

# Loop listener

DCIL-RX20



# User Guide

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Contacta has a policy of continuous product development, therefore small specification changes may not be reflected in this manual. Images, labels, packaging, accessories and product colours are subject to change without notice.

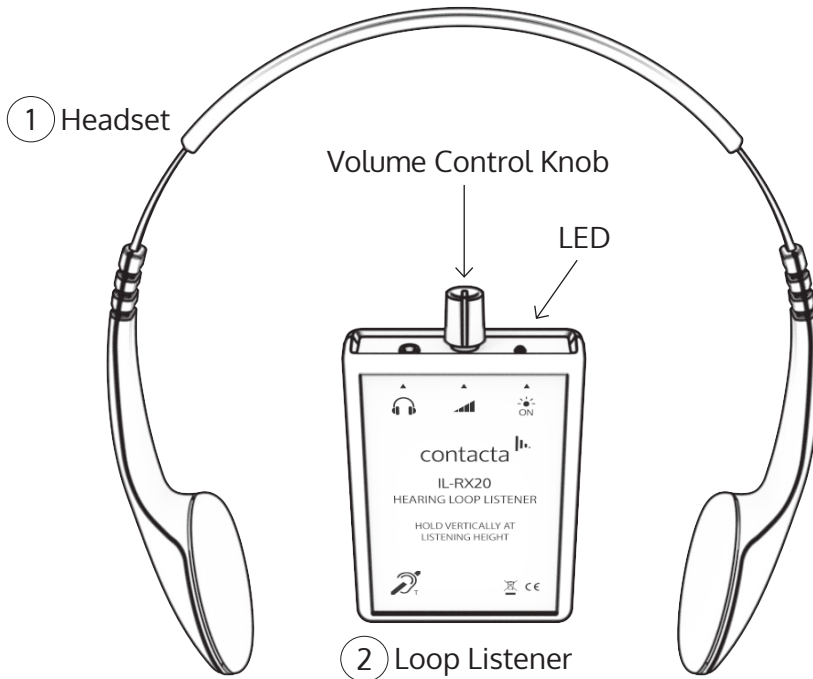
# Product Overview

Our Loop Listener is a compact listening device that lets people listen to a hearing loop system as if they were wearing a hearing device switched to the "T" position.

Uses include:

- Checking if audio is coming from a hearing loop
- For someone with hearing difficulty who does not wear a hearing device
- For someone whose hearing device does not have a "T" function

## Components



Note: this is not a calibrated tester.

# Operation

The Loop Listener is powered by two AAA alkaline batteries.

1. Place the headset over both ears and adjust the side arms until you have a comfortable fit.
2. Hold the Loop Listener unit in a vertical position at head height to mimic the position of a hearing device.



3. Switch the unit on by turning the Volume Control Knob slowly clockwise until a comfortable volume is reached. Turn the knob counter clockwise to lower the volume if necessary.
4. If the LED does not light up, check that the batteries are charged and fitted correctly as shown on the drawing inside the battery compartment.
5. If the LED is lit up and you are still unable to hear any sound, ask a colleague or user to speak into the microphone position on the hearing loop system, or test the input source if connected to a sound system. Recheck the Loop Listener's reception.
6. When you have finished using the Loop Listener, switch the unit off by turning the Volume Control Knob counter-clockwise until the LED is no longer lit up.

## Important

- Always turn the device off when not in use to extend battery life
- Always hold the Loop Listener vertically when listening to a loop system to ensure the best possible performance

# Maintenance

To prolong the life of the product, carry out the following on a regular basis to ensure the best possible performance from your Loop Listener:

- Clean with a dry soft cloth or readily available cleansing wipes. Do not use solvent based cleaners and do not allow cleaning fluids to enter the Loop Listener
- Keep the listener turned off when not in use

# Troubleshooting

Symptom	Possible Fault	Action
The power light doesn't come on.	1) The battery is low/flat.  2) Internal failure.	1) Replace with new alkaline AAA batteries.  2) Seek assistance.
Humming/whistling/hissing is heard through hearing loop.	1) Mains interference.	1) There is a noise filter switch located in the top of the Loop Listener's battery compartment, accessed by removing the batteries. Move the switch to the right to turn it on.
No sound is heard through the hearing loop.	1) Volume is not turned to a high enough setting.  2) Listener is an inappropriate distance from hearing loop aerial.  3) Hearing loop being listened to is not working.  4) Faulty headphones or jack (socket).  5) Internal failure.	1) Increase the volume on the listener.  2) Move closer to the hearing loop aerial.  3) Use a different Loop Listener or hearing device (if available) to ensure the hearing loop is working. If there is no sound through the hearing loop, seek assistance.  4) Replace faulty headphones with a working pair.  5) Follow step 3. If sound is heard through the hearing loop, contact your dealer for a replacement Loop Listener.

If no action is successful please seek assistance from your distributor or a Contacta installer.



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