

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



Tip for use of FAQ: Click on questions to go to answer.

Setup & Configuration	
How do I pair the hearing aids to the Micro and Multi Mic?.....	2
How many hearing aids can the Micro/Multi Mic be paired with?	3
How long should the Micro/Multi Mic be charged prior to usage?	3
What is the latency of the streamed signal?	3
Does the Micro/Multi Mic have batteries?	4
How do I add the Micro/Multi Mic to older ReSound wireless hearing aids?.....	4
How many streaming devices can I connect to my hearing instruments?	4
Which devices can be connected to the line-In on the Multi Mic (Multi Mic only)?	4
Use & Operation	
How do I turn the Micro/Multi Mic ON and OFF?	5
How can I see that the Micro/Multi Mic is turned ON?	5
How do I know that my Micro/Multi Mic needs charging?	5
How often do I have to charge my Micro/Multi Mic?	5
How do I charge the Micro/Multi Mic?	6
What is the expected battery life of the Micro/Multi Mic?	6
How do I start streaming?	6
How do I stop streaming?	6
What is the estimated SNR improvement when using the Micro/Multi Mic?	7
What are the uses for the Micro/Multi Mic?	7
How can I use my Micro/Multi Mic with my cell phone?	7
What happens if I get a phone call via my Phone Clip+ while I am using my Micro/Multi Mic?.....	7
If the streamed signal disappears how do I reconnect?.....	8
How do I adjust the volume on the Micro/Multi Mic?.....	8

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



What is the increment of change on the Micro/Multi Mic volume control?	9
How far from the Micro/Multi Mic can I hear the sound?	9
Does volume adjustments on an auxiliary sound source affect the volume in my hearing instruments?	9
Where should I place the Micro/Multi Mic?	9
Can I place the Micro/Multi Mic in front of a speaker transmitting sound that I would like to hear?	10
Can I use the Unite Multi Mic as a table microphone (Multi Mic only)?	10
Can other people with wireless hearing instruments listen in on the transmitted signal?....	10
Can other people interfere with or disturb the transmitted signal?	10
Does the Micro/Multi Mic work through walls?	11
Is the Micro/Multi Mic waterproof?	11
Troubleshooting	
Why doesn't sound from the Micro/Multi Mic come through clearly?	11
What causes a break in connection between the Micro/Multi Mic and the hearing instruments?	11
Why can I not select line-in or FM mode on my Multi Mic (Multi Mic only)?	12

Setup & Configuration

How do I pair the hearing aids to the Micro and Multi Mic?

It is possible to pair up to three ReSound streaming devices - e.g. one Micro Mic or Multi Mic and two TV streamers (optional Unite™ accessory) - with a given pair of hearing instruments. Therefore, channel 1, 2 or 3 must be selected when starting the pairing process.

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS

Pairing a Micro/Multi Mic in channel 1

1. Make sure the Micro/Multi Mic is turned ON. Your hearing instruments must be OFF – open the battery doors.
2. With the tip of a pen or similar object, press the small pairing button once, as shown in the picture to the right.
The status light indicator on the top of the Micro/Multi Mic will now blink yellow once every 2 seconds to indicate that Micro/Multi Mic is ready to be paired in channel 1. Your Micro/Multi Mic will remain in pairing mode for 20 seconds.
3. While in pairing mode, close the battery doors on both hearing instruments and make sure they are ON. A successful pairing will be indicated by an audible melody played in both hearing instruments and the status light indicator will stay solid yellow for 3 seconds. You are now ready to use the Micro/Multi Mic!



Pairing a Micro/Multi Mic in channel 2 or 3

To pair the Micro/Multi Mic in channel 2, press the pairing button twice. The status light indicator will now blink yellow twice every 2 seconds to indicate that it is ready to be paired in channel 2. Close the battery doors on the hearing instruments.

To pair the Micro/Multi Mic in channel 3, press the pairing button three times. The light indicator will now blink yellow three times every 2 seconds to indicate that it is ready to be paired in channel 3. Close the battery doors on the hearing instruments.

[Back to top](#)

How many hearing aids can the Micro/Multi Mic be paired with?

The Micro/Multi Mic can be paired with any number of hearing instruments.

[Back to top](#)

How long should the Micro/Multi Mic be charged prior to usage?

When charging the Multi Mic for the first time, let it charge for at least 3 hours, even if the battery indicator indicates that the battery is fully charged.

[Back to top](#)

What is the latency of the streamed signal?

The latency is less than 20ms to prevent echo and lip sync issues.

[Back to top](#)

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



Does the Micro/Multi Mic have batteries?

Yes, the Micro/Multi Mic has a built-in rechargeable battery that can be charged using the included charger.

[Back to top](#)

How do I add the Micro/Multi Mic to older ReSound wireless hearing aids?

The pairing process for the Multi Mic is the same for all ReSound wireless accessory capable hearing instruments.

[Back to top](#)

How many streaming devices can I connect to my hearing instruments?

Your wireless hearing instruments can be paired to up to a total of three streaming devices at a time - e.g. 1 Micro/Multi Mic and 2 TV Streamers.

[Back to top](#)

Which devices can be connected to the line-in on the Multi Mic (Multi Mic only)?

Virtually any device with an audio output can be connected using an appropriate cable ending in a stereo jack plug. Examples are: stereo, computer, MP3 player, TV....

To avoid distortion, adjust the volume using the “+” and “-“ keys on the Micro/Multi Mic, or adjust the volume on the external audio device, until the best sound level and quality is obtained.

[Back to top](#)

Use & Operation

How do I turn the Micro/Multi Mic ON and OFF?

To turn the Micro/Multi Mic ON, press and hold the ON/ OFF button for approx. 1.5 seconds, until the status light indicator turns green. After releasing the ON/OFF button, the status light indicator will blink green every 2.5 second. The Micro/Multi Mic will always start up in Microphone Mode (Mic Mode).

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



To turn the Micro/Multi Mic OFF, press and hold the ON/OFF button for approx. 1.5 seconds, until the status light indicator turns red – indicating that the units is shutting down.

If battery level is low the status light indicator will blink yellow every 2 seconds.

[Back to top](#)

How can I see that the Micro/Multi Mic is turned ON?

The status light indicator on the top of the Micro/Multi Mic will blink green every 2.5 seconds.

If the status light indicator on the Micro/Multi Mic I blinks yellow repeatedly the unit is running out of power and should be recharged using the included charger.

[Back to top](#)

How do I know that my Micro/Multi Mic needs charging?

The light indicator on the Micro/Multi Mic will blink yellow repeatedly.

[Back to top](#)

How often do I have to charge my Micro/Multi Mic?

Battery consumption and the operating time of your Micro/Multi Mic depend greatly on the usage of the device.

[Back to top](#)

What is the expected battery life of the Micro/Multi Mic?

Battery life for the Micro Mic is expected to be 10 hours of streaming time.

For the Multi Mic, expected battery life will vary based on the mode being utilized.

- For Microphone streaming, 11 hours (most typical use type)
- For Line-in mode, 10 hours
- For FM mode, 10 hours
- For Telecoil mode, 7 hours

[Back to top](#)

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



How do I charge the Micro/Multi Mic?

To charge the Micro/Multi Mic, plug the charging cable into the micro-USB charging plug on the Micro/Multi Mic. Then plug the other end of the charging cable into a power outlet.

[Back to top](#)

How do I start streaming?

Turn the Micro/Multi Mic ON and make sure your hearing instruments are turned ON as well. Streaming can be started in one of three ways.

1. Press and hold the push button on both hearing instruments for about three seconds in order to listen to a streamed audio signal*.
Note: If ear-to-ear program coordination is activated in you hearing instruments, you only have to activate streaming on one of the hearing instruments.
2. If you have a ReSound Unite™ Remote Control 2(optional accessory), simply press the streaming button on the Remote Control 2*.
3. If you use a ReSound app offering remote control functionality, simply select the Micro/Multi Mic program in the program screen*.

*Once the hearing instruments connect to the Micro/Multi Mic, a short “streaming activation” melody will play in your hearing instruments followed by the streamed sound.

Start streaming from a 2nd or 3rd streaming device

If your hearing instruments are paired to more than one streaming device, you can start streaming from these devices in three ways.

1. Press and hold the hearing instrument program button for about 3 seconds a 2nd or 3rd time to access the 2nd or 3rd ReSound Unite™ streaming device.
2. If you use a Unite™ Remote Control 2 (optional accessory), press the streaming button on the Remote Control 2 a 2nd or 3rd time to access the 2nd or 3rd ReSound streaming device.
3. If you use a ReSound app offering remote control functionality, simply select the desired streaming program in the program screen.

[Back to top](#)

How do I stop streaming?

Streaming can be stopped in the following three ways:

1. Push the program button on your hearing instruments once*.
2. If you have a ReSound Unite™ Remote Control 2 (optional accessory), press the “P” button, located in the center of the key pad*.
You may also press the home button to return to your default settings.
3. If you use a ReSound app, simply select the desired program in the program screen.

*This will return the hearing instruments to the last program used.

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



[Back to top](#)

What is the estimated SNR improvement when using the Micro/Multi Mic?

The Multi Mic improves SNR an additional 5 dB over the previous generation Unite Mini Microphone.

[Back to top](#)

What are the uses for the Micro/Multi Mic?

The Multi Mic has many uses. They include:

- One to one communication over distance or in a noisy environment.
- Table/conference mic mode when placed horizontally on a flat surface.
- Audio streaming via the built in mini-jack connector.
- Teleloop audio streaming via the built in Telecoil.
- FM system streaming (FM receiver required).

[Back to top](#)

How can I use my Micro/Multi Mic with my cell phone?

The telecoil mode built in to the Multi Mic is designed to stream audio from teleloop systems.

For the best sound from a telephone:

- With a supported iPhone and wireless hearing aids, use the direct streaming capabilities.
- For all other Bluetooth enabled phones, the Phone Clip+ is recommended.
- Additionally, most of our hearing aids have a telecoil built in and it can either be accessed manually via a push button, automatically with PhoneNow auto-telecoil, via a Remote Control 2, or with a ReSound app.
- For hearing aids without a telecoil, PhoneNow with auto-phone can be used as an acoustic phone option.

[Back to top](#)

What happens if I get a phone call via my Phone Clip+ while I am using my Micro/Multi Mic?

If you are using the telephone with Unite Phone Clip+ or Phone-Now™, the streaming via the Micro/Multi Mic will be temporarily disrupted. When you have ended your phone call, streaming will resume.

[Back to top](#)

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



If the streamed signal disappears how do I reconnect?

If the streamed signal disappears it can be due to:

1) The hearing instruments are out of range of the Micro/Multi Mic. Try shortening the distance between the hearing instruments and the Micro/Multi Mic.

- You can be over 80 feet away from the Micro/Multi Mic (clear line of sight) depending on the physical environment. If you get out of range and return to range within five minutes the hearing instruments will reconnect automatically.
- If you get out of range and do not return within five minutes, you can reconnect in one of the following ways
 1. Press and hold the push button on both hearing instruments for about three seconds in order to listen to a streamed audio signal*.
Note: If ear-to-ear program coordination is activated in your hearing instruments, you only have to activate streaming on one of the hearing instruments.
 2. If you have a ReSound Unite™ Remote Control 2 (optional accessory), simply press the streaming button on the Remote Control 2*.
 3. If you use a ReSound app offering remote control functionality, simply select the Micro/Multi Mic program in the program screen*.
*Once the hearing instruments connect to the Micro/Multi Mic, a short “streaming activation” melody will play in your hearing instruments followed by the streamed sound.

2) If an auxiliary audio source is connected to the Multi Mic via line-in, the cable connecting the Multi Mic to an audio source may not be properly inserted.

[Back to top](#)

How do I adjust the volume on the Micro/Multi Mic?

The Micro/Multi Mic is designed to provide a comfortable listening level from the moment it is activated. However, for some devices or listening environments it may be desirable to adjust the listening volume. This can be accomplished in a variety of ways. Keep in mind that volume adjustments apply to the streamed signal only, not the volume of normal environmental sounds.

- Use the “+” and “-” keys to adjust volume to a comfortable level. Make sure that your hearing instruments are comfortably adjusted before you change the settings with the volume control. Note: The Micro/Multi Mic will revert to its default level for all modes when rebooted.
- Use the ReSound Unite™ Remote Control 2 (optional) to adjust the streaming volume in the hearing instrument. Ask your hearing care professional for more information about this accessory.
- The volume can in some cases be further adjusted at the signal source, e.g. by turning the TV volume up or down.

In many cases this will adjust the volume of both streamed audio (transmitted wirelessly to your hearing instruments) and non-streamed audio (sounds reaching the hearing

ReSound

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



instrument microphones in the normal fashion). Of course, this will also affect listening volume for others in the room.

[Back to top](#)

What is the increment of change on the Micro/Multi Mic volume control?

The volume range on the Multi Mic is controlled in 3dB increment changes.

[Back to top](#)

How far from the Micro/Multi Mic can I hear the sound?

You should be able to hear the streamed signal up to 25 meters (82 feet) away from the Micro/Multi Mic in situations where the Micro/Multi Mic has a clear line of sight to the hearing instruments. If the sound does not come through clearly, you may have to move closer to the Micro/Multi Mic.

[Back to top](#)

Does volume adjustments on an auxiliary sound source affect the volume in my hearing instruments?

Yes, always try to adjust the volume on the auxiliary device to a comfortable level to minimize electrical noise.

Alternatively, the volume can be adjusted using the volume control on the Micro/Multi Mic.

If the Multi Mic is connected to the headphone jack on the TV-set, stereo or computer, volume adjustments on these devices may also affect the volume in the hearing aids.

[Back to top](#)

Where should I place the Micro/Multi Mic?

Person-to-person communication

Clip your Micro/Multi Mic on the speaker's jacket or other clothing or hang it around the neck using included lanyard. Place the device within a range of 4-6 inches from the speaker's mouth. When using the clip, make sure that the Micro/Multi Mic is mounted vertically with the status light indicator pointing towards the mouth.

Table pickup (Multi Mic only)

Page9

ReSound

rediscover hearing

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



Place the Multi Mic horizontally on a level surface (e.g. a table) in close proximity to the group of people you want to listen to. Placing the Micro/Multi Mic horizontally on a table it automatically switches into an optimized mode enabling the pickup of the voices of multiple speakers.

[Back to top](#)

Can I place the Micro/Multi Mic in front of a speaker transmitting sound that I would like to hear?

You can do this but keep in mind that it will pick up noise from the environment as well as the desired signal.

[Back to top](#)

Can I use the Unite Multi Mic as a table microphone (Multi Mic only)?

Yes - place the Micro/Multi Mic horizontally on a level surface (e.g. a table) in close proximity to the group of people you want to listen to. Placing the Micro/Multi Mic horizontally on a table it automatically switches into an optimized mode enabling the pickup of the voices of multiple speakers.

[Back to top](#)

Can other people with wireless hearing instruments listen in on the transmitted signal?

No. In order to listen in on the transmitted signal the hearing instruments need to be paired to the Micro/Multi Mic.

[Back to top](#)

Can other people interfere with or disturb the transmitted signal?

Other radio frequency devices in near proximity may cause interference, usually adding a crackling noise. Examples of such devices are other Bluetooth devices, wireless networks, microwave ovens, baby monitors and remote controls.

[Back to top](#)

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



Does the Micro/Multi Mic work through walls?

The Micro/Multi Mic will most probably not work through walls. However, under favorable reflection conditions the Micro/Multi Mic may transmit through openings (e.g. door openings) between rooms.

[Back to top](#)

Is the Micro/Multi Mic waterproof?

The Micro/Multi Mic is not waterproof. Exposure to water or excessive moisture may damage the product. If the Micro/Multi Mic is accidentally exposed to water or moisture, wipe it carefully with a soft cloth.

[Back to top](#)

Troubleshooting

Why doesn't sound from the Micro/Multi Mic come through clearly?

This could be because:

- The hearing instruments are out of range of the Micro/Multi Mic. Try shortening the distance between the hearing instruments and the Micro/Multi Mic.
- The Micro/Multi Mic may be too close to other electrical devices such as a DVD player or stereo receiver causing interference. Check to make sure that it is not sitting on top of an electrical device.
- When using the line-in (Multi Mic only): The cable connecting the Micro/Multi Mic to the auxiliary source may not be inserted properly. Ensure that all cables are plugged in properly.

[Back to top](#)

What causes a break in connection between the Micro/Multi Mic and the hearing instruments?

This could be because:

- The Micro/Multi Mic and hearing instruments are not within wireless range: Assure that the Micro/Multi Mic and hearing instruments are within wireless range.
- The battery in the hearing instrument is so depleted that it no longer supports audio streaming: Replace the battery in the hearing instrument with a new one.

[Back to top](#)

ReSound Micro and Multi Mic

FREQUENTLY ASKED QUESTIONS



Why can I not select line-in or FM mode on my Multi Mic (Multi Mic only)?

Line-in and FM mode can only be selected if either a mini-jack cable is connected to the line-in or if a FM receiver is connected to the euro pin plug.

[Back to top](#)
