

# Portable Loop

IL-PL20



## Installation & User Guide

August 2019



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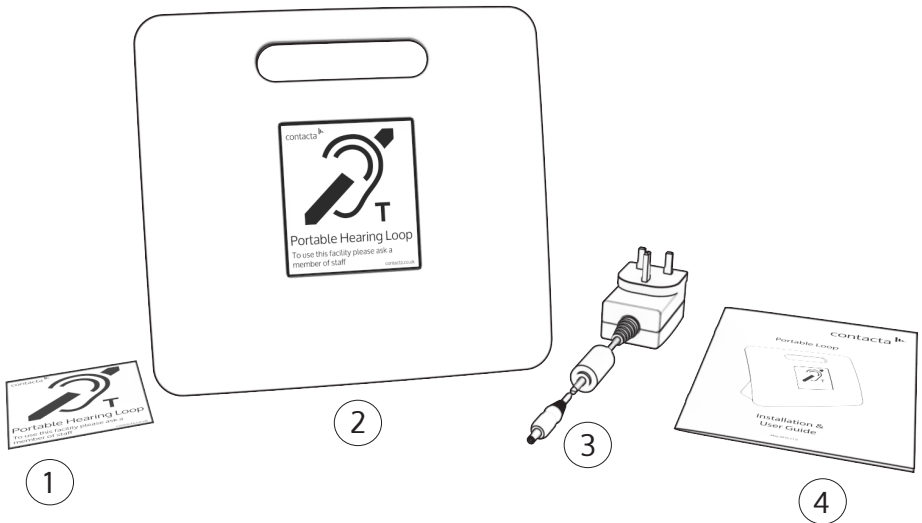
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# Product Overview

Our Portable Loop is a versatile solution, providing mobile desktop assistance for your customers.

It can be moved between rooms as required and is used in small rooms where conversation between two people takes place.

## Components



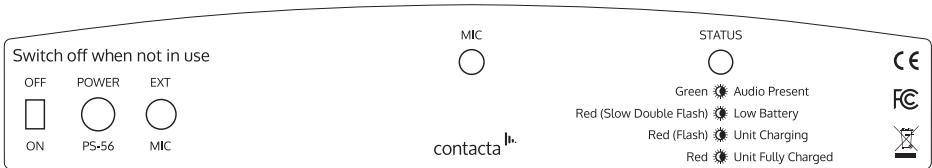
1. Hearing Loop Sticker
2. Portable Loop
3. Power Supply
4. Installation & User Guide

**Please note:** A Portable Loop Shelf is available as an accessory. It is an ideal storage unit and charging location for the Portable Loop.

# Status Light

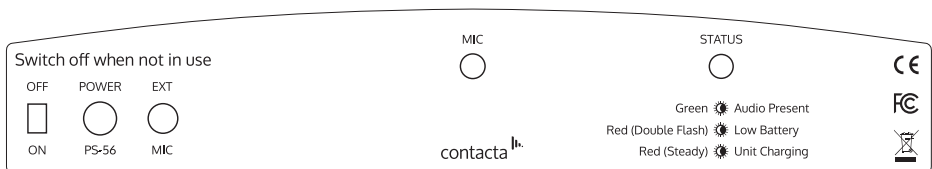
There are two versions of the Portable Loop currently in circulation. Each have different status light configurations, with differing instructions beneath the status light:

## Version 1



- The status LED flashing GREEN indicates that the unit is in use and audio is being transmitted.
- When the status LED is flashing RED, the unit is charging or receiving long-term conditioning. This flashing is not a fault and may continue for several hours.
- Two RED flashes every 25 seconds indicate that the unit's battery is running low.

## Version 2 (2019)



- The status LED flashing GREEN indicates that the unit is in use and audio is being transmitted.
- When the status LED is a steady RED, the unit is charging.
- If the unit is both in use and charging, the status LED will alternate between GREEN and RED.
- When the status LED RED flashes red twice every 25 seconds, the unit's battery is running low.

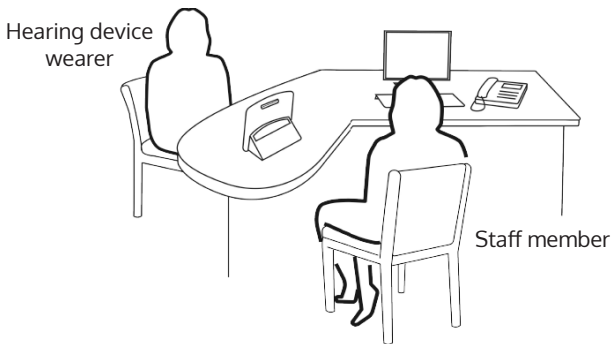
# Setting Up

## Charging the Portable Loop

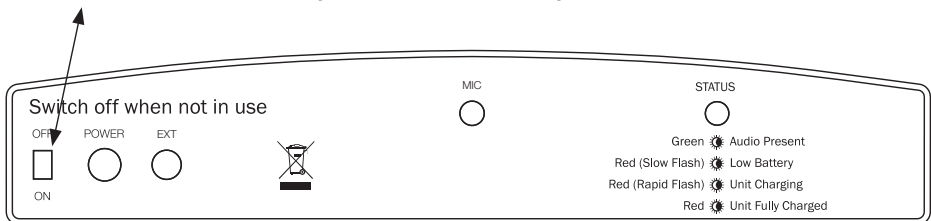
It is important to fully charge your unit once you have received it.

1. Plug the power supply in to the mains socket.
2. Connect the power supply lead to the rear of the Portable Loop using the socket marked "Power".

## Setting up the Portable Loop



1. Place the Portable Loop on the desk or counter top between the hearing device wearer and the member of staff.
2. Ensure the rear of the unit with the in-built microphone is facing the staff member, as shown above.
3. The front of the unit with the "T" position label should face the person wearing the hearing device.
4. Slide the switch on the left hand side of the rear of the unit to the "ON" position. The system is now ready to use.



# Using the System

During normal operation, the status light will flash green when conversation is taking place. This indicates that the system is working.

If the hearing device wearer doesn't pick up a clear signal:

1. Ensure the unit is fully charged.
2. Adjust the position of the Portable Loop on the desk or counter to achieve optimum performance. The hearing device wearer should be no more than 1.2 metres away from the unit.
3. Draw the hearing device wearer's attention to the sign on the unit, ensuring their hearing device is in the "T" position.
4. Ask the hearing device wearer to check the volume setting on their device.

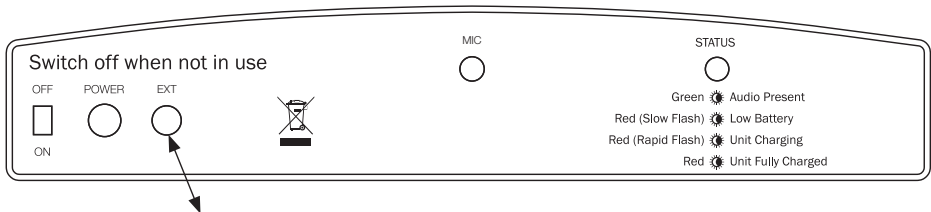
If you follow the above steps and the hearing device user is still unable to pick up a clear signal, the issue is one of the following:

- The user's hearing device is not functioning correctly.
- The telecoil in the user's hearing device has not been enabled.
- The Portable Loop has a fault - contact your dealer.

# Additional Connections

## External Microphone

If more than two people are part of the conversation, we highly recommend using a large area loop. If a large area loop is not available, you will need to use an external boundary microphone.



1. Insert the microphone plug into the socket marked "EXT" on the rear of the Portable Loop.
2. Position the Portable Loop in front of and facing the person requiring the loop, with the back of the loop positioned towards the speaker.
3. If using an external boundary microphone, position the microphone on the desk top towards those speaking.

## SCART Lead

To connect the Portable Loop with a television or other external sound source, connect using a SCART lead. The Contacta SCART adapter is required.

1. Insert SCART connection into the appropriate socket on your sound source.
2. Insert the jack plug into the socket marked "EXT" on the rear of the Portable Loop.
3. Position the Portable Loop so it faces the hearing device wearer.

Please note: the internal microphone is inactive when an external device is connected.



# Important Information

- When the Portable Loop is not being used, it should be left connected to the charger with its switch in the "off" position. This consumes very little power.
- The Portable Loop will continuously operate on fully charged batteries for a minimum of 8 hours.
- The unit can be charged while the system is in operation. If audio is picked up while charging is occurring, the status light will alternate between green and red.







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