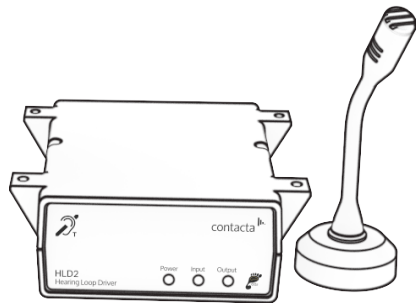


# Above the Counter 1:1 Loop Kit



## Installation & 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 colors are subject to change without notice.

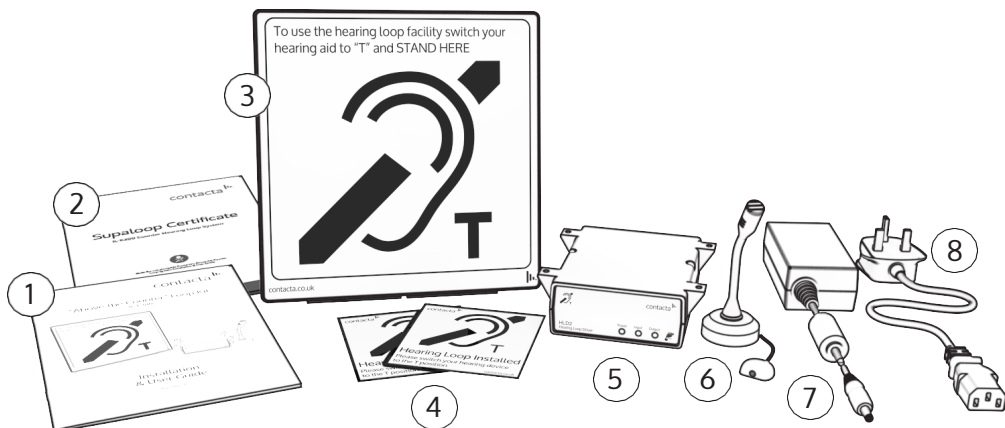
# Product Overview

Our Above the Counter Loop System provides clear communication with hearing device wearers, especially where background noise is a problem or clear speech is restricted.

The hearing loop aerial has been combined with a sign to create the Supaloop Aerial. This is fixed to a counter or desk surface, enabling your customers to easily spot the loop and get maximum benefit.

The unit can be fitted into many positions due to its low-profile structure.

# Components



1. Installation and User Guide
2. Counter Loop Compliance Certificate
3. IL-AE97 Supaloop Aerial and Stand
4. Hearing Loop Stickers x 2
5. HLD2 Hearing Loop Driver
6. Microphone (M70, M72, M73, M74-01, M74-02, M300 or PL21)
7. PS-55 Power Supply
8. IEC Lead

# Required Tools

- Field Strength Meter (IL-CONTACTA-FSM)
- Test Signal Generator (TSG1)
- Attenuator Cable (IL-ATTEN-CABLE)
- Adjuster (IL-AE97-ADJUSTE)
- Loop Listener (IL-RX20)
- Cable tacker
- 2.5mm flat head screwdriver
- Phillips PH2 screwdriver (or equivalent)
- Wire cutters/strippers
- Battery drill
- Assorted drill bits
- Zip ties
- Electrical insulation tape

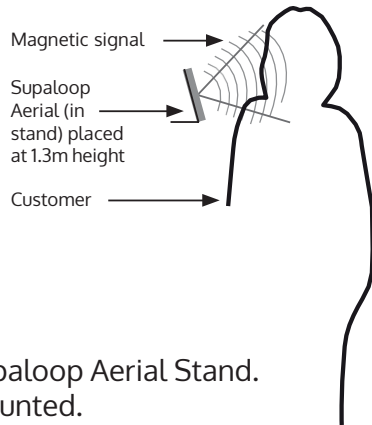
# Installation Instructions

We recommend that installation is carried out by a qualified engineer, adhering to relevant standards.

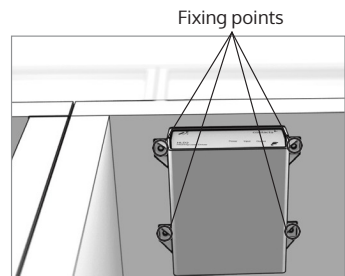
1. Check the contents of the system's box to familiarize yourself with the components.
2. Determine the ideal position for the Supaloop Aerial (mounting the unit on a stand if required):

- The unit must be placed prominently to ensure users with a hearing device are aware a loop is available.
- The unit is ideally within 11.8" of anticipated users.
- The **bottom edge** of the unit ideally installed between the following heights:

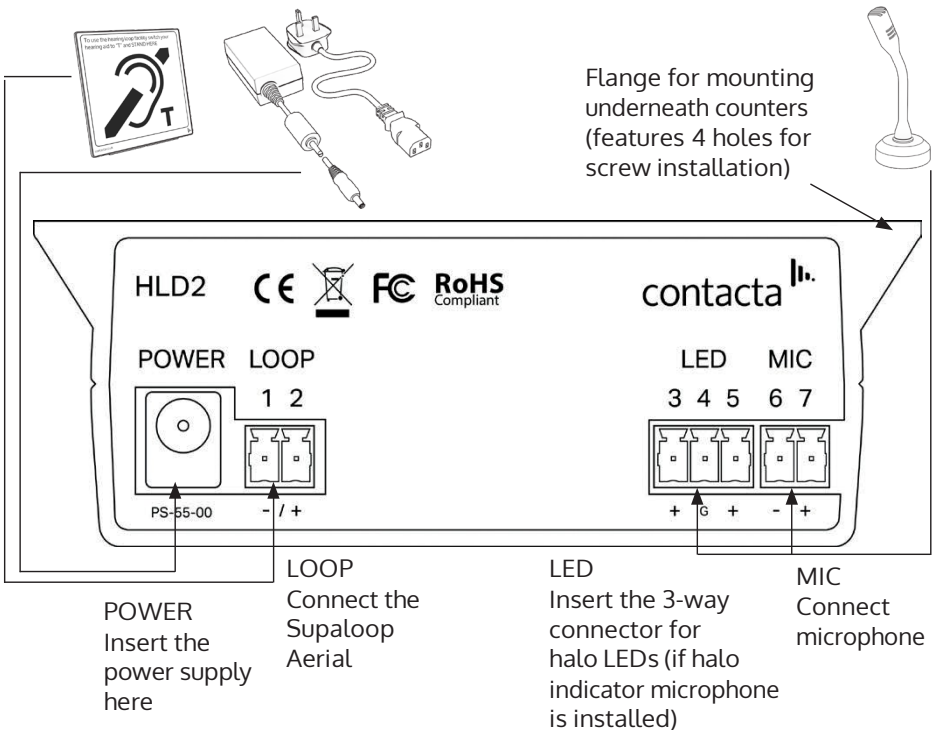
- ⌘ 43.3" to 51.2" if using the Supaloop Aerial Stand.
- ⌘ 47.2" to 51.2" if vertically mounted.



3. Determine the ideal position for the system's other components (for example, where the hearing loop driver will be attached).
4. Place the microphone as close to the staff member as possible without causing an obstruction and fix it to the counter using its double-sided adhesive pad.
5. Check the cable route to the hearing loop driver, especially cable length to other components and access through the countertop.
6. Place the hearing loop driver in your preferred location under the staff counter.
7. Mark the 4 fixing points for drilling.

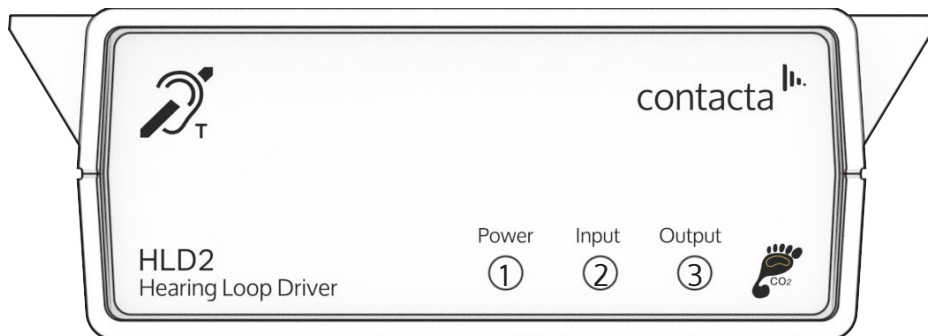


8. Drill and fix the hearing loop driver in place using the screws provided.
9. Install the power supply close to a power socket outlet using the supplied mounting bracket and fixing screws.
10. Install the Supaloop Aerial in the position determined in step 2 using the provided double-sided adhesive pad. If using an optional Supaloop Aerial stand, attach the aerial and stand assembly with either the screws or double-sided pad provided.
11. Connect all components as per the below diagram:



12. Route all cables neatly to the hearing loop driver using trunking or cable tacking as necessary.
13. The system is now ready to use. Volume adjustments are not required as the hearing loop driver self-adjusts.

# HLD2 Driver Overview



## 1. Power LED:

Solid green when correctly powered.

Flashes green once every 25 seconds when in "Power Save" Mode.

Solid red when incorrect power supply connected.

## 2. Input LED:

Flashes green when microphone is operating correctly.

Solid red if microphone is faulty or no input detected.

## 3. Output LED:

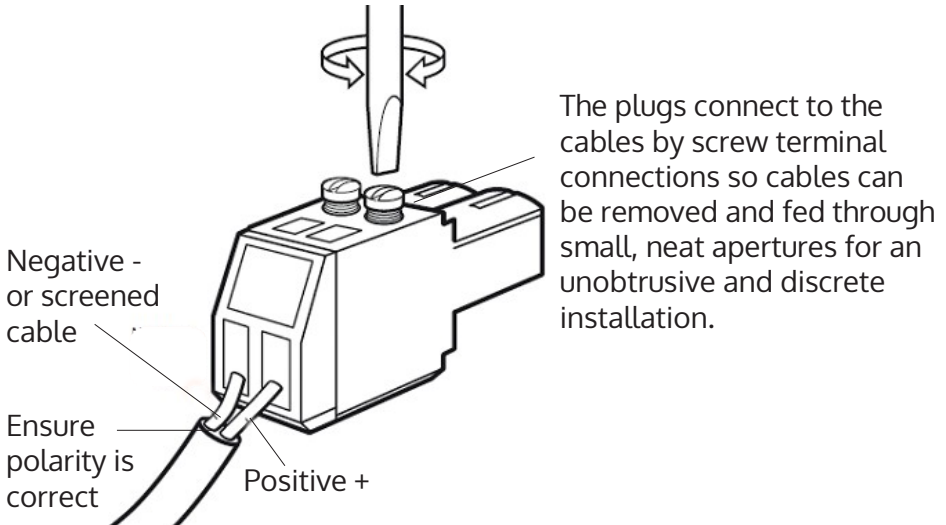
Flashes green when loop output is functioning correctly.

Solid red when aerial is faulty/disconnected.

# Handy Tips

## Removing Green Connectors

Each component comes fitted with two-way and three-way connection plugs located in the appropriate sockets at the rear of the driver. If wires require to pass through small apertures, the connection plugs may be removed temporarily.



The cables and plugs must be re-connected correctly or the system will not operate. If in doubt, mark the wires before disconnecting the plug(s).

If there is a suitable cable port on the cashier's side, the cables can be diverted through this without the need to remove and reconnect the two-way plugs.



# Using the System

- Face the microphone and speak normally from your seated/ standing position
- The speech is converted to an alternating magnetic field and transmitted via the loop aerial.
- This is picked up by the telecoil in the customer's hearing device and converted back to speech.

**There's nothing more you need to do!**

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

- Draw their attention to the loop sign, checking their device is in the "T" position
- Ask the hearing device wearer to check the volume setting on their device
- Try moving closer to the microphone to achieve clearer voice pick-up
- Ask the hearing device wearer to move close to the loop sign

# Maintenance

To prolong the life of the product, the following procedures should be carried out on a regular basis, keeping the system at its optimal performance:

- Ensure all connectors are firmly inserted into their sockets on a regular basis
- Do not stretch the microphone cable
- Clean the hearing loop driver and the microphone with a dry soft cloth/cleansing wipes. Do not use solvent based cleaners
- Do not allow cleaning fluids to enter the amplifier or back ports/vents of the microphone
- Regularly check that any loop listeners used to check the system are working correctly

# Troubleshooting

Symptom	Possible Fault	Action
No power detected through amplifier	1) Power jack not plugged in or faulty 2) Plug fuse has blown 3) Faulty power supply unit 4) Faulty amplifier	1) Check power jack is firmly plugged in 2) Put the unit to one side and seek further advice 3) Change the power supply unit 4) Contact your local dealer
POWER LED illuminated red	1) Faulty or incorrect power supply connected	1) Ensure the correct power supply is connected (PS-55-00) 2) Contact your local dealer if not
INPUT LED illuminated red	1) Faulty or incorrectly connected microphone	1) Check microphone is wired correctly in green plug and connected to "MICROPHONE" socket on back of HLD2 driver
OUTPUT LED illuminated red	1) Faulty or incorrectly connected loop aerial	1) Check loop aerial is connected to "LOOP" socket on back of HLD2 driver
Red LED illuminated on microphone (if halo indicator microphone is installed)	1) Constant red LED: Microphone fault 2) Red LED comes on after speech: Hearing loop aerial fault	1) Ensure microphone is firmly plugged in 2) Check to make sure the hearing loop connector is firmly plugged in
No audio is heard through the hearing loop via a hearing aid or loop listener	1) Hearing loop disconnected 2) Microphone disconnected	1) Check above for correct connections 2) Ensure loop listener has a new set of batteries
Interference (buzzing/whistling/hissing) is heard through hearing loop	1) Unscreened or poorly earthed third party equipment is being used in close proximity 2) Incorrect power supply being used	1) Switch off any third party equipment to identify the source of interference 2) Ensure that our grounded power supply unit is being used (PS-55-00)
Unit does not go into power saving mode	1) Ambient noise in area is too high	1) Switch off any air con systems, desktop fans and or computers to reduce ambient noise

If you are still experiencing problems, please contact your local dealer.



Local dealer:

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(616) 392-3400  
sales@contactainc.com

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