

ReSound Unite Mini Microphone



FREQUENTLY ASKED QUESTIONS

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FREQUENTLY ASKED QUESTIONS

Setup & Configuration

How do I pair the hearing aids to the Unite Mini Microphone?

Pairing the Unite Mini Microphone in channel 1

1. Make sure Unite Mini Microphone is turned on. Your hearing aids must be off – open the battery door.
2. With the tip of a pen or similar object, press the small pairing button one time on the front of your Unite Mini Microphone hidden by the bottom cover. The LED will now blink yellow once every 2 seconds to indicate that is ready to be paired in channel 1. Your Unite Mini Microphone will remain in pairing mode for 20 seconds.
3. While pairing mode is activated, close the battery doors of both hearing aids and make sure they are ON. A successful pairing will be indicated by an audible melody played in both hearing aids.

You are now ready to use the Unite Mini Microphone.

Pairing the Unite Mini Microphone in channel 2 or 3

To pair the Unite Mini Microphone in channel 2, press the pairing button twice. The LED will now blink yellow twice every 2 seconds to indicate that is ready to be paired in channel 2. Close the battery doors on the hearing aids.

To pair the Unite Mini Microphone in channel 3, press the pairing button three times. The LED will now blink yellow three times every 2 seconds to indicate that is ready to be paired in channel 3. Close the battery doors on the hearing aids.

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How many hearing aids can the Unite TV Streamer be paired with?

The Unite Mini Microphone can be paired with as many hearing aids as needed.

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How do I pair the hearing aids to the Unite Mini Microphone?

The hearing aids need to be paired to the Unite Mini Microphone to create a private link for further communication, as well as to allow information to be transferred between the devices.

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Your Hearing Care Professional will be able to complete the pairing process via dedicated fitting software.

The hearing aids can also be paired to the Unite Mini Microphone by activating the pairing button on the Unite Mini Microphone and opening and closing the battery doors on the hearing aids within 20 seconds.

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What is the latency of the streamed signal?

The latency is less than 20 ms. In cases with latency above 30 ms, echoes can be perceived if direct sound is also audible to the user.

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Does the Unite Mini Microphone have batteries?

Yes, a rechargeable battery that can be charged using the included charger.

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How many Unite Mini Microphones can I connect to my hearing aids?

Your WL hearing aids can be paired to up to a total of three streaming devices at a time - e.g. 1 Unite Mini Microphone and 2 Unite TV.

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Which devices can be connected to the Line-In on the Unite Mini Microphone?

Any device with audio output can be connected using an appropriate cable ending in a stereo jack plug. Examples are: Stereo, Computer, MP3 player, TV....

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Use & Operation

How do I start streaming?

Turn on the auxiliary audio device connected to Unite Mini Microphone. Make sure your hearing aids are turned on as well. Streaming may be started in one of two ways.

1) Press and hold the push button on either hearing aid for about three seconds. This must be done separately on both hearing aids in order to hear streamed audio in both ears. Once the Unite Mini Microphone has been connected, an audible melody will play in your hearing aids and will be followed by the streamed sound.

2) If you have a Unite Remote Control (optional), simply press the Unite Streamer button. Doing so will briefly show a search icon in the Remote Control display. Once the hearing aids connect to Unite Mini Microphone, a short melody will be played in both ears to confirm the presence of streamed audio and a streaming icon will appear in the display.

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How do I stop streaming?

Press the push button on either hearing aid. This will cancel streaming on the side pressed.

Using the optional Unite Remote Control simply press the 'P'- button located in the center of the keypad. This will return the hearing aids to the last program used. You may also press the Home button to return to your default program 1 settings.

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What happens if I get a phone call via my Phone Clip+ while I am using my Unite Mini Microphone?

If you are using the telephone with Unite Phone Clip+ or Phone-Now™, the streaming via the Unite Mini Microphone will be temporarily disrupted. When you have ended your phone call, streaming will resume.

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If the streamed signal disappears how do I reconnect?

If the streamed signal disappears it can be due to:

1) The hearing aids are out of range of the Unite Mini Microphone. Try shortening the distance between the hearing aids and the Unite Mini Microphone.

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- You can be up to 7 meter (20 feet) away from the Unite Mini Microphone depending on the physical environment. If you get out of this range and return to range within five minutes the hearing aids will reconnect themselves.
- If you get out of range and do not return within five minutes, you can reconnect on the hearing aids with a long press (3 seconds) on the pushbutton or by pressing the Unite TV button on the Remote Control.

2) The cable connecting the Unite Mini Microphone to the audio source is not inserted completely into the Unite Mini Microphone.

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How do I adjust the volume on the Unite Mini Microphone?

Adjusting the listening volume can be accomplished in a variety of ways. Keep in mind that volume adjustments apply to the streamed signal only, not the volume of normal environmental sounds.

- Use the '+' and '-' keys on the Unite Mini Microphone to adjust volume to a comfortable level. Make sure that your hearing aids are comfortably adjusted before you change the settings with the volume control. When turned ON the Unite Mini Microphone automatically starts at the volume level it was last used. The line-in volume level will default to a preset level on power up.
- Use the optional Unite Remote Control to adjust volume. Look under the Remote Control section.
- When using the line-in feature, the volume can in some cases be further adjusted at the signal source, for example by turning the TV itself down. In many cases this will adjust the volume of both streamed audio (transmitted wirelessly to your hearing aids) and non-streamed audio (sounds reaching the hearing aid microphones in the normal fashion). Of course, this will also affect listening volume for others in the room.

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How far from the Unite Mini Microphone can I hear the sound?

You should be able to hear the streamed signal up to 7 meters (20 feet) from the Unite Mini Microphone in situations where the Unite Mini Microphone is facing the hearing aids. If the sound does not come through clearly, you may have to move closer to the Unite Mini Microphone.

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Does volume adjustments on an auxiliary sound source affect the volume in my hearing aids?

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Yes, always try to adjust the volume on the auxiliary device to a comfortable level to minimize electrical noise.

There is also a volume control on the side of the Unite Mini Microphone (black button with a '+' and '-').

If the Unite Mini Microphone is connected to the headphone jack on the TV-set, Stereo or Computer, volume adjustments on these devices may also affect the volume in the hearing aids.

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Where should I place the Unite Mini Microphone?

Clip your Unite Mini Microphone on the shirt, jacket or other clothing within a range of 10-20 cm (4-8 inches) from the speaker's mouth.

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How do I turn on the Unite Mini Microphone?

To turn ON your Unite Mini Microphone, slide the ON/OFF switch down towards the silver cap. The LED indicator will start blinking.

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How do I turn off the Unite Mini Microphone?

To turn OFF your Unite Mini Microphone slide the ON/OFF switch upwards away from the silver cap. The LED indicator will stop blinking.

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Can other people with wireless hearing aids listen in on the transmitted signal?

No. In order to listen in on the transmitted signal the hearing aids need to be paired to the Unite Mini Microphone.

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Can other people interfere with or disturb the transmitted signal?

Other radio frequency devices in near proximity may cause interference, usually adding a crackling noise. Examples of such devices are other Bluetooth devices, wireless networks, microwave ovens, baby monitors and remote controls.

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How often do I have to charge my Unite Mini Microphone?

Battery consumption and the operating time of your Unite Mini Microphone depend greatly on the usage of the device. On average, a fully charged battery will allow for 8.5 hours of usage.

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How do I charge the Unite Mini Microphone?

To charge the Unite Mini Microphone, plug the charging cable into the Unite Mini Microphone. Then plug the other end of the charging cable into a power outlet.

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Can I place the Unite Mini Microphone in front of a speaker transmitting sound that I would like to hear?

You can do this but keep in mind that it will pick up noise from the environment as well as the desired signal.

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Can I use the Unite Mini Microphone as a table microphone?

The Unite Mini Microphone has been optimized for person-to-person communication, where the Unite Mini Microphone user speaks into the microphone. If you choose to use it as a table microphone, keep in mind that it will pick up noise from the environment alongside the desired signal.

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How do I know that my Unite Mini Microphone needs charging?

The LED on the Unite Mini Microphone will blink yellow repeatedly.

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Does the Unite Mini Microphone work through walls?

The Unite Mini Microphone will not work through walls. However, under favorable reflection conditions the Unite Mini Microphone may transmit through openings (e.g. door openings) between rooms

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How can I see that the Unite Mini Microphone is turned on?

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The slide button on the side of the Unite Mini Microphone indicates whether it is on or off. If it is down and the white bar is visible, it is turned on. If it is up and the white bar is not visible it is turned off. In addition, the light indicator will blink green every 2.5 seconds.

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Is the Unite Mini Microphone waterproof?

The Unite Mini Microphone is not waterproof. Exposure to water or excessive moisture may damage the product. If the Unite Mini Microphone accidentally is exposed to water or moisture, then wipe it carefully with a soft cloth.

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Troubleshooting

Why doesn't sound from the Unite Mini Microphone come through clearly?

This could be because:

- The hearing aids are out of range of the Unite Mini Microphone. Try shortening the distance between the hearing aids and the Unite Mini Microphone.
- The Unite Mini Microphone may be too close to other electrical devices such as a DVD player or stereo receiver causing interference. Check to make sure that it is not sitting on top of an electrical device.
- When using the Line-in: The cable connecting the Unite Mini Microphone to the auxiliary source may not be inserted properly. Ensure that all cables are plugged in appropriately.

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What causes a break in connection between the Unite Mini Microphone and the hearing aids?

This could be because:

- The Unite Mini Microphone and hearing aids are not within wireless range: Assure that the Unite Mini Microphone and hearing aids are within wireless range.
- The battery in the hearing aid is so depleted that it no longer supports audio streaming: Replace the battery in the hearing aid with a new one.

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