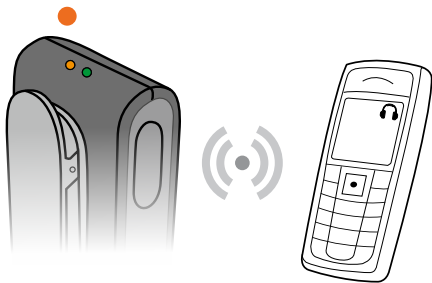
Listening to music

Wireless audio (A2DP)

If connected to a mobile phone, or other device, through Bluetooth®, the music played on the phone/device will automatically be played in your hearing aids.

Status indicator is **STEADY ORANGE** ●.

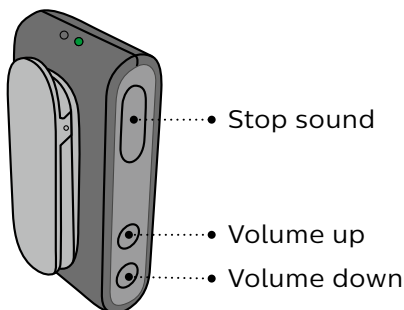
You do not need to operate anything on the AudioClip.



Status	Description
●	The AudioClip is streaming music from the phone

Adjusting volume

While listening to music, the level of the streamed signal can be adjusted using the volume up/down buttons.



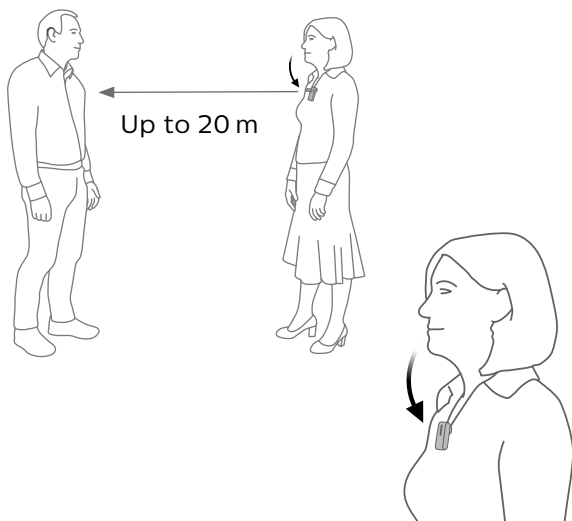
Stopping sound from phone

Short press on the multi button will stop sound. Use the controls on the phone to start the sound.

Using AudioClip as remote microphone

Remote microphone

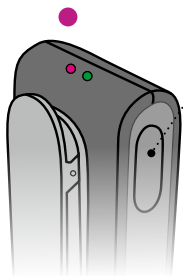
In this mode, speech from the person wearing the AudioClip will be streamed directly to your hearing aids.



Important notice

Ensure that the microphone is pointing to the speaker's mouth and that it is not covered by clothes etc.

Selecting microphone mode



- **Select microphone mode**

Press and hold multi button for approx. 3 seconds to change mode.

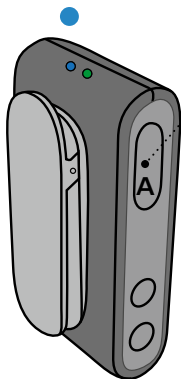
Mode change is confirmed by an audible indication in your hearing aids.



Status indicator is **STEADY MAGENTA** ●.

Status	Description
●	The AudioClip is in idle mode, i.e. not connected to mobile phone. Connected to hearing aids.
●	Connected to mobile phone
●	The AudioClip is in remote/partner microphone mode

Starting/stopping sound from remote microphone



- **Stop sound from microphone**

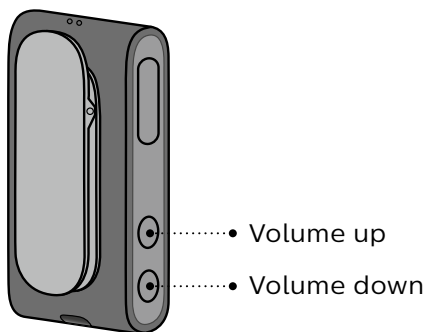
Press and hold multi button (A) for approx. 3 seconds to stop the signal from the microphone to the hearing aids and switch the hearing aids back to their normal program.

The status indicator will change to **STEADY YELLOW** ● or **STEADY BLUE** ●.

Regulating level from remote microphone

Volume up or volume down

The streamed signal can be adjusted using the volume up/down buttons.



Mute hearing aid microphones (only sound from the remote microphone)

Press and hold volume down for about 3 seconds to mute the hearing aid microphones.

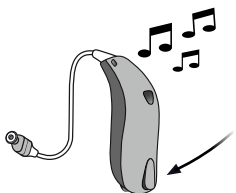
Short press volume up or down will unmute hearing aids.

Starting/stopping sound from remote microphone using your hearing aids

P1 -> P2 -> TV ->

Microphone

A press on the hearing aid button will toggle to the next program in the hearing aids.



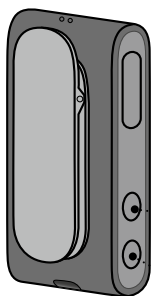
Once you reach the remote microphone program you will hear the remote microphone program indicator.

To stop remote microphone sound simply toggle back to wanted hearing aid program.

Important notice

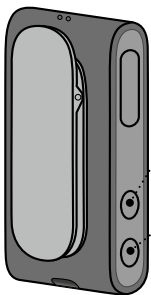
Please refer to your hearing aid's User Guide for details on the functionality of your specific hearing aid solution.

Using AudioClip as remote control for hearing aids



When AudioClip is not streaming sound it doubles as a remote control for your hearing aids.

- **Volume up**
Short press
- **Volume down**
Short press



- **Next program**
Press and hold for 3 seconds for next program
- **Mute hearing aid microphones – long press**
Short press on volume up or down will unmute

Important notice

Maximum distance between AudioClip and hearing aids is 2 meters.

Other features and functions

One connection at a time

When paired with several devices (up to eight), the AudioClip will only connect to the first phone available/in range.

No calls when used as microphone

When using the AudioClip as partner/remote microphone, there will be no connection to the mobile phone.

Timeout (out of range) when in microphone mode

If the AudioClip is out of range of the hearing aids, the hearing aids will return to their initial program after 90 seconds.

Clear Bluetooth® pairings

Press and hold multi button, volume up and volume down for 10 seconds to clear all Bluetooth® pairings. Clearing completed is indicated by status indicator **BLINKING RED** .

Cleaning the AudioClip

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

Warnings

You should familiarize yourself fully with the following general warnings and the entire contents of this booklet before using your AudioClip to ensure personal safety and correct use. Consult your hearing care professional if you experience unexpected operations or events with your AudioClip.

Choking hazards and risk of swallowing small parts

AudioClip and its parts should be kept out of reach of children and anyone who might swallow these items or otherwise cause injury to themselves. If a small part is swallowed, see a doctor immediately.

Explosives

The power source in your AudioClip has insufficient energy to cause fire in normal usage conditions. The AudioClip has not been tested for compliance with international standards concerning explosive environments. We recommend not to use your AudioClip in areas where there is a danger of explosions.

X-ray/CT/MR/PET scanning, electrotherapy and surgery

Remove your AudioClip before X-ray/CT/MR/PET scans, electrotherapy, surgery, etc. as your AudioClip may be damaged when exposed to strong electromagnetic fields.

Heat and chemicals

The AudioClip must never be exposed to extreme heat, for example, left inside a parked car in the sun. The AudioClip must not be dried in microwave ovens or other ovens. The chemicals in cosmetics, hairspray, perfume, aftershave lotion, suntan lotion and insect repellent can damage the AudioClip. Always remove your AudioClip before applying such products and allow time to dry before use.

Interference

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

Warnings

Use in traffic

Using the AudioClip can distract you. Be aware of your surroundings while using the AudioClip. Please refer to national traffic laws regarding the use of communication devices while in traffic.

Use on aircraft

Your AudioClip contains Bluetooth®. The AudioClip should not be used on board an aircraft, unless specifically permitted by the flight personnel.

Active implants

The AudioClip has been thoroughly tested and characterized for human health according to international standards for human exposure (Specific Absorption Ratio – SAR), induced electromagnetic power and voltages into the human body. The exposure values are well below international accepted safety limits for SAR, induced electromagnetic power and voltages into the human body defined in the standards for human health and coexistence with active medical implants as pacemakers and heart defibrillators.

Rechargeable battery

Do not attempt to open the AudioClip, as this may damage the battery.

Never attempt to replace the battery. If battery replacement is needed, please return device to the supplier. The service guarantee is void if there are signs of tampering.

The safety of recharging batteries using a USB connector is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC- 60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

Connection to external equipment

The safety of the use of AudioClip when connected to external equipment via a USB cable, is determined by the external signal source. When connected to external equipment plugged into a wall outlet, this equipment must comply with IEC-62368 (or IEC- 60065, IEC-60950 until June 20, 2019) or equivalent safety standards.

Warnings

Cross control

Your AudioClip should be kept out of reach of children or anyone who might take control of the functionality, to ensure your personal safety and avoid incorrect use.

Use of lanyard

If by accident the lanyard is caught on something while wearing it, the lanyard is designed to break automatically. Therefore, never try to shorten or modify the lanyard in an unauthorized way. The lanyard should not be used by children under 36 months of age.

Possible side effects

The otherwise non-allergenic materials used in your AudioClip may in rare cases cause a skin irritation or other side effects. Please consult a doctor if these conditions occur.

Mobile phone compatibility

Please refer to

www.hearingsolutions.philips.com for a list of mobile phones that have been tested comprehensively by Philips, and have been found to fulfil the minimum requirements for compatibility at the time of testing. However, Philips takes no responsibility for such compatibility in general. Specifically, Philips shall not be responsible for incompatibility resulting from future updates of the mobile phones, nor from events of incompatibility not covered by and/or found in these tests. Philips takes no financial responsibility in terms of reimbursements of mobile phones that do not work as expected. Before purchasing a new mobile phone, you are advised to consult the list mentioned above.

Technical data

Name/Model	AudioClip/AC1A
FCC/IC	FCC ID: 2ACAHAC01 IC: 11936A-AC01
Compatibility	Philips 2.4 GHz wireless hearing aids
Dimensions	53 x 27 x 18 mm; weight 27 g
Conditions of use	Operating humidity: 15% to 93% relative humidity, noncondensing Operating temperature: +5°C to +40°C Storage and transportation: -20°C to +60°C
System features	Mobile phone headset (handsfree/headset profile) & stereo music (A2DP) Remote/Partner microphone
Remote control of hearing aid	Volume, program shift and mute of microphones in hearing aids
Battery ²	Typical daily use 16 hours: 2 hours audio streaming + 2 hours phone + 12 hours standby 36 h standby (turned on, no streaming) Charge time: 2 hours Battery total life expectancy: 80% capacity left after 720 charge/re-charge cycles
Audio quality ³	Stereo/20 kHz sample freq.
Audio bandwidth ³	80 Hz – 10 kHz
Pairing details	Up to 8 paired Bluetooth® devices
Bluetooth® compliance	Version 4.2 + EDR

Bluetooth® profile support	Advanced Audio Distribution Profile (A2DP) 1.3 Headset Profile (HSP) 1.2 Hands-Free Profile (HFP) 1.6 including support for Wideband Speech
Wireless range ⁴	10 meters with Bluetooth® Class 2 devices (e.g. mobile phones) up to 20 meters between AudioClip and hearing aids
Streaming frequency	2.4 GHz (Bluetooth® band)
Emissions	Max 50 mW equal to 17 dBm e.i.r.p. in compliance with all relevant standards
Status indications	LEDs on the AudioClip. Acoustic signals in hearing aids
HearSuite 2019.1 (or later)	Fitting of streaming programs

² Using the supplied charger

³ Actual audio performance depending on client's hearing aids

⁴ Free line of sight between the AudioClip and other devices. Other devices operating in the 2.4 GHz band may interfere and reduce range.

Technical information

Conditions of Use

Operating humidity: 15% to 93% relative humidity, non-condensing.

Operating temperature: +5°C to +40°C

Storage and transportation: -20°C to +60°C

The AudioClip contains a radio transceiver using Bluetooth® EDR, Bluetooth® Low Energy (BLE) and a proprietary short range radio technology all working at 2.4 GHz.

The 2.4 GHz radio transmitter is weak and always below 50mW equal to 17 dBm e.i.r.p. in total radiated power.

The AudioClip complies with international standards concerning radio transmitters, electro-magnetic compatibility and human exposure.

Due to the limited space available on the AudioClip, relevant approval markings can be found in this booklet.

USA and Canada

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

FCC ID: 2ACAHAC01

IC: 11936A-AC01

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

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:

- Redirect 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.

Description of symbols used in this booklet or on the packaging label

	Warnings Text marked with a marking symbol must be read before using the product.
	Manufacturer The product 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 product complies with Medical Device Directive 93/42/EEC.
	Electronic waste (WEEE) Recycle your hearing aids, accessories or batteries according to local regulations or return them to your hearing care professional for disposal. Electronic equipment covered by Directive 2012/19/EU on waste and electrical equipment (WEEE).
	Regulatory Compliance Mark (RCM) The product complies with electrical safety, EMC and radio spectrum requirements for products supplied to the Australian or New Zealand market.
	Bluetooth® logo Registered trademark of Bluetooth® SIG, Inc. where any use of such requires a license.

Complies with IMDA Standards DA103820	Singapore IMDA label 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.
Rated input: 5.0 V $\approx$ 0.4 A	Power supply outlet
 201-171023	Japan TELEC label “R” indicates mark for certified radio equipment.
 TA-2017/2336	South Africa ICASA label Indicates that the device is certified and homologated in South Africa.
	Keep dry Indicates a medical device that needs to be protected from moisture.
	Caution symbol Consult instruction for use (User Guide) for warnings and cautions.
REF	Catalogue number Indicates the manufacturer's catalogue number so that the medical device can be identified.
SN	Serial number Indicates the manufacturer's serial number so that a specific medical device can be identified.

	CTN CTN is a commercial unique part-number used for sales and customers to identify each product type wearing Philips brand name.
	FW Firmware version used in the product.
	China CMIIT ID Indicates that the device is certified in China.
	Double insulation Indicates that product power supply is double insulated. This means a very low risk of single fault failures, i.e. single fault failures cannot occur.
	Indoor use Indicates that the product is qualified for indoor use.

REACH Declaration:

REACH requires Philips Hearing Solutions to provide chemical content information for Substances of Very High Concern (SVHC) if they are present above 0.1% of the article weight. No substances on the REACH SVHC list applicable at the time of manufacturing is present in Product HearLink. More recent information can be found on the website www.hearingsolutions.philips.com/REACH.

The manufacturer declares that this AudioClip (AC1A) is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU. The Declaration of Conformity is available from the manufacturer.



SBO Hearing A/S
Kongebakken 9
DK-2765 Smørum
Denmark
www.hearingsolutions.philips.com



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



Bluetooth®

< >
8,15 mm

Placeholder for FSC logo

Δv 9.0 mm

< 15 mm



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