

# Unitron uTV™ 2 guide



**unitron.** Hearing matters

## Thank you

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Thank you for choosing the Unitron uTV™ 2.

At Unitron, we care deeply about people with hearing loss. We work closely with hearing healthcare professionals to make advanced, purpose-driven solutions available to everyone. Because hearing matters.

## Your uTV 2

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Hearing healthcare professional: \_\_\_\_\_

\_\_\_\_\_

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

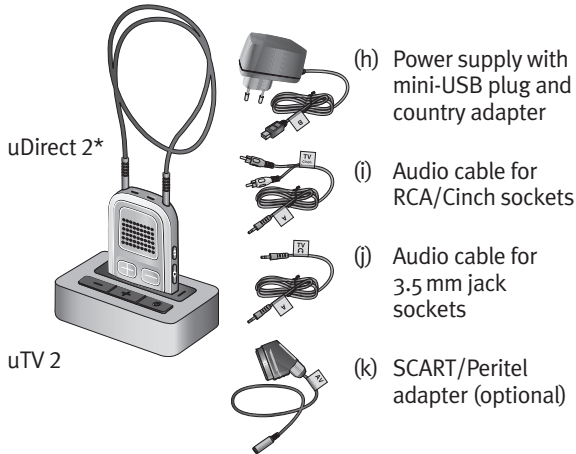
Serial number of uTV 2: \_\_\_\_\_

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


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

## Package contents

The complete Unitron uTV 2 consists of the following elements:



\*The uDirect 2 is sold separately.

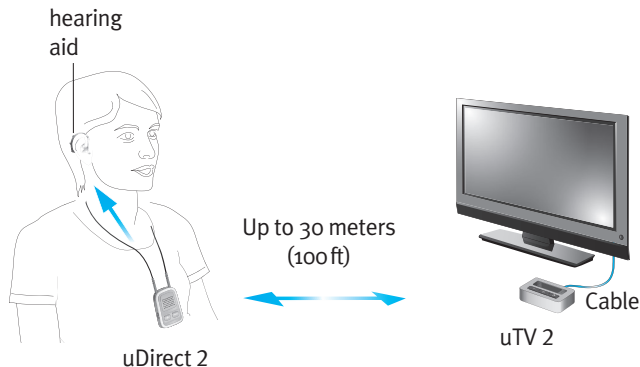
 **Note:** please see your uDirect 2 guide for complete information on the uDirect 2 accessory.

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## uTV 2 description

The Unitron uTV 2 connects your hearing aids wirelessly to your TV or other audio devices. The system consists of three main elements: your hearing aids, the uDirect 2 and the uTV 2.



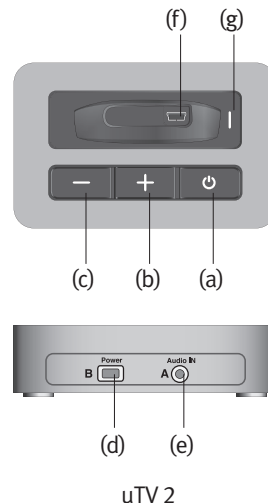
The uTV 2 is connected to your TV (or any other audio source) and wirelessly sends audio signals from your TV to uDirect 2 within a range of up to 30 meters (100ft). The uTV 2 also serves as a charging cradle for uDirect 2 when uDirect 2 is not in use.

### Buttons

- (a) ON/OFF button
- (b) TV signal volume (up)
- (c) TV signal volume (down)

### Inputs

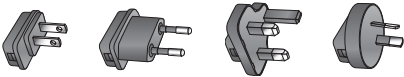
- (d) Power input (mini-USB)
  - (e) Audio input (3.5 mm jack)
  - (f) uDirect 2 charging slot
- (g) Status light



# Getting started

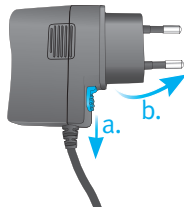
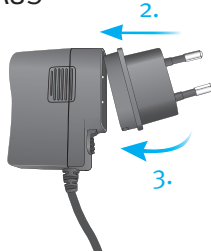
## Step 1: Setting up the power supply

1. Select the adapter that corresponds to your country.



US      EU      UK      AUS

2. Insert the round corner of the adapter to the round corner of the universal power supply until it is completely inserted.
3. Click the tail of the adapter in to lock it into place. Make sure the adapter is securely locked.



### To remove the power adapter:

- a. Pull back the tab on the universal power supply and hold.

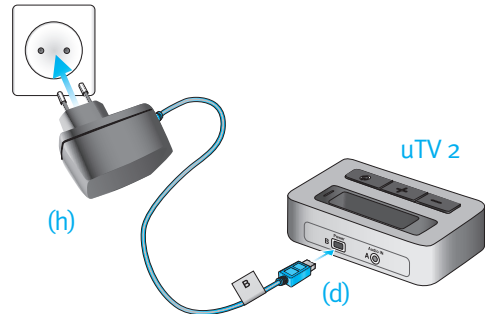
- b. Gently pull the adapter upwards to remove it from receptacle.
- c. Then start over with step 1 (above).

## Step 2: Connecting the uTV 2

### To connect the power supply:

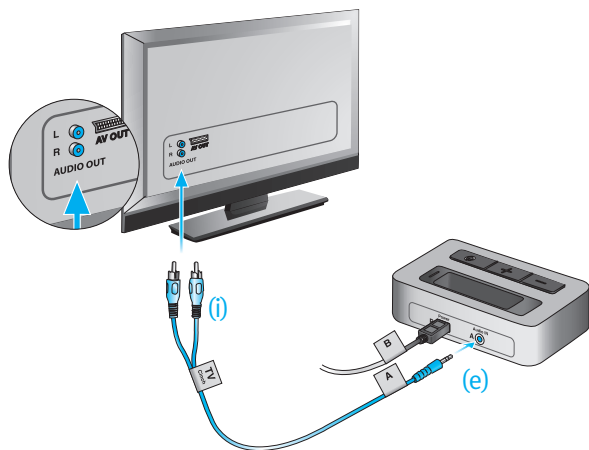
Place the uTV 2 next to your TV.

Connect the mini-USB plug (d) of the power supply to the power input (Power) of the uTV 2. Plug the power supply into the wall socket (h).



Use the RCA/Cinch cable (i) to connect the uTV 2 to the TV:

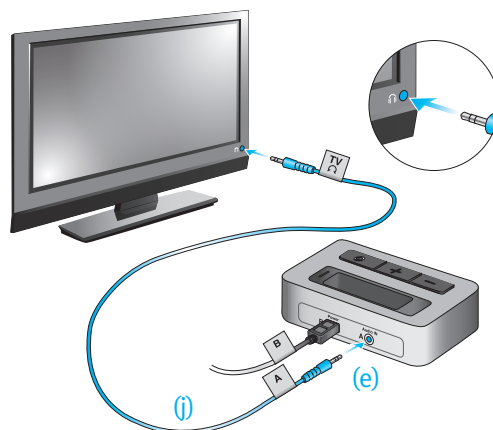
Connect the stereo (e) plug to the audio input (Audio IN) of the uTV 2. Connect the red and white plugs (i) to the matching red and white output sockets on your TV.






You can also connect your uTV 2 to the headset socket of your TV, using the audio cable:

Connect the stereo plug (e) to the audio input of the uTV 2 (Audio IN).

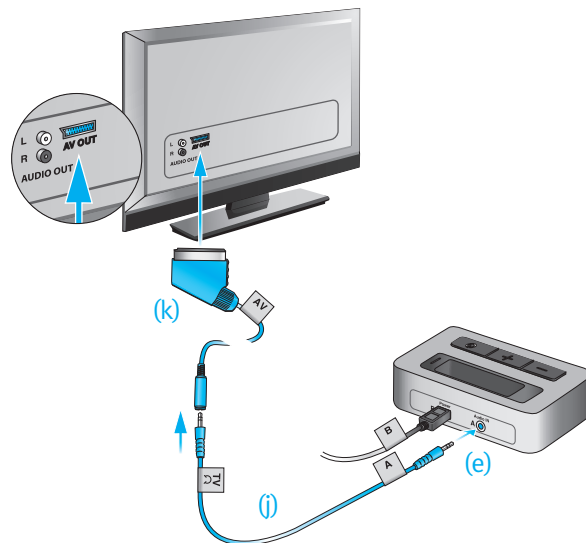
Plug the other end into the headset output socket of your TV.



-  When connecting the uTV 2 to the headset socket of your TV, you are able to adjust the volume via your TV remote control.
-  Some TVs will switch off their loudspeakers when plugging the jack into the headset socket – the TV will not be audible for other people. In this case, use the Cinch/RCA or SCART output socket as described above. For further information on volume adjustment, refer to step 7. The uTV 2 can also be connected to any other audio source such as an MP3 player, PC or home sound system using the stereo plug cable (j).
-  Some televisions do not include an analog output with RCA cables. In this case, the uTV 2 can be connected to the analog output RCA cables on a television cable box or home stereo system with this output connection instead.

### Optionally you may use a SCART adaptor:

Plug one end of the audio cable (j) into the uTV 2 and the other end into the SCART adaptor. Then plug the SCART adaptor (k) into a free SCART output socket of your TV.



### Step 3: Switching on all devices

To use the uTV 2, all devices must be switched on.

Switch on your TV or other audio source.

Make sure your hearing aids are switched on and properly in place.

To turn ON your uDirect 2, slide the power switch to the ON position as shown in fig. 1.

uDirect 2

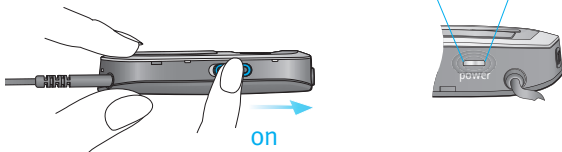


Fig. 1

Switch on the uTV 2 by a short press of the ON/OFF button (a) as shown in fig. 2. The status light (g) will illuminate green initially and may later switch to blue.

uTV 2

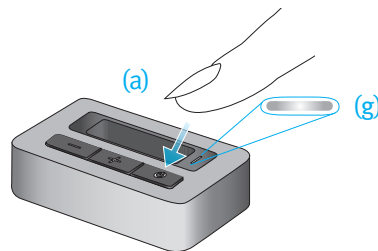




Fig. 2

 If the uDirect 2 power indicator blinks red or is not illuminated at all, the uDirect 2 battery level may be low. In this case, charge the uDirect 2 first, as described in step 10.



 For a more detailed explanation of the uDirect 2 indicator lights, refer to the uDirect 2 user guide.



## Step 4: Pairing uDirect 2 and the uTV 2

Before starting to use the uTV 2 and uDirect 2, they need to be paired. The pairing procedure controls which Bluetooth® devices are permitted to communicate with each other.

Make sure both devices are switched on as described in step 3.

-  You do not need to insert uDirect 2 into the uTV 2 charging slot (f) during pairing.
-  Pairing needs to be completed only once for each device you wish to use with your uDirect 2.



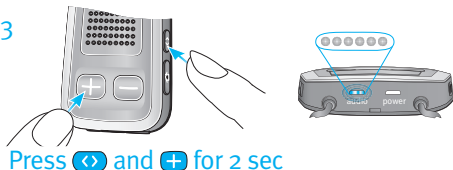
1. Press and hold the uDirect 2  and  button simultaneously for 2 seconds until the audio indicator starts to rapidly blink blue (fig. 3). Your uDirect 2 will remain in the pairing mode for two minutes or until the pairing is completed.

Fig. 3



2. If the uTV 2 status light (g) is not rapidly blinking blue already, press the ON/OFF button (a) for 5 seconds until the Bluetooth indicator (g) is rapidly blinking blue as shown in fig 4.

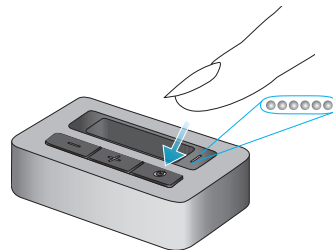


Fig. 4

3. Wait until both Bluetooth indicator lights, (g) turn solid blue. This can take up to 2 minutes but typically is done within a few seconds.

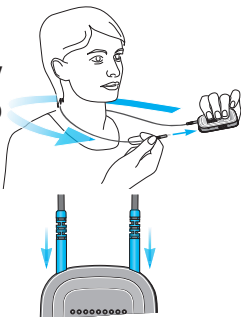
## Daily usage of the uTV 2

First switch on both devices as described in step 3.


### Step 5: Wearing your uDirect 2

Before any phone, music or TV streaming can take place, the uDirect 2 must be switched ON and worn correctly as shown below:

1. Put the neckloop around your neck (easily done by unplugging one neckloop plug).
2. Make sure both plugs are well connected in the neckloop sockets.
3. Switch the uDirect 2 ON.




 After switching uDirect 2 ON, it automatically recognizes your Unitron wireless hearing aids.

 In cases of interference with other hearing aids, contact your hearing healthcare professional.


### Step 6: Listening to the TV

You will hear the sound of the TV directly in your hearing aids.

 If you cannot hear the sound of your TV through uTV 2, repeat steps 1 to 5.

The uTV 2 supports Bluetooth operation up to a range of 30 m (100ft). Line-of-sight between your uDirect 2 and the uTV 2 is not required. However, interference in the environment by walls or furniture may reduce the operating range.

If the uDirect 2 moves out of range of the uTV 2, the wireless audio transmission will be terminated. If the uDirect 2 is then moved back into range of the uTV 2, it will automatically resume streaming to your hearing aids.

 It may take up to 10 seconds until the streaming resumes. Both streaming light indicators, (g) should be solid blue during streaming.

 If the uTV 2 status light (g):

blinks green, make sure the audio input to the uTV 2 is properly connected and the input volume is set to a 75% level.

is green, make sure uDirect 2 is switched ON, both ends of the neckloop are plugged in and the devices are paired.

blinks blue, you are in pause mode. Press the uDirect 2 access (A) button to resume streaming.


## Step 7: Adjusting the volume of the TV signal

First, set the volume of the TV speakers at the level to suit other viewers.

If the uTV 2 is connected to your TV with the RCA/Cinch cable (i) or the SCART adaptor (k), adjust the volume via the uTV 2 volume control (b) and (c) (fig. 5) until the sound is comfortable.

For daily usage and fine-tuning of the sound, use the volume (+/−) buttons (fig. 6) of uDirect 2.

If your uTV 2 is connected to the headphone socket of your TV, you may also use your TV remote control to adjust volume via the TV directly. Refer to the TV user guide for more details on setting the TV volume.

 If your TV is connected to a satellite receiver or a set-top box, make sure the volumes of these additional devices are set to a 75% level for best audio quality results.

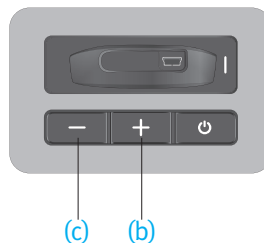
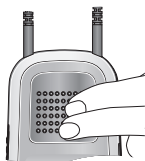


Fig. 5



Fig. 6

## Step 8: Pause and phone calls during operation



To pause the audio transmission from your TV, press the uDirect 2 access (A) button.

### During pause:

The Bluetooth indicators will blink blue on both devices.

Your hearing aids will switch back to the most recent hearing program.


To resume hearing your TV, press the uDirect 2 access (A) button again. Refer to the uDirect 2 user guide if you want to manage multiple input sources.

If uDirect 2 is paired with your mobile phone, you can still receive phone calls, even when watching TV via uTV 2. In case of an incoming call, uDirect 2 automatically stops transmitting the audio signal from your TV and sends the signal from your mobile phone to your hearing aids.



To accept an incoming call, briefly press the uDirect 2 access (A) button once you hear the ringtone through your hearing aids. Press the access button again and the phone call will end.

To refuse a call, press and hold the uDirect 2 access (A) button for 2 seconds during the ringtone.

 Refer to the uDirect 2 user guide for pairing instructions of uDirect 2 with the mobile phone or other entertainment and communication devices such as radios or personal computers.

## Step 9: Switching off uTV 2 and uDirect 2

### To switch off the devices:

To end the transmission of the TV audio signal, switch off the uTV 2 by pressing the ON/OFF button (a) as shown in fig. 7.

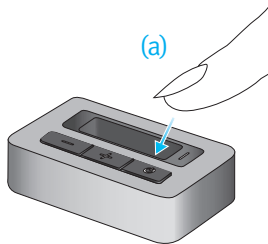


Fig. 7

If uDirect 2 is not used for other purposes such as phone calls, switch it off by sliding the power switch to the OFF position as shown in fig. 8. The uDirect 2 power indicator will blink red first, then solid for 2 seconds to indicate complete shut-down.

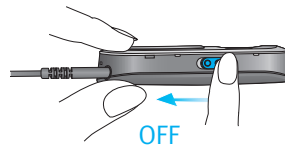



Fig. 8

 If no audio input is available, the uTV 2 automatically stops the Bluetooth audio transmission to uDirect 2 after 5 minutes. Its status light will blink green.

## Step 10: Charging uDirect 2

To charge uDirect 2, gently plug it into the charging slot (f) of the uTV 2 as shown in fig. 9.

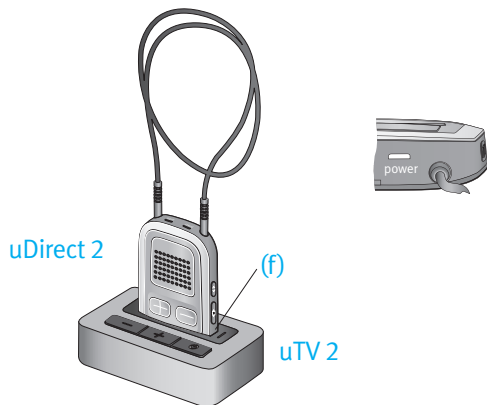


Fig. 9

### uDirect 2 power indicator


Charging - solid red


Charged and full battery - solid green

The uTV 2 can either be on or off during charging. Its status light does not indicate the charging process.

The typical time to fully charge uDirect 2 is 90 minutes.

We recommend that the uDirect 2 is switched off while charging.

 When charging the uDirect 2 for the first time, let it charge for at least three hours, even if the battery indicator turns green earlier. After the initial charge, you may leave uDirect 2 in the uDirect 2 slot for an unlimited time.

 For safety reasons, recharge the battery only with chargers supplied by Unitron. If other chargers are used they must be USB certified (5.0 VDC / 500 mA).





## Understanding the status lights for uDirect 2 and uTV 2 during streaming



uDirect 2



uTV 2

	uDirect 2	uTV 2
Streaming	solid blue 	solid blue 
Streaming pause*	short blinks 	blinks 
uTV 2 not connected*	dark	green

\*If uDirect 2 is also connected to a phone its audio indicator will:



- double-blink during streaming pause
- blink if uTV 2 is not connected

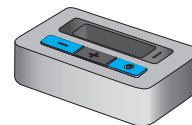
## Testing the audio transmission

The uTV 2 is able to generate a test sound to check the system.

### To start testing:



Switch ON and wear uDirect 2 correctly.

Switch OFF the uTV 2 first, then press the uTV 2 volume () and power () button simultaneously until the status light starts to blink in different colors.



uDirect 2 and the uTV 2 should connect now (blue/green or blue/orange blinks) and you hear a sound test melody through your hearing aids.

The test sound continues for 2 minutes or until any of the uTV 2 buttons are pressed.

Use the uDirect 2 volume ( ) buttons to change the volume of the test sound.

If no test sound can be heard, redo the pairing procedure as described in step 4.

The uTV 2 status light gives information during test mode.

The colors alternate to indicate the audio input status as well as the connection status to uDirect 2.

### Example:

Red/blue/red/blue/etc: streaming test sound to uDirect 2, no audio input detected on the uTV 2.

### Color codes:

Red: no audio input on uTV 2

Green: audio input detected on uTV 2

Orange: searching for uDirect 2

Blue: streaming test sound to uDirect 2



If no uDirect 2 is found and no audio input is available the uTV 2 will stop the test mode and its light indicator will blink green.

## Troubleshooting guide

Most probable cause	Remedy
---------------------	--------

### None of the indicator lights turned solid blue

Devices not on	Turn on devices
----------------	-----------------

uDirect 2 and uTV 2 not paired	Repeat step 4
--------------------------------	---------------

### I see a rapidly blinking blue indicator light on the uTV 2

uTV 2 is in Bluetooth pairing mode	Go to step 4
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### Only one of the blue indicator lights turned solid blue

One of the devices is connected to another Bluetooth device	Make sure to switch off all other Bluetooth devices except uDirect 2 and uTV 2
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### Both indicator lights are solid blue but I cannot hear the TV

uDirect 2 is out of range of the hearing aids	Wear uDirect 2 around the neck and correctly secure the neckloop. Turn all devices OFF and ON again
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uDirect 2 is not correctly programmed for your hearing aids	Ask your hearing healthcare professional to regroup your uDirect 2 and hearing aids
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Most probable cause	Remedy
<b>I cannot hear the sound from the TV via the uDirect 2</b>	
Devices not on	Turn all devices on
Cables not plugged in correctly	Repeat step 2
No audio input to uTV 2, the light indicator blinks green	Make sure TV is not muted Select a 75% volume level on the TV Make sure the audio cable uses an “out” port
uTV 2 is in pause mode	Indicated by blue blinking status lights on both devices. A short press of the uDirect 2 access (A) button will un-pause and resume
Distance between uDirect 2 and uTV 2 is too far	Bring devices closer to each other, 30 m (100 ft) is the maximum in line of sight To avoid streaming interruptions, make sure you wear uDirect 2 correctly and keep the uTV 2 within the operating range





Most probable cause	Remedy
<b>Volume during streaming is not comfortable (too low or too high)</b>	
TV audio sources have different output volumes	If uTV 2 is connected to the RCA/Cinch or the SCART socket of your TV, adjust the volume by using the uTV 2 volume buttons If the uTV 2 is connected to the headset output of the TV, you alternatively may adjust the volume using the TV volume control Adjust volume of your satellite receiver or settop box Adjust the volume using the uDirect 2 volume buttons
<b>After connecting the uTV 2, the TV loudspeaker is switched off</b>	
The headset output connection of the TV is selected	Choose another audio output on your TV such as RCA/ Cinch or SCART

## Important information







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Please carefully read the corresponding section in the uDirect 2 user guide which is delivered along with each uDirect 2.


### Hazard warnings

-  Keep this device out of reach of children under 3 years.
-  Use only hearing aids that have been specially programmed for you by your hearing healthcare professional.
-  Changes or modifications to any of the devices that were not explicitly approved by Unitron are not permitted.
-  External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Unitron.

### Information on product safety

-  When uTV 2 is not in use, turn off the device.
-  Always plug in the uDirect 2 neckloop and wear it around the neck when transmitting signals to your hearing aids.
-  Protect the device connectors, plugs, charging slot and power supply from dirt and debris.
-  Protect all devices from excessive moisture (bathing or swimming areas) and heat sources (radiator, TV top). Protect devices from excessive shock and vibration.
-  Clean devices using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean them. Never use a microwave or other heating devices to dry any of the devices.
-  The digitally-coded, inductive transmission technology used in these devices is

extremely reliable and experiences virtually no interference from other devices. It should be noted, however, that when operating the system near computer equipment, larger electronic installation or other strong electromagnetic fields, it may be necessary to be at least 60 cm (24”) away from the interfering device to ensure proper operation.

 X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the devices.

 Do not use these devices in areas where electronic equipment is prohibited.

## Compliance information

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### Declaration of Conformity

Hereby, Unitron Hearing declares that this product meets the requirements of the Medical Device Directive 93/42/EEC and complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer.

#### Notice 1:

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.

#### Notice 2:

Changes or modifications made to this device not expressly approved by Unitron may void the FCC authorization to operate this device.

### Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device 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 device 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 device and receiver.

Connect the device 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.

### Notice 4:

#### FCC/IC RF Radiation Exposure Statement

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

More details can be found in the data sheet which can be downloaded from [www.unitron.com](http://www.unitron.com).



Australia: Supplier Code Number N15398

New Zealand: Supplier Code Number Z1285

## Information and explanation of symbols

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With the CE symbol, Unitron confirms that this Unitron product – including accessories – meets the requirements of the Medical Devices Directive 93/42/EEC as well as the Radio Equipment Directive 2014/53/EU on radio and telecommunications transmitters. The numbers after the CE symbol correspond to the code of certified institutions that were consulted under the above-mentioned directives. The alert sign means that potential restrictions on its use are applicable in one or more EU Member States.

This device is a class 2 device and can be operated in the EU member states without restrictions for indoor use, but must not be operated outdoors in France.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and product safety.



Australia and New Zealand EMC and Radiocommunications compliance label.



Copyright symbol

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This symbol shall be accompanied by the name and the address of the authorised representative in the European Community.



This symbol shall be accompanied by the name and the address of the manufacturer (who are placing this device on the market).

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## Operating conditions:

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

0° to 55° Celsius and relative humidity of ~~5~~95% (non condensing).

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## Transport conditions:

Temperature: -20° to +60° Celsius (-4° to +140° Fahrenheit).

Humidity: Up to 90% (non condensing).


The air pressure between 500 and 1100 hPa is appropriate.

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The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give your device to your hearing healthcare professional for disposal. Proper disposal protects the environment and health.

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