

**DISTRIBUTOR**

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# uDirect™ Guide



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# Your uDirect™

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

\_\_\_\_\_

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

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

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

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

## Overview of your uDirect™

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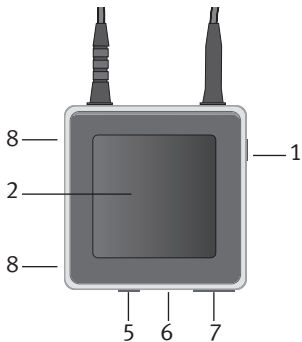
uDirect™ is a neck-worn device that acts as a reliable interface between wireless hearing instruments and a variety of audio devices, such as:

- Wireless connectivity to Bluetooth® enabled devices allowing hands-free operation of your mobile phone, personal computer and other Bluetooth-enabled audio equipment
- Connection to many devices such as portable MP3 players, GPS devices and radios via a standard audio jack using a cable connection
- Accepts FM receivers through the 3 pin Europlug input

uDirect wirelessly streams the received audio signal to your hearing instruments so that you can enjoy uncomplicated access to the latest devices.

uDirect can concurrently connect to multiple audio devices which are automatically prioritized.

®Bluetooth is a registered trademark owned by the Bluetooth SIG, Inc.



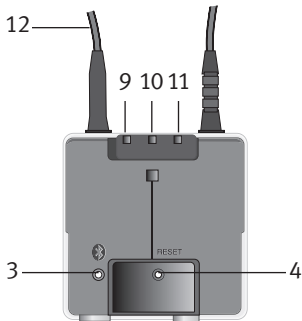
## Legend

### Buttons

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

### Inputs

- 5 Audio input (3.5 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

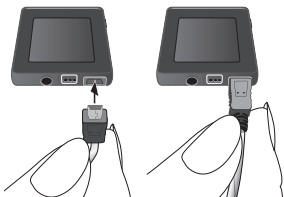
- USB charger
- Audio cable, 1 m (3 ft.) optional
- USB cable, 3 m (10 ft.) optional

## Battery Information

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### Charging the Battery

Your uDirect has an internal, rechargeable battery. To charge it, connect the mini USB into the uDirect, then plug the charger into a power outlet. You can also use the optional USB cable



and charge your uDirect via a USB port of a computer.

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. Allow the battery to fully charge and discharge for a minimum of 3 cycles.**

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.

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

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### **On:**

To turn your uDirect ON, press and hold the On/Off button for about two seconds 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.



### **Off:**

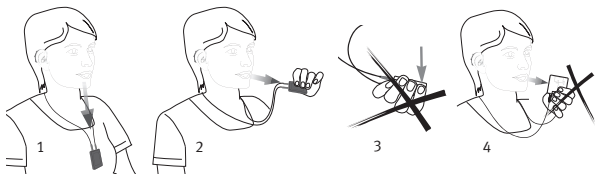
To turn your uDirect OFF, press and hold the On/Off button for about two seconds until you see the battery indicator is lit solid red. Then release the On/Off button, the battery indicator will go dark and your uDirect will be OFF.

## Wearing your uDirect™

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

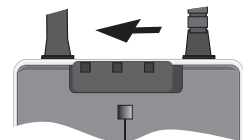
Put the neckloop around your neck and plug it in. This will activate the built-in antenna, and is necessary for the uDirect to communicate with your hearing instruments.



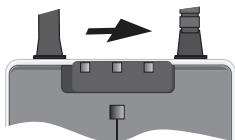
## Indicator Cover

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If you prefer to hide the indicator lights, slide the indicator cover over the status lights.



Indicators covered



Indicators visible

## Introduction to Bluetooth®

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Bluetooth provides a way for devices like cellular 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 cellular phone calls directly to your hearing instruments, or listen to music from your laptop.

uDirect should work with consumer devices such as cellular phones, wireless or wired home phones, MP3 players, laptops or personal computers with Bluetooth functionality.

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

## Bluetooth® Devices

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### General Information on Compatibility

Check whether the device you wish to use is Bluetooth-enabled: look for the following symbol on the device or in its user guide.



The range of possible applications on a Bluetooth-

enabled device is defined by “profiles”. The device you want to use with your uDirect must support the appropriate Bluetooth profiles. These differ depending on what you want to do with your uDirect:

- Your cellular phone must support either the “Handsfree” or “Headset” profile. Most cellular phones support these Bluetooth profiles. Look for this information in your cellular phone user guide
- To listen to stereo music from your cellular phone or personal computer, it must support the “A2DP”/“Stereo Headset” profile. Fewer devices support this Bluetooth profile. Look for this information in the device’s user guide

*Note: Some computers will support the headset/handsfree profile instead of the “A2DP” profile. In this case the uDirect recognizes the connected computer as a phone. Therefore it’s not streaming the audio signal in stereo quality.*

Although Bluetooth is a widely-supported standard, manufacturers differ in how they implement it. Therefore, 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 the device’s user guide or contact the manufacturer.

## Connecting to Bluetooth® Devices

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There are two steps that need to be completed in order to use a Bluetooth device with a uDirect.

### 1. Pairing

Pairing is the process in 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 want to use with your uDirect. uDirect can simultaneously pair up to 8 devices.

### 2. Connecting

Once you have paired your Bluetooth device with your uDirect it needs to be ‘connected’ to your uDirect before it will actually send audio signals to it. Some Bluetooth devices connect automatically to the uDirect, once both devices are turned on; others require you to connect manually.

Refer to the following sections for step-by-step instructions on pairing and connecting.

## Pairing a Bluetooth-enabled Cellular Phone

### Step-by-Step

1. Turn ON both your uDirect and cellular phone. Place them next to each other.
2. Locate the connectivity settings in your phone menu. Look for the “Bluetooth” feature.
3. On your cellular phone, ensure that the Bluetooth feature is turned ON.
4. On your cellular phone choose to SEARCH for Bluetooth devices or audio enhancements.
5. Initiate the pairing process on your uDirect by pressing in the Bluetooth button until the Bluetooth indicator rapidly flashes blue. Your uDirect will remain in the pairing mode for two minutes or until the pairing is completed.
6. Your cellular phone should present a list of Bluetooth devices discovered. Select “uDirect” from this list.
7. Your cellular phone may then ask you to enter a passcode. If so, enter “0000” (four zeros). Some cellular phones may ask which Bluetooth service you want to enable. Select “Headset” or, if available, “Stereo Headset”.
8. Your uDirect should now be paired to your cellular phone.

*Note: The pairing procedure is controlled by your cellular phone. Different cellular phones have different menu structures. You should therefore refer to your cellular phone user guide or dealer support if you cannot complete the pairing procedure with the generic steps described here.*

## How to Connect to a Cellular Phone

Once your cellular phone and uDirect are paired (see Pairing a Bluetooth-enabled Cellular Phone), the cellular phone needs to be ‘connected’ to your uDirect before it will actually send audio signals to it.

This function should also appear in your cellular phone’s “Bluetooth” menu.

1. Ensure the uDirect is turned ON.
2. Locate the Bluetooth section in your phone menu and select List of “Paired devices”.
3. Locate and Highlight your uDirect and select “Connect”.
4. Confirmation of successful connection is indicated on uDirect by the Bluetooth indicator slowly flashing blue, and a headset symbol may appear on the main screen of your cellular phone. *Note: some cellular phones may perform the connection procedure automatically after pairing. Select “Yes” when prompted to allow this device to connect automatically once the pair is completed.*

## Pairing with an External Bluetooth Transmitter

If you want 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.

*Note: The pairing procedure for external Bluetooth transmitters is controlled by the device with which you are attempting to pair. Such devices vary in the procedure they require for pairing. Please refer to the device's user guide or dealer support if you cannot complete the pairing procedure with the generic steps described below.*

1. Turn ON both your uDirect and Bluetooth transmitter. Place them next to each other.
2. Set your Bluetooth transmitter into pairing mode. With some devices, the pairing process is simply initiated by turning them ON.
3. Initiate the pairing process on your uDirect by pressing the Bluetooth button until the Bluetooth indicator rapidly flashes blue. Your uDirect will remain in the pairing mode for two minutes or until the pairing is completed.
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 connection.

5. Confirmation of successful connection is indicated on uDirect by the Bluetooth indicator slowly flashing blue. If this is not the case, refer to the Bluetooth transmitter user guide.

## Pairing a Bluetooth-enabled Personal Computer (PC)

If you want to use your uDirect to listen to audio on a PC, you can if the PC supports Bluetooth.

*Note: If you are unable to complete the pairing procedure with the generic steps described here, please refer to the PC's user guide or dealer support.*

1. Turn ON your uDirect. Turn on your PC. Place your uDirect near the 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. On the PC, choose to search for Bluetooth devices.
4. Initiate the pairing process on your uDirect by pressing the Bluetooth button until the Bluetooth indicator rapidly flashes blue. Your uDirect will

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

5. In the Bluetooth menu the PC will list all Bluetooth devices within range. Of the devices found, choose uDirect and select “pair”.
6. When the PC prompts for a passcode or PIN, enter “0000” (four zeros).
7. Allow devices to complete the establishment of a trusted link.
8. 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 want 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.

## Deleting Bluetooth Pairings

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

*Note: Deleting the Bluetooth pairings removes the ability to connect to any previously established*

*Bluetooth device. You will need to perform the pairing process again to connect to any Bluetooth device.*

## Operating Range for Bluetooth Devices

Your uDirect supports Bluetooth operation up to a range of approximately 10 m (30 ft). 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

*Note: 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 depending on the setup of the device.*

## Using uDirect™ with Cellular Phones

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Before you can use your uDirect with your cellular phone, you must complete the pairing and connection procedures described in the “Connecting to Bluetooth Devices” section.

Wear the uDirect around your neck to ensure it's within range of your hearing instruments. Ensure that your uDirect is turned ON when you are wearing it.

With the uDirect you will have a convenient hands free phone solution, as there is no need to hold the phone up to your ear. When placing a call, the uDirect's built-in microphone captures your voice and transmits it to the cellular phone. Also the other party's voice is received by the cellular phone and transmitted to your uDirect. Your uDirect then sends it directly to your hearing instruments.

Use your uDirect's Access button to accept, reject and end phone calls.

### Incoming Calls

When a call is received on your cellular phone, the Bluetooth indicator will flash and you will hear your hearing instruments change programs, followed by a series of melody ring tones to indicate an incoming call.

*Please note that you may not hear the ring tone if your phone is in vibrate mode.*

## Accepting Incoming Calls

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

*Note: It will take about one second before the link from the cellular phone to the hearing instruments is established.*

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

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.

## Speaking into your uDirect™

When engaged in a cellular phone call, speak normally. Your uDirect includes a high-quality directional microphone, which is placed on the side to optimally pick up your voice when you wear your uDirect around your neck. Ensure that the uDirect is not covered by clothing as this may interfere with the built in microphones and cause interference.

*Note: 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.*



## Ending a Call

To end a phone call via your uDirect, briefly press the Access button. The call will terminate and your hearing instruments will return to the previously active program or audio source.

You can also end a call by operating your cellular phone instead of your uDirect.

## Rejecting Incoming Calls

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

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



## Placing a Call

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

When connected, you will hear the ring tones in your hearing instruments.

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

*Note: Speak into uDirect – not into the cellular phone – when the called party answers.*

Setting	Beeps
Bluetooth program for cell phone or audio streaming	
Incoming calls	 or individual phone ring tone
Call ended Streaming ended	Hearing instrument returns to previous listening program; plays program beeps

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

## Voice Dialing

Some cellular phones feature a voice dial option feature. uDirect can support voice dial if it is enabled on your cellular phone.

To place a call using the voice dial feature press the Access button for approximately two seconds. After

you hear a beep, say the name of the contact you want to call. Your cellular will then place the call.

*Note: Refer to your cellular phone user guide on how to setup and use the voice dial feature.*

## Last Number Redial

Some cellular phones feature a last number redial option. To redial the last contact called, press the Access button twice. This activates the last number redial and the call is placed.

## Moving out of Bluetooth Range

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

## Re-connecting to your Phone after being Out of Range

Some phones do not automatically re-connect to the uDirect, if it happened to be out of range or turned off at some point. If you find your uDirect not responding to your phone after it has been out of range, re-establish the connection by connecting it to the phone again.

## Listening to Audio Signals 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. Your hearing instruments will then act like a wireless headphone.

### 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 cellular phone calls: you will hear the ring tone even when listening to other audio sources via cable, Bluetooth or FM. If you push the Access button to accept the call, streaming is switched to the phone call. If you reject, or terminate the call, audio streaming will resume.

*Note: 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).*

## Connecting to Audio Sources via Audio Cable (3.5 mm jack)

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

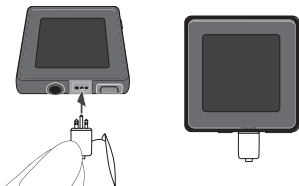
## Connecting via Bluetooth

If the 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 on page 13 “Pairing uDirect with an External Bluetooth Transmitter” for further details.

## Connecting via FM System

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

- Attach the FM receiver to uDirect via the FM input (Europlug) as shown in the picture below



- Place the FM transmitter on or near the sound source or connect it to the TV or radio and turn it ON
- Turn the FM receiver ON. If you use a MicroLink MLxS, receiver, set the switch to the position "•"

The streaming indicator will light solid orange to indicate FM usage.

To deactivate FM, turn OFF the attached FM receiver or unplug it. uDirect will automatically activate the previously active listening program.

*Note: 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 immediately return to your previous listening program, press the Access button.*

## Listening to Audio Sources (Streaming)

Set the volume of the audio source to a medium level and press play on the 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 Access button on uDirect. The hearing instruments will switch to normal operation. If connected via audio cable or FM receiver, the streaming indicator flashes yellow when paused. If connected via Bluetooth, the Bluetooth indicator flashes blue when paused. To resume streaming, press the Access button on uDirect again.

*Note: 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 or 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).

## Audio Lock

When streaming audio signals, you might notice the hearing instruments switching back and forth between the audio signal and the hearing instrument microphones. This occurs when the audio signal is very soft or interrupted by pauses. To avoid the system changing you can lock in the streamed audio signal by pressing the ON/OFF button quickly.

## 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.

## Indicator Lights

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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 (charger attached).</i>

### Streaming Indicator

<b>Orange</b>	Lit solid	<i>Audio streaming to your hearing instruments</i>
<b>Orange</b>	Medium flash	<i>Audio streaming to your hearing instruments is paused. Push the Access button to resume.</i>

## Bluetooth Indicator

<b>Blue</b>	Fast flash	<i>Bluetooth Pairing mode uDirect is in pairing mode for 2 minutes and can be detected by other Bluetooth devices.</i>
<b>Blue</b>	Slow flash	<i>Bluetooth successfully connected to at least one device with uDirect.</i>
<b>Blue</b>	Medium flash	<i>Bluetooth transmission is paused.</i>
<b>Blue</b>	Intermittent flash	<i>A Bluetooth paired and connected cellular phone is ringing.</i>
<b>Blue</b>	Lit solid	<i>Bluetooth signals transmitting through uDirect to the hearing instruments.</i>

## Error Indication

<b>All three indicators</b>	lit solid	<i>Error There may be a software problem. Refer to the Troubleshooting section.</i>
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## 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

- 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 IE 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 healthcare 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.

## Reset Button

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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.

# Troubleshooting Guide

## MOST PROBABLE CAUSE

## REMEDY

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

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• uDirect can be paired to a maximum of 8 different Bluetooth devices. If the internal memory is full, new pairings will overwrite previous pairings.</li><li>• Pairing was deleted.</li></ul> | <ul style="list-style-type: none"><li>• Repeat the pairing between uDirect and the Bluetooth device which was overwritten.</li><br/><li>• Repeat the pairing between uDirect and the Bluetooth device which was deleted.</li></ul> |
|--|--|

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

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• Bluetooth is OFF in the cellular phone.</li><li>• uDirect and your cellular phone are not connected to each other.</li><br/><li>• uDirect is not paired to the cellular phone.</li></ul> | <ul style="list-style-type: none"><li>• Ensure Bluetooth is turned ON in the cellular phone. Please refer to your cellular phone's user guide.</li><li>• <ol style="list-style-type: none"><li>1. Disable the Bluetooth functionality in your cellular phone and turn it ON again.</li><li>2. Restart uDirect by turning it OFF and back ON. The uDirect's Bluetooth functionality will be automatically re-activated.</li><li>3. Activate uDirect by selecting it in the cellular phone's "Active device" menu.</li><li>4. Reduce the distance between uDirect and the cellular phone.</li></ol></li><li>• Follow the pairing process in this guide.</li></ul> |
|--|---|

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

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

- |  |   |
|--|---|
| <ul style="list-style-type: none"><li>• uDirect is out of range of the hearing instruments.</li><li>• Phone is set to vibrate.</li></ul> | <ul style="list-style-type: none"><li>• Make sure uDirect is within 45 cm (18") of the hearing instruments. Wear uDirect around your neck.</li><li>• Enable ring tone on phone.</li></ul> |
|--|---|

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

- |   |   |
|---|---|
| <ul style="list-style-type: none"><li>• uDirect's microphone openings may be covered or not able to pick up your voice correctly.</li></ul> | <ul style="list-style-type: none"><li>• 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.</li></ul> |
|---|---|

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

- |   |  |
|---|--|
| <ul style="list-style-type: none"><li>• The key-press tones may be ON in your cellular phone.</li></ul> | <ul style="list-style-type: none"><li>• Deactivate key-press and confirmation tones on your cellular phone. Please refer to the cellular phone user guide.</li></ul> |
|---|--|

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

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>• Different audio sources have different output volumes.</li></ul> | <ul style="list-style-type: none"><li>• Volume cannot be changed via uDirect. Adjust the volume on the connected audio source or cellular phone or change the volume on the hearing instruments.</li></ul> |
|--|--|

**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:

**FC** 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 Unitron Hearing 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. 78, Qi Ming Road, Export Processing Zone District B, Suzhou Industrial Park, P.R. 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**

Ir. D.S. Tuijnmanweg 10, 4131 PN VIANEN

### **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**

Avenida de la Industria nº13/15, Polígono de Canastell, 03690 Sant Vicent del Raspeig. Alicante, España

### **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

