



**QConnect**  
BLUETOOTH AUDIO TRANSCIVER  
USER GUIDE





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# Welcome

Thank you for purchasing the ClearSounds QConnect Bluetooth Audio Transceiver. You are either really smart for purchasing the QConnect or someone really likes you and bought this for you. Or maybe you are both smart AND lucky to have someone who gave you the QConnect. Either way, nicely done.

The QConnect is an innovative Bluetooth® Audio transceiver that will allow a Bluetooth connection from your landline phone to a Bluetooth streamer, neckloop or headset. Bluetooth is a technology that uses radio waves to transmit data between devices over short distances. It offers an array of features that will connect you to your phone so you can actually hear conversations clearly.

With all this awesomeness comes some new technology that may require a learning curve. Have no fear; our remarkably patient & passionate team of Customer Solutions Consultants are here to help.

# Welcome

## Contact Information

Please contact us with any questions that you might have. We are happy to assist you!

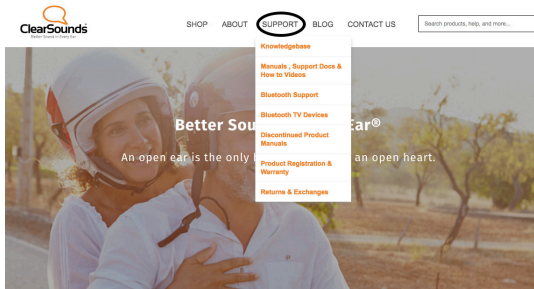
ClearSounds Communications, Inc.  
1743 Quincy Avenue, Suite 143  
Naperville, IL 60540 USA

**800-965-9043** (toll-free)

## Information Online

To view & print additional copies of this manual or spec sheet or to view instructional videos, please visit the Support section on our website.

[www.clearsounds.com](http://www.clearsounds.com)



# Safety Precautions

The following precautions are the kind of boring but important information you should read to ensure maximum performance and safety when using the QConnect. Although it may seem fairly obvious that standing outside in a lightning storm wearing an electronic device is not wise, we do have to officially advise you that it's not a good idea to do that-- along with these other nuggets of wisdom.

## Warnings



Warnings must be observed to prevent bodily injury.

**WARNING:** Use the equipment only in the described manner to avoid bodily injury or damage to the equipment

**WARNING:** To avoid electrical shock, locate and use the QConnect away from water and damp areas, such as swimming pools, bathtubs, sinks and damp basements, and do not use the QConnect when you are wet.

**WARNING:** Do not overload extension cords or power strips. This can result in electrical shock

**WARNING:** Avoid using the QConnect during an electrical storm. There is a slight risk of electrical shock from lightning during a storm.

# Safety Precautions

**WARNING:** Use the QConnect only with the supplied AC power adapter. Other types of power adapters can damage the QConnect and cause personal injury.

**WARNING:** The QConnect is able to amplify volume, which can cause hearing loss. To avoid the risk of hearing loss, instruct each user of proper usage, adjust the volume to each user's personal preference and set the volume to 'low' when not in use.

**WARNING:** Do not spill liquid on the QConnect or clean it while it is plugged into AC power. This can cause a short circuit, a fire or electrical shock.

**WARNING:** Do not push any type of object into the QConnect. Contact with dangerous voltage points can occur, resulting in fire, electrical shock or parts damage.

**WARNING:** Do not disassemble the QConnect. Dangerous voltage or other risks can occur. Use after incorrect reassembly can lead to electrical shock.

**WARNING:** Keep the QConnect out of reach of small children.

# Safety Precautions

## Cautions



Cautions indicate practices that could harm the QConnect or other objects.

**CAUTION:** Some electronic devices that are not properly shielded will generate electromagnetic interference (EMI) that may cause buzzing or odd sounds in the QConnect (or any headset, for that matter). Examples of potential EMI-emitting devices include PCs, automobiles and large screen TVs.

**CAUTION:** Turn off the QConnect in any facility where posted notices instruct you to do so. Hospitals or health care facilities might include equipment that is sensitive to external radio frequency (RF) energy that can cause EMI.

**CAUTION:** While on board aircraft, turn off the QConnect in accordance with airline regulations and flight crew instructions.

**CAUTION:** If you use any personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from RF energy. Your physician may be able to assist you in obtaining this information.

**CAUTION:** Avoid dropping the QConnect.

# Safety Precautions

**CAUTION:** Do not expose the QConnect to excessive moisture, including sweat, humidity or steam.

**CAUTION:** Connect the supplied AC power adapter into a surge protector. Power surges can damage the equipment.

**CAUTION:** To clean the QConnect unit, use only a microfiber cloth or a cloth for cleaning glasses. Do not use harsh chemical or solvent cleaners or abrasive detergents.

**CAUTION:** In these circumstances, refer to our customer service department:

- Liquid spills in the QConnect, or it is exposed to rain or precipitation.
- The QConnect does not operate according to descriptions in this manual, or performance distinctly changes.
- The QConnect is dropped or the casing is damaged.



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# Overview

## About the QConnect

The QConnect is a Bluetooth Audio transceiver (transmitter/receiver). The QConnect uses HFP Bluetooth profiles to provide two-way (sending and receiving sound) communication between a corded or cordless phone and the ClearSounds Quattro 4.0, Quattro 4 LITE, or another streamer or headset. We recommend using the ClearSounds Quattro 4.0 Amplified Bluetooth System as your stereo receiver, but then again, we're probably a little biased.

Please note: In order to use the QConnect you will need:

1. A landline telephone with a 2.5mm headset jack.
2. A Bluetooth neckloop, streamer or headset with the HFP profile.

Your QConnect should include the following items, shown on page 9:

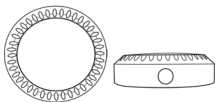
- QConnect transceiver
- Stereo 3.5mm to 2.5mm audio cable
- USB charging cable
- AC power adapter
- 8 • User Guide

# Unpack

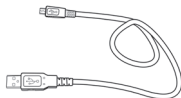
## Contents of the QConnect

Ensure that your packing box includes all of the parts shown below, in addition to a user guide. If any parts are missing or damaged, please contact your vendor or ClearSounds.

**IMPORTANT: YOUR RECEIPT IS REQUIRED FOR WARRANTY PURPOSES. PLEASE RETAIN YOUR RECEIPT.**

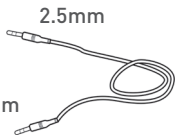


QConnect transceiver



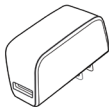
USB charging cable

Velcro circle tabs  
to attach to phone  
or wall mount



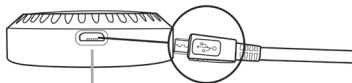
3.5 mm

Stereo 3.5mm to 2.5mm audio cable



AC power adapter

# Getting Familiar

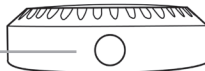
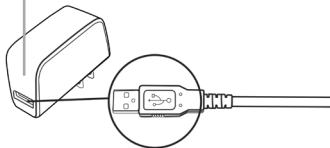


**Charging port:** This is where you plug the micro end of the USB charging cable into the QConnect

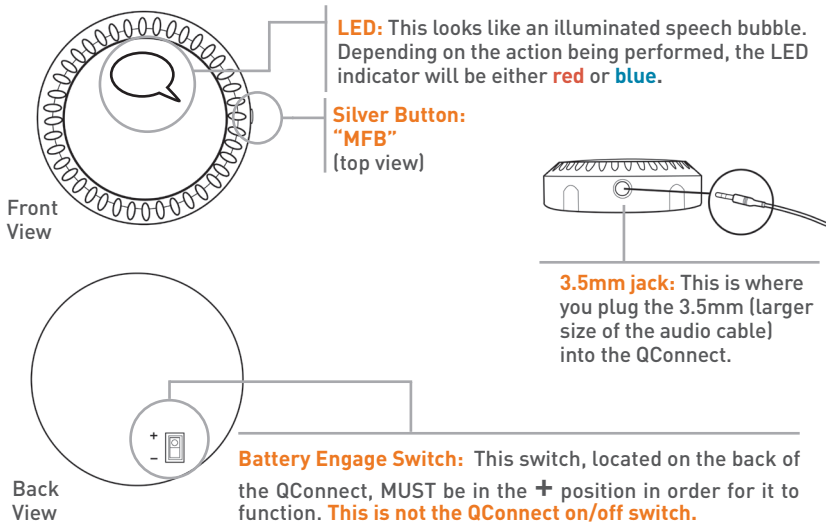
## **Silver Button: “MFB” Multi-Function Button:**

This button is used to turn the QConnect on and off, pair the QConnect to your Bluetooth stereo receiver (e.g. headset) and connect the QConnect to a paired receiver.

**AC power adapter:** This is where you plug the standard end of the USB charging cable into the AC power adapter.



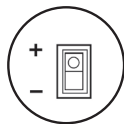
# Getting Familiar



# Turning On/Off

## One-Time Battery Engagement

On the back of the QConnect there is a small switch labeled +/- . Using a paperclip or pen tip, move the switch to the + position. **This is the only time you will ever need to touch this switch.**



In order to preserve the integrity of the battery while the QConnect travels from the production line to our warehouse and the warehouses of retailers across the country, we protect it by keeping the battery disengaged. Similar to the battery pull tab you might see on a new toy or on hearing aid batteries in their packaging, once you remove the tab, the battery becomes engaged. You will only need to do this once; as mentioned on page 11, this is **NOT** an on/off switch.

# Charging

## Charging the QConnect

The QConnect has a built-in rechargeable battery and can be used for up to 5-6 hours when fully charged. Before using it for the first time, it is recommended to charge the battery fully. When the QConnect is low on power, the **red** LED will flash, indicating that it is time to charge the battery.

To charge, connect the USB cable to the QConnect and to the AC power adapter as shown on page 10, then plug the AC power adapter into a standard power outlet or surge protector (recommended). The **red** LED will be on during charging. It takes about 3 hours to fully charge the battery. Once charging is complete, the **red** LED will turn off.

Alternately, you can safely leave the power supply plugged into the QConnect at all times, eliminating the need to re-charge its battery.

**Note:** Please do not attempt to take the battery out of the QConnect, as this may damage the QConnect and will void your warranty.

### Important:



- 1) The QConnect battery is recyclable.
- 2) Do not dispose of the battery in a fire, as this will result in an explosion.

## Turning the QConnect On/Off

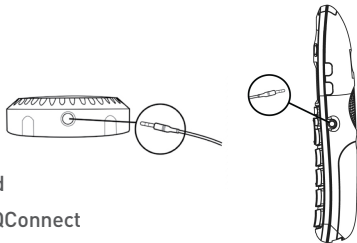
Function	Operation	LED Indicator
Turning on the QConnect	Press and hold the MFB for 3-5 seconds	LED flashes <b>blue</b> in 1 second intervals
Turning off the QConnect	Press and hold the MFB for 3-5 seconds	LED flashes <b>red</b> twice

## Attaching

### Attaching the QConnect

Plug the 3.5mm (larger) end of the connector cord into the top of the QConnect.

Plug the 2.5mm (smaller) end of the connector cord into the headset jack of your landline corded or cordless phone. We recommend keeping the QConnect on a stable surface next to your connected telephone.





# Pairing

## Pairing to Bluetooth Devices

Once the QConnect is physically to a headset jack, it will need to be paired to your Bluetooth neckloop, streamer or headset in order to wirelessly communicate.

### **Pairing to your Bluetooth headset (we recommend our QT4 or QT4L):**

1. Make sure the QConnect is off using the MFB (instructions on pg 14). Again, do not use the + / - switch for this.
2. Keep the QConnect within 5 feet of your Bluetooth neckloop, streamer or headset
3. Switch on your Bluetooth neckloop, streamer or headset and set it to pairing mode. If needed, consult the receiver's user guide for instructions.
4. On the QConnect, press and hold the MFB until the **blue** and **red** LEDs flash alternatively, indicating that the QConnect is in pairing mode.
5. The QConnect will automatically search for the Bluetooth neckloop, streamer or headset and complete the pairing process.
6. The QConnect will flash a solid **blue** for 2 seconds when it becomes paired.
7. Once the two are successfully connected, the **blue** LED on the QConnect will flash every 3 seconds.

8. You can now use the Bluetooth connection to send your calls to your Bluetooth neckloop, streamer or headset. Since the QConnect uses the headset jack on your phone, all calls must be activated, dialed and ended using the phone itself. The headset jack does not allow remote access.

# Pairing

## Pairing to Bluetooth Devices

### Things to note:

- Pairing mode will last 1 minute. If no devices can be connected within that minute, the QConnect will enter standby mode and you will need to restart the pairing process.
- The QConnect can only be connected to to 1 Bluetooth neckloop, streamer or headset at a time.
- The QConnect can remember up to 8 paired devices. When the number of paired devices exceeds 8, the oldest - paired device will be replaced.
- The QConnect will pair with any Bluetooth headset whose PIN is '0000', '1234', '1111' or '8888'.
- The +/- switch on the back of the transmitter should not be used unless you plan to go an extended time without using your QConnect. For normal use, use the MFB to turn the QConnect on and off as detailed on page 14.
- All Bluetooth-enabled devices can sometimes cause a slight delay or echo in the sound transmission. This latency is typically about 25-50 milliseconds, less than a quarter of a second.

# Connecting

## Reconnecting to Bluetooth Devices

### Automatic connection

Every time you turn on the QConnect, it will automatically reconnect to the last connected device as long as:

- The QConnect and the device are within **33 feet** ('in range') of each other.
- The receiving device has also been turned on.
- Bluetooth has been enabled on the receiving device (neckloop, streamer or headset).

### Manual connection

When the QConnect is in standby mode and not connected to any devices, briefly press the MFB once and it will automatically connect to the last connected device, as long as the above criteria are met.

### Headset-initiated connection

In standby mode, the QConnect can also accept a connection request sent by a Bluetooth neckloop, streamer or headset that has previously paired with the QConnect. Pairing action is dictated by the Bluetooth neckloop, streamer or headset and will vary depending on the neckloop, streamer or headset. With the Quattro 4.0 or the Quattro 4.0 LITE, press the MFB once to re-connect.

# LED Indicator

## About the LED indicator

LED Indicator	Status of QConnect
<b>Red</b> and <b>blue</b> LEDs are flashing alternately	In pairing mode
<b>Blue</b> LED is flashing once every 1 second	In standby mode and not connected to a Bluetooth device
<b>Blue</b> LED is flashing once every 3 seconds	Connected to a Bluetooth device (this is the normal mode)
<b>Red</b> LED is flashing twice every 30 seconds	The battery power is low

# Care and Maintenance

## Recommendations for the QConnect

**Before using the QConnect, please read the following recommendations to help you enjoy using it for many years.**

- Do not expose the QConnect to liquid, moisture or humidity to avoid potential damage to its internal circuit.
- Do not expose the QConnect to extremely high or low temperatures, as this will shorten the life of electronic devices, destroy the battery or distort certain plastic parts.
- Do not use abrasive cleaning solvents to clean the product. Refer to page 6 for detailed cleaning instructions.
- Do not dispose of the product in a fire, as this will result in an explosion.
- Do not expose the product to sharp objects, as this will cause scratches and damage that may void your warranty.
- Do not drop the product or allow it to fall onto the floor, as the internal circuit can get damaged and void your warranty.
- Once connected, it is suggested that you place the QConnect on a stable surface next to the connected telephone.

# FAQs

## Frequently Asked Questions

### 1) Why won't my QConnect turn on?

This is typically caused by lack of battery power. Follow the charging instructions on page 13, being sure the +/- switch is set to +. If your battery is fully charged and still won't turn on, please contact our Customer Solutions team (see below).

### 2) What should I do if my QConnect won't pair & connect to a Bluetooth neckloop, streamer or headset?

First, make sure the Bluetooth neckloop, streamer or headset supports HFP (Hands Free Profile) It should be listed in the manual of the device you are connecting to. Second, make sure the Bluetooth neckloop, streamer or headset is placed within **5 feet** of the QConnect. Third, make sure both the Bluetooth neckloop, streamer or headset and QConnect have already entered into pairing mode (see page 15).

### 3) What should I do when I can't hear any audio from the Bluetooth neckloop, streamer or headset?

First, make sure the QConnect is properly connected to the headset jack (telephone). Second, make sure the QConnect and Bluetooth neckloop, streamer or headset are properly paired. Third, make sure the phone is in headset mode. Fourth, adjust the volume of the audio.

# Glossary

**AC Power:** The abbreviation for Alternating Current. AC power is the type of electricity found in wall outlets in the United States and most other countries.

**Bluetooth:** A wireless technology that uses short radio waves to exchange data between compatible devices over distances up to 33 feet.

**Connectable:** A Bluetooth-enabled device in-range that will respond to another Bluetooth device and set up a connection.

**Connected:** When a Bluetooth-enabled device is within range of another Bluetooth device and the two are communicating over the wireless Bluetooth link.

**Discoverable:** A Bluetooth-enabled device that other Bluetooth devices can detect ('discover'), pair to or connect to.

**EDR:** The abbreviation for Enhanced Data Rate. EDR technology provides a faster data rate (speed) for seamless synchronization of sound and video.

**Pairing:** The process of creating a persistent link between two Bluetooth-enabled devices. This only occurs once; future connections between the two devices are made (authenticated) automatically.



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# Glossary

**Profile:** A specification of Bluetooth wireless communication between devices. In order to use Bluetooth technology to connect two devices, they must both be compatible with the same Bluetooth profile. The QConnect's Bluetooth profile is HFP.

**Range:** The maximum distance a Bluetooth signal is able to travel between two Bluetooth-enabled devices. For the QConnect (and many other Bluetooth devices), the range is 33 feet.

**USB:** The abbreviation for Universal Serial Bus. USB defines the connection, communication and power supply between computers and electronic devices.

# Specifications

Component	Specification
Bluetooth version	Bluetooth v3
Bluetooth profile	HFP
Frequency range	2.4 GHz
Effective range	33 feet/10 meters (indoor)
Charging input voltage	DC, 5V / 500mA
Standby Time	5 days
Talk Time	Up to 5-6 hours
Charging time	2-3 hours
Dimensions	2" in diameter
Weight	3.52 oz

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# Warranty

Your ClearSounds QConnect Bluetooth Audio Transceiver comes with a one-year limited warranty from the date of purchase. This product is warranted by ClearSounds against manufacturing defect in material and workmanship under normal use. In the event that this product fails to function properly due to defects in materials or workmanship within one year of the original purchase, return the unit **with proof of purchase** (sales receipt or packing slip, no exceptions) to ClearSounds Communications.

ClearSounds Communications will either repair or replace the unit (with a refurbished unit or unit of equal condition) and return it you (using UPS/USPS ground shipping) at no cost to you. The warranty replacement or repair will be warranted for a period of 90 days or the remainder of the original warranty period (from original purchase date), whichever is longer.

The warranty does not cover accidents, negligence or breakage to any parts. This includes shipping damage, failure to follow instructions, misuse, fire, floods, use of incompatible accessories, acts of God or failure in your phone service carrier's line service. The product must not be tampered with or taken apart by anyone who is not an authorized ClearSounds Communications representative. Tampering with the QConnect will void any written or implied warranties.

# Warranty

If a defect covered by this warranty should occur, promptly contact a Customer Service representative by phone, or log on to [www.clearsounds.com/contact-us](http://www.clearsounds.com/contact-us) to obtain a Return Merchandise Authorization (RMA) number and shipping instructions before shipping the product to us. Any shipment without an RMA number will not be accepted and will be returned to you at your expense. All authorized returned products must be accompanied with proof of purchase and a brief explanation of the problem.

For out-of-warranty repairs and service, please contact our Customer Service department for instructions. The repair shall be warranted for 90 days.

**IMPORTANT: YOUR RECEIPT IS PART OF YOUR WARRANTY AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.**

## Notes:

1. This device complies with Part 15 of the FCC Rules. 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.
2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

# Additional Products

Ok, we may be a bit biased, but these products are fantastic complements to the QConnect. Together, they provide a solution for every aspect of communication. From personal listening to mobile phones, TV & Entertainment to the office - we've got you covered.

And hey, since you read through this ENTIRE manual, you deserve a reward. Order any of our Q Portfolio of products online using Coupon Code **IREADIT** and we'll take 25% off your order!! Shop now at [www.clearsounds.com](http://www.clearsounds.com).

## Quattro 4.0 Adaptive Bluetooth



MSRP: \$299.95

CSQT4

The Quattro 4.0 and Quattro 4.0 LITE receive audio from cell phones, tablets or other Bluetooth transmitting devices, then amplify and refine the sound as they transmit to t-coil equipped hearing aids and cochlear implants, or into headphones plugged directly into the Quattro 4.0 or Quattro 4.0 LITE.

## Quattro 4.0 LITE Adaptive Bluetooth Neckloop



MSRP: \$199.95

CSQT4L



