



## QH2 BLUETOOTH PHONE HUB SYSTEM USER'S GUIDE





# Welcome!

Thank you for purchasing the ClearSounds QH2 Bluetooth Phone Hub System.

We hope that you enjoy the hands-free conversation that your new system provides. The hub amplifies and sends sound between phones and Bluetooth® headsets, streamers or neckloops.

- Hands-free conversation within 30 feet of the hub
- Answer or place calls without lifting the handset from the base.
- Tone adjustment
- Compatible with Bluetooth listening devices (headsets, streamers or neckloops)
- Compatible with all telephones with keys on the base and with all cordless phones

## Contact information

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

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Naperville, IL 60540 USA

800-965-9043 (toll-free)

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# Safety precautions

Carefully read and observe the warnings and cautions in this manual and on the equipment.

## 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:** Locate and use the hub away from water and damp areas, such as swimming pools, bathtubs, sinks and damp basements, and do not use the hub when you are wet, to avoid electrical shock. If the hub is submerged, unplug the base from AC power before you retrieve it.

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

**WARNING:** Use this hub only with the supplied AC power adapter assembly. Other types of power adapter assemblies can damage the hub and cause personal injury.

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

**WARNING:** The hub can amplify volume that can cause hearing loss. For each user, adjust the volume to personal preferences.

**WARNING:** Do not spill liquid on the hub or clean it while it is plugged in to AC power. This can cause a short circuit, a fire or electric shock.

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

**WARNING:** Do not disassemble the hub. Dangerous voltages or other risks can occur. Use after incorrect reassembly can lead to electric shock.

## Cautions



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

**CAUTION:** Do not place objects on the cables or cords, and place them away from foot traffic.

**CAUTION:** Locate the hub away from heat sources of any type. Keep slots and openings on the components uncovered to enable ventilation and protection against overheating.

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

**CAUTION:** Use only a damp cloth to clean the unit. Do not use liquid or aerosol cleaners.

**CAUTION:** In these circumstances, unplug the hub from AC power, and refer to qualified service personnel:

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

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# Setup

## Unpack

Ensure that your packing box includes all of these parts. If any parts are missing or damaged, please contact your vendor or ClearSounds.

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



Hub



Hub-to-lifter cable



Handset lifter with two additional tape pieces



AC adapter



Hub-to-base cable



Phone line splitter and Hub-to-splitter cable

# Setup

## Install the hub

You can use the QH2 system with these types of telephones.

- Corded phone with keys on the base and a handset connected with a curly cord
- Cordless phone

## To install the hub for use with a corded phone

To answer and place calls, the handset lifter removes the handset from the phone. The instructions in this section include steps for installing the handset lifter on your phone.

**Note:** You do not need to install the lifter if either of these conditions apply to you:

- You prefer to lift and replace the handset manually.
- Your phone includes a headset mode feature. In headset mode, you can connect to a Bluetooth listening device without lifting the handset. If you want to use your telephone's headset mode, consult your telephone user's manual for instructions.





# Setup

1. Install the lifter. (Skip this step if the Note on page 6 applies to you):

a. Remove the handset from the phone.

b.



On the underside of the lifter, remove the paper backing from the two pieces of tape.  
(Two additional pieces of tape are available for future use, should you need to reposition the lifter.)

c.



Firmly press the bottom of the lifter to the phone base, directly below the earpiece well, in a position that will lie beneath the handset arm.

d.



Connect the hub-to-lifter cable: Connect the L-shaped connector to the **LIFT** port on the bottom of hub, and then connect the other end of the cable firmly to the port on the top of the lifter.

2. Connect the hub:

a.



Remove the curly cord from the phone base, and then connect it to the **HANDSET** port on the bottom of the hub.

b. Connect one end of the AC power adapter assembly to the **DC 9V** port on the left side of the hub, and then connect the other end of the assembly to an AC power outlet in the wall.

c.



Connect the (short) Hub-to-base cable to the phone base port where the curly cord was connected. Connect the other end of the cable to the **BASE** port on the top of the hub.

The green light on the hub illuminates.

# Setup

## 3. Check for compatibility:

a. Pick up the telephone handset, and listen for a dial tone.

b. Take one of these steps:

•



**If you hear a dial tone:** On the hub, slide the **VOLUME** slider until you hear a noticeable change in volume, or slide the **TONE** slider until you hear a noticeable change in tone quality. If volume or tone do not change, go to the next bullet step.

•



**If you do not hear an adjustable dial tone:** On the back of the hub, turn the **dial** until you hear a dial tone. On the front of the hub, slide the **VOLUME** slider until you hear a noticeable change in volume, or slide the **TONE** slider until you hear a noticeable change in tone quality.

To install the hub for use with a cordless phone



# Setup

1. Connect the hub:

- a. Connect one end of the AC power adapter assembly to the **DC 9V** port on the left side hub, and then connect the other end of the assembly to an AC power outlet in the wall.

b.



Connect the hub-to-splitter cable: Connect one end of the cable into the **LINE** port on the hub, and then connect the other end of the cable to a port on the phone line splitter.

The green light on the hub illuminates.

2. Pick up the telephone handset, and confirm that you hear a dial tone.

## Bluetooth pairing and disconnection

The first time that you use the QH2 system, you must pair the hub with the Bluetooth headset, streamer or neckloop that you will wear while using the system.

### To pair the QH2 hub with a Bluetooth headset, streamer or neckloop

If necessary, consult your Bluetooth listening device user's guide to locate its multi-function button for pairing and to identify its pairing indicators.

1. Wear your Bluetooth listening device, and remain within three feet of the QH2 hub.


2. On the hub, press and hold  until the blue and red light flashes.

3. Turn on your listening device, and then put it in the Bluetooth pairing mode.

When the hub and listening device are paired, the hub flashes a blue light every three seconds. Your listening device also indicates when pairing is successful.


4. Confirm that you hear a dial tone by taking one of these steps:

- **For systems using a corded-phone with no headset mode and no installed handset lifter:**

- a. On the hub, press and release .
- b. Manually lift the handset from the base.

You should hear the dial tone in your Bluetooth listening device.


# Setup

- c. Press and release .

The dial tone stops.

- d. Manually return the handset to the base.

- **For all other corded or cordless system configurations:**

- a. On the hub, press and release .

You should hear the dial tone in your Bluetooth listening device.

- b. Press and release .

The dial tone stops.

- c. Check the lifter height: On the hub, press and release .

The lifter rises and lifts the telephone handset, and you should hear a dial tone in your headset. If you do not hear a dial tone: On the underside of the lifter move the switch that is to the next position, and try the lifter again. There are three switch positions, and the position determines the lift height.



## Answer or place a call

### To break the Bluetooth connection between the hub and the listening device


If you find it necessary to break the Bluetooth connection, press and hold  on the hub until the red light flashes.

Otherwise, you should keep the Bluetooth power on, so that you are ready to place or answer calls.

You can answer or place a call when the Bluetooth listening device is within 30 feet of the hub.

To remain ready to answer and place calls, keep these components in this state:

- Bluetooth listening device (headset, streamer or neckloop) on and Bluetooth-connected
- QH2 hub connected to AC power and Bluetooth-connected

**Note:** Instead of pressing  on the hub to answer or end a call, you might be able to use a multi-function button on your Bluetooth listening device. For example, if you are using a ClearSounds Quattro neckloop, you can press the multifunction button twice to engage a call and once to disconnect a call. Check your listening device user's manual.


# Answer or place a call

## Answer or place a call using a corded phone system

**Note:** Besides the following instructions for using the system with Bluetooth, you can simply pick up the telephone handset to answer and place calls. The hub only acts as an amplifier in this case, so that you can further amplify or adjust the volume and adjust the tone for the call by using the sliders on the hub.

### To answer a call using a corded phone

1. Within 30 feet of the hub, put on your Bluetooth listening device.

2. On the hub, press and release .


The lifter raises the phone handset, and you hear the caller in your listening device.

**Note:** If you did not install the handset lifter and your phone does not include a headset mode, you must manually lift the handset from the phone base.

3. (Optional) Adjust the tone and volume:

- Slide the **TONE** slider on the hub until you hear the tone that you prefer.
- Adjust volume on your Bluetooth listening device or phone.

**Note:** If you increase volume on the listening device and the phone, and sound distortion occurs, lower the volume on the listening device or the phone.


4. To end the call, press and release  on the hub.

The lifter returns the phone handset to the resting position on the base.

**Note:** If you did not install the handset lifter and your phone does not include a headset mode, you must manually return the handset to the base.

## To place a call using a corded phone

1. Within 30 feet of the hub, put on your Bluetooth listening device.

2. On the hub, press and release .

The lifter raises the phone handset, and you hear the dial tone in your listening device.


**Note:** If you did not install the handset lifter and your phone does not include a headset mode, you must manually lift the handset from the phone base.

3. Press the desired keys on your telephone keypad.

4. (Optional) Adjust the tone and volume:

- Slide the **TONE** slider on the hub until you hear the tone that you prefer.
- Adjust volume on your Bluetooth listening device or phone.

**Note:** If you increase volume on the listening device and the phone, and sound distortion occurs, lower the volume on the listening device or the phone.

5. To end the call, press and release .

The lifter returns the phone handset to the resting position on the base.


**Note:** If you did not install the handset lifter and your phone does not include a headset mode, you must manually return the handset to the base.

## Answer or place a call

### Answer or place a call using a cordless phone system

#### To answer a call using a cordless phone

1. Within 30 feet of the hub, put on your Bluetooth listening device.


2. On the hub, press and release .

You hear the caller in your listening device.

3. (Optional) Adjust the tone and volume:


- Slide the **TONE** slider on the hub until you hear the tone that you prefer.
- Adjust volume on your Bluetooth listening device.

**Note:** If you increase volume on the listening device, and sound distortion occurs, lower the volume on the listening device.

4. To end the call, press and release .

#### To place a call using a cordless phone

1. Within 30 feet of the hub, put on your Bluetooth listening device.
2. Lift your cordless handset, press the handset call button, and then press the desired keys on your telephone keypad.

3. When you hear the phone dialing through the handset, press and release  on the hub.


When you hear the dialing in your listening device, the hub has transferred the call from the handset to your listening device.

4. Press the End button on your cordless phone, and return the handset to the base.

5. (Optional) Adjust the tone and volume:

- Slide the **TONE** slider on the hub until you hear the tone that you prefer.
- Adjust volume on your Bluetooth listening device.

**Note:** If you increase volume on the listening device, and sound distortion occurs, lower the volume on the listening device.

6. To end the call, press and release .

## Troubleshooting

Symptom	Solution
The Bluetooth connection is disrupted (between the hub and the Bluetooth listening device).	Ensure the following: <ul style="list-style-type: none"><li>• Your listening device is within 30 feet of the hub.</li><li>• The listening device Bluetooth feature is on, and it is paired with the hub (the hub flashes a blue light every three seconds). See <a href="#">page 13</a>.</li><li>• The hub is connected to AC power and the hub's green light is on.</li></ul>
The sound is muffled.	If the volume is turned up on the phone and on the Bluetooth listening device, the sound can be muffled. Turn down the volume on the phone or listening device.
When the handset lifter lifts the handset, I do not hear a dial tone in my Bluetooth listening device.	Adjust the handset lifter height: Move the switch that is on the underside of the lifter to the next position, and then try the lifter again. There are three switch positions, and the position determines the lift height.
Sometimes the Bluetooth listening device is not charged, or it is not near the phone. Can I use the system without the Bluetooth listening device?	Yes. You can simply lift the phone handset and dial or speak. You can use the hub to adjust the volume and tone.

## Specifications

Component	Specification
Ringer-detecting RDI port	15 Hz - 68 Hz
Bluetooth version	3.0
Frequency	2.4 G SIM, Channel 79
Modulation system	FSK
Power	Class 2, -6~4DBM Indoor conversion distance up to 15 meters, with only the PCB antenna (without the extra PA and extended antenna)

## Warranty

**Be sure to save your sales receipt as the proof of purchase date should you need warranty service.** The serial number for this product is on the underside of the hub.

Your ClearSounds QH2 Bluetooth Phone Hub System comes with a (1) 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 (freight prepaid) 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 to 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 phone will void any written or implied warranties.

If a defect covered by this warranty should occur, promptly contact a Customer Service representative by phone, or log on to [www.clearsounds.com](http://www.clearsounds.com) 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.**



## Accessories

Please visit the ClearSounds website or call ClearSounds for additional accessories.



ClearSounds QUATTROKIT1

ClearSounds CS-QUATTRO Quattro Amplified Bluetooth Neckloop [Requires hearing aid(s) or cochlear implant(s) with t-coil(s)]

ClearSounds CS-QUATTROKIT1 Quattro Amplified Bluetooth Neckloop with SmartSound earbuds (suitable for users without hearing aid(s) or cochlear implant(s) with t-coil(s): pictured left



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