

# QUATTRO PRO

QUATTRO PRO BLUETOOTH LISTENING SYSTEM

USER'S GUIDE



# Welcome

Thank you for purchasing the ClearSounds Quattro Pro Amplified Bluetooth Communication System. You are either really smart for purchasing the Quattro Pro 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 Quattro Pro. Either way, nicely done.

The Quattro Pro is an innovative Bluetooth Communication System. Bluetooth is a technology that uses radio transmissions to exchange data between devices over short distances. It offers an array of features that will connect you to your mobile phone so you can actually hear the conversations clearly, connect you to your music & TV; bringing the joy of entertainment back. It will allow you stress-free meetings & one-on-one conversations by bringing sound directly to your ears, significantly reducing background noise.

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. In addition, we have created a pictorial Quick Start Guide to get you up & running quickly.

# Welcome

## Contact Information

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

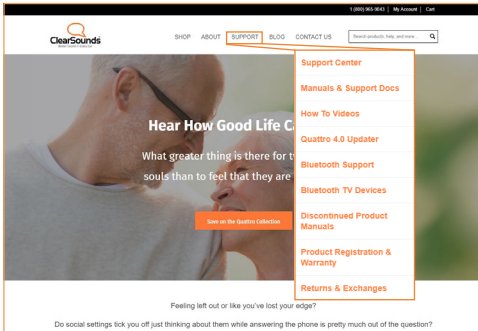
ClearSounds Communications, Inc.  
506 W 5th Ave  
Naperville, IL 60563 USA

800-965-9043 (toll-free)

## Information Online

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

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



The screenshot shows the ClearSounds website's Support Center. The navigation menu includes SHOP, ABOUT, SUPPORT (highlighted), BLOG, and CONTACT US. A search bar is located to the right of the menu. The main content area features a large image of a man and a woman looking at each other, with the headline "Hear How Good Life C" and the sub-headline "What greater thing is there for t souls than to feel that they are". Below the image is a button that says "Save on the Quattro Collectio". To the right of the main content is a vertical list of support resources: Support Center, Manuals & Support Docs, How To Videos, Quattro 4.0 Updater, Bluetooth Support, Bluetooth TV Devices, Discontinued Product Manuals, Product Registration & Warranty, and Returns & Exchanges. At the bottom of the page, there is a question: "Feeling left out or like you've lost your edge? Do social settings tick you off just thinking about them while answering the phone is pretty much out of the question?"

## 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 Quattro Pro. 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:** Locate and use the Quattro Pro away from water and damp areas, such as swimming pools, bathtubs, sinks and damp basements, and do not use the Quattro Pro when you are wet, to avoid electrical shock.

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

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

## Safety Precautions

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

**WARNING:** The Quattro Pro can amplify volume which can cause hearing loss. Instruct each user of proper usage, adjust the volume to each user's personal preference and adjust the volume to low when not in use.

**WARNING:** Do not spill liquid on the Quattro Pro 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 Quattro Pro. Contact with dangerous voltage points can occur, resulting in fire, electric shock or parts damage.

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

**WARNING:** Keep the Quattro Pro out of reach of small children.

**WARNING:** The Quattro Pro contains a magnet in the body of the unit. This may affect pacemakers. If you wear a pacemaker, please check with your instrument provider to verify if the Quattro Pro will affect your pacemaker.

# Safety Precautions

## Cautions



Cautions indicate practices that could harm the Quattro Pro 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 Quattro Pro (or any headset for that matter). Examples include PCs, automobiles and large screen TVs.

**CAUTION:** Turn off the Quattro Pro 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 electromagnetic interference (EMI).

**CAUTION:** While onboard aircraft, turn off the Quattro Pro in accordance with airline regulations and 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 Quattro Pro.

## Safety Precautions

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

**CAUTION:** Store the Quattro Pro in a dry place, and if you do not use it for an extended length of time, remove the batteries.

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

**CAUTION:** Use only a cloth slightly dampened in a mild soap and water solution to clean the unit. 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 Quattro Pro, or it is exposed to rain or precipitation.
- The Quattro Pro does not operate according to descriptions in this manual, or performance distinctly changes.
- The Quattro Pro is dropped or the casing is damaged.



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# What's Inside

## 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.**



USB charging cable



AC adapter



QTPro Removable  
Bluetooth Mic



Loop and loop  
adjustment toggle



SmartSound  
Ear buds  
(RS065T)

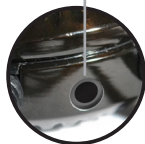
# Getting Familiar



**Charging port:** This is where you plug the micro USB charging cable into the Quattro Pro.



**Earbud Jack:** This jack accepts any 3.5mm stereo audio-only headsets. We package the Quattro Pro with our patented SmartSound Ear buds.



**Charge indicator:** The screen will read "charging" while the Quattro Pro charges.

**MFB Base Multi-Function Button:** This button is used to initiate & answer calls, turn the Quattro Pro on & off, activate the LCD screen, pair the Quattro Pro to Bluetooth devices (e.g. mobile phone), switch between calls and initiate Siri or S-Voice for voice activation.



## Getting Familiar



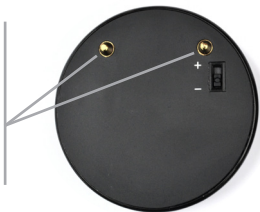
**MMFB Microphone Multi-Function Button:** This button is used to pair and connect the QTPro Mic to the Quattro Pro unit and adjust the sensitivity level of the BQTPro Mic.

**QTPro Mic:** This entire disc is the powerful Bluetooth microphone. It magnetically connects to the mic clip, which is also used to charge the QTPro mic.



**8-wire Neckloop:** This cord hangs the Quattro Pro around your neck like a necklace. This is an 8-wire loop that connects to hearing aids with t-coils, delivering sound directly through the hearing aids when they are in t-mode.

**Charging Pegs:** These pegs fit into the charging contacts (dimples) on the QTPro Mic clip.



# Getting Familiar

## Main Base Unit

**Home Screen:** The screen displays the following information and more:

- a) Devices connected to the Quattro Pro
- b) Headphones plugged into the Quattro Pro
- c) Battery charge level

The Home Screen display remains active for approximately 10 seconds, then goes dark. To re-activate the screen, simply tap any key on the device.



### Volume & Scroll Touch

**Keys:** These keys are used to turn the volume up & down, scroll through the menu, or skip forward & backward when listening to music.

### TFK Tact Function Key:

This Tact sensor is used to answer & end phone calls. It activates the LCD screen to view, and pauses & plays music. Tap twice to activate the voice control for the second device. -- See page 23, Step 1 of Voice control.

## Battery Engagement + / -



**Battery Engage Switches:** There is a battery engage switch on both the QTPro Mic and the Quattro Pro unit, which **MUST** be in the **+** position on both for it to function. By switching to the **-** position, the battery is disengaged from the circuit. This switch does **NOT** need to be put in the **-** position; its purpose was only to protect the integrity of the battery during storage.

# Getting Started

Before using your Quattro Pro for the first time, there are four key steps you need to take to get started.

1. **Engage the Battery on both the Quattro Pro unit and the QTPro Mic.**
2. **Charge the Quattro Pro and the QTPro Mic.**
3. **Pair the Quattro Pro with your Bluetooth devices.**
4. **Connect the Quattro Pro to your devices paired. (max. 2 at a time).**

In the following pages, we will walk you through each step in this order. At the back of the manual, you will find a glossary of key terms we use.

It would be a good idea to get familiar with these terms as it will make setting up and using your Quattro Pro much easier. Plus, throwing out some of these words will make you sound really smart at your next party.



## Getting Started

### Engage the Battery +/-

On the back of both the Quattro Pro unit and the QTPro Mic, 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 Quattro Pro travels from the production line to our warehouses and the warehouse 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 hearing aid batteries in their packaging, once you remove the tab, the battery becomes engaged. You will only need to do this once; this is **NOT** an on/off switch.

# Getting Started

**Charging** will display on the screen and the indicator light will be red on the QTPro Mic.

The Quattro Pro is fully charged when the indicator light turns blue and **Charged** displays on the screen. The battery icon will show full.



**Charge your Quattro Pro every night for maximum performance.**

**To protect your Quattro Pro from power surges while charging, plug into a surge protector.**

## Pairing & Connecting

**About Pairing:** Now that you have the Quattro Pro fully charged, it's time to pair it to your Bluetooth devices. The first time you use a Bluetooth device with the Quattro Pro, you must pair the device with the Quattro Pro. Pairing is the process of creating a constant link between the Quattro Pro and the Bluetooth device. Think of it like square dancing in junior high school gym class; The teacher first "pairs" you with a dance partner, you're not dancing yet; you're just standing there "paired" together.



# Getting Started

**About Connecting:** Once a device has been paired with the Quattro Pro it will automatically connect moving forward so that you can listen to the device through your Quattro Pro. Once connected, the Quattro Pro lists the connected device on its screen. The Quattro Pro will automatically connect when:

- The Quattro Pro and the device are **within 33 feet** of each other (in range).
- The Quattro Pro and the device are both turned on.
- Bluetooth has been enabled on the device.


## Pair & connect the Quattro Pro with a Bluetooth-enabled device for the first time:

1. The Quattro Pro must be powered off. We have not provided instructions on turning it on yet, so unless you've gotten ambitious and figured out how to turn it on, it should still be off.
2. Put your Bluetooth device in pairing mode. Consult the User Guide for your Bluetooth device for detailed instructions on how to put that device in pairing mode.
3. On the Quattro Pro, press and hold the MFB (multi-function button.) You will see **Power On**, keep holding MFB until **Pairing** appears on the screen.

## Getting Started

4. When the device name appears on the Quattro Pro screen, it has successfully been paired and is now connected. For example, if your iPhone name is Joe's iPhone, that will appear on the Quattro Pro screen.
5. On your phone, the Quattro Pro will appear in the list of connected devices.

### Pair & connect the Quattro Pro with additional Bluetooth devices:

1. Power off the Quattro Pro by pressing & holding the MFB  until **Power Off** appears on the screen. Keep the Quattro Pro OFF until the new Bluetooth device is in pairing mode.
2. Follow steps 2 - 4 above. If the device is a 2nd mobile phone with a display, Quattro Pro will appear on the list of connected devices.



**The QT Pro Mic is already paired to the Quattro Pro main unit. No need to go through the process of pairing these two. We figured this is one less thing you have to do. However, when you power on the QT Pro Mic, if it does not show on the Quattro Pro screen, refer to page 33 to re-pair the mic to the main unit.**

# Getting Started

## Breaking the Bluetooth Connection (aka Disconnecting)

You can keep a device paired to the Quattro Pro, and break the Bluetooth connection between the Quattro Pro and the Bluetooth device.

You would break the connection for the following reasons:

- Since only two devices can be connected to the Quattro Pro at once, there may be a circumstance where you want to keep a device on but want to “break” its connection to the Quattro Pro to make room to connect the Quattro Pro to a different device.
- You are connected to a device you did not want to be connected to.
- You are no longer using the device you are connected to and want to disconnect until you need it again.

## Getting Started

### To break the Bluetooth connection (aka Disconnect):

1. **Turn the Bluetooth device off.** This breaks the connection; however, when you turn it back on and the device is still within the 33-foot range, the Quattro Pro will find it & connect.
2. **Turn off Bluetooth in the settings of the Bluetooth device.** (Follow the instructions in the Bluetooth device User Guide, if necessary). This allows you to break the connection while leaving your device on. When you are ready to re-connect, on the device, turn Bluetooth back on. Once Bluetooth is turned on, the Quattro Pro will automatically find & connect when it comes within 33 feet of the device.

**NOTE:** If the Quattro Pro is moved outside the Bluetooth connection range (which is approx. 33 feet), you will hear “**out of range**” announced. The screen will revert back to its standby interface. If two devices have been connected and one of them falls out of range, the screen will refresh and only display the remaining connected device’s name. If you are on a phone call and your second device falls out of range, you **WILL NOT** hear “**out of range**” announced until after you have ended the call.

# Operating the Quattro Pro

## Hearing through the Quattro Pro

Alrighty, we're making progress now - only one more thing to do and you'll be ready to experience the remarkable sound the Quattro Pro offers! We've walked you through charging the Quattro Pro, pairing & connecting it to Bluetooth devices. Now what? The last step is to put it on and connect to your t-coil hearing aid or cochlear device OR use our SmartSound Earbuds included with your Quattro Pro.

### Wearing Your Quattro Pro:

1. Wear the Quattro Pro around your neck like a pendant. The screen should face out.

### To use the Quattro Pro with T-Coil hearing aids or cochlear implants:

1. Confirm with your hearing care professional that your hearing aid or cochlear implant is equipped with a t-coil. It's also referred to as a "t-switch" or "t-coil".
2. Set your hearing aid or cochlear implant to T or MT (depending on your device). If you do not have hearing aids or a cochlear implant or your hearing device(s) does not have t-coils, plug the SmartSound Earbuds into the headset jack.




# Operating the Quattro Pro

That's it! You are ready to start enjoying all the wonderful sound and freedom the Quattro Pro has to offer! Read on for instructions on how to make and answer calls using your Quattro Pro, listen to music and experience the many additional features the Quattro Pro offers.

## Voice Control

If a Bluetooth Mobile Smart Phone includes a voice control feature (such as Siri or S-Voice), you can activate voice control from the Quattro Pro for hands-free dialing.

### To activate voice control:

1. On the Quattro Pro push the MFB  twice (2x). If your smart phone is the 2nd device you have connected, tap the TFK twice (2x).
2. Your smart phone will display the voice control screen. Now speak into the Quattro Pro.
3. Based on the features of your smart phone, it will operate as if you were speaking directly into the phone.

**NOTE:** To view the devices you have connected, tap the TFK to view the home screen. The connected devices will be listed (**Up to 2 devices can be connected at one time**). The first device on the list is in position 1; the second (if applicable) is in position 2.



# Operating the Quattro Pro

## Calling

### Celebration Break....

Yahoooo! You are ready to start communicating using the Quattro Pro. Taking calls and making calls on your Bluetooth mobile phone is easy. We know Bluetooth can be intimidating if it's new to you. If you've mastered it- terrific! We are here to help if you get stuck. Remember to check out the instruction videos on our website 24 hours a day for immediate support [www.clearsounds.com](http://www.clearsounds.com). If you really want to hear the docile tone of our Customer Solutions Team, call us at 800-965-9043, M-F 8am-5pm CT.

Be prepared to take phone calls and to make phone calls with your Quattro Pro by confirming the following:

- The Quattro Pro is charged, powered on and placed around your neck.
- Your hearing aid or CI is set to T or MT. If you are using the ear buds make sure they are plugged in and on your ears.
- The Bluetooth phone is charged, powered on & connected to the Quattro Pro (within 33 feet).

# Operating the Quattro Pro

## Receiving Calls & Volume Control

When a call comes in, you will hear the phone ringing through your hearing device or ear buds and **Incoming** will appear on the screen. If you are listening to music or an audio book when the call comes in, it will pause and you will hear the ringing.



To answer:

Press the MFB  1x to answer the call

To reject a call:


1. Press and hold the MFB button.
2. You will hear “**Call Rejected**” and caller will be sent directly to your voice mail.

To adjust the volume during a call:

Tap the  key on the screen to reduce the volume and the  key to increase the volume. There are 15 volume levels, which will only display when you adjust the volume during an active call. The Quattro Pro remembers the last level that was set.

# Operating the Quattro Pro

## To mute and unmute a call:

1. Press and HOLD the  key on the screen.
2. The Quattro Pro announces “**Mute On**” or “**Mute Off.**”

## To end a call:

Press and HOLD the MFB.  The Quattro Pro announces “**Call Terminated.**”

## Placing a call by dialing from the phone:

Initiate a call using your mobile phone as you normally would. You will hear the phone ringing through your hearing aid or CI or through the ear buds. When the person you called picks up or you get voicemail, start talking.

# Operating the Quattro Pro

## Placing a Call from Last Number Dialed (aka ReDialing):

Simultaneously press and HOLD the MFB  and  key. The phone will call the last number you dialed.

## To End the Call:

Press and hold the MFB. The Quattro Pro will announce “**Call Terminated.**”

## Call Waiting

If your phone service includes Call Waiting, you can answer incoming Call Waiting calls during a telephone conversation.

## To answer a Call Waiting call:

1. Tell the person with whom you are speaking that you will put him or her on hold.
2. Press the MFB twice (2x), and answer the incoming call.

## Operating the Quattro Pro

3. To switch back to the first caller and leave the 2nd call on hold, press the MFB twice (2x).
4. To switch between callers and end the call that you are on, press and HOLD the MFB.

### Transferring a call between the Quattro Pro neckloop and a phone

Let's say a call comes in and you answer it directly from the handset out of habit or you are getting ready in the morning and you set your Quattro Pro down and couldn't get to it fast enough. You really want to take the call using the Quattro Pro because, well, that's why you have it - it helps you hear better. What do you do? Simple...

### To transfer calls between the phone handset and the Quattro Pro:

During the conversation, press and HOLD the  right arrow key until you hear a tone. Once you hear the tone, the call is now active through the Quattro Pro.

## Operating the Quattro Pro

### Using the QTPro Bluetooth Mic

So you think using the Quattro Pro with your Bluetooth phone is awesome? Wait 'til you use the Quattro Pro as a personal listening system! This is the coolest feature ever!

The QTPro Mic has been paired to the Quattro Pro unit already out of the box so there is no need to go through the pairing process. However, the QTPro Mic is not yet connected to the Quattro Pro unit. When you are ready to use the QTPro Mic, you simply need to “activate” the mic and place it wherever you want (within 33 feet of the Quattro Pro) to hear it through your t-coil or SmartSound Earbuds. This brings sound directly to your ears, reducing background noise and making it easy to hear, comprehend and listen. The QTPro Mic should not be used while attached magnetically to the Quattro Pro unit. Instead, place your QTPro Mic as close to the desired sound source as possible. Be sure to use your QTPro Mic clip for optimal performance. This is the perfect solution for meetings or classrooms, and noisy environments like restaurants, etc.





# Operating the Quattro Pro

## To Listen using the QTPro Removable Bluetooth Mic:

Remove the QTPro Mic.

Hang the Quattro Pro around your neck with the screen facing out.

Turn on the QTPro by pressing the  MMFB until the indicator light turns blue. The light will blink when the QTPro is on. The Quattro pro will announce “**device 1 or device 2 connected.**”

To verify the position the QTPro is in, tap the  TFK on the screen to view the home screen and see if the QTPro is in position 1 or position 2.

If the QTPro is in position 1, press the MFB once to connect to the QTPro Mic. The screen will display Dialing. After approx 2 seconds, the screen will show a timer. This indicates the QTPro mic is connected and “open.” You can place it where you want to pick up sound or voices. For example, the middle of the meeting table.

If the QTPro mic is in position 2, tap the TFK twice (2x). Same as above, the screen will display Dialing. After approx 2 seconds, the screen will show a timer. This indicates the QTPro mic is connected and “open.” You can place it where you want to pick up sound or

## Operating the Quattro Pro

voices. For example, hand it to your dinner partner or at a business meeting. Another good example, in the car give it to the passenger or driver so you can hear them better.

To “close” the QTPro mic, press and hold the TFK You will hear “**Call Terminated**” and the screen will go back to the home screen or you can also short press the MMFB on removable QTPro mic



**The QTPro Mic is most effective when it is close to the source of sound. It is a powerful omnidirectional mic. For more directed sound, place it as close to the source as possible and adjust the sensitivity level of your mic. For optimal performance, use your QTPro Mic clip.**

## Breaking the Connection between the QTPro Mic & the Quattro Pro


As we've mentioned earlier, the QTPro Mic is paired to the Quattro Pro out of the box. Once you have connected the QTPro Mic, it has taken one of the two connections available. Since only two devices can be connected to the Quattro Pro at once, there might be circumstances where you want to break the QTPro Mic connection to make room for a different device to



# Operating the Quattro Pro

connect.

To break the connection between the QTPro Mic and the Quattro Pro:

On the QTPro Mic, press and hold the MMFB  for about 3 seconds. The blue light will flash rapidly (every second) and the Quattro Pro announces “**Device disconnected.**” The QTPro Mic is now disconnected. To turn off the QTPro Mic, press & hold the MMFB for approx. 6 seconds. If the QTPro is not used for 10min, it will shut down automatically.

To reconnect the QTPro Mic to the Quattro Pro:

Press and hold the MMFB until the indicator light flashes blue. In 1-4 seconds, the Quattro Pro home screen will show the QTPro Mic listed and will announce “**Device connected.**”

**NOTE:** If there are already two Bluetooth devices paired & connected to the Quattro Pro, the QTPro Mic will not automatically connect when you power it back on. In this case, disconnect one of the two devices connected to the Quattro Pro by taking any one of the following steps:


1. Turning the device off
2. Turning Bluetooth off on the device
3. Moving the device out of range (more than 33 feet from the Quattro Pro)

# Operating the Quattro Pro

## Adjusting your QT4 Mic Sensitivity

Your QT4 Mic is equipped with 4 levels of sensitivity. In a very noisy environment you can adjust the mic to its highest level and place the mic as close to the sound source as possible. In a low noise environment you can adjust the sensitivity to a higher level. You can scroll through the levels until you find one that feels comfortable to you. **Remember**, using the QTPro Mic clip will give you optimal performance.

### To adjust the sensitivity:

1. Make sure your QTPro Mic is active.
2. Press and release the MMFB  to raise the sensitivity up one level. You will hear a tone.
3. Every time you press and release the MMFB while the QTPro Mic is active, you will raise the sensitivity by one level. There are a total of 4 sensitivity levels.
4. After you have reached the highest level, the next time you press the MMFB it will adjust to the lowest level and you will hear a higher pitched tone.

# Operating the Quattro Pro

## To Listen to Audio (music, videos or audio books):

1. Pair & connect your Bluetooth device. If you listen to music using your smart phone, you've probably already paired & connected it. If it is a new device, follow the steps outlined on page 18 to pair & connect.
2. Make sure your hearing aid or CI is in T or MT mode or the ear buds are plugged in.
3. Open your music or audio player app and select the song, video or audio book you wish to listen to.
4. Hit play on your Bluetooth device and enjoy!

To make volume adjustments, skip songs, etc refer to the chart below.

Adjustment	Action
Volume	On the screen, press ◀ or ▶
Pause and unpause	Press and hold TFK —
Skip to the next song or video	On the screen, press and hold ▶
Skip to the previous song or video	On the screen, press and hold ◀

# Operating the Quattro Pro

## Attaching the QTPro Mic to the Mic Clip

The QTPro Mic attaches to the mic clip magnetically. Make sure the metal pegs on the back of the QTPro Mic line up with the dimples on the mic clip. Because the QTPro Mic clip offers a charging feature, it is very important that the pegs line up with the dimples to ensure proper charging of the QTPro Mic.

## Using your QTPro Mic Clip

1. Attach it to the speaker's clothing using the metal plate. For optimum performance, place the clip as close to the speaker's mouth as possible. To separate the metal plate from the clip, slide the metal plate off of the magnetic contacts.
2. Using the Lanyard - Attach the lanyard to the hole in the metal plate. The metal plate attaches magnetically to the back of the clip. Hang the lanyard around the speaker's neck and slide the plastic clip to adjust the length.
3. **In the Car:** When riding in the car you can attach the clip to the speaker's seatbelt the same way you would to clothing.



# Operating the Quattro Pro

## Charging the QTPro Mic using the Clip

1. Make sure your QTPro Mic is securely seated in the clip with the metal pegs on the Mic lining up with the dimples on the clip.
2. Plug the USB cable into the charging jack on the clip.
3. Plug the other end of the USB cable into the power adapter.
4. Plug the power adapter into the wall outlet.
5. You will see a red light on the QTPro Mic which indicates it is charging.
6. When charging is 100% complete, the light will turn blue.

**Cord Clips:** The headset cable and Quattro Pro cable fit in the cord clip with ease. Use it to keep your cables from getting tangled.



# Operating the Quattro Pro

## Intercom Feature

Seriously, what more could we possibly add to this remarkable device? How about the ability to “Intercom” between two Quattro Pro devices! Sweet! You can use your Quattro Pro to talk to someone wearing another Quattro Pro within 33 feet of each other. This is extremely helpful when two people with hearing loss are in a noisy environment and need to eliminate background noise and reduce the signal-to-noise ratio.

### To initiate intercom communication with another Quattro Pro:

1. Check the **Home Screen** for both Quattro Pro units to see if any devices are listed as connected with either of the Quattro Pros.
2. If there are any devices currently connected to either Quattro Pro, disconnect them. (See page 21 for detailed instructions on disconnecting a device from the Quattro Pro.)
3. Pair & Connect the two Quattro Pro devices:
  - Power Off both Quattro Pro devices

## Operating the Quattro Pro



- Press & hold the MFB on both devices until you see **Pairing** on the screen of each. The screen will show **Power On** first - keep holding; after another couple of seconds, the screen will show **Pairing**.
- On only one of the Quattro Pro devices, press the MFB once (1x). **Searching** will appear on the screen of that device. You will hear “**Searching for Quattro**” announced.
- Once the Quattro Pros find each other, you will hear “**Paired**” announced. The home screen will display the Bluetooth icon and device name **Quattro Pro**.




- Double press the TFK on either device. In approx. 5 seconds, you will hear “**Connected**” announced. Now the two Quattro Pro devices are connected via intercom and you can speak to each other.
- To end the Intercom connection, press & hold the MFB on either device.
- The other Quattro Pro is now one of the connected devices on both devices. The next time you wish to connect these two devices via Intercom, simply double press the TFK on either device. You will hear “**Connected**” announced and **Intercom** will appear on the screen of both devices.

# Operating the Quattro Pro

## Resetting the Quattro Pro

Resetting the Quattro Pro resets the device to its factory settings. This deletes all paired devices, including the QT Pro Mic and sets the volume back to the default level. The only reason you would want to reset the Quattro Pro is if you are loaning it to or receiving it from someone else.

To reset the Quattro Pro to factory settings:

1. Press and hold TFK  until the screen shows **RstPass Vxxx**
2. The Quattro Pro will still be powered on but all paired devices and Caller ID memory will be erased.

To pair devices to the Quattro Pro again, simply follow the steps outlined on page 18.



# Troubleshooting

## Power and Connection

Symptom	Solution
The Quattro Pro does not turn on.	<ul style="list-style-type: none"><li>• Ensure that the +/- switch on the back of the Quattro Pro is in the + position.</li><li>• Charge the Quattro Pro. See page 16.</li></ul>
The Quattro Pro won't connect to a paired device.	<ul style="list-style-type: none"><li>• Are other paired devices turned off or on standby?</li><li>• For connecting with a paired device other than the microphone assembly, see 'Pair &amp; Connect the Quattro Pro with Additional Bluetooth Devices' on page 19.</li><li>• For connecting with the QTPro Bluetooth Mic, see Pairing QTPro Bluetooth Mic on page 33.</li></ul>
The Quattro Pro turns off automatically	<p>This occurs in these circumstances:</p> <ul style="list-style-type: none"><li>• The battery lost its charge. Recharge the battery. See page 16.</li><li>• No device is connected to the Quattro Pro for 10 minutes or longer.</li></ul>

# Troubleshooting

## Power and Connection

Symptom	Solution
The Bluetooth connection breaks between the Quattro Pro and the Bluetooth device.	<p>Ensure the following:</p> <ul style="list-style-type: none"><li>• The Bluetooth device is within 33 feet of the Quattro Pro.</li><li>• The Quattro Pro and the Bluetooth device are turned on and charged. (Press TFK on the Quattro Pro to see the home screen and confirm the battery charge level.)</li><li>• The device's Bluetooth feature is on and connected to the Quattro Pro (When you press TFK on the Quattro Pro, the device name appears on screen). See page 18.</li></ul>
I wander out of range and the Bluetooth connection breaks. The Quattro Pro announces "Out of range." How do I reconnect?	<ol style="list-style-type: none"><li>1. Move the Quattro Pro within 33 feet of the device.</li><li>2. Briefly press MFB.</li><li>3. If necessary, unpauses a song.</li></ol>

# Troubleshooting

## Sound

Symptom	Solution
Sound is muffled or non-existent	<ul style="list-style-type: none"><li>• Reposition the Quattro Pro.</li><li>• Check that volume is sufficient. If the volume is turned up on the Quattro Pro and on the Bluetooth device, turn down the volume on the Quattro Pro or on the Bluetooth device. See page 12.</li><li>• Check the battery levels of the Quattro Pro and hearing aids.</li><li>• Ensure T-Coil in hearing aids or cochlear implants is functional and set to T or M/T.</li><li>• Confirm that the device's Bluetooth feature is on and it is connected to the Quattro Pro (When you press MFB on the Quattro Pro, the device name appears on the screen). See page 33.</li></ul>

# Specification

Component	Specification
Supported profiles	HSP, A2DP, AVRCP, HFP
Bluetooth version	4.1 or lower
Frequency band	2.4 G ISM, 79 Channels
Modulation system	GFSK
RF Power	Class 2, -5~3 DBM
Operating range	33 ft (10 m)
Connection	Multi-point, two Bluetooth devices simultaneously

## Warranty

Your ClearSounds Quattro Pro Amplified Bluetooth Neckloop 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 Quattro Pro 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](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.**

## Additional Products by ClearSounds

Ok, well we may be a bit biased, but these products are fantastic complements to the Quattro Pro. Together, they make up our Connect360 System, which provides a solution for every aspect of communication. From personal listening to mobile phones, TV & entertainment to the office – we've got you covered.

Any hey, since you read through this ENTIRE manual, you deserve a reward. Order any of our Connect360 products online using Coupon Code IREADIT and we'll take 25% off your order!! Purchase now at [www.clearsounds.com](http://www.clearsounds.com).

### **SmartSound Earbuds**

Because of the reversed position of the speaker unit, the SmartSound™ earbuds significantly reduce pressure on the eardrum & middle ear.

### **QH2 Hub**

Connect a Bluetooth headset, neckloop or streamer to your home or office phone for hands-free and cord-free conversation.

### **QLinkTV**

An advanced Bluetooth adapter that allows you to link a variety of sound-emitting devices, including the Quattro Pro.

## Bluetooth Terms

**Bluetooth:** A wireless protocol defining the exchange of data between compatible devices over distances up to 33 feet.

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

**Connected:** A Bluetooth-enabled device is within range and communicating over the Bluetooth wireless link.

**Discoverable:** When a Bluetooth-enabled device is “discoverable,” other Bluetooth devices can detect, pair, or connect to it. When the Quattro Pro is discoverable by your cell phone, you will see “Quattro Pro” in the list of Bluetooth devices in your cell phone’s Bluetooth menu.

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



## Bluetooth Terms

**Multipoint:** Multipoint is a new development in Bluetooth technology that allows your Bluetooth headset to be connected to two Bluetooth devices at the same time. When a call comes in, the Bluetooth headset knows which device is ringing and will connect to the right one automatically.

**EDR:** EDR is an optional part of the Bluetooth specification that provides an Enhanced Data Rate (speed) and in some cases improved battery life.

**A2DP:** The abbreviation for Advance Audio Distribution Profile. A2DP technology is a new music revolution allowing you to send CD-quality stereo music from one device to another without wires. A2DP is stereo music sent over Bluetooth without the hassle of plugging in cables.

**Profile:** A Bluetooth profile is a specification regarding an aspect of Bluetooth-based wireless communication between devices. In order to use Bluetooth technology, a device must be compatible with the subset of Bluetooth profiles necessary to use the desired services.

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