



# LA90 Portable Induction Loop Basic Troubleshooting

- 1) For the Induction Loop system to function properly the client must have a Hearing aid or Cochlear Implant that has a T-coil (or Telecoil) and that the T-coil is active.

Ask the client if their hearing instrument has a Telephone mode (or 'T' mode) and if they know how to switch into that mode. The hearing instrument needs to be SWITCHED into that mode. It will NOT happen automatically.

- If YES: Have them switch into T-mode. (Continue to step 2).
- If No: Have them contact their Audiologist or Hearing Aid Practitioner to program their T-coil (if they have one).

- 2) At this point, if the loop is working, the client should be able to hear what is coming through the loop.

(If they cannot, continue to step 3).

- 3) If the client says that they cannot hear what is coming through the loop, get the onsite "Loop Listener", put on the supplied headphones, turn on the Loop Listener and set the volume at '2' initially. Ensure that the power light on the Loop Listener is lit. If it is not, replace the batteries and repeat step 3. (Continue to step 4).

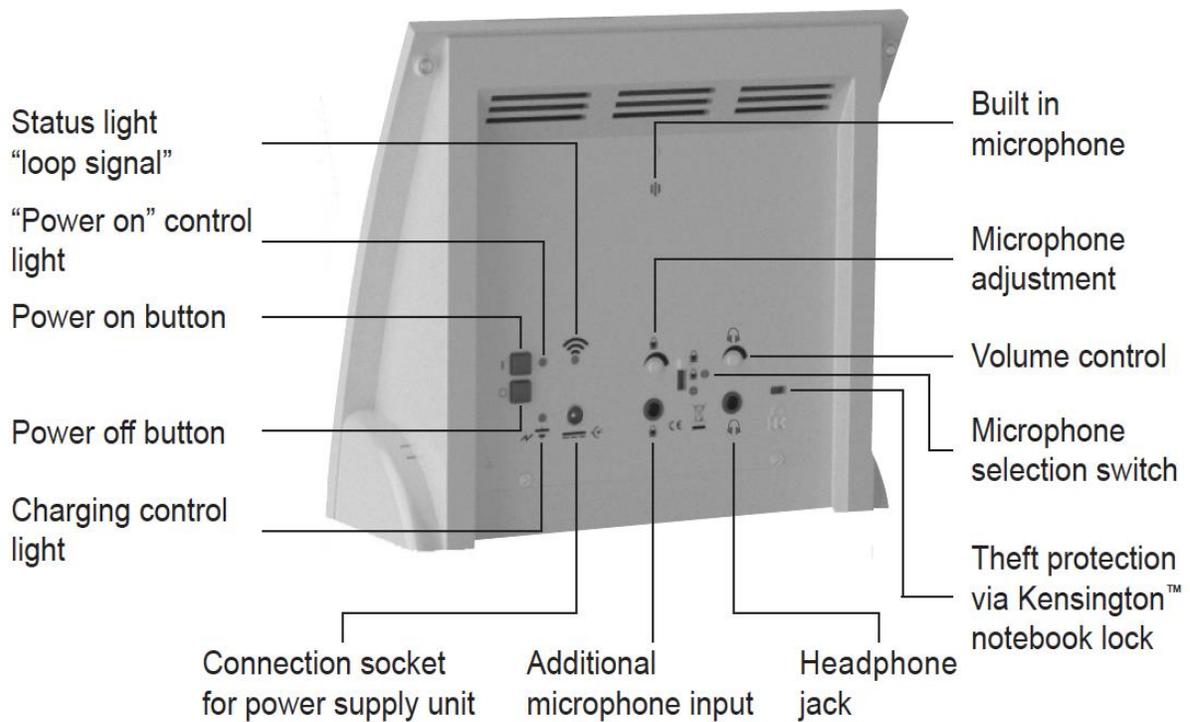
\*\* If there is no onsite Loop Listener, continue to step 5.

- 4) Hold the Loop Listener about one foot above the middle of the counter (with the Loop Listener in the upright position). Speak into the microphone mounted on the computer monitor. You should clearly hear yourself through the headphones. If you do, the loop is working. The client may not be in T-mode, their T-coil may not be activated, or they may not have a T-coil. Refer them to their Audiologist or Hearing Aid Practitioner. If you do not hear yourself, increase the volume level on the Loop Listener. If you still do not hear yourself at maximum volume, the loop may not be functioning properly.

(Continue to step 5)



5) The PL-90 Induction Loop looks like this:





Ensure that the “Power on” control lights are lit (BLUE on the front, and Green on the back).

- If YES: Continue to step 6.
- If NO: Make sure the power supply unit is plugged into an active power outlet, that the power supply is plugged into the LA90’s power socket and then press the power on button. If the power indicator lights are still not lit, Contact Advanced Listening at 1-778-426-4327.

6) Ensure that the ORANGE input indicator light flickers when you tap on the back of the LA90.

- If YES: Continue to step 7.
- If NO: Ensure that the microphone selector switch is in the middle or upper positions. If it is not, put the switch into the middle or upper position. Repeat step 6.

7) Contact Advanced Listening at 1-778-426-4327.

**A note about the use of an external microphone:** An external microphone can be plugged into the back of the LA90 to increase the versatility of the unit. This microphone will only be active when the microphone selector switch is in the middle or bottom positions. The middle position allows the internal microphone and external microphone to be used at the same time. The bottom position turns off the internal microphone and allows the use of only the external microphone only. There is a volume adjustment for the external microphone on the back of the LA90 located directly above the microphone jack.