



## Basic Room Induction Loop Troubleshooting

- 1) -The most basic point of using an Induction Loop system is that the user must have a Hearing aid or Cochlear Implant that has a T-coil (or Telecoil) and that the T-coil is active.

-Ask the user if their hearing aid has a T-coil mode (or Telephone 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 user should be able to hear what is coming through the loop (If they cannot, continue to step 3).
- 3) If they say 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) Ensure that audio is going into the Loop Amplifier. This can be done by having someone talk into the microphone (if there is one) or playing another audio source that is connected to the Loop amplifier (a movie, CD, computer source etc.). Walk into the loop area and hold the Loop Listener at chest height in an upright position. 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 audio through the loop 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) Locate the Induction Loop Amplifier. The amplifier will look something like this:



Ensure that the GREEN (or BLUE) power indicator light is lit. If yes, continue to step 6. If not, make sure the power supply is plugged into an active power outlet and that the power supply is plugged into the amplifier. If the power indicator light is still not lit, Contact Advanced Listening Systems at 1-250-580-2180.

- 6) Ensure that both the BLUE input indicator light and BLUE loop current light flicker when someone speaks into the microphone or an audio source is playing. If yes and you cannot hear audio through the loop, continue to step 7. If not, ensure that the microphone and/or audio cable is plugged into the back of the amplifier and the thick loop cable is attached to the large silver screw terminals (see picture above). If no, plug them in/ attach them. Repeat step 6.
- 7) Contact Advanced Listening Systems at 1-250-580-2180.