

ReSound Unite Remote Control



FREQUENTLY ASKED QUESTIONS

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Use & Operation

How do I pair the Unite Remote Control to the hearing aids?

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

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

Alternatively, the hearing aids can also be paired to the Unite Remote Control by pressing the pairing button on the Unite Remote Control and opening and closing the battery doors on the hearing aids within 20 seconds.

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How do I avoid accidental activation of the Unite Remote Control?

A two-position key lock switch, located on the right side of the Unite Remote Control, serves to prevent accidental activation. This feature is handy when the device is kept in a pocket or purse. When in the locked position all keys/buttons are non-functional. When switched to the non-locked position normal functionality is restored. When the key lock is activated, a key will appear on the screen when any button is pushed.

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What is the operating range of the Unite Remote Control?

The Unite Remote Control operating range is approximately 100 cm (3 feet).

In the event that the Unite Remote Control cannot read out the status of the hearing aids, search icons will appear on the Unite Remote Control.

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Will both hearing aids respond when I make a change on my Unite Remote Control?

Yes, by default, program and volume change will happen simultaneously. It is possible, however, to adjust volume on one ear at a time if necessary.

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How do I change programs with the Unite Remote Control?

The 'P' button is used to change the programs that your hearing care professional has programmed into your hearing aids. Each time you press the 'P' button the program advances one step, returning back to program 1 at the end of each cycle (e.g. P1, P2, P3, P1).

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Each change in program is accompanied by tones in both hearing aids, and the program currently in use is shown in the display. For optimal performance, it is recommended that both aids be set to the same program.

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How do I adjust the volume with the Unite Remote Control?

The '+' and '-' keys are used to adjust volume. Volume may be adjusted on both hearing aids simultaneously or on each side independently. By default, both hearing aids are 'active' which is indicated in the display by two arrowheads (< and >) located next to the volume bars. Both hearing aids can simultaneously be made louder by pressing the '+' key or softer by pressing the '-' key. Each adjustment is accompanied by beep tones in the hearing aids as well as a visual change in the volume bars shown in the display.

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How do I change volume in one hearing aid only?

To adjust volume on the left side only, first press the '<' key on the keypad. Doing so will make the left hearing aid 'active' and the right hearing aid 'inactive'. This will be indicated by a left arrowhead (<) in the display, with the right arrowhead turned off. Next, press '+' or '-' to adjust volume for the left hearing aid only.

To adjust volume on the right side only, first press the '>' key on the keypad. Doing so will make the right side 'active' and the left side 'inactive'. This will be indicated by a right arrowhead (>) in the display with the left arrowhead turned off. Now press '+' or '-' to adjust volume for the right side only."

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How do I return to making changes on both hearing aids simultaneously?

To return to simultaneous adjustment mode, press either the < or > keys on the keypad until both arrowheads appear in the display, indicating that both hearing aids are again 'active'. Alternatively, press the Home button, which will also reset the Unite Remote Control to simultaneous adjustment mode. Note, however, that the Home button also changes other settings.

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How do I activate streaming from the ReSound Unite TV?

To start audio streaming from the TV, stereo or another device connected to your Unite TV, simply turn on the audio device and then press the Unite TV button. The hearing aids will instantly start searching for the Unite TV and connect to it.

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How do I deactivate streaming from the ReSound Unite TV?

To stop streaming and return to the previous program, press the 'P' button.

Alternatively, press the Home button, which will also reset the Unite Remote Control to simultaneous adjustment mode.

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How do I return to home settings?

Home settings, i.e. those that apply whenever the hearing aids are first turned on, will be activated by pressing the Home button. Pressing the Home button will:

- a. Activate program 1 in both hearing aids
- b. Adjust both hearing aids to default volume settings
- c. Set volume to simultaneous adjustment mode

The home button will also terminate any streamed audio signals from Unite TV.

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Do I need to change the batteries in my Unite Remote Control, and how is it done?

In the event that the Unite Remote Control battery becomes weak, this will be indicated by a distinct low battery icon situated above the program name. The low battery icon and the program your hearing instruments are in will alternate on the display.

The Unite Remote Control uses 2 AAAA batteries which have to be changed when the display on the Unite Remote Control does not wake up when pressing a button on the keypad.

To change battery slide the backside of the Unite Remote Control off, change the batteries and slide on the backside.

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When do I need to change the battery?

To conserve battery life, the Unite Remote Control has a Standby feature that automatically turns off the display after 5 seconds of idle time. Whenever the display is dark, simply press any button on the keypad to awaken the display and then perform the desired action.

When the display doesn't awaken when pressing a button on the keypad, you will need to change the batteries.

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Why does the graphic display turn blue when I make a change?

Graphic is by default white. Whenever you make a change (e.g. program change, volume change), the graphics turn blue until the change has occurred.

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Is the Unite Remote Control waterproof?

No, it is not. Like other electronic devices, exposure to water or excessive moisture may damage the product. If the Unite Remote Control is unintentionally exposed to water or moisture, wipe it carefully with a soft cloth.

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Why does the Unite Remote Control not react to key press?

There are a few reasons why this may occur:

- 1) The Unite Remote Control performs best when buttons are pressed one step at a time rather than in rapid sequence. When adjusting volume, for example, briefly press a button and wait for a moment for the beep tones to be heard before continuing. This tip applies to all button use but is especially relevant to volume adjustments.
- 2) The Key Lock may be activated.

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What if I have two different programs in my hearing aids; how do I revert back to having the same program in both devices?

Situation #1: You have started with P1 on both sides but have changed the right side to P2 using the push button on the right hearing aid. If you now press the P button on the Unite Remote Control, the left aid will advance to P2, matching that on the right. Further presses of the P button will advance both aids, thus keeping the same program on both sides.

Situation #2: You have set the left aid to P1 and the right aid to P2. If you now press the Streaming button, both aids will receive streamed audio from the same source (e.g. the TV). If you now press the P button, streaming will be cancelled on both sides and both aids will return to their former programs (P1 and P2).

Situation #3: You have P1 on the left side but have started streaming on the right side using a long button press on the right hearing aid. If you now press the P button, streaming on the right side will be cancelled and both aids will return to P1. If you press the Streaming button instead, both aids will be set to the same streamed audio program.

Situation #4: Both aids are set to P1 but you are using the PhoneNow™ feature on the left side. If during the call you press the P button, the right side will advance to P2 but this will not disrupt the

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call. After the call the left side will remain in P1. If during the call you press the Streaming button instead, streaming will start on the right side only, also allowing the call to continue on the left side.

Situation #5: The Streaming button has been used to start streamed audio on both sides but you are using the PhoneNow™ feature on the left side. If during the call you press the P button, streaming will be cancelled on the right side but this will not disrupt the call. If during the call you press the Streaming button instead, streaming on the right side will advance to the next Streaming program on the right side only, also allowing the call to continue.

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