



# uDirect™ Guide



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# Your uDirect

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Hearing Healthcare Professional: \_\_\_\_\_

\_\_\_\_\_

Telephone: \_\_\_\_\_

Model: \_\_\_\_\_

Serial Number of uDirect: \_\_\_\_\_

Replacement Batteries:      One AAA (1.5 Volt),  
Standard or Rechargeable

Warranty: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

## Practical Solutions to Everyday Problems

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Congratulations on purchasing your new uDirect and choosing a Unitron Unifi Wireless system. For over 40 years, Unitron has been committed to making life better for people with hearing loss. This means a commitment to developing high-quality hearing solutions that incorporate special features to solve the everyday problems and concerns you have with hearing loss and hearing devices.

## What is uDirect?

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uDirect is the Unifi Wireless System accessory that provides connectivity between your hearing instruments and a world of audio devices:

- It can wirelessly receive audio from Bluetooth-enabled devices such as mobile phones and personal computers.
- Using Bluetooth adapters, it can wirelessly receive audio from devices such as your home stereo and telephone.
- It can also connect many devices-such as portable MP3 players and radios via a standard audio jack
- It also accepts several FM shoes via the Europlug input.

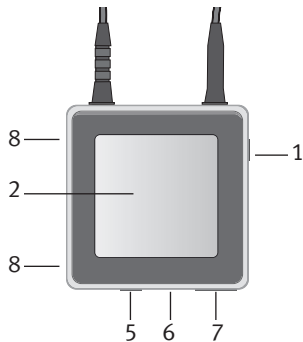
uDirect wirelessly streams the received audio signal to your hearing instruments so that you can use these devices easily.

You can concurrently connect multiple audio devices to your uDirect. The audio sources are automatically prioritized.

# Using the uDirect Guide

Refer to the table of contents for a complete listing of the topics covered in this guide.

The diagrams below identify some of the components on your uDirect.



## Legend

### Buttons

- 1 On/Off Button
- 2 Communication Button
- 3 Bluetooth Pairing Button
- 4 Reset Button

### Inputs

- 5 Audio input (4.5 mm jack)
- 6 FM input (Europlug)
- 7 Charging input (mini-USB)
- 8 Microphone openings

### Indicators

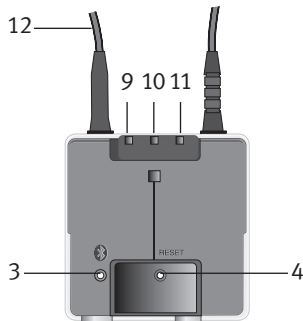
- 9 Battery indicator
- 10 Audio streaming indicator
- 11 Bluetooth indicator

### Other

- 12 Neckloop

### uDirect accessories (optional)

- Audio cable, 1 m (3 ft.)
- USB cable, 3 m (10 ft.)
- Bluetooth audio adaptor

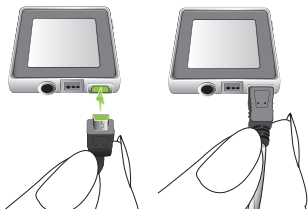


## Getting started

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### Charging the battery

Your uDirect has an internal, rechargeable battery. To charge it, plug in the charging cable, then plug the other end of the charging cable into a power outlet.



Your uDirect will turn off automatically when a charger is connected.

For safety reasons, recharge the battery only with chargers supplied by Unitron.

During the charging process, the battery light will turn orange. Once the battery is fully charged, the indicator will turn green.

Charging an empty battery takes approximately 90 minutes. It is safe to leave the charger connected overnight – the battery cannot be overcharged.

**When charging your uDirect for the first time, allow it to charge for at least 3 hours, even if the battery light turns green after 90 minutes.**

A new battery's full performance is achieved only after two or three complete charge and discharge cycles.

## Operating time

Fully charged, your uDirect will operate for approximately 10 – 12 hours in normal use. Battery consumption and the operating time of the uDirect depend greatly on the usage of the device. Heavy use of the audio streaming and Bluetooth functions will reduce the operating time of your uDirect between battery charges.

Your uDirect battery can be charged hundreds of times. If the operating time of your uDirect reduces substantially, please contact your hearing healthcare professional.

## Battery status

While turned ON, your uDirect indicates the battery status on the battery indicator as follows:

- Green, slow flash - Battery charge is high.
- Orange, medium flash - Battery charge is moderate.
- Red, fast flash - Battery charge is low.

Once the fast red flashing starts, your uDirect will still operate for about an hour, but you should recharge the battery as soon as possible.

## Turning your uDirect ON or OFF

To turn your uDirect ON, press and hold the On/Off button for about a second until you see the battery



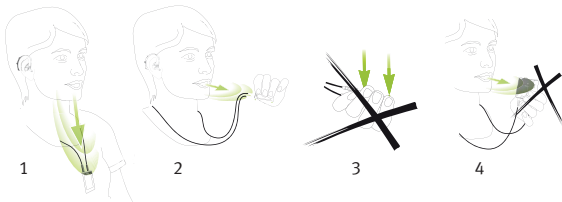
indicator turn on. Release the On/Off button. Once your uDirect is fully operational, the battery indicator will be colored and flash according to the current battery charge as described above.



To turn your uDirect OFF, press and hold the On/Off button for about two seconds until you see the battery indicator turn green. Once you release the On/Off button, the battery indicator will go dark and your uDirect will be OFF.

## Wearing your uDirect

To put your uDirect around your neck, open the neckloop by unplugging it.



Put the neckloop around your neck and plug it in. This will activate the built-in antenna, and is necessary for the uDirect to communicate with your hearing instruments.

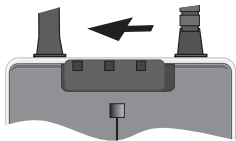
## Checking the connection to your hearing instruments

The communication between your uDirect and your hearing instruments needs to be completed by your hearing clinician. To check that your uDirect and your hearing instruments can communicate successfully, briefly press the communication button. If the communication was successful, you will hear a confirmation beep in your hearing instruments and the streaming indicator light will turn orange for a few seconds.

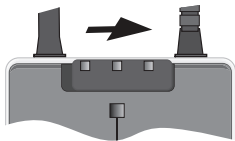
If the communication fails, the streaming indicator will rapidly flash orange for a few seconds.

### Indicators Cover

If you prefer to hide the indicators, engage the indicator cover as shown below.



Indicators covered



Indicators visible

# Introduction to Bluetooth

---

## What is Bluetooth?

Bluetooth provides a way for devices like mobile telephones, laptops and personal computers to communicate wirelessly.

Your uDirect supports Bluetooth to allow audio to be wirelessly received from many different audio devices and transmitted to your hearing instruments. For example, you can receive mobile phone calls directly to your hearing instruments, or listen to music from your PC.

For further information about Bluetooth, visit [www.bluetooth.org](http://www.bluetooth.org)

## What Bluetooth devices can I use with my uDirect?

First, check whether the device you wish to use is Bluetooth-enabled: Look for the following symbol on the device or in its user guide.



Second, the range of possible applications on a Bluetooth-enabled device is defined by “profiles”. The device you wish to use with your uDirect must support the appropriate Bluetooth profiles. These differ

depending on what you want to do with your uDirect:

- To receive mobile phone calls your mobile phone must support either the “Handsfree” or “Headset” profile. Many, but not all mobile phones support these Bluetooth profiles. Look for this information in your mobile phone’s user guide.
- To listen to stereo music from your mobile phone or PC, it must support the “A2DP” / “Stereo Headset” profile. Fewer devices support this Bluetooth profile. Look for this information in your device’s user guide.

## Bluetooth device compatibility

Although Bluetooth is a widely-supported standard, manufacturers differ in how they implement it. Unfortunately, some Bluetooth-enabled devices are compatible only with certain other devices. If a problem occurs in the connection between your device and your uDirect, or if you are uncertain regarding your device’s Bluetooth capabilities, please consult your device’s user guide or ask the manufacturer.

## Bluetooth operating range

Your uDirect supports Bluetooth operation up to a range of 10 m (30 ft). Line-of-sight between your uDirect and other device is not required. However, the

following factors may affect the range achieved:

- Interference in the environment may reduce the operating range of Bluetooth.
- The Bluetooth device with which you are connecting may support a more limited range than the 10 m supported by the uDirect.

If your Bluetooth device moves out of range of your uDirect and has an active audio connection, this connection will be terminated. If the device is then moved back into range of your uDirect, it may or may not resume streaming to your hearing instruments. This depends on the device.

## Using a Bluetooth device: pairing and connecting

uDirect is supposed to work with consumer devices such as mobile phones, wireless or wired home phones, MP3 players, GPS devices, Laptops or PCs with Bluetooth functionality. Alternatively an external Bluetooth transmitter such as the Jabra A120 or the Hama VOiiS can be connected to virtually any audio source. If your device is Bluetooth-enabled and supports the appropriate profiles, it can communicate with the uDirect only after completing two simple procedures: Pairing and connecting.

Pairing is the process by which you introduce two Bluetooth-enabled devices to each other and unite

them with a password for secure communication. It needs to be completed only once for each device you wish to use with your uDirect. uDirect can simultaneously pair up to 8 devices.

The pairing procedure is described in detail for each of the Bluetooth device types in the sections which follow.

Once a device is permitted to communicate with the uDirect by the pairing procedure, the connection procedure configures the device to actually output its audio signal over the Bluetooth connection. This procedure is also described in the sections which follow. Some Bluetooth devices perform the connection procedure automatically after pairing.

## Setting up Bluetooth devices

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This section describes the pairing and connection procedure for Bluetooth devices.

### Pairing with your mobile phone

As described above, it is only necessary to perform the pairing procedure once. The pairing procedure is controlled by your mobile phone. Different mobile phones have different menu structures. You should therefore refer to your mobile phone's user guide or dealer support if you cannot complete the pairing


procedure with the generic steps described here.

### To pair your uDirect and mobile phone:

1. Charge and turn ON both your uDirect and mobile phone. Place them next to each other.
2. Find the connectivity settings of your phone. Look for the “Bluetooth” feature in the main menu or one of the submenus such as “Connectivity”.
3. On your mobile phone, ensure that the Bluetooth feature is turned ON.
4. Initiate the pairing process on your uDirect by pressing the Bluetooth button for about 2 seconds until the Bluetooth indicator flashes blue. Your uDirect will remain in the pairing mode for two minutes or until the pairing is completed.
5. On your mobile phone choose to search for Bluetooth devices or audio enhancements.
6. Your mobile phone should present a list of Bluetooth devices discovered. Select “uDirect” from this list.
7. Your mobile phone may then ask you to enter a passcode. If so, enter “0000” (four zeros).

Your uDirect should now be paired to your mobile phone. Some mobile phones may ask which Bluetooth service you wish to enable. Select “Headset” and, if available, “Stereo Headset”.

## To connect your uDirect with your mobile phone

Once your mobile phone and uDirect are paired, the mobile phone needs to be ‘connected’ to your uDirect before it will actually send audio signals to it. This function should also appear in your mobile phone’s “Bluetooth” menu, usually under a list of “Paired devices”. In that list, highlight your uDirect and select “Connect”. However, as mentioned above, some mobile phones may perform the connection procedure automatically after pairing. They will ask if you allow this device to connect automatically once the pair is completed, select “Yes”. Confirmation of successful connection is indicated on uDirect by the Bluetooth indicator slowly flashing blue, and a headset symbol appearing on the main screen of your mobile phone, similar to this: 

## Pairing and connecting uDirect with a Bluetooth transmitter

If you wish to use your uDirect to listen to music from your stereo system or make phone calls with your landline telephone but these devices are not equipped with Bluetooth functionality, you may use an external Bluetooth transmitter.

As described above, it is necessary first to perform the Bluetooth pairing procedure between your uDirect



and Bluetooth transmitter. The pairing procedure is controlled by the device with which you are attempting to pair. Such devices vary in the procedure they require for pairing. You should therefore refer to your device's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described here.

1. Charge and turn ON both your uDirect and Bluetooth transmitter. Place them next to each other.
2. Initiate the pairing process on your uDirect by pressing the Bluetooth button for about 2 seconds until the Bluetooth indicator flashes blue. Your uDirect will remain in the pairing mode for two minutes or until the pairing is completed.
3. Set your Bluetooth transmitter into pairing mode. With some devices, the pairing process is simply initiated by turning them ON.
4. A Bluetooth transmitter typically doesn't require a passcode or passkey to establish a connection with uDirect. If a passcode is required, enter "0000" (four zeros). Typically, with Bluetooth transmitters the connecting process is automatically performed after pairing. After initiating pairing, simply wait until the devices have completed the pairing.

Confirmation of successful connection is indicated on

uDirect by the Bluetooth indicator slowly flashing blue. If this is not the case, refer to the user guide of your Bluetooth transmitter.

## Pairing and connecting uDirect with a Personal Computer (PC)

If you wish to use your uDirect to listen to audio on your PC, you can do so if your PC supports Bluetooth. As described above, it is necessary first to perform the Bluetooth pairing procedure between your uDirect and PC. You should therefore refer to your PC's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described here.

1. Charge and turn ON your uDirect. Turn on your PC. Place your uDirect near your PC.
2. On the PC, open the "Control Panel" and select the Bluetooth device wizard. This will assist you in setting up a Bluetooth connection between your uDirect and PC.
3. Ensure the Bluetooth connectivity is turned ON: Either activate built-in Bluetooth functionality or connect the external Bluetooth adapter on your PC.
4. Initiate the pairing process on your uDirect by pressing the Bluetooth button for about 2 seconds until the Bluetooth indicator flashes blue. Your

uDirect will remain in the pairing mode for two minutes or until the pairing is complete.

5. On the PC, choose to find and add a specific Bluetooth device.
6. Of the devices found, choose uDirect.
7. When the PC prompts for a passcode or PIN, enter “0000” (four zeros).
8. Allow devices to complete the establishment of a trusted link.
9. If prompted on the PC to choose Bluetooth services, you may have several options available. Select the "Stereo Headset" functionality to stream audio in stereo. After choosing which services you wish to enable, you can finish the connection and exit the setup on the PC.

Confirmation of successful connection is indicated on uDirect by the Bluetooth indicator slowly flashing blue.

For further information please refer to the user guide provided with the PC or external Bluetooth adapter.

## Deleting Bluetooth pairings

If you wish to delete the pairing relationships between your uDirect and other devices, press and hold the Bluetooth pairing button for about 10 seconds until the Bluetooth indicator is lit solid blue.

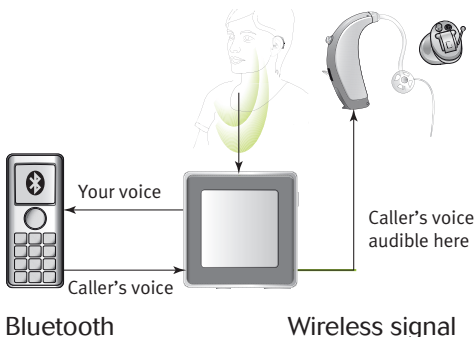
After deleting the Bluetooth pairings, none of your Bluetooth devices will work with your uDirect until paired again, because the whole pairing table has been erased.

## Using your uDirect with your mobile phone

Before you can use your uDirect with your mobile phone, you must complete the pairing and connection procedures described in the “Setting up Bluetooth devices” section above.

### How your uDirect interacts with your mobile phone

When making a mobile-phone call, the uDirect’s built-in microphone captures your voice and transmits it to the mobile phone. This frees you from holding the phone to your head to speak.



The other party's voice is received by your mobile phone, which transmits it to your uDirect. Your uDirect transmits it to your hearing instruments.

Your uDirect's communication button is used to accept, reject and end phone calls as described in the sections below.

Some mobile phone support additional features such as voice dialing. Please refer to your mobile phone user guide for information about these features.

Some mobile phones are configured to play keypress tones and confirmation beeps via Bluetooth headsets. If this is set, you will hear these tones interrupting any active audio streaming in your hearing instruments. Please refer to your mobile phone user guide for information about disabling this feature.

Mobile phone calls will always take priority over other audio sources on your uDirect.

## Speaking into your uDirect

Your uDirect includes a high-quality directional microphone. It is placed on the side to optimally pick up your voice without extraneous noise when you wear your uDirect around your neck.

When engaged in a mobile phone call, speak normally. In noisy environments, you can bring your uDirect closer to your mouth. In this case, avoid covering the

small microphone openings on the side of your uDirect. Turning your uDirect sideways is unnecessary and will not increase the sound quality.

## Moving out of Bluetooth range

If your mobile phone leaves the Bluetooth range of your uDirect, the connection will be lost. If this happens during a phone call, the mobile phone will terminate the call, even in cases where the “Automatic reconnection” feature has been enabled on the mobile phone.

## Incoming calls

When a call is received on your mobile phone, the Bluetooth indicator will flash and you will hear the ringing tone in your hearing instruments. Your uDirect can receive incoming calls while streaming audio from other sources, such as listening to music via audio jack. After rejecting or completing the call, your uDirect will resume streaming the music from the audio jack.

## Accepting incoming calls

To accept an incoming call, briefly press the communication button on your uDirect. You will hear the caller’s voice in both hearing instruments.

It will take about 1 second before the link from the

mobile phone to the hearing instruments is established.

For your safety, the hearing instruments' microphones will remain ON at reduced level during phone calls.

## Rejecting incoming calls

If you prefer not to answer a call, press and hold the communication button on your uDirect for about two seconds until the Bluetooth indicator turns OFF. Your uDirect will command your mobile phone to reject the call and send a busy signal.

Rejecting the call by operating your mobile phone directly will have the same effect.

## Making a call

Initiating a phone call is not any different with or without uDirect: Simply use the mobile phone keyboard to enter or select a number and dial.

If connected, you will hear the ringing indication in your hearing instruments and they will activate the dedicated Bluetooth phone program.

Once the connection is established, no further manipulation of the phone is required.

Speak into uDirect – not into the mobile phone – when the called party answers.

## Ending a call

To end a phone call via your uDirect, briefly press the communication button. The call will terminate and your hearing instruments will return to the previously active program or audio source (such as the audio jack input). Ending a call by operating your mobile phone instead of your uDirect will have the same effect.

## Using audio devices & FM

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Audio streaming enables you to hear audio from an MP3 player or other audio source directly in your hearing instruments, which then function like a wireless, stereo headset.

### Streaming priorities

An audio source can be connected to your hearing instruments through the uDirect in three ways: via audio cable, via a Bluetooth connection or via FM receiver.

The following summarizes the priority given to different audio sources:

- 1 Bluetooth phone call
- 2 Audio jack
- 3 FM receiver
- 4 Bluetooth stereo headset



First priority is always given to mobile phone calls: You will hear the ringing indication even when listening to other audio sources via cable, Bluetooth or FM. If you push the communication button to accept the call, streaming is switched to the phone call. If you reject, or terminate the call, audio streaming will resume. If more than one Bluetooth audio source is in range e.g. two Bluetooth stereo devices, uDirect will connect to only the last connected device. It is not possible to switch between two Bluetooth audio sources. (One Bluetooth device must be turned OFF or moved out of range from uDirect before the second device is turned ON or moved inside the range of uDirect).

Audio streaming can be activated in the hearing instruments independent of which hearing program you have selected on your hearing instruments.

### Connecting via audio cable (3.5 mm jack)

- 1 Insert one end of the audio cable into the headphones socket on your audio player.
- 2 Insert the other end of the audio cable into the audio input on your uDirect.

### Connecting via Bluetooth

If your audio source is equipped with Bluetooth functionality or if you use an external Bluetooth

adapter, you can stream audio wirelessly via Bluetooth. In order to use your uDirect with a Bluetooth enabled audio device or transmitter, you must first pair the devices. Please refer to the section “Pairing uDirect with a Bluetooth transmitter” for further details.

## Connecting via FM system

When noise, distance or reverberation is a problem, FM systems greatly improve communication. A wireless FM communication system consists of a transmitter and a receiver. The transmitter is placed near, or directly connected to the sound source (e.g. TV or radio).

It transmits the signal via radio to your FM receiver (MLxi or MicroMLxS) attached to your uDirect. The FM signal is then sent to your hearing instruments via the uDirect.

- Attach your FM receiver to uDirect via the FM input (Europlug) as shown in the picture below.
- Place the FM transmitter near the sound source or connect it to your TV, radio etc. and turn it ON.
- Turn the FM receiver ON. If you use a MicroMLxS, receiver, set the switch to the position "•".

The FM transmitter transmits the signal via radio to your FM receiver attached to uDirect. The FM signal is

then sent to your hearing instruments via uDirect. The streaming indicator will light solid orange to indicate FM usage.

The FM connection will remain ON for at least 60 seconds even with no signal transmitted to ensure uninterrupted transmission in situations such as lectures.

To deactivate FM, turn OFF the attached FM receiver or unplug it. uDirect will automatically activate the default hearing program.

For more information about the usage of your FM system, please refer to the respective user guide.

## Start streaming

Set the volume of your audio source to a medium level and press play on your audio source to start. uDirect will automatically detect the audio signal and you will hear the sound in your hearing instruments. Your hearing instruments will automatically switch to a special program which provides you with optimal sound quality. If connected via audio cable or FM receiver, the streaming indicator will light solid yellow. If connected via Bluetooth, the Bluetooth indicator will light solid blue.

## Pause streaming

To temporarily interrupt the streaming, e.g. if

someone wants to speak to you, press the communication button on uDirect. The hearing instruments will switch to normal operation. If connected via audio cable or FM receiver, the streaming indicator flashes yellow while in pause. If connected via Bluetooth, the Bluetooth indicator flashes blue when paused. To resume streaming, press the communication button on uDirect again.

In most cases, the streaming pause operation will not pause your audio device. An MP3 player, connected via audio jack, will continue playing music, although you will not hear it in your hearing instruments. Some Bluetooth devices provide support to respond to a pause command from the uDirect. In these cases, the audio will be paused on your device, and may be resumed from the same position later.

## Stop streaming

To stop streaming audio, turn OFF the audio source, unplug the audio cable or disengage the audio devices' Bluetooth functionality.

When streaming stops, uDirect will automatically activate the previously-active hearing program after a short period of time. This occurs whenever the streaming signal stops for more than 5 seconds. (Except in the case of FM, which will stop after 60 seconds to accommodate lectures).

## Streaming interruptions

Situations where streaming may be interrupted:

- If uDirect is too far away from the hearing instruments while streaming, e.g. if you are not wearing the neckloop or if you have unplugged the neckloop cable.
- If the Bluetooth signal is out of range.

In those cases, your hearing instruments will lose the audio signal. If this situation continues for more than about 5 seconds, they will automatically switch to the previously-active hearing program.

To avoid streaming interruptions, make sure you wear uDirect correctly and keep the Bluetooth device within the operating range as described in the sections “Wearing uDirect” and “Bluetooth link”.

## Reset button

If, for some reason, uDirect becomes unresponsive, press the reset button on the back of the device. If all three indicators on your uDirect are lit solid, this may indicate a software problem. Refer to the Troubleshooting section.

## Indicators

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### Battery indicator

|               |              |   |
|---------------|--------------|---|
| <b>Green</b>  | Slow flash   | <i>Battery full</i>                                 |
| <b>Orange</b> | Medium flash | <i>Battery medium</i>                               |
| <b>Red</b>    | Fast flash   | <i>Battery empty</i>                                |
| <b>Orange</b> | Lit solid    | <i>Battery charging</i>                             |
| <b>Green</b>  | Lit solid    | <i>Battery fully charged<br/>(charger attached)</i> |

### Streaming indicator

|               |              |   |
|---------------|--------------|---|
| <b>Yellow</b> | Lit solid    | <i>Audio streaming<br/>uDirect is streaming<br/>audio to the hearing<br/>instruments.</i>   |
| <b>Yellow</b> | Medium flash | <i>Audio streaming pause<br/>Audio streaming to the<br/>hearing instruments is<br/>paused. Push the<br/>communication button<br/>to resume.</i> |

### Test connection with hearing instruments

|               |                              |  |
|---------------|------------------------------|--|
| <b>Yellow</b> | Lit solid<br>(for 3 seconds) | <i>Good connection<br/>uDirect is in range of at<br/>least one hearing<br/>instrument.</i> |
|---------------|------------------------------|--|

|               |                               |  |
|---------------|-------------------------------|--|
| <b>Yellow</b> | Fast flash<br>(for 3 seconds) | <i>No connection<br/>uDirect is out of range<br/>of the hearing<br/>instruments.</i> |
|---------------|-------------------------------|--|

## Bluetooth indicator

|             |            |  |
|-------------|------------|--|
| <b>Blue</b> | Fast flash | <i>Bluetooth Pairing mode<br/>uDirect is in pairing<br/>mode for 2 minutes and<br/>can be detected by<br/>other Bluetooth devices.</i> |
|-------------|------------|--|

|             |            |  |
|-------------|------------|--|
| <b>Blue</b> | Slow flash | <i>Bluetooth successfully<br/>connected<br/>At least one device has<br/>successfully connected<br/>with uDirect.</i> |
|-------------|------------|--|

|             |              |  |
|-------------|--------------|--|
| <b>Blue</b> | Medium flash | <i>Bluetooth Pause<br/>Bluetooth transmission<br/>is paused.</i> |
|-------------|--------------|--|

|             |                   |   |
|-------------|-------------------|---|
| <b>Blue</b> | Intermittent fast | <i>Bluetooth Ring<br/>A paired and connected<br/>mobile phone is ringing.</i> |
|-------------|-------------------|---|

|             |           |   |
|-------------|-----------|---|
| <b>Blue</b> | Lit solid | <i>Bluetooth transmission<br/>uDirect is transmitting<br/>Bluetooth signals to the<br/>hearing instruments.</i> |
|-------------|-----------|---|

## Error indication

**All three indicators** lit solid *Error*  
*There may be a software problem. Refer to the Troubleshooting section.*



## Important information

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### Maintenance and care

- Clean uDirect using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean the device.
- When uDirect is not in use, turn it OFF and store it safely.
- Protect uDirect from excessive moisture (bathing, swimming) and heat (radiator, car dashboard). Protect it from excessive shock and vibration.
- Protect the microphone openings, connectors for the audio cable, FM receiver and charger from dirt and debris. If necessary, use the cleaning brush provided with your hearing instruments to clean these areas.

### Safety notice

- Do not connect the audio cable while the USB cable is connected.
- Keep this device out of reach of children under 3 years.
- Persons using medical devices such as pacemakers are not permitted to use this device.
- External devices may only be connected if they

have been tested in accordance with corresponding IECXXXXX standards.

## Important points

- The digitally-coded, inductive transmission technology used in this device is extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the device near a computer terminal or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24”) away to ensure proper operation.
- Do not use this device in locations where it is forbidden to use electronic devices, such as airplanes.
- X-ray radiation (e.g. CT scans, MRI scans) may adversely affect the correct functioning of this device. We recommend that you switch the device OFF before undergoing X-ray procedures and keep it outside the room.
- High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range. If the hearing instruments do not respond to the device because of an unusual field disturbance, move away from the disturbing field.

- Your hearing instrument(s) and this device were given a unique communication code during the fitting. This ensures that the device will not affect hearing instruments worn by others.
- When using an FM transmitter, be aware that radio signals might also be picked up and overheard by other receivers.
- Before using the system in another country, contact your hearing care professional to make sure your radio channels are permitted in that country.
- Use only original Unitron accessories.
- Opening uDirect might damage it. If problems occur and cannot be resolved by following the troubleshooting guidelines in this user guide, consult your hearing care professional. uDirect may only be repaired by an authorized service center.

# Troubleshooting Guide

## MOST PROBABLE CAUSE

## REMEDY

**uDirect is no longer recognized by the mobile phone or other Bluetooth device to which it was previously paired.**

- uDirect can be paired to a maximum of 8 different Bluetooth devices. If the internal memory is full, new pairings will overwrite previous pairings.

- Repeat the pairing between uDirect and the Bluetooth device which was overwritten.

**The mobile phone is ringing but the Bluetooth indicator is not flashing and there is no ringing indication in the hearing instruments.**

- Bluetooth is OFF in the mobile phone.
- uDirect and your mobile phone are not connected to each other.

- Ensure Bluetooth is turned ON in the mobile phone. Please refer to your mobile phone's user guide.
- 1. Disable the Bluetooth functionality in your mobile phone and turn it ON again.
  2. Restart uDirect by turning it OFF and back ON. The uDirect's Bluetooth functionality will be automatically re-activated.
  3. Activate uDirect by selecting it in the mobile phone's "Active device" menu.
  4. Reduce the distance between uDirect and the mobile phone.
- Follow the pairing process as described in pagexx

- uDirect is not paired to the mobile phone.

**MOST PROBABLE CAUSE****REMEDY**

**The mobile phone is ringing, the Bluetooth indicator is flashing but there is no ringing indication in the hearing instruments.**

- uDirect is out of range of the hearing instruments.
- Make sure uDirect is within 45 cm (18") of the hearing instruments. Wear uDirect around your neck.

**When making phone calls, the other party reports difficulties hearing me.**

- The uDirect's microphone openings may be covered or not able to pick up your voice correctly.
- Make sure the microphone openings are not covered and that you speak into uDirect. Do not turn uDirect sideways as you speak. Be careful not to let uDirect rub against clothing.

**I hear my mobile phone's key-press tones in my hearing instruments.**

- The key-press tones may be ON in your mobile phone.
- Deactivate key-press and confirmation tones on your mobile phone. Please refer to the mobile phone user guide.

**The volume of phone conversations is not comfortable (too low or too high).**

- The different audio sources have different output volumes.
- Volume cannot be changed via uDirect. Adjust the volume on the connected audio source or mobile phone or change the volume on the hearing instruments.

**MOST PROBABLE CAUSE****REMEDY**

**uDirect is unresponsive and all three indicators are lit solid.**

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• This may indicate a software problem.</li></ul> | <ul style="list-style-type: none"><li>• Unplug any connectors from uDirect, including the USB charging connector, and press the reset button. If the problem persists, delete Bluetooth pairings and press the reset button again. If the problem still persists, please contact your hearing healthcare professional.</li></ul> |
|---|--|

For any problems not listed in the guide, contact your hearing healthcare professional. If you do not have a hearing healthcare professional, please contact the nearest office listed on the back page of this booklet.

## Declaration of conformity

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Unitron Hearing declares under its sole responsibility that uDirect is in conformity with the following standards or other standardizing documents:

Radio: EN 300-330  
EN 300 328

EMC: EN 60601-1-2

Safety: EN/IEC 60601-1

Implementing the provisions of the MDD 93/42/EEC (Medical Device Directive), R&TTE Directive 1999/5/EC (Radio and Telecommunications Terminal Equipment), EMC Directive 2004/108/EC (Electromagnetic Compatibility) and LVD 2006/95/EC (Low Voltage Directive).

## Notices

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### Notice 1

This instrument is certified under:



FCC ID: VMY-UDIRECT

IC: 2756A-UDIRECT

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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 made to this equipment not expressly approved by Phonak may void the FCC authorization to operate this equipment.

### Notice 2

This Class B digital apparatus complies with Canadian ICES-003.

### Notice 3

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 instrument is certified under:



FCC ID: VMY-UDIRECT  
IC: 2756A-UDIRECT



# Unitron Distributors

## **CORPORATE OFFICE/INTERNATIONAL**

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1 Canada

### **AUSTRALIA**

Level 2, Norwest Quay, 21 Solent  
Circuit, Baulkham Hills, NSW, NSW  
2153

### **BELGIUM**

Baron de Vironlaan, 60  
b-1700 Dilbeek

### **CANADA**

20 Beasley Drive, P.O. Box 9017,  
Kitchener, ON N2G 4X1

### **CHINA**

No. 200 Suhong Road, Export  
Processing Zone 4D, Suzhou  
Industrial Park 215021

### **DENMARK**

Nitivej 10, DK-2000 Frederiksberg

### **EUROPEAN REPRESENTATIVE**

Daimlerstrasse 22, 70736  
Fellbach-Oeffingen, Germany

### **FRANCE**

5, rue Maryse Bastié - BP 15 69671  
Bron Cedex, France

### **NETHERLANDS**

Archimedesbaan 19, P.O. Box 1214,  
3430 BE Nieuwegein

### **NEW ZEALAND**

10/215 Rosedale Rd., M277 Private  
Bag, 300987, Albany, Auckland

### **NORWAY**

Brugata 14 0186  
Oslo, Norway

### **SOUTH AFRICA**

First Floor – Selborne House,  
Fourways Golf Park, Roos Street,  
Fourways, Johannesburg

### **SPAIN**

Urb. El Palmeral Bl. IX, 17-27  
Alicante, Spain -- 03008

### **SWEDEN**

Förmansvägen 2, 4 tr  
SE-11743, Stockholm, Sweden

### **UNITED KINGDOM**

St. George House, Cygnet Court,  
Centre Park, Warrington, Cheshire  
WA1 1PD

### **U.S.A.**

Suite A, 2300 Berkshire Lane North,  
Plymouth, MN 55441

## Manufacturer

### **UNITRON HEARING LTD.**

20 Beasley Drive, P.O. Box 9017, Kitchener, ON N2G 4X1 Canada



DISTRIBUTOR

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

029-5733-02

