



- Q1: Can I purchase additional accessories for the CLEAR 360 PRO?
- Q2: Where can I find the user manual for the CLEAR 360 PRO?
- Q3: Can I use a USB-C charger to charge the CLEAR 360 PRO?
- Q4: What should I do if there is dirt on the windscreen?
- Q5: Can the battery of the CLEAR 360 PRO be replaced?
- Q6: What size foam tips should I use for the CLEAR 360 PRO headset?
- Q7: What is the purpose of the ear wings?
- Q8: How do I know when the CLEAR 360 headset is fully charged?
- Q9: How can I check the battery level of the CLEAR 360 headset?
- Q10: What are the different listening modes?
- Q11: How do I switch between listening modes?
- Q12: Can I pair the CLEAR 360 headset with my mobile phone?
- Q13: I paired multiple Bluetooth devices with the CLEAR 360 PRO. How do I know which one is connected?
- Q14: How do I adjust the volume of Bluetooth content?
- Q15: Why does music or movies connected via Bluetooth sound "quiet" in a certain listening mode?
- Q16: Why can't I hear sound from the earphones?
- Q17: What do the ANSI S12.42 ratings (25dBp@130dB, 41.5dBp@150dB) of the Clear360PRO mean?
- Q18: What is the relationship between the NRR24 rating and the ANSI S12.42 rating?
- Q19: How do hearing protection policies differ between Japan and other countries?
- Q20: Why is hearing protection necessary?
- Q21: Can the Clear360PRO be used with commercially available transceivers?
- Q22: Is it possible to have one-to-many simultaneous calls with the Clear360Pro?
- Q23: How many devices can be connected to the Clear360PRO via Bluetooth at the same time?
- Q24: Why doesn't the volume change when I adjust it during a call on my smartphone with the Clear360PRO?
- Q25: Can you provide case studies of the Clear360PRO in the United States?
- Q26: How much stress can the wires of the Clear360PRO withstand?
- Q27: What are the advantages of using wired earphones with the Clear360PRO? Why not use wireless earphones?
- Q28: What is the difference between the Clear360PRO and regular noise-canceling earphones?

General enquiries

Q1: Can I purchase additional accessories for the CLEAR 360 PRO?

Yes, replacement foam ear tips, ear wings, and windscreen covers are all available for purchase from our company.

Q2: Where can I find the user manual for the CLEAR 360 PRO?

The user manual is included in the carrying case of the CLEAR 360 PRO. For the latest version, please refer to the online manual here (English): <https://clear360products.com/docs/clear-360-pro-user-manual/>

For the simplified Japanese version, click here:

https://9051893.fs1.hubspotusercontent-na1.net/hubfs/9051893/Bongiovi/CLEAR360PRO/CLEAR360%E4%BD%BF%E7%94%A8%E6%96%B9%E6%B3%95%E7%B0%A1%E6%98%93_comp.pdf

Q3: Can I use a USB-C charger to charge the CLEAR 360 PRO?

We recommend using only the USB charging block that comes with the CLEAR 360 headset. It is a 5.0V, 2000mA USB charging block. Using a charger that does not meet these specifications could damage the CLEAR 360 headset and void the warranty.

Q4: What should I do if there is dirt on the windscreen?

The windscreen can be removed and replaced. Pinch the front and back of the windscreen to release the locking tabs. Then lift the back of the windscreen and gently wiggle it forward to remove it. To install a new windscreen, reverse the process. Replacement windscreens are available for purchase here.

Q5: Can the battery of the CLEAR 360 PRO be replaced?

The batteries of the CLEAR 360 PRO/SPORT cannot be replaced.

Q6: What size foam tips should I use for the CLEAR 360 PRO headset?

Every CLEAR 360 headset comes with one pair each of small, medium, and large foam tips. Start by using the larger size. Follow the instructions included to ensure the tip is correctly inserted into your ear. Try all three sizes to find the one that fits best, providing the highest level of hearing protection and comfort. You can watch the CLEAR360 PRO instructional video here: <https://www.youtube.com/watch?v=eCo2wuGLnZs&t=3s>

Warning: Correct fit is essential to prevent exposure to hazardous noise. If the foam ear tips are not fitted properly, permanent hearing loss or other serious injuries may occur.

Please read and understand all safety documentation before use.

Q7: What is the purpose of the ear wings?

When properly fitted, the ear wings sit in the fold of your ear, securing the earpiece of the CLEAR 360 headset in place. This ensures the patented microphone manifold is oriented correctly for optimal directional performance, enhancing situational awareness.

Q8: How do I know when the CLEAR 360 headset is fully charged?

While charging, a red LED light will appear on the front of the charging port. Once the headset is fully charged, the red LED will turn off.

Q9: How can I check the battery level of the CLEAR 360 headset?

When the CLEAR 360 PRO/SPORT is powered on, you can check the battery level by pressing the multifunction button and the volume down (-) button at the same time. The battery level will be announced.

Q10: What are the different listening modes?

The different listening modes are designed to optimize your environment, whether you need to maximize safety, enhance ambient sound, ensure clear two-way communication, enjoy studio-quality music, or completely isolate yourself from the world in "mute mode."

Q11: How do I switch between listening modes?

Press the "Switch Mode" button once to cycle to the next listening mode. Listening modes 1 through 4 can be cycled one by one with this button. A voice prompt will announce the current mode. To enter mute mode, hold down the "Switch Mode" button for two seconds. The voice prompt will confirm when you're in mute mode.

To exit mute mode, simply press the "Switch Mode" button once.

(Note: You can also exit mute mode by pressing either the volume up (+) or volume down (-) button.)

Q12: Can I pair the CLEAR 360 headset with my mobile phone?

Yes. Both the CLEAR 360 PRO and SPORT models can pair with any Bluetooth-enabled phone, two-way radio, or other Bluetooth communication devices. The CLEAR 360 headset optimizes audio for music playback, calls, radio communication, and any Bluetooth communication.

Q13: How can I know which device is connected when I have paired multiple Bluetooth devices to the CLEAR 360 PRO?

The CLEAR 360 PRO prioritizes connections with Bluetooth devices in the order they were paired. For example, if you paired your phone first and then paired your laptop, the headset will automatically connect to your phone when both the phone and laptop are powered on and within range.

Q14: How can I adjust the volume of Bluetooth content?

Simply adjust the volume control on your paired Bluetooth device.

The volume buttons on the CLEAR 360 PRO only affect the level of ambient sounds captured by the built-in microphone.

Q15: Why does music or a movie sound "low" when connected via Bluetooth in certain listening modes?

The CLEAR 360 PRO model features five different listening modes (four listening modes and one "mute" mode).

Listening modes 1 and 2 apply special processing to enhance voice clarity in noisy environments.

Listening modes 3 and 4 are optimized for media content. Bluetooth content remains active even when "mute mode" is enabled.

Q16: Why can't I hear sound through the earbuds?

We recommend clearing the Bluetooth pairing list on the CLEAR 360 PRO. You can do this easily by pressing and holding the red "MFB" button and the "Volume Up" button for five seconds. Once this is done, power the device back on and re-pair your phone or device via Bluetooth.

Q17: What do the ANSI S12.42 ratings (25dB @130dB, 41.5dB @150dB) for the Clear360Pro mean?

These values represent the level of hearing protection provided by the Clear360Pro at specific noise levels (130dB and 150dB). The 25dB and 41.5dB indicate the amount of noise reduction in these conditions, demonstrating very high protection performance.

Q18: What is the relationship between the NRR 24 rating and the ANSI S12.42 rating?

The NRR (Noise Reduction Rating) measures the effectiveness of a product in providing hearing protection in general noise environments. An NRR of 24 means that the product offers up to 24dB of noise reduction, and together with the ANSI S12.42 rating, it indicates that the Clear360Pro provides highly effective hearing protection in noisy environments.

Q19: How do hearing protection policies differ between Japan and other countries?

In Japan, hearing protection is regulated under the Industrial Safety and Health Act, which requires the use of hearing protection in environments with noise levels above certain thresholds. Overseas, especially in the U.S., OSHA (Occupational Safety and Health Administration) has established hearing protection programs, and companies must follow specific industry guidelines. Fines may be imposed for non-compliance.

Q20: Why is hearing protection necessary?

Working in high-noise environments can lead to long-term hearing loss or hearing impairment. Proper hearing protection significantly reduces these health risks and also contributes to improved work efficiency.

Q21: Can the Clear360PRO be used with commercially available two-way radios?

Yes, the Clear360PRO can be paired with commercially available two-way radios via Bluetooth.

For specific connection requirements or compatibility, please refer to the product manual or contact our company.

Q22: Can the Clear360PRO support one-to-multiple simultaneous calls?

Yes, the Clear360PRO allows one-to-multiple simultaneous calls.

To use this function, you will need to use specific call applications like Teams.

Q23: How many devices can the Clear360PRO connect to via Bluetooth at the same time?

The Clear360PRO can connect to up to two devices simultaneously via Bluetooth. However, only one device can be actively used at a time. This means you can keep two devices connected, but audio input or output can only occur on one device at a time.

Q24: Why doesn't adjusting the volume change the call volume when connected to a smartphone with the Clear360PRO?

When connected to a smartphone for calls, adjusting the volume on the Clear360PRO doesn't affect the call volume because the Clear360PRO's volume adjustment is designed to control ambient noise levels.

To adjust the call volume, you need to adjust it from the connected device, such as your smartphone.

Q25: Can you share a case study of Clear360PRO usage in the U.S.?

There's an example of Clear360PRO being introduced in the U.S. railway industry. The industry faced a serious issue of workers being fatally hit by trains.

To improve safety in such environments, Clear360PRO was implemented. Clear360PRO has the ability to protect hearing in high-noise environments while clearly picking up surrounding sounds. This enables workers to accurately detect the sound of heavy machinery and approaching trains, enhancing safety.

The technology also allows workers to communicate clearly while being aware of their surroundings in real time, significantly improving work efficiency. The adoption of Clear360PRO has been praised as a valuable advancement in improving safety within the railway industry.

Q26: How much stress can the wires of the Clear360PRO withstand?

The Clear360 unit features mechanical stress relief at the connection points between the wires, neckband, and earpieces. Additionally, the wires incorporate Kevlar fibers to increase tensile strength, making them highly resistant to breaking. Our internal tests showed that a force of 21.1 pounds is required to break the wires, while only 3 pounds is needed to pull the earbuds out of the ears.

This means that in most cases, the earbuds will detach from the ears before the cables break, making wire damage highly unlikely except in cases of extreme misuse.

Q27: What are the benefits of wired earphones with Clear360PRO, and why not use wireless ones?

Wired earphones have minimal signal delay and offer a stable connection. This reliability is crucial in high-noise environments or in situations requiring important communication.

Wireless earphones, on the other hand, risk delays or connection interruptions.

Q28: What is the difference between Clear360PRO and general noise-canceling earphones?

There are significant differences in performance between Clear360PRO and general noise-canceling earphones in high-noise environments. Here are the main distinctions:

Noise levels up to 85dB:

General noise-canceling earphones can offer some hearing protection at noise levels up to 85dB. However, Clear360PRO outperforms in terms of capturing ambient sounds, allowing users to clearly hear necessary external noises while maintaining safety and work efficiency.

Noise levels above 90dB:

At noise levels exceeding 90dB, Clear360PRO's performance is markedly superior. Designed primarily for hearing protection, it effectively safeguards the user's ears in such environments. General noise-canceling earphones struggle to offer sufficient protection at this level, leading to reduced effectiveness.

Key differences:

Ambient sound collection: Clear360PRO is equipped with advanced ambient sound collection capabilities, allowing users to better recognize their surroundings.

Voice calls and hearing protection in high-noise environments: In environments with noise levels exceeding 90dB, Clear360PRO is a better option for making calls and protecting hearing compared to general noise-canceling earphones.

In conclusion, for working in high-noise environments, Clear360Pro is recommended for optimal hearing protection and communication functions. The performance gap becomes especially noticeable in environments exceeding 90dB, making for safer and more comfortable work conditions.

[General Inquiries]

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