

# USER GUIDE

## ReSound Unite™ TV



# ReSound



rediscover hearing

## Welcome

Congratulations on your purchase of a ReSound Unite TV.

ReSound Unite TV will provide you with high quality streamed audio from your TV, HiFi stereo, personal computer or similar device directly to your hearing instruments.

Please read this manual carefully to fully benefit from the ReSound Unite TV. Ask your hearing care professional if you have any questions.

For further information you can also visit the [www.resound.com/unite](http://www.resound.com/unite) web site.

*For your safety, carefully read the chapter Important Information, on pages 24-25*

FCC ID: X26SAS-2

## Statement:

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.

*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 the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications can void the user's authority to operate the equipment.

### **Intended use**

ReSound Unite TV is intended to enable ReSound hearing instrument users to better follow TV or other audio programs. The essential performance of the ReSound Unite TV is to transfer signals from a TV set or other audio device to a ReSound wireless hearing instrument.

### **List of countries**

Products are intended for sale in countries within European Economic Area as well as Switzerland.

### **National restrictions:**

Norway: You are not allowed to operate the equipment within 20 km of the centre of Ny Ålesund.

France: You are not allowed to operate the equipment outdoors.

Italy: Product is for private use. You are not allowed to operate the equipment outside own premises.

This product is in compliance with the following regulatory standards:

In EU: The device conforms to the Essential Requirements according to - Annex I of Council Directive 93/42/EEC for medical devices (MDD) and essential requirements and other relevant provisions of Directive 1999/5/EC (R&TTE). The declaration of conformity may be consulted at [www.resound.com](http://www.resound.com)

In US: FCC CFR 47 Part 15, subpart C, section 15.247

Other identified applicable international regulatory requirements in countries outside EU and US. Please refer to local country requirements for these areas.

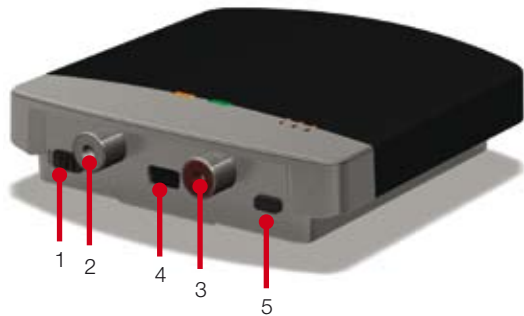
Products are categorized as receiver class 2 according to EN 300 328

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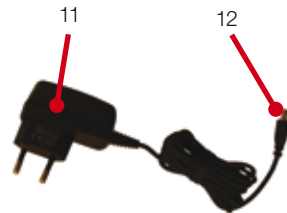
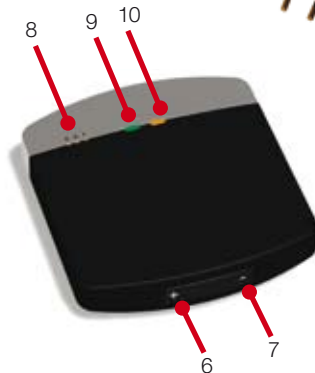
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## Description

- 1 Mono / Stereo control
- 2 Left Audio connector
- 3 Right Audio connector
- 4 Mini-USB connector
- 5 Pairing button



- 6 Increase volume
- 7 Decrease volume
- 8 Channel indicator
- 9 Power light (green)
- 10 Activity light (amber)
- 11 Wall plug
- 12 Mini-USB plug



## Getting Started

### Installing ReSound Unite TV

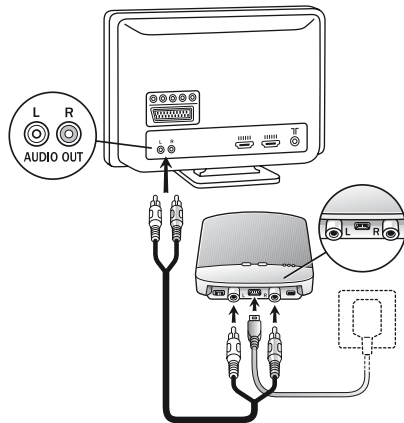
Depending on your TV, HiFi stereo, Computer or other audio set-up, the installation for ReSound Unite TV may differ. The following steps will guide you through the pairing and connecting process, which can be easily accomplished by almost anyone. Start with connecting the cables and finish by pairing ReSound Unite TV to your hearing instruments.

*Connect audio cables to ReSound Unite TV. For TV, HiFi Stereo and Computer*

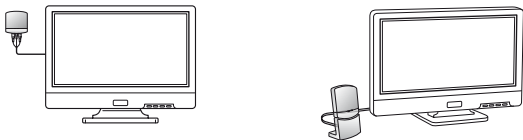
1. Connect the power supply supplied by ReSound to the wall socket and insert the cable to the Mini-USB socket on ReSound Unite TV
2. Connect the red and white plug of the audio cord into the red and white plugs on ReSound Unite TV
3. Plug the other end of the red and white audio cord in the "AUDIO OUT" terminal on the TV
4. The "AUDIO OUT" is usually marked "L – R" for left and right, and "AUDIO OUT" and can be found on the back of the TV. Alternatively you can plug this cable into your HiFi Stereo.



*Note:* With this installation, most TVs will send sound to both hearing instruments and speakers simultaneously. On some TVs you can adjust the balance between the AUDIO OUT and the speakers – consult your TV manual for instructions.



In the packaging box you will find screws for mounting the streamer on a wall. Instead of using screws, you can also velcro the streamer on the side or on top of the TV. For best performance, the TV streamer should be placed vertically, either mounted on the wall or placed in the table stand that comes with the packaging.



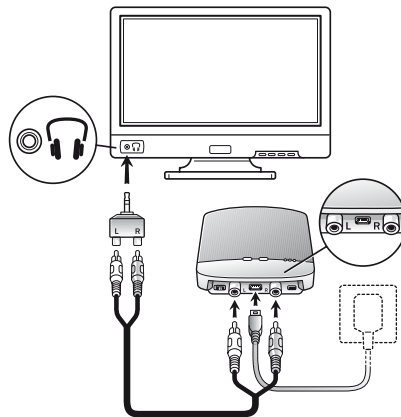
### Alternative audio cable installations:

If connecting ReSound Unite TV to the AUDIO OUTPUT jack is not possible on your TV, there are alternative installation possibilities: Jack Adapter, Scart adapter

#### Jack adapter – for TV and Computer:

1. Connect the power supply to the wall socket and insert the cable to the Mini-USB socket on ReSound Unite TV
2. Connect the red and white plug of the audio cord into the red and white plugs on ReSound Unite TV

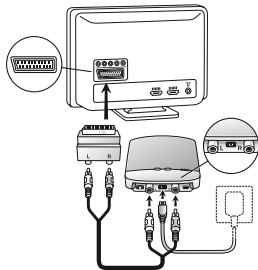
3. Connect the Jack adapter on the other end of the audio cable
4. Plug the Jack adapter into the TVs "HEADPHONE" output terminal, or alternatively in your computers' audio terminal.



**i** Note: The HEADPHONE output terminal is usually located on the side or front of the TV. When using the HEADPHONE terminal, usually only the person wearing the hearing instruments will hear the sound, and the TV speakers are muted. If it is not desired that speakers are muted, please refer to the first installation, or the one below for the scart adapter. Your TV may support speakers and HEADPHONE being on simultaneously, check your TV manual for instructions.

#### Scart adapter – for TV:

1. Connect the power supply to the wall socket and insert the cable to the Mini-USB socket on ReSound Unite TV
2. Connect the red and white plug of the audio cord into the red and white plugs on ReSound Unite TV
3. Connect the Scart adapter on the other end of the audio cable
4. Plug the Scart adapter into the TV's Scart terminal



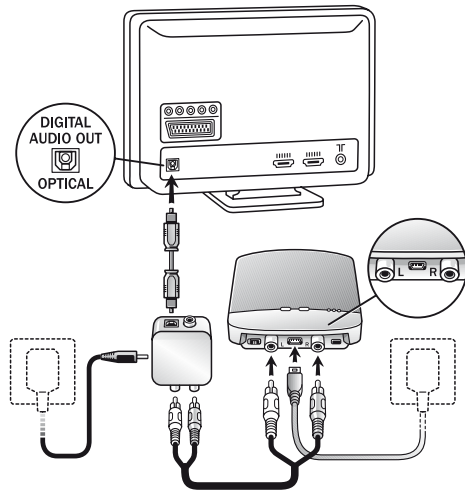
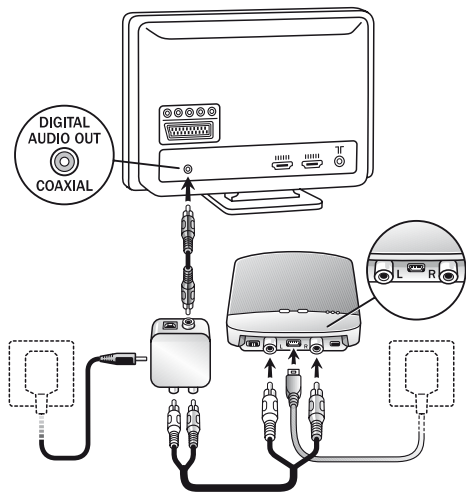
**i** Note: The Scart output terminal is usually located on the back or side of the TV or DVD. When using this terminal, the Video port of your TV is usually set as the output for the sound. Consult your TV manual if you need to make changes on the sound transfer.

#### Digital to analog audio converter

Should there only be a digital port in your TV, you will need a 'digital to analog audio converter' and a Toslink optical cable to connect ReSound Unite TV to your TV. Consult your TV technician for these 2 items.

1. Connect the power supply to the wall socket and insert the cable to the Mini-USB socket on ReSound Unite TV
2. Connect the red and white plug of the audio cord into the red and white plugs on ReSound Unite TV
3. Connect the Digital to Analog Audio Converter to the other end of the audio cable.
4. Connect the Digital to Analog Audio Converter's power supply to the converter and plug into wall socket.
5. Connect the Digital to Analog Audio converter to the television using a Toslink Optical cable. Plug one end of the cable to the converter and the other end to the digital audio output port on the television.





## Pairing to your hearing instruments



*Note! The following information is intended primarily for your hearing care professional, who in most cases will complete the tasks that are necessary before the ReSound Unite TV can be used with your hearing instruments. However, the process is designed to be simple and should be easily accomplished by almost anyone.*

Pairing is the process of setting up an exclusive communication between your hearing instruments and your ReSound Unite TV. Your hearing care practitioner can set up pairing during the fitting of your hearing instruments. Alternatively, you can follow the below steps to pair your hearing instruments to ReSound Unite TV:

1. Make sure ReSound Unite TV is plugged in to a wall socket and that the green power light is ON. Your hearing instruments must be off – open the battery door.
2. Press the pairing button on ReSound Unite TV (5 on page 8) one time. This will activate the amber activity light (10 on page 9) indicating that pairing mode has been activated. Also, channel indicator light number 1 (8 on page 9) will be turned on when the pairing button has been pressed only once. Pairing mode will be activated for 30 seconds.

3. While pairing mode is activated, close the battery doors of both hearing instruments and make sure they are ON. (If the amber activity light turns off before the hearing instruments are turned on, pairing will not be completed.) A successful pairing will be indicated by an audible melody played in both hearing instruments. You are now ready to use the ReSound Unite TV!

### *Pairing to a 2nd or 3rd ReSound Unite TV unit*

It is possible to pair up to three ReSound Unite TV units with a given pair of hearing instruments. To pair a second ReSound Unite TV, press the pairing button of the second unit two times, which will illuminate the channel indicator (8 on page 9) at number 2, and then close the battery doors on the hearing instruments. A third ReSound Unite TV unit can be paired by pressing the pairing button three times and completing the procedure as described above.

## Start and stop streaming

Turn on the TV, HiFi Stereo, Computer or other audio device connected to ReSound Unite TV. Make sure your hearing instruments are turned on as well. Streaming may be started in one of two ways.

1. Press and hold the push button on either hearing instrument for about three seconds. This must be done separately on both hearing instruments in order to hear streamed audio in both ears. Once ReSound Unite TV has been connected, an audible melody will play in your hearing instruments and will be followed by the streamed sound.
2. If you have a ReSound Unite Remote Control (optional), simply press the Unite TV button. Doing so will briefly show a search icon in the remote control display. Once the hearing instruments connect to ReSound Unite TV, 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. The streamed sound can now be heard in your hearing instruments.

### *Start streaming on a 2nd or 3rd ReSound Unite TV unit*

If more than one ReSound Unite TV device is available, you may press the Unite TV button on the Remote Control a 2nd or 3rd time, depending on which Unite TV device you want to hear from.



Searching for TV



Connected to TV



Unite TV button

The up to 3 Unite TV units are initially labeled by letter designator A, B or C, and the Unite TV in use is shown on the Remote Control display.

If you do not have a remote control, press and hold the push button for about 3 seconds on the hearing instrument a 2nd or 3rd time to access the 2nd or 3rd ReSound Unite TV unit.

## Stop streaming

- Shortly press the push button on either hearing instrument. This will cancel streaming on the side pressed
- With the ReSound Unite Remote Control (optional) you just have to press the “P” button, located in the center of the key pad. This will return the hearing instruments to the last program used. You may also press the home button to return to your default settings.
- If you are using the telephone with ReSound Unite Phone Clip or PhoneNow™, streaming of ReSound Unite TV will be temporarily disrupted. When you have ended your phone call, streaming will resume.



*Note! You may get out of range (>7m) from your ReSound Unite TV station. If you get back in range within 5 minutes, your hearing instruments will automatically reconnect and continue streaming.*

## Controls

### *Adjust volume*

ReSound Unite TV has been designed to provide a comfortable listening level from the moment it is activated. However, for some devices or listening environments it may be desirable to adjust the listening volume, and doing so 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 (6 and 7 on page 9) to adjust volume to a comfortable level. Make sure that your hearing instruments are comfortably adjusted before you change the settings with the volume control. In most cases this adjustment should only be made one time, as Resound Unite TV is intended as a “set and forget” type of device.
- Use the ReSound Unite Remote Control (optional) to adjust volume. Ask your hearing care professional for more information about this accessory.
- 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 instruments) and non-streamed audio (sounds reaching the hearing instrument microphones in the normal fashion). Of course, this will also affect listening volume for others in the room.

### *Mono / Stereo control*

A two-position slide switch (1 on page 8) may be used to set Stereo (two channel) or Mono (one channel) audio streaming. For binaural fittings, the switch should preferably be set to Stereo. For monaural fittings it should be set to the Mono position.

### **Important Information**



### *Maintenance and Care*

- Clean ReSound Unite TV using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device.
- When ReSound Unite TV is not being used, unplug the power supply from the wall socket

### *General warnings*



- Keep ReSound Unite TV out of reach of children under 3 years.
- ReSound Unite TV uses low-powered digitally coded transmissions in order to communicate with other wireless devices. Although unlikely, nearby electronic devices may be affected. In that case, move the ReSound Unite TV away from the affected electronic device.
- Use the ReSound Unite TV only with a power supply unit that has been supplied together with the product.

- When using ReSound Unite TV and the device is affected by electromagnetic interference, move away from the source

### *General precautions*



- Your hearing instrument and ReSound Unite TV were given a unique communication network code during the fitting. This ensures that ReSound Unite TV will not affect hearing instruments worn by others.
- High-powered electronic equipment, larger electronic installations and metallic structures may significantly reduce the operating range.
- Use only original ReSound accessories.
- Do not make any changes or modifications to ReSound Unite TV.
- Opening ReSound Unite TV might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing care professional.
- The ReSound Unite TV may only be repaired by an authorized service center.
- Do not use ReSound Unite TV in areas where RF transmission is prohibited, e.g. air planes etc.
- Do only connect ReSound Unite TV to connections which it is explicitly intended for.

## Technical specifications

Operating range:	up to 7 meters
Power supply:	External wall adapter
Wireless:	2,4 GHz
Operating temperature:	0 to 55 degree C
Storage temperature:	-20 to 60 degree C

## Temperature test, transport and storage information

The product is subject to various tests in temperature and damp heating cycling between -25 C and +70C according to internal and industry standards.

## Warranty

The ReSound Unite TV is covered by a limited warranty issued by the manufacturer for a period of 12 months from the day of the original purchase. Please notice that extended warranties may apply in your country. Please contact your local Hearing Care Professional for more information.

## What is covered by this warranty?

Any electrical component, that because of workmanship, manufacturing or design defects fails to function properly under normal use during life of this warranty will be replaced or repaired at no charge for parts or labour when returned to the point of purchase.

If it is determined that repair is not feasible, the entire unit may be replaced with an equivalent unit upon mutual agreement of the Hearing Care Professional and the customer.

## What is not covered by this warranty?

Problems arising from improper handling or care, excessive use, accidents, repairs made by an unauthorized party, exposure to corrosive conditions or damage due to foreign objects entering the device are NOT covered by the limited warranty and may void it. The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer products. Your Hearing Care Professional may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult your Hearing Care Professional for further information.

Serial number: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

## TROUBLESHOOTING GUIDE

<b>SYMPTOM</b>	<b>CAUSE</b>	<b>POSSIBLE REMEDY</b>
<i>The TV button on the Remote Control is pressed but with no effect at all</i>	The Unite TV and hearing aids have not been paired	Carry out pairing process
	The Remote Control and hearing aids are not within wireless range	Assure that Remote Control and hearing aids are within wireless range and activate streaming again
<i>The pushbutton on the hearing aid has been pressed for more than 3 seconds but with no effect at all</i>	The Unite TV and hearing aid have not been paired	Carry out pairing process
<i>The pairing button on the Unite TV is pressed but no pairing melody is played in the hearing aid</i>	The Unite TV and hearing aid are not within wireless range	Assure that Unite TV and hearing aids are within wireless range, and repeat pairing process
	The Unite TV and hearing aid have not been simultaneously in pairing mode	Repeat pairing process and assure that the battery doors on both hearing aids are closed within 30 seconds after the pairing button has been pressed on the Unite TV

<b>SYMPTOM</b>	<b>CAUSE</b>	<b>POSSIBLE REMEDY</b>
<i>The TV button on the Remote Control is pressed but no streamed audio signal is found when searched for (indicated by an 'X' icon on the display)</i>	The Unite TV and hearing aids are not within wireless range	Assure that Unite TV and hearing aids are within wireless range and activate streaming again
	The Unite TV is not powered on	Power on the Unite TV and activate streaming again
	The Unite TV is not cabled correctly to the TV	Connect the cable between the Unite TV and the TV correctly and activate streaming again
<i>There is no sound in the hearing aids although being in the streaming program</i>	The Unite TV is either powered off or the sound from the TV output has been muted	Power on or unmute the TV and activate streaming again
	The Unite TV and hearing aids are not within wireless range	Assure that Unite TV and hearing aids are within wireless range
<i>The sound from the Unite TV is distorted</i>	The TV might have been powered off or the sound from the TV has been muted	Power on or unmute the TV
	The audio input level from the TV is too high	Adjust the volume using the key on the Unite TV until the sound is no longer distorted



<b>SYMPTOM</b>	<b>CAUSE</b>	<b>POSSIBLE REMEDY</b>
<i>The volume level from the Unite TV is very low</i>	The audio input level from the TV is too low	Adjust the volume using the "+" and "-" keys on the Unite TV until the sound is sufficiently loud
<i>The sound from the Unite TV is distorted or drop-outs occur from time to time</i>	The Unite TV and hearing aids are on the edge of the wireless range	Move a little closer to the Unite TV
	The Unite TV and hearing aids are not within sufficient "line-of-sight"	Assure that the Unite TV is placed in an adequate position, and that you are within normal reach without any significant obstacles obstructing the streaming
<i>The sound from the Unite TV is not synchronized with the TV picture</i>	Your TV is not able to synchronize the sound from the selected audio outputs and the picture	If possible, try using another audio output from your TV and if this does not help, contact your TV dealer. The Unite TV audio streaming has almost no latency and does not contribute itself to any lip sync error
<i>The sound from the Unite TV is not synchronized with the sound from the TV loudspeakers</i>	Your TV is not able to synchronize the sound from the selected audio outputs with the sound from the TV loudspeakers	If possible, try using another audio output from your TV and if this does not help, contact your TV dealer. The Unite TV audio streaming has almost no latency and does not contribute itself to any perceived reverberation

SYMPTOM	CAUSE	POSSIBLE REMEDY
<i>The sound from the hearing aids is either too low or too high</i>	The audio input level is not suitable for listening	<p>Adjust the volume using the "+" and "-" keys on the Unite TV until the sound is suitable.</p> <p>Alternatively (option), use the "+" and "-" keys on the Remote Control for doing this operation</p>
<i>A hearing aid unintentionally drops out of the streaming program</i>	<p>The Unite TV and hearing aids have been out of wireless range for more than 5 minutes</p> <p>The battery in the hearing aid is so depleted that it no longer supports audio streaming</p>	<p>Assure that Unite TV and hearing aids are within wireless range and activate streaming again</p> <p>Replace the battery in the hearing aid with a new one</p>
<i>You can not hear streamed sound after connecting and pairing the hearing aids and your TV with ReSound Unite TV</i>	<p>You may use a cable box with your TV.</p> <p>Your TV only supports 'Audio Out' or speakers, but not both.</p>	<p>Connect the red and white audio output cables to the cable box directly</p> <p>It may be necessary to connect an external receiver or amplifier to the television and connect ReSound Unite TV to the external component.</p>



Be aware of information marked with the warning symbol



**WARNING** points out a situation that could lead to serious injuries,

**CAUTION** indicates a situation that could lead to minor and moderate injuries



Advice and tips on how to handle your ReSound Unite accessory better.



Equipment includes RF transmitter



Product is a Type B applied part



Please ask your local hearing care professional concerning disposal of your ReSound Unite accessory



Any issues relating to the EU Medical Device Directive 93/42/EEC and R&TTE Directive 1999/5/EEC should be directed to GN Hearing A/S, Lautrupbjerg 7, DK 2750 Ballerup, Denmark

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