

HAD1000

**ICLEAR®**  
D I G I T A L



**Hearing Assistive Device  
User Manual**

# Contents

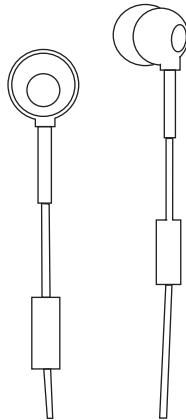
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# Kit Includes

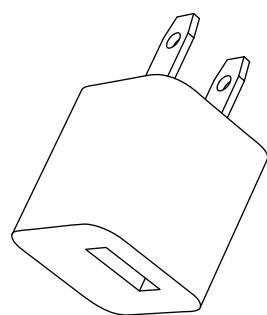
Please read these rules. Do not follow these rules may result in dangerous or violation of the law. This user manual provides more detailed information about safety instructions.



**HAD1000**  
Hearing assistive device



**Universal Earbud - Short**



**AC charger**



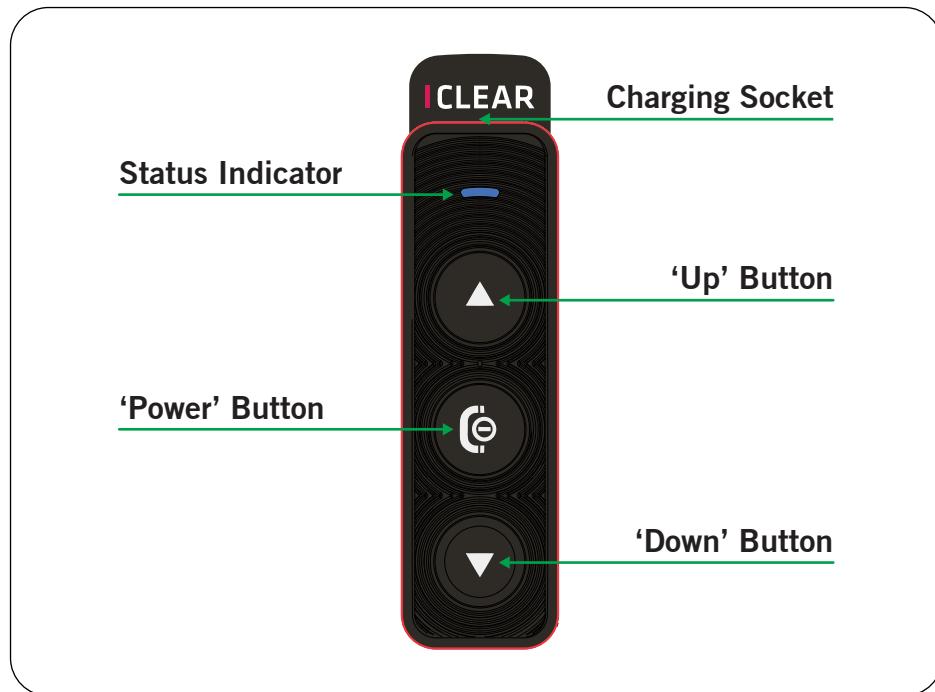
**USB charging cable**

# Quick User Guide

## General Functions and Layouts

**NOTE: Please charge before use**

Make sure you have the latest firmware which can support your hearing assistive device. You may visit [iclear-digital.com](http://iclear-digital.com) for downloading.



### Charge

#### Check Bluetooth phone capabilities before use.

To charge, use the provided charging cable by connecting it either to a USB port or to the adaptor provided. While charging, the status indicator light will be red. Upon being fully charged, the status indicator light will be blue.

### Low Battery Indicator

You need to charge the helmet communicator when the status indicator light blinks red twice every 2 seconds with a beep every minute.

### Install Speakers

Make sure the speaker wire is inserted into the main unit.

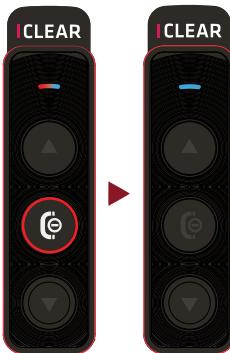
# Quick User Guide

## General Functions and Layouts

### Power On

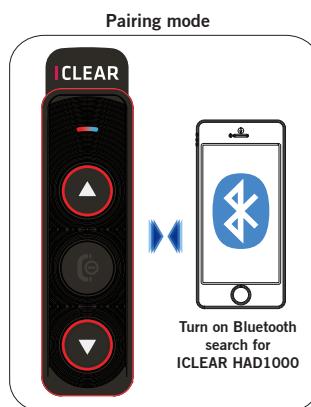
Hold the 'Power' button for 3 seconds.

The LED will flash purple for 2 seconds before changing to a blinking blue LED.



### Pairing Mode

After power on, continue and hold the 'Up' and 'Down' button to enter into device pairing mode. The LED will blink blue and red alternately.



### Volume

Press 'Up' button once to increase volume.

Press 'Down' button once to decrease the volume.



# Quick User Guide

## Power Off

Hold 'Power' button for 5 seconds until LED flash red in color.



## Reset

Press all three buttons at the same time to reset the device.

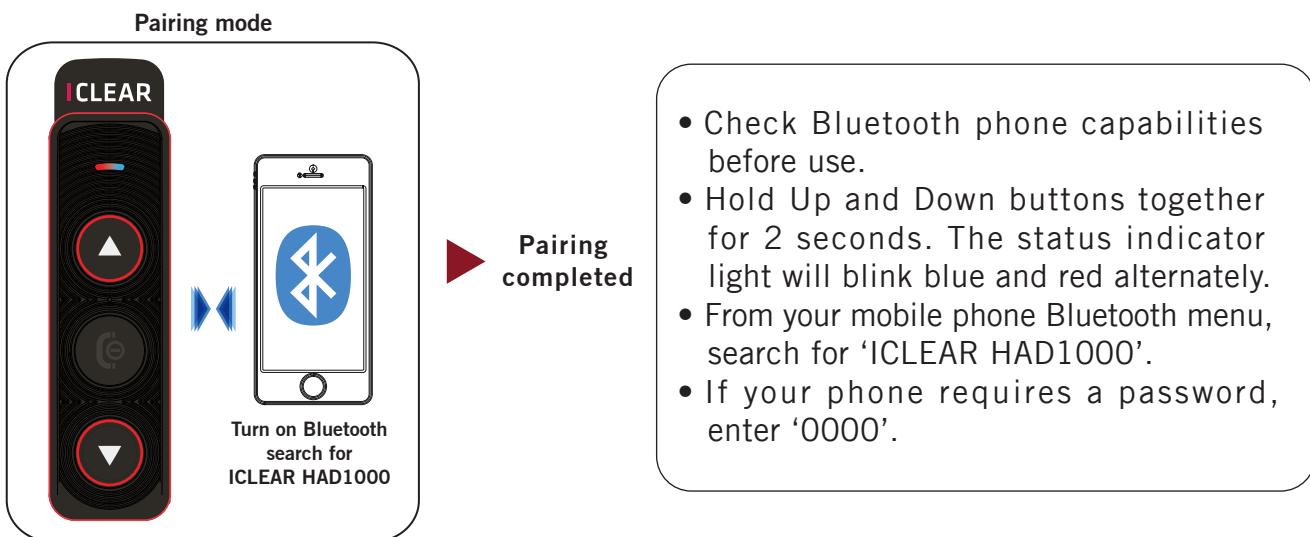


**NOTE: The volumes for mobile phone, music and hear assist functions are controlled separately.**

# Quick User Guide

## Mobile Phone Functions

### Pairing your hearing assistive device with your mobile phone.



### Answer Incoming Call

Manually press 'Power' button once.

### Reject/ End Incoming Call

Hold 'Power' button for 2 seconds.

### Last Number Redial

Hold 'Power' and 'Up' button for 2 seconds.

### Voice Dial

Hold 'Power' and 'Down' button for 2 seconds.

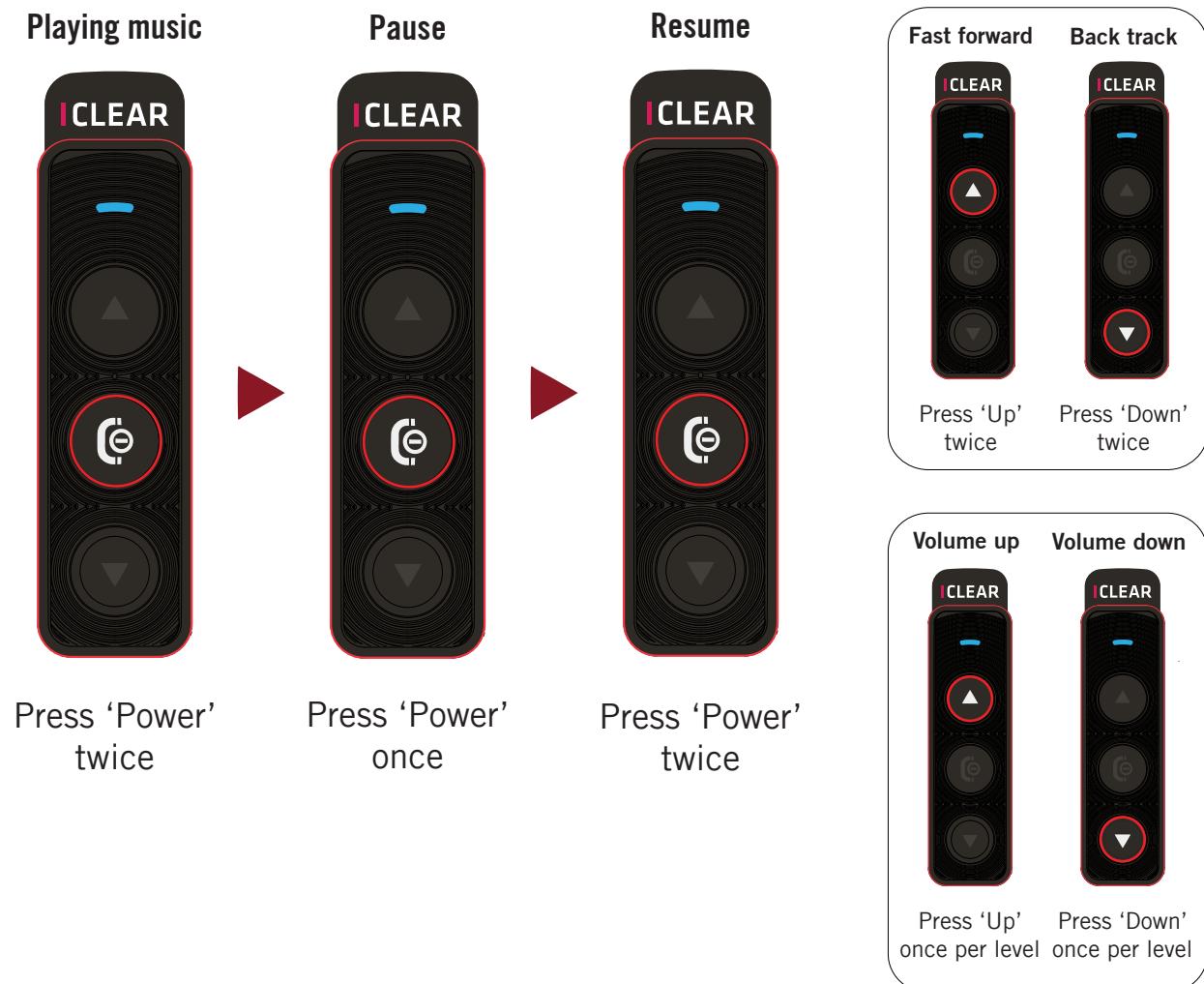
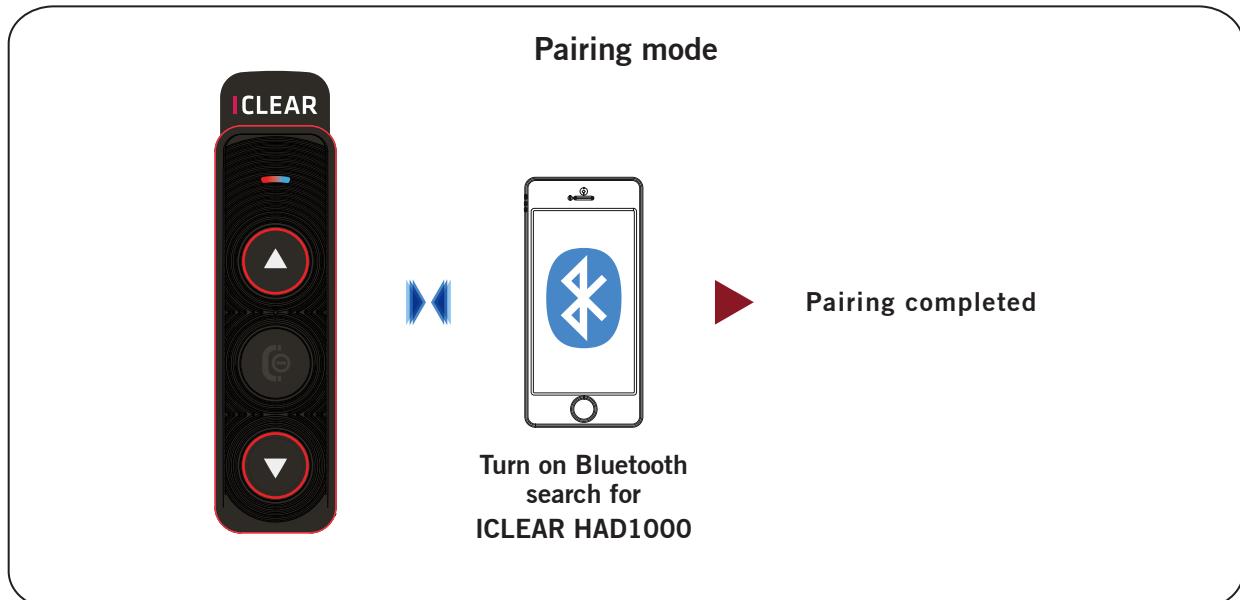
### 3 Way Calling

To swap between 2 concurrent calls, press the POWER button once.

# Quick User Guide

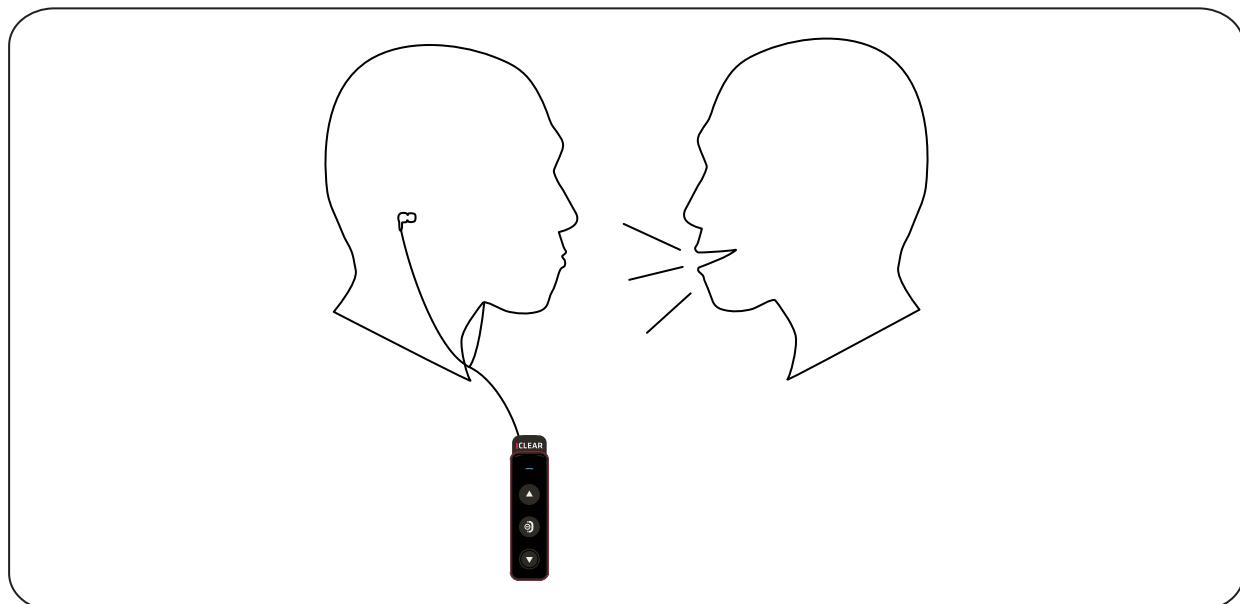
## Music Streaming Function

**NOTE: For music Bluetooth adaptor you would need to pair the music bluetooth adaptor before using it with hearing assistive device.**



# Quick User Guide

## Hearing Assist



Press 'Power'  
once

Hearing assist  
is activated

Press 'Power'  
once

Hearing assist  
is deactivated

# Warning and Safety Instructions

This manual uses the  and  icons to highlight certain instructions. Below is an explanation of the icons.



## Attention

This icon highlights special instructions and precautions intended to avoid damage to the system. Non-compliance may void the product warranty.



## Warning

This icon provides precautions important to prevent injuries to the user.



## Attention

Please read through the operating instructions to understand how to operate the system, in particular the safety instructions.



## Warning

Please note that there are some countries that by law disallow the user to set the device to a volume that prevents you from perceiving the surrounding.

Please note that there are some countries the use of both speakers simultaneously is authorized only out of public traffic conditions.

Please check with the relevant authorities for local safety legislation before using the device on the road.

Prolonged exposure to loud sounds may lead to permanent hearing damage.

Speaker volume is greater than 90dB may lead to permanent hearing damage.

Do not attempt to place an outgoing call through the mobile phone while riding on the motorcycle at any point of time.

Please do not use the Universal Remote in anyway that may distract you or hinder your judgment while on the move. Never ever compromise your safety and the safety of others.

# Warning and Safety Instructions



## Attention

Charging and handling rechargeable battery products incorrectly may cause them to overheat, catch fire or explode.

To prevent this please follow the instructions below:

1. Never change the batteries yourself, always bring the device to an authorised dealer to perform the replacement for you.
2. When charging, use ONLY the charging cable provided or a replacement cable from the dealer. Using similar, compatible or any other cables may lead to permanent product damage and will void the product warranty.

Never make any modifications to any part of the hearing assistive device in any way as it may cause the system to malfunction causing hurt to you.

# Features

Hearing assistive device has three main functions:

1. Make mobile phone calls.
2. Listen to music.
3. Hearing assist.

## Mobile phone functions

- Bluetooth phone audio capabilities, HFP & HSP profile.
- Hearing assist function applied to your phone call.

## Music streaming functions

- Bluetooth music streaming with hi-fi and stereo capabilities, A2DP profile.
- Bluetooth audio/ video remote control capability, AVRCP profile.
- Hearing assist function not applied to music streaming.

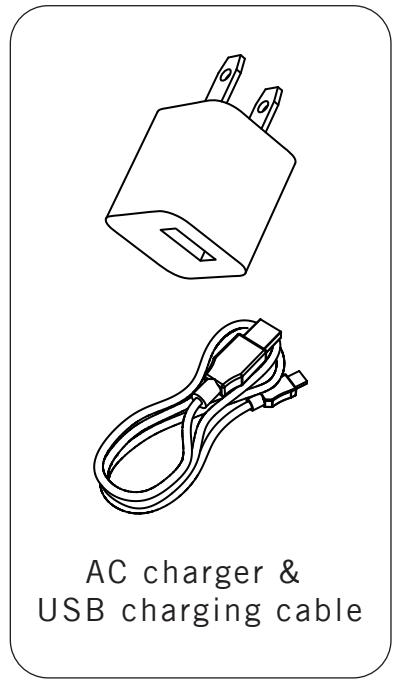
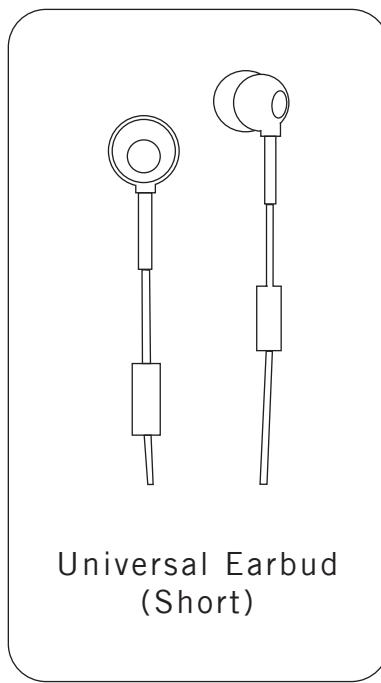
## Hearing Assist Function

### Advanced Product Features

- Noise suppression
- Directivity enhancement
- Comfort zone adjustment

# Installation

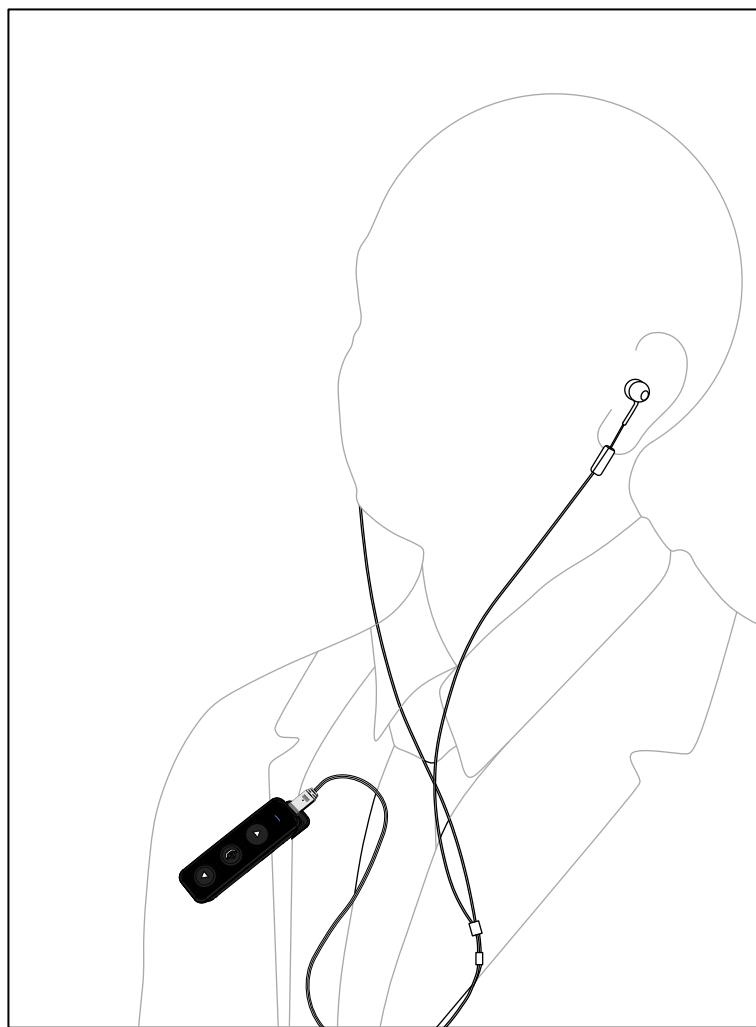
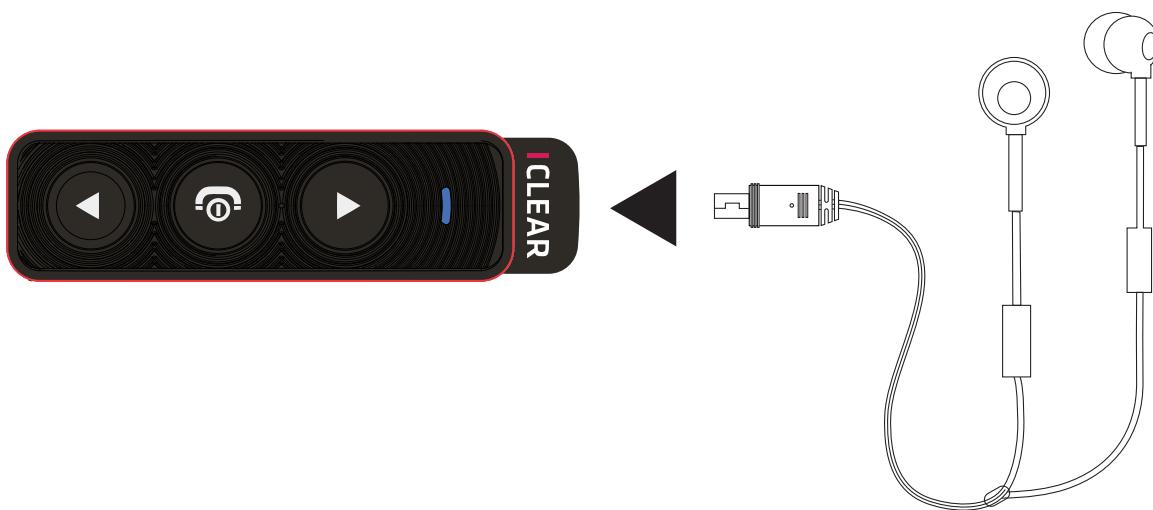
The hearing assistive device package contains:



# Installation

## Install Universal Earbud

Make sure the speaker wire is inserted into the main unit. Insert the speaker wire into the control unit until you can no longer see the 3 ribs on the speaker wire plug.



# General Operations

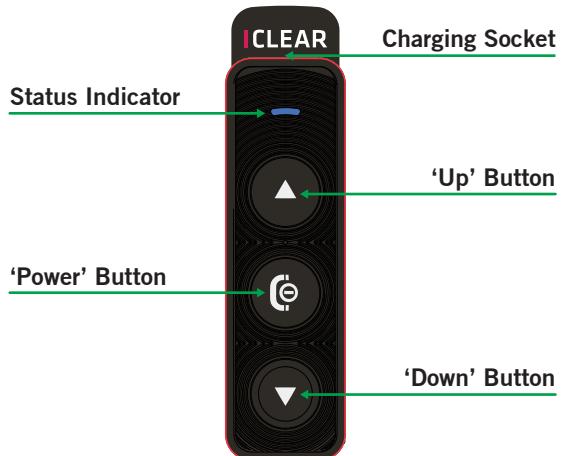
Your hearing assistive device is now all set and ready to go!!!  
The operations described here are applicable to all modes of operations.

## Power On

Hold the 'Power' button for 2 seconds to power on the hearing assistive device. The status indicator will blink blue and a power up tone can be heard.

## Power Off

To switch off the hearing assistive device, press and hold the 'Power' button for 5 seconds. The status indicator will blink red 5 times followed by a long beep before fully shutting down.



## Power Save Mode (Auto Power Off)

If the hearing assistive device feature has not been in use and not connected to any other devices, the system will auto shut down in 5 minutes.

## Low Battery

When the battery level is low, the status indicator light will flash red twice every 2 seconds while emitting a warning beep every minute.

## Charging

To charge the helmet communicator, connect it to the adaptor/ USB Port with the USB charging cable provided. Upon charging, if the unit is on, the system will automatically initiate power down.

## Volume Control

The volume control of the helmet communicator can be controlled using the 'Up' and 'Down' buttons. Press 'Up' or 'Down' button will increase the volume respectively. The volume control for each mode is independent of each other.

## Automatic Speaker Loudness (Communication only)

The speaker loudness will be automatically adjusted depending on the environment noise level. However you can still adjust the volume manually.

## Automatic Pairing

- Hearing assistive device has the ability connecting to the last paired device automatically for two features - music and mobile phone.
- Automatic pairing of the control unit with music devices is dependent on the music devices.

## Automatic Profile Switch

The hearing assistive device supports multiple profiles concurrently, but at any point in time only one profile is active. The automatic profile switch determines which profile should be active at any point of time starting from the highest priority:

- (1) Mobile phone functions
- (2) Music functions.

# General Operations

To use the hearing assistive device with your mobile phone for the first time, you must first connect them wirelessly by pairing.

## Pairing

- To connect the control unit to a mobile phone, hold the ‘Up’ and ‘Down’ buttons for 2 seconds. This puts the control unit into pairing mode. The status indicator would blink blue and red alternately.
- Turn on the mobile phone Bluetooth functions and search for Bluetooth devices.
- Select ‘IClear HAD1000’ to pair with the desired device.
- If prompted to enter a passcode, enter ‘0000’.

**NOTE: Most mobile phones when paired would be automatically connected with both phone and music Bluetooth capabilities.**

After pairing the control unit to your mobile phone, you may now use the hearing assistive device to answer and make calls or listen to music.

## Pick Up Calls

When a call comes to the mobile phone, press the ‘Power’ button once.

## Reject Calls

To reject an incoming call or an incorrectly placed outgoing call, hold the ‘Power’ button for 2 seconds.

## Voice Call

To activate voice call, hold the ‘Down’ and ‘Power’ buttons for 2 seconds. The accuracy of this function is dependent on the mobile phone.

# General Operations

## Mobile phone opearations

### Hearing Assist (Activated automatically)

Allows you to experience the adaptive hearing enhancement in the phone call according to the hearing curve obtained in the testing of Tune2Fit apps.

### Last Number Redial

To redial the last number, hold the 'Up' and 'Power' buttons for 2 seconds. The capability of this function is dependent on the mobile phone used.

### 3 way calling

- While on a call, if an incoming call comes in, you may answer the call by pressing the 'Power' button once.
- To swap between 2 concurrent calls, press the 'Power' button once.
- To end a call during a 3 way call, hold the 'Power' button for 2 seconds to end the active call. Upon terminating the active call, the call on hold will automatically become the active call.

### Music feature

If the mobile phone supports A2DP/AVRCP profile, user may activate the music by playing it directly from the phone or by controlling the music via the ICLEAR. To operate refer to Music Streaming Operations section. Should the documented steps not work, refer to your phone user manual on how to activate the A2DP/AVRCP feature.

# Music Streaming Operations

To use the control unit with your music devices you must connect them wirelessly through Bluetooth pairing. The music device must have Bluetooth capability.

## **Pairing**

- To connect the control unit a Bluetooth music device, hold the Up and Down buttons for 2 seconds. This puts the ICLEAR into pairing mode. The status indicator will blink blue and red alternately.
- Next, put the Bluetooth music device into pairing mode. Both the control unit and the music device should automatically pair together.

**After pairing to a music device, you may use the ICLEAR to wirelessly listen to music stored on the device. In order to use the control unit to remotely control the music, the music device must have Bluetooth Audio/ Video Remote Control capability, AVRCP profile.**

## **Play**

To play music, press the Answer button 2 times.

## **Stop**

To stop music, press the Answer button 1 time.

## **Fast Forward**

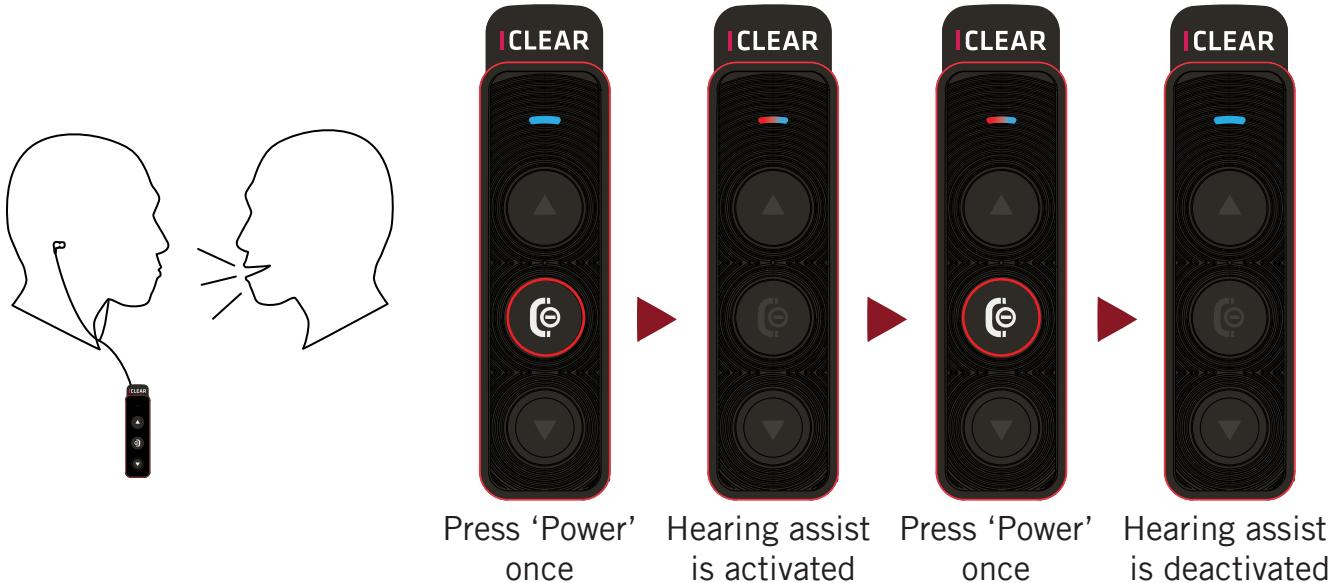
To skip to the next track, press the Up button 2 times.

## **Backtrack**

To skip to previous track, press the Down button 2 times.

# Hearing Assist operations

Allows you to experience the adaptive hearing enhancement in daily conversation according to the hearing curve obtained in the testing of Tune2Fit apps.



## Hearing Assist, Phone Call and Music Switching

Music has the lowest priority. If you are in music mode, an incoming hearing assist request will stop the music and you will be connected to the hearing assist mode. If you need to switch from hearing assist to music mode, you need to deactivate the hearing assist mode.

### Music will resume automatically after that.

To activate hearing assist mode while listening to music you must pause music first by pressing the "Power" button once. Then proceed with pressing the "Power" button to turn on the hearing assist mode.

## Other Functions

### USB Firmware Upgrade

Upon purchase, and periodically thereafter, please visit [www.iclear-digital.com](http://www.iclear-digital.com) to ensure you're operating with the latest firmware and taking advantage of feature enhancements.

### Wireless Firmware Upgrade

# Mobile Phone Operations

## TUNE 2 FIT App

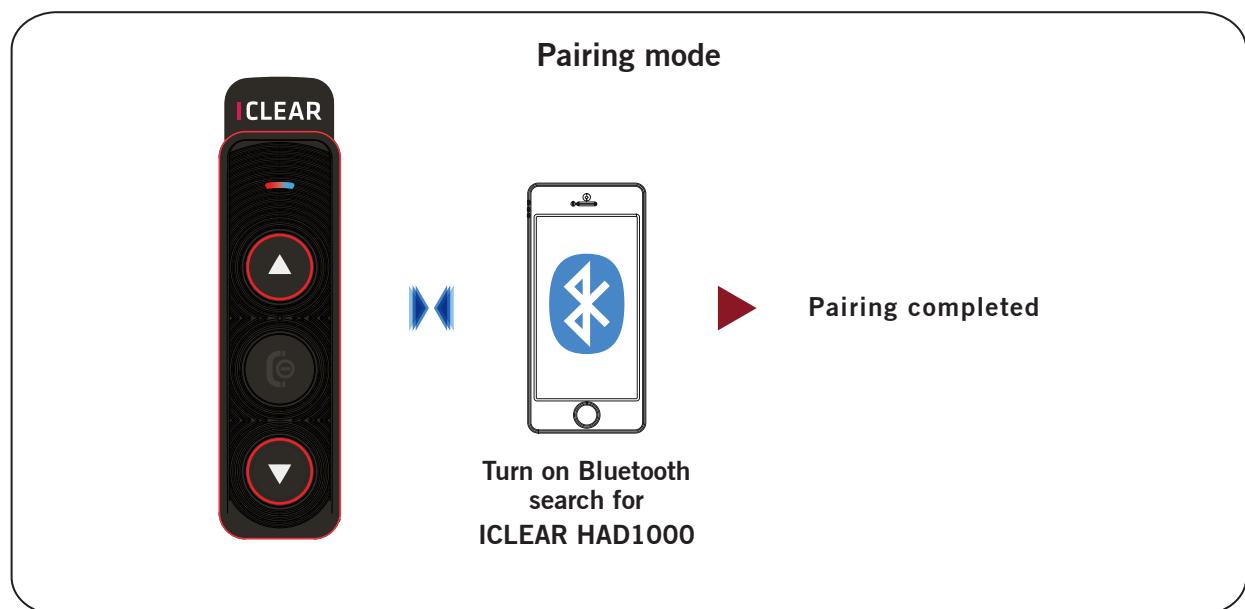
Download Tune2Fit.apk file from <http://www.iclear-digital.com>

(Only applicable for Android)

Open the file and install the app.

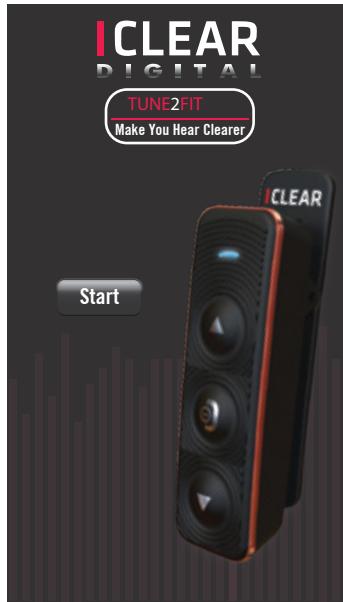


**NOTE:** To tune the hearing assistive device using the Tune2Fit app you would need to pair the unit with an Android Smartphone.



Hold 'Up' and 'Down'  
2 seconds

# Mobile Phone Operations

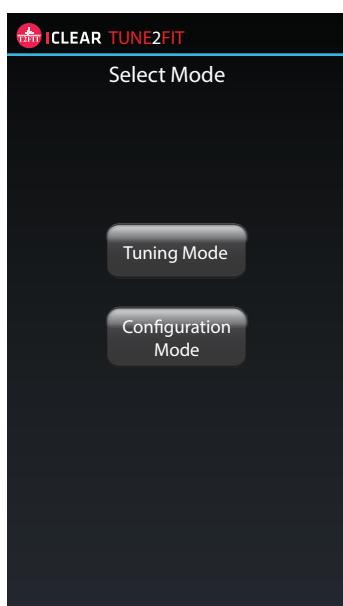


Open the app.

Click the 'Start' button to begin



Select ICLEAR HAD1000



Select to tune your own hearing curve or configure the device. If this is the first time you are using the device. Please tune your hearing curve to be saved in the device before going to the configuration mode.

# Mobile Phone Operations

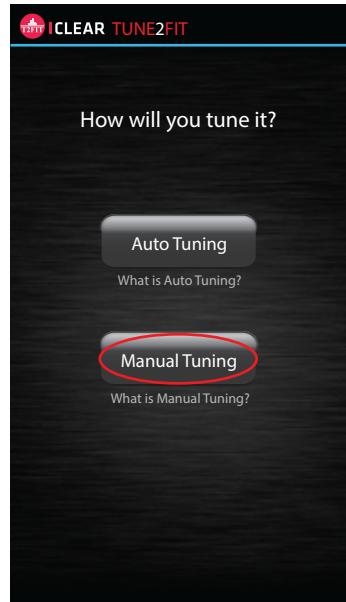
## Select tuning mode:

If you select Manual Tuning  
Please continued on (page 20)

If you select Auto Tuning  
Please continued on (page 21)

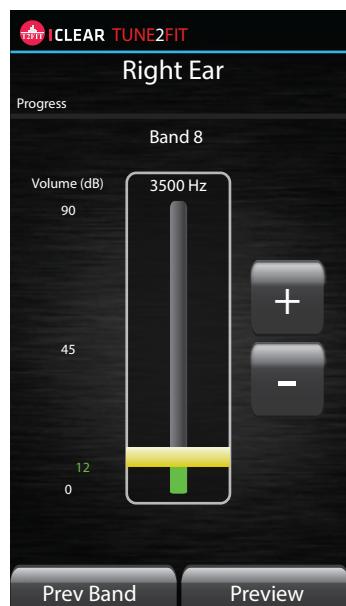
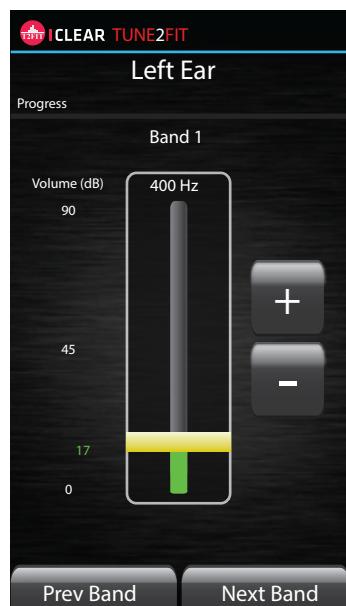
The program will require you to tune  
each ear's hearing sensitivity in 8  
different frequency bands.

A total of 16 tuning points is required.



## Manual Tuning

Manual Tuning is recommended for first  
time user or user who wants to fine tune  
his hearing curve.



Click the '+' button to increase the volume  
Click the '-' button to decrease the volume

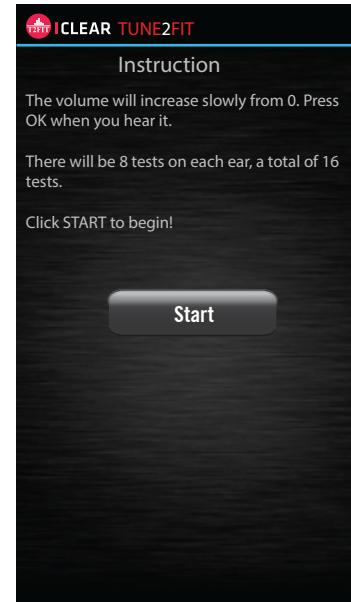
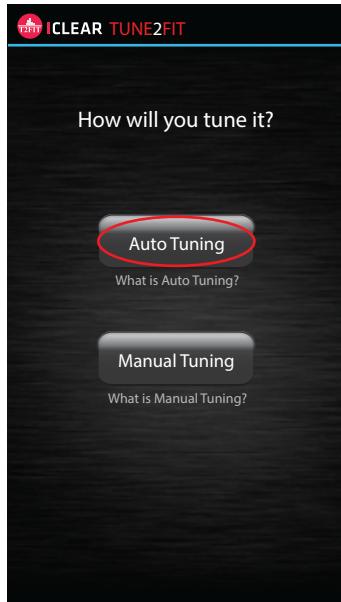
You can also press and hold the yellow bar  
to scroll up and down to increase or decrease  
the volume.

You can click 'Next Band' to tune the next  
point or click 'Prev Band' to retune the previous  
point.

Once you complete the 16 tuning points,  
you can go to the preview screen to  
experience how the device can help you  
hear better.

(Please continued on page 22)

# Mobile Phone Operations



## Auto Tuning

Auto Tuning allows user to have a simpler and faster tuning method for quick fix.

Click the start button and the tuning will start immediately.



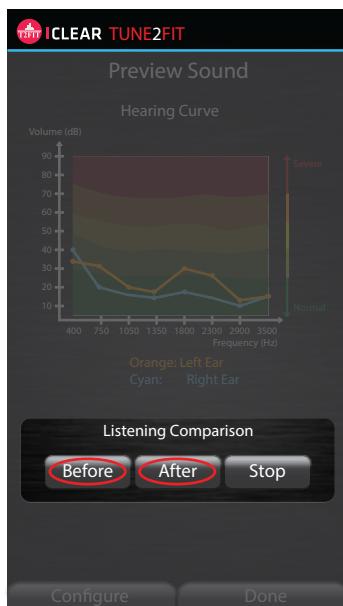
The volume level will increase automatically. If you feel that you miss the hearing level, you can press and hold the yellow bar and scroll it down.

Hit the "OK" button when you hear the sound.

Once you complete the 16 tuning points, you can go to the preview screen to experience how the device can help you hear better.

(Please continued on page 22)

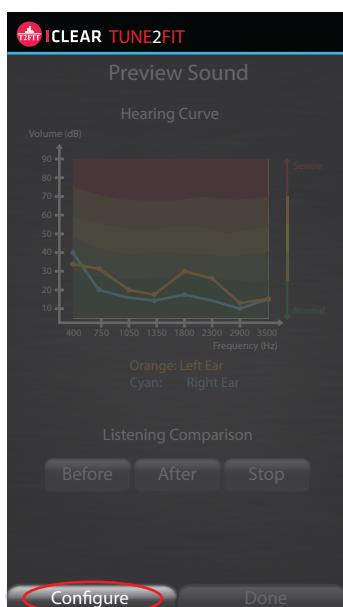
# Mobile Phone Operations



The Hearing Curve allows you to understand your hearing capability.

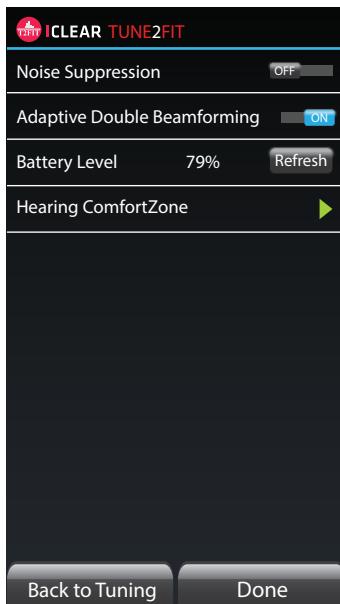
Click the Before button to experience your listening capability before using HAD1000.

Click the after button to experience your listening capability with the help of HAD1000.

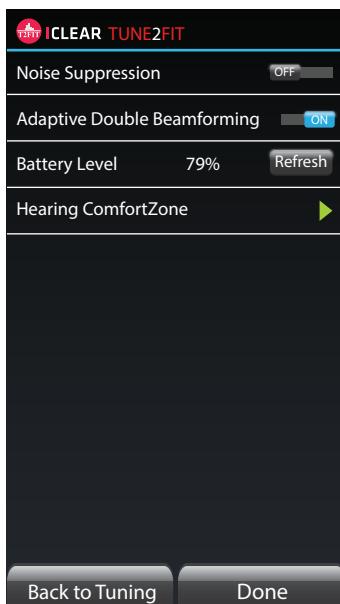


Click Configure button to directly go to Configuration Mode.

# Mobile Phone Operations



Once you are in configuration mode, the hearing assist mode will be activated. This is to help you experience the different setting live.



## Noise Suppression

Allows you to enjoy your hearing experience even in noisy environment.

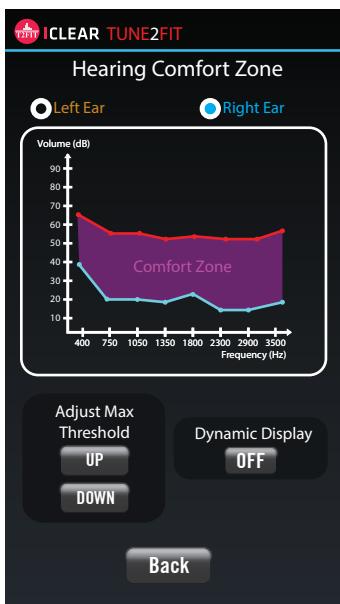
## Directivity Enhancement

Allows you to obtain an extra directivity for the sound source in front of you.  
(especially for 1-to-1 conversation)

## Battery Level

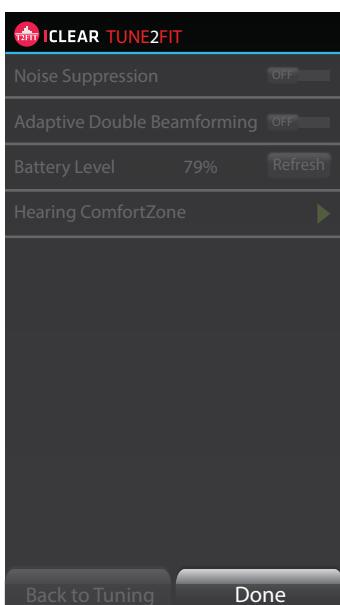
Allows you to check whether you need to recharge your device. Press the refresh button when you need a more instant reading.

# Mobile Phone Operations



## Comfort Zone Adjustment

Allows you to adjust the maximum threshold of your hearing comfort zone. The algorithm will adaptively maintain the power level of the sound you hear in different frequency bands within the hearing comfort zone.



You must click the Done button for all the setting to be saved into your HAD1000 control unit.

# Button Configurations Summary

Basic	
Power On	Press and hold 'Power' button for 2 seconds
Power Off	Press and hold 'Power' button for 5 seconds
Enter Pairing	Press and hold both 'Up' and 'Down' buttons for 2 seconds
Reset	Press 'Power', 'Up' and 'Down' buttons at the same time
Hearing Assist	
Start Hearing Assist	Press 'Power' once
Stop Hearing Assist	Press 'Power' once
Phone Functions	
Answer Incoming Call	Press 'Power' once
Reject/ End Incoming Call	Press and hold 'Power' button for 2 seconds
Volume Up	Press 'Up' once
Volume Down	Press 'Down' once
Music Functions	
Play/ Resume Music	Press 'Power' button twice
Stop Music	Press 'Power' button once
Fast Forward	Double press 'Up' button
Back Track	Double press 'Down' button
Volume Up	Press 'Up' once
Volume Down	Press 'Down' once

# Status Indicator Configurations Summary

The table below shows the status indicator configurations.

Status	LED
Power On	Red blink 3 times
Power Off	Purple 2 seconds
Standby	Blue 2 seconds blink
Hearing Assist	Purple 2 seconds blink
Hearing Tuning	Blue and red slowly switching
Music Playing	Blue double blink 2 seconds
Incoming Call	Blue and red switching
In Call	Slow blue blinking
Pairing	Blue and red switching
Battery Low	Blink red every 2 seconds
Battery Charging	Solid red
Battery Fully Charged	Solid blue

# Technical Data

Unit	
Dimensions (L x W x H)	67.7mm x 18mm x 19mm
Weight	14.19g
Audio	
Frequency response	20Hz to 20000Hz
Sampling rate	8000Hz
SPL	105dB+ / -3dB
Bluetooth	
Specifications	Version 4.0 Compatible
Profiles	A2DP, AVRCP, HSP, HFP
Radio	
Carrier frequency	2.402 - 2.480 GHz
Range	Class 2: Up to 10m
RF output power	4dBm
Power	
Power consumption	200mW (max)
Power input (Charging)	5V / 120mA / 0.6W
Built – in Battery	3.7V, 220mAh, Lithium-ion Polymer (Rechargeable)
Music / Talk time	Up to 10 hours/ 8 hours
Standby time	Up to 220 hours
Temperature	
Operation temperature	-10°C to 60°C (-20°F to +140°F)
Charging temperature	0 °C to 45°C (+32°F to +113°F)
Storage temperature	-40°C to 80°C (-38°F to +176°F)

## Troubleshooting Operational Tips

During your hearing assist session, if your phone causes problem to your hearing assistive device, please disconnect your phone from the device.

# Notices

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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 not 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:

- Reorient 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 dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## **BATTERY WARNING:**

The IClear Hearing Assistive Device contains a rechargeable lithium ion polymer battery. To reduce risks of fire or burns, do not disassemble, crush, puncture and short external contacts or dispose in fire or water.

## **CHARGING NOTICE:**

To reduce the risk of personal injury, electrical shock, fire or damage to equipment, please follow all the instructions below:

- Do not immerse the product, AC adaptor or speakers in water.
- Do not install, place or use the product near any source of heat for example: stove, radiator, oven, toaster, coffee maker or other apparatus that gives off heat.
- Always use the provided AC power adaptor and cable included in the package to charge the product. Use of any incorrect power supply to charge the product may cause permanent damage to the product and render the warranty void.

# Notices

## **WARRANTY:**

Without prejudice of legal warranty, the product is covered under a 2 year warranty by manufacturer from the date of purchase. Please provide the proof of purchase when you return the item to the supplier. The warranty covers manufacturing defects only. The warranty is voided by any unauthorized repairs, misuse, and misapplication, tampering of the product, modifications, upgrading or results of any failures to follow the guidelines as set out in the product brochure or by any of the actions specified in this brochure or anywhere in our technical publishing released to the public from time to time which would have voided the warranty.

Warranty does not cover data recovery and physical deterioration due to use, damages resulting from accidents, storage, loss or data loss or damage during repairs or transits. The sender will bear all transportation charges for functioning products but which were declared defective.

## **LIMITATIONS OF WARRANTY:**

All product warranties for the product by are limited to those mentioned in the product manual. Warranty period is good for two years from purchase date.

## **WAIVER AND DISCLAIMER:**

BITwave, and all their representatives, partners, agents, distributors, suppliers and resellers shall not be liable and will be held harmless from any and all litigation, claims, debts, demands, actions and liability which may arise, directly or indirectly, from operating or using the product for any damages, losses, distress, pain, suffering, discomfort, loss and injuries including bodily harm illness, strains, fractures, partial and/or total paralysis, death or other ailments that could cause serious disability either to any persons, or any parties whether the user or other third parties or their possessions, or to any goods, vehicles, properties, assets among others including your own suffered by any persons, organizations, or any third parties whether physical or otherwise and which may accrue to you in the future, to the fullest extent permitted by law as a result of the use, operation, malfunctioning, misuse, disposal or repairs of the product or any other reasons, conditions or circumstances or attempts to do so whether due to negligence, omissions, or otherwise of BITwave, or any of their representatives, partners, agents, .distributors, suppliers, resellers, designer, manufacturer or any others in its supply and distribution chain or any third parties involved.

# Notices

All risks from operating or usage of the product rest solely and entirely with the user of this product, the original purchaser or any third parties, who assumes full responsibility for all injuries, losses and/or damages, whether caused in whole or in part by the negligence, omissions or other conduct of others, including that of BITwave, and all their representatives, partners, agents, distributors, suppliers, resellers and all others in its supply and distribution chain either due to the designer's or manufacturer's negligence or omissions or any third parties involved.

## **CORRECT DISPOSAL OF THIS PRODUCT:**

Do not dispose this product with other household wastes at the end of its working life. There is a separate collection system for used electronic products in accordance with legislation that requires proper treatment, recovery and recycling. Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling. Business users should contact their suppliers and refer to the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

## **PRODUCT INFORMATION:**

BITwave, and all their representatives, agents, distributors, suppliers or resellers shall not be held responsible for any consequences arising from any errors or omissions in the guide or resulting directly or indirectly from the use of the information herein.

BITwave reserves the right to amend or improve the product design or user guide without any restrictions and without any obligation to notify users. All information here is accurate as of the date of printing. Please periodically check for the latest firmware version to receive feature enhancements on [www.iclear-digital.com](http://www.iclear-digital.com)

# Notices

## PERSONAL SAFETY:

Do not open the seal of the hardware, tamper, repair or modify any parts. Do not touch the product with metal objects or parts or chemical products.

Violation of the above will lead to potential fire hazards and mishaps. Please contact the technical support or your local supplier if your product malfunctions.

Always comply with the local law and traffic regulations.

Where use of the product is not permitted or allowed by any laws and regulations including the traffic laws of your country, we warn you not to go against such restrictions.

You will bear the full responsibilities of any breaches of law and regulations.

You should not allow the operations or use of the product or any attempts to use it by any persons including yourself to compromise anyone's safety including your own or to cause harm to any vehicles, property, objects, livestock, inventories, assets and the like under any circumstances. You or any users of the product are to take all necessary safety measures and precautions and to remain alert to all surrounding conditions. You are warned not to operate the product if you are not physically capable of doing so in a safe manner, if you have or will consume any alcohol or any mind-altering substance during its operation so that your alertness is compromised or if you have any medical conditions or needs that may compromise your abilities to do so in a safe manner. We warn you of the inherent, unforeseeable and unlimited risks and dangers in using the product while in traffic, including injury or illness, strains, fractures, partial and/or total paralysis, death or other ailments that could cause serious disability due to any causes. This product is only for use by persons eighteen (18) years of age and above who have understood the warnings, risks and the terms of use. You confirm that you have read this release of liability and fully understand its terms and that you have given up substantial rights by using or attempting to use the product.

## NOTICES:

### TECHNICAL SUPPORT:

For additional information please visit our website at  
[www.iclear-digital.com](http://www.iclear-digital.com)

For customer and technical support in the US and Canada, please contact:

BITwave USA LLC  
1093 E Iron Eagle Dr. #115  
Eagle, ID 83616  
1-855-BIT-WAVE

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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:

- Reorient 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 dealer or an experienced radio/TV technician for help.

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.

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

In order to comply with RF exposure requirements, a minimum distance of 5mm must be maintained between the antenna and all persons

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**MAR 2015**