

# VocaLight™



## user guide

900R receiver

900T body-worn transmitter

900HT handheld transmitter

470-2856-119 compact speaker

AT0806 distributed speaker

AT0664 cluster speaker

 **Phonic Ear**®

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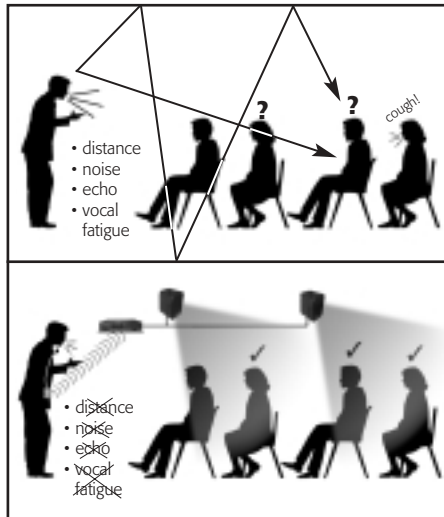
# introduction

Congratulations on the purchase of your new VocaLight sound field system! With proper care and use it will become one of your most valuable classroom tools for many years. Students will be able to consistently and easily understand their teacher, regardless of her location in the classroom, or competing internal or external background noise. Teachers can speak all day in their normal voice, so they suffer far fewer vocal problems.

Numerous studies show that classrooms using sound field enjoy better student comprehension, increased student participation, better grades and fewer behavioral referrals.

Read this manual carefully to become familiar with your system and to get the most out of it's many features and options.

# understanding sound field and it's benefits



## installation tips

Before you set your system up, take a good look around your room. Where are the outlets located? Where are the computers and other electronic equipment? Where can you put your receiver so it's easy for you to access, but out of the way of students and main traffic areas? Though each classroom is different, there are some general guidelines for receiver, sensor, and speaker placement:

The receiver should be mounted in the front of the classroom at teacher's eye level when standing, close to a wall outlet. For best results, mount the receiver in the front corner of the classroom and aim it at the opposite corner. Try to keep it at least six feet away from computers or other electronic equipment, since there may be interference if placed too closely together.

**Compact wall speakers** — should be mounted as high as possible and angled down toward the listeners' ears. Place them around the room so there is even coverage in the listening area (where the students are seated). Use as many as needed — four is optimum.

**Distributed ceiling speakers** — space them evenly above the students' heads. A minimum ceiling height of 10 feet is necessary, and 12 feet is even better. Use as many as needed — four is optimum.

**Cluster ceiling speaker** — should be centered directly over the students. A minimum ceiling height of 12 feet is necessary, and 14 feet is even better.

## basic system guidelines

To help ensure that you get the most from this system, we have put together a list of suggested guidelines.

**Charge the batteries every night.** Our rechargeable Nickel Metal Hydride batteries last approximately 7 hours between charges, but should be recharged every night so they are ready to go in the morning. Plan on buying new NiMH batteries after 12 months of use. Alkaline batteries can also be used, and they will last approximately 12 hours. NEVER recharge alkaline batteries!

**Do not coil the microphone cord.** Since it also acts as your antenna, coiling or wrapping the cord will affect its range and may also reduce its life.

**Speak at a normal level** – the system is projecting your voice for you.

**Periodically check the volume settings.** The volume is often set and then forgotten, but if accidentally changed, will affect how your system sounds.

# basic system package components and accessories

1



2



or



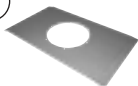
3



4



5



6



7



8



9



10



11



12



13



14



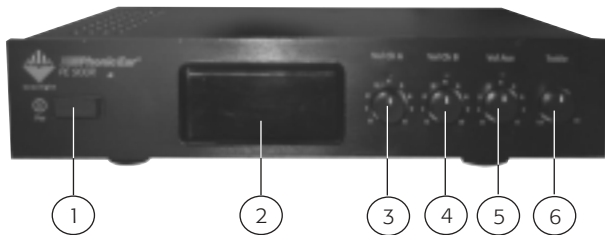
15



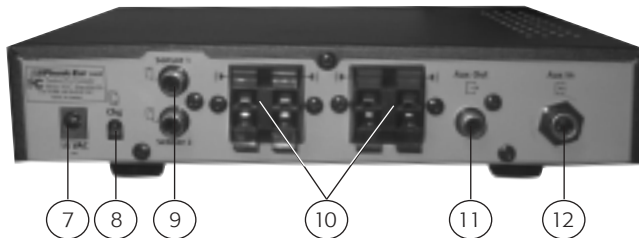
- ① 900R base station receiver
- ② 900T body-worn transmitter  
**or**  
900HT handheld transmitter
- ③ speakers  
(470-2856-119 compact wall speaker shown here)  
speakers packaged separately
- ④ speaker mount bracket  
(470-7329-103)  
included with compact wall speaker
- ⑤ AT0806 speaker metal tile bridge  
(470-7347-106)  
included with distributed ceiling speakers
- ⑥ receiver mount  
(AT0784)
- ⑦ 900R power supply  
(AT0783)
- ⑧ 2 external infrared sensors and cables  
(AT0848 and AT0847)
- ⑨ AA NiMH rechargeable batteries  
(AT0807)
- ⑩ 900T transmitter 2-unit charging cord  
(1.3mm – Dual 1.3mm)  
(AT0796)
- ⑪ elastic belt  
(AT0712)
- ⑫ speaker wire (24, 48 or 60 ft)  
(AT0581)
- ⑬ external infrared sensor wall bracket  
(AT0794-B)
- ⑭ aux out cable (RCA 3.5mm)  
(AT0805)
- ⑮ 900HT mic rechargeable battery  
(AT0793)

# 900R receiver features

front



back



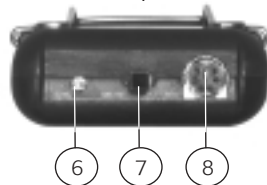
- ① power switch
- ② internal infrared sensors  
Two built-in infrared sensors behind dark translucent panel; **Do Not Block!**
- ③ channel A volume
- ④ channel B volume
- ⑤ auxiliary volume  
Controls the volume of auxiliary sound equipment—such as TVS and CD players—plugged into AUX IN jack on back of receiver
- ⑥ treble
- ⑦ power jack
- ⑧ charge output jack  
Connect AT0796 cord to recharge up to two body-worn transmitters or to power the AT0801 AuxBox
- ⑨ external sensor jacks  
Connect two external infrared sensors. (Optional, depending on room configuration and size).
- ⑩ speaker output terminals  
Connect to speakers via speaker cable; match red to red and black to black; depress and release lever to secure
- ⑪ auxiliary output  
Output jack for connection with auxiliary devices (e.g. 300T, 571T or recording device).
- ⑫ auxiliary input  
Connect to TV, CD player or other secondary sound source here. Connects with the AT0801 AuxBox to plug in up to 4 remote-selectable inputs.

# 900T transmitter features

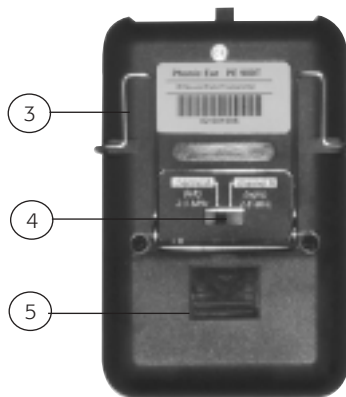
front






top

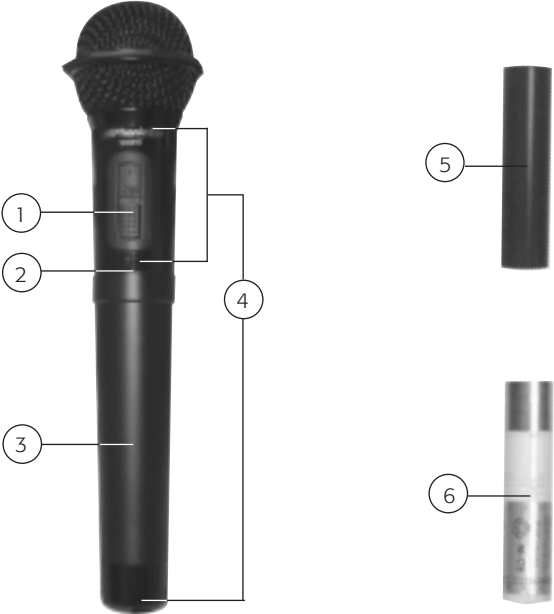


back



- ① on/off switch
- ② 3-way indicator light
-  **on** = Dim red light
  -  **low batt** = Blinking light. When light starts blinking there is approximately 1 hour of battery life left.
  -  **batt charging** = Bright red light
- ③ belt clip
- ④ channel selector
- Select channel A or channel B. (Do not match another channel in same room)
- ⑤ battery compartment
- Use AA rechargeable NiMH or disposable alkaline batteries (never recharge alkaline batteries!)
- ⑥ charge jack
- Connect to charge output jack ⑧ to charge NiMH batteries (Never recharge alkaline batteries!)
- ⑦ mute button
- Push down to mute
- ⑧ DIN connector jack
- Connects to emitter/microphone

# 900HT handheld transmitter features

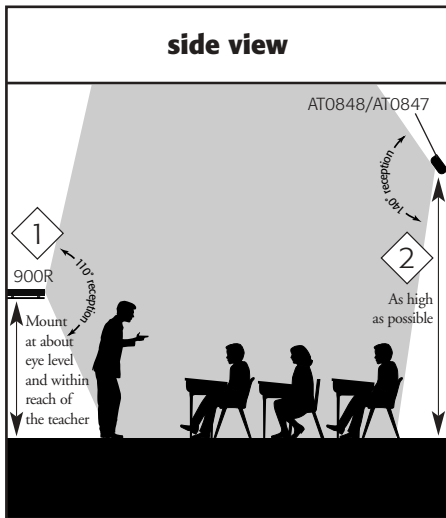


- ① on/off switch
- ② internal channel selector  
Select channel A or channel B. (Remove battery for easier access; do not match another channel in same room)
- ③ battery compartment  
Use AT0793 rechargeable battery or 2 AA alkaline batteries
- ④ emitter diodes  
Do not block
- ⑤ battery tube  
Enables use of 2 AA batteries
- ⑥ AT0793 rechargeable battery

1a

## 900R receiver & external sensor positioning

positioning receiver and optional external sensors



1

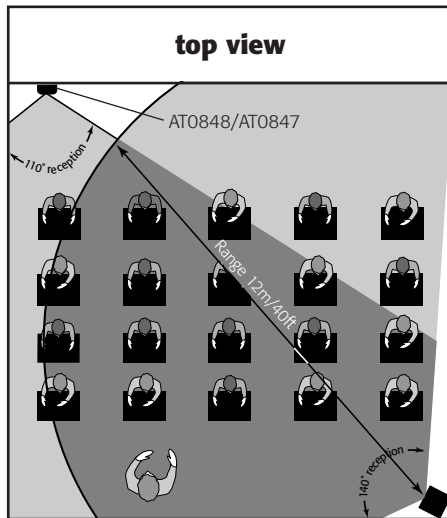
Receiver should be mounted at eye level using the metal wall mount bracket in order to achieve the optimum 110° reception angle for the receiver's primary sensor lens

2

External sensor should be placed as high as possible on walls, facing down at a 45° angle

**1b**

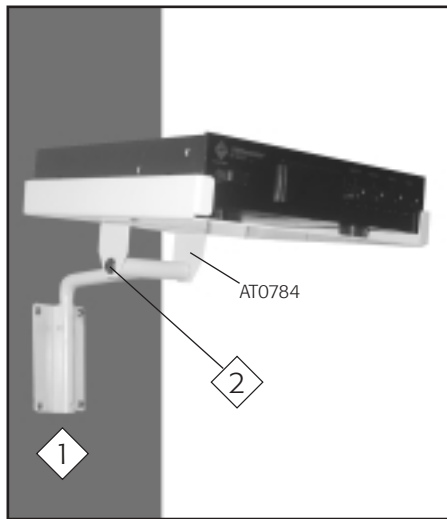
## positioning receiver and optional external sensors (cont'd)



**NOTE:** Placing sensors around the room is optional, but recommended in most cases if rooms are over 70m<sup>2</sup>/750ft<sup>2</sup> or when obstructions create “dead” spots. To ensure the best coverage, mount sensors high on the wall and point toward dead spots.

2

mounting 900R receiver



1

Attach AT0784 metal bracket to wall

2

Angle to desired position and tighten

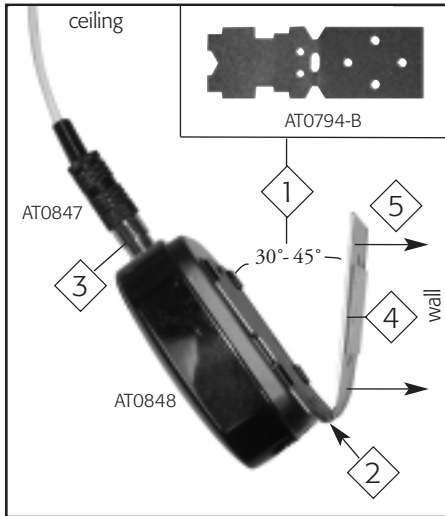
**RECOMMENDED MOUNTING:**

Mount receiver in one corner and aim to the opposite corner.

**NOTE:** Receiver should never be blocked, placed inside a cabinet, shelving unit or other physical obstruction.

# 3

## mounting optional external sensors



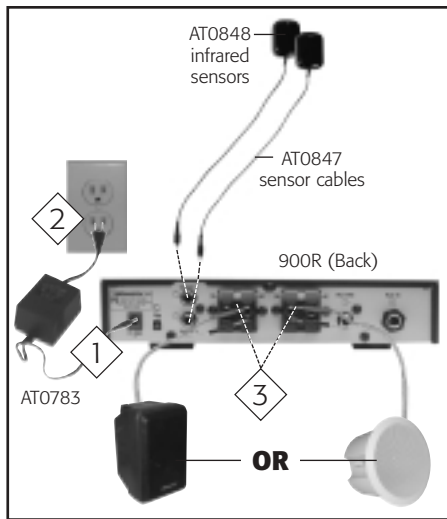
- 1 Fold sensor bracket to about 30°-45° angle
- 2 Slide bracket onto back of AT0848 sensor
- 3 Plug AT0847 cable into AT0848 sensor
- 4 Remove cover on adhesive mounting square
- 5 Press adhesive mounting square to wall

# 4a

## 900R receiver setup and operation

installing the receiver

(connected to mini speakers or ceiling speakers)

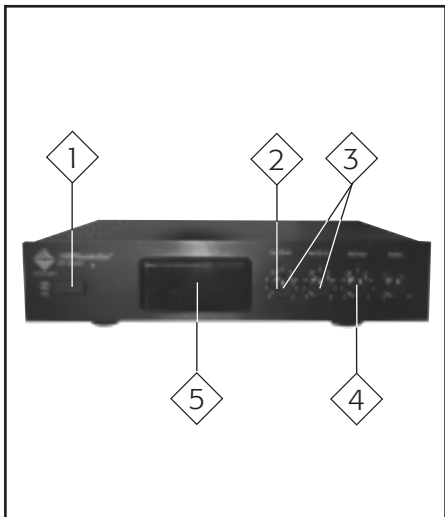


- 1 Plug AT0783 power supply into receiver
- 2 Plug power supply into wall socket
- 3 Connect speaker wires to back of receiver (red to red, black to black)

**NOTE:** See speaker setup section, starting on page 36, for detailed speaker installation information

4b

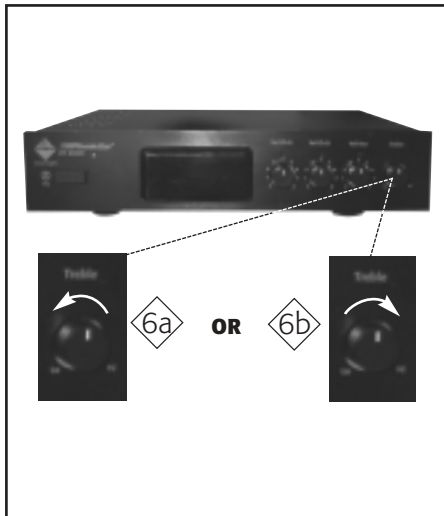
activating the base station receiver



- 1 Push power button and confirm that light is lit
- 2 Confirm reception by green light. Red light = no signal.
- 3 Adjust **VOL** as necessary
- 4 Adjust VOL, AUX if mixing TV, CD or audio players
- 5 Do not block sensors

4c

adjusting receiver settings



6a

Decreasing treble is recommended for reducing feedback or in “echoing” rooms with hard floors, bare cement walls, large windows, and other acoustically-reflective items

6b

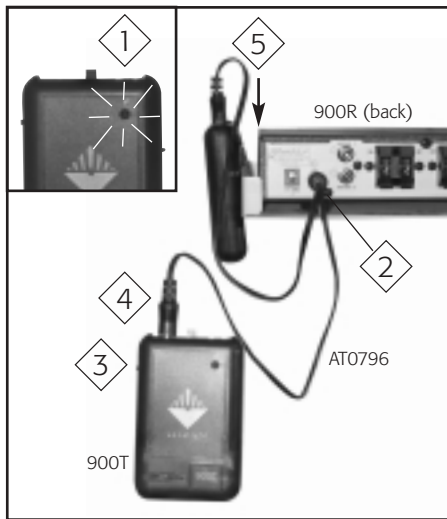
Increasing treble is recommended for “muffled” rooms with padded furniture, carpeting, draperies, and other acoustically-absorptive items

5a

## 900T body-worn transmitter setup and operation

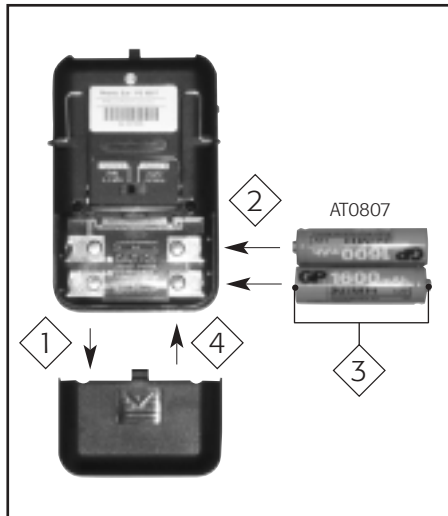
charging body-worn transmitter batteries

**Never recharge alkaline batteries!**



- 1 Indicator light on body-worn transmitter flashes when batteries run low
- 2 Plug AT0796 cord into charge socket on back of 900R
- 3 Make sure that transmitter(s) is turned off
- 4 Plug AT0796 cord into 900T transmitter(s)
- 5 Attach transmitter(s) to side of AT0784 wall mount using belt clip(s)

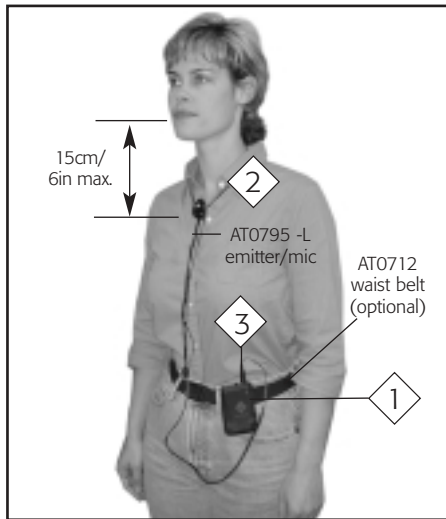
# 5b replacing body-worn transmitter batteries



- 1 Push off battery compartment door
- 2 Insert batteries into compartment
- 3 Follow polarity indicators
- 4 Replace battery door

6a

wearing body-worn transmitter



1

Clip transmitter to belt using AT0489 wire clip (optional AT0712 waist belt available)

2

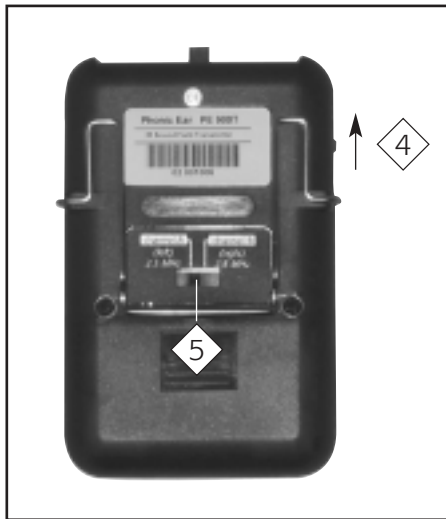
Put microphone around neck and adjust distance from mouth (position mic as close to mouth as possible for less feedback and better sound quality)

3

Plug in microphone

6b

wearing body-worn transmitter (cont'd)



4 Turn transmitter power on

5 Set channel

**NOTE:** Should NOT match any other channel used in the same room.

7a

## 900HT handheld transmitter setup and operation

charging handheld transmitter batteries



When light goes out batteries are dead



Plug AT0792 cord into 900HTC charger unit



Plug AT0792 power supply into wall socket



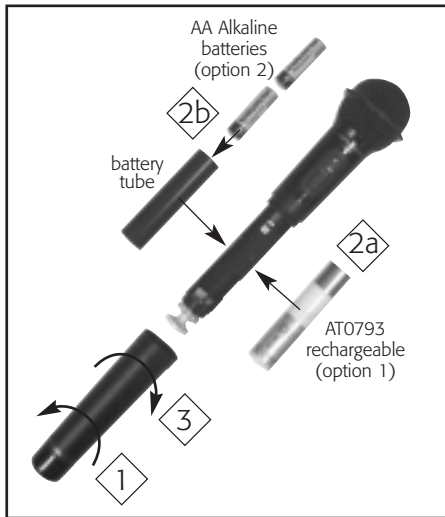
Turn mic off



Place microphone into 900HTC charger

# 7b

## replacing handheld transmitter batteries



1

Twist handle counter-clockwise to remove

2a

Insert AT0793 rechargeable battery

**OR**

2b

Insert battery tube with AA batteries

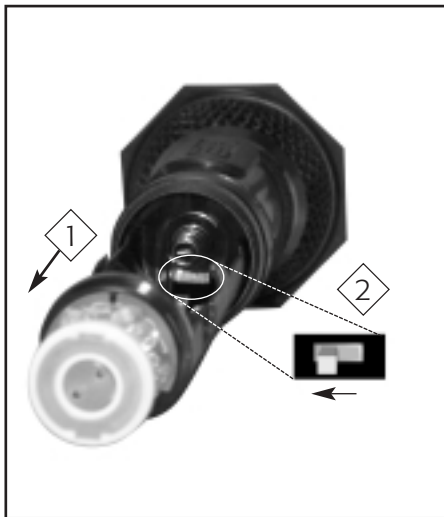
3

Twist handle clockwise to replace

**NOTE:** Mic won't recharge AA batteries

8a

setting channel on handheld transmitter



1

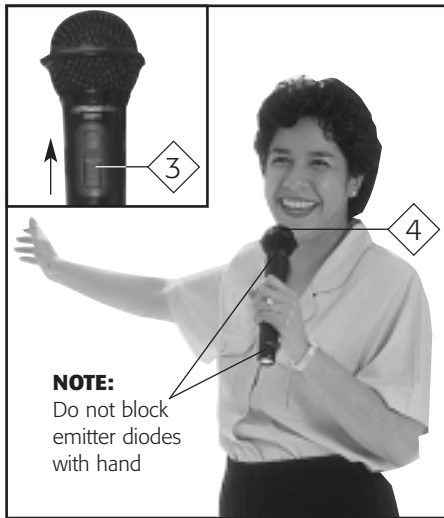
To set or change channel, remove battery compartment cover to access channel control switch

2

Make sure that 900HT handheld transmitter and 900T body-worn transmitter are both set to different channels

**NOTE:** Should NOT match any other channel used in the same room.

# 8b turning on power on handheld transmitter



3

Turn transmitter power on

4

Hold microphone approximately 2-3 inches from mouth and talk into the top of microphone grille

9a

# team-teaching setup and channel selection

team-teaching

use any transmitter style combination...



teacher A



teacher B



teacher A

or



teacher A



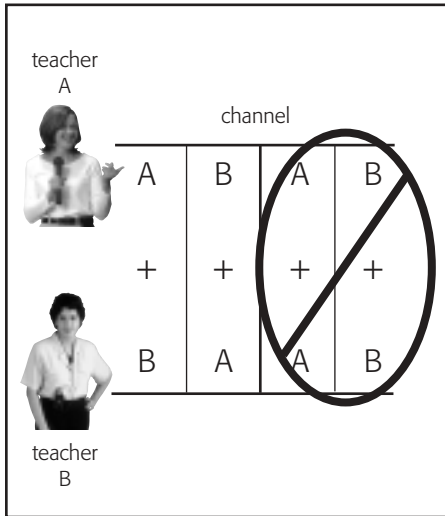
teacher B



teacher B

9b

## team-teaching (cont'd)

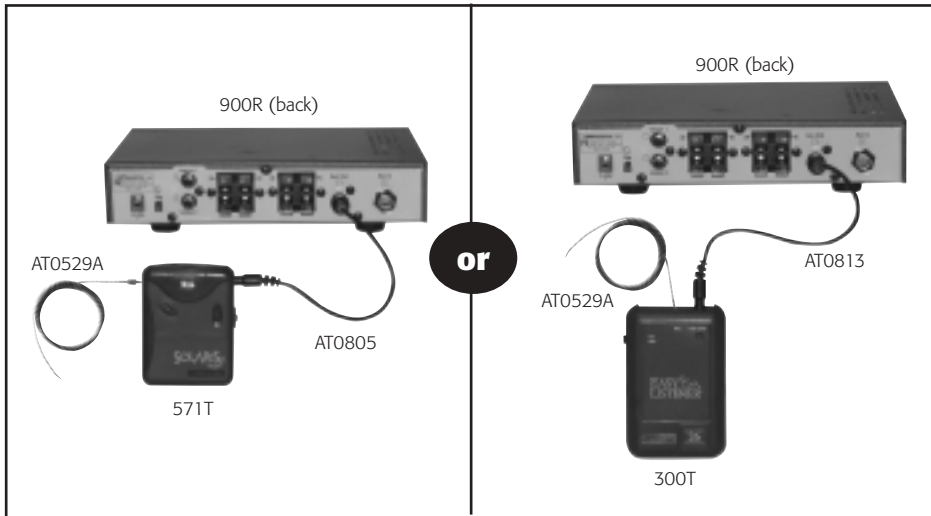


**NOTE:** Channel settings both teachers **must** be different (i.e. Teacher A and Teacher B cannot both be using channel A)

10a

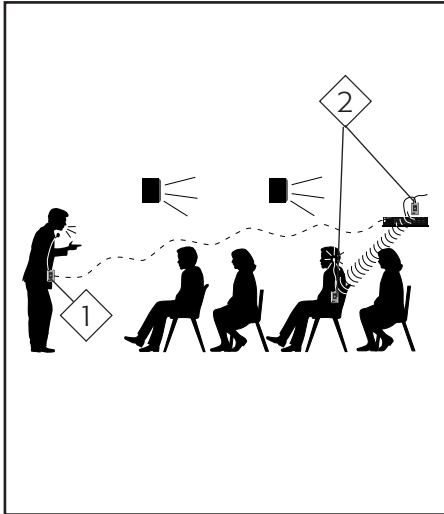
## secondary transmission

(Optional; primarily for broadcasting to devices worn by students with hearing impairment)



10b

## secondary transmission (cont'd)



1

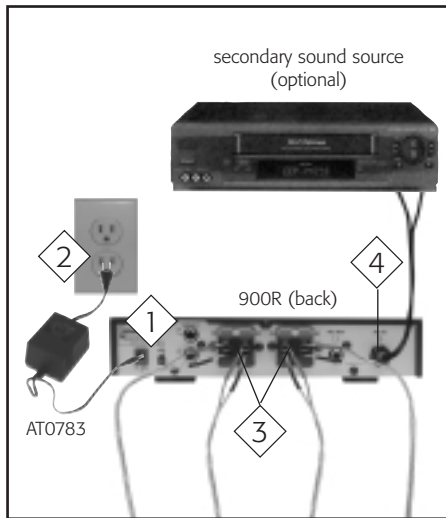
Turn on

2

Make sure FM channels match

10c

adding secondary sound sources (optional)

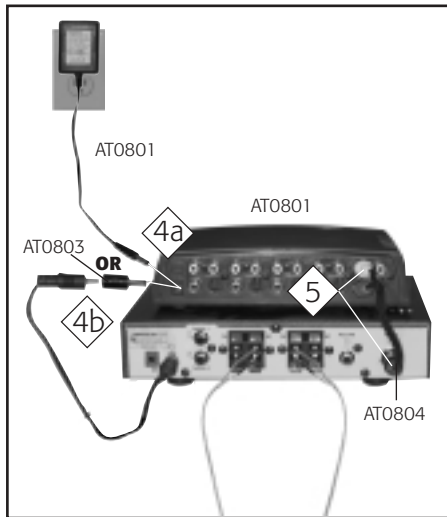


- 1 Plug AT0783 power supply into receiver
- 2 Plug power supply into wall socket
- 3 Connect speaker wires to back of receiver (red to red, black to black)
- 4 Connect secondary sound source to AUX IN port on 900R (optional)

# 11a

## AuxBox setup

using additional AT0801 AuxBox



1 to 3 Same as previous steps

4a Plug AT0801 power supply into 12V DC port on AT0801 and plug power supply into wall socket

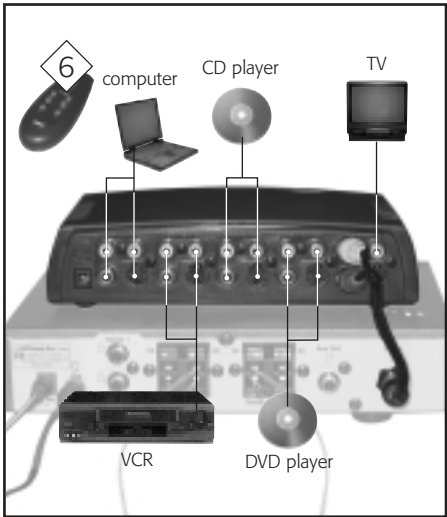
**OR**

4b Connect AT0803 adapter to AT0796 cord, then plug cord into CHARGE port on 900R and 12V DC port on AT0801

5 Connect AT0801 to 900R with AT0804 cord

11b

using additional AT0801 AuxBox (cont'd)

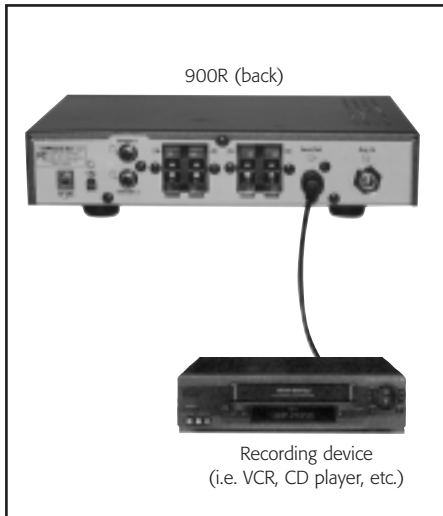


6

Select source with remote control

12

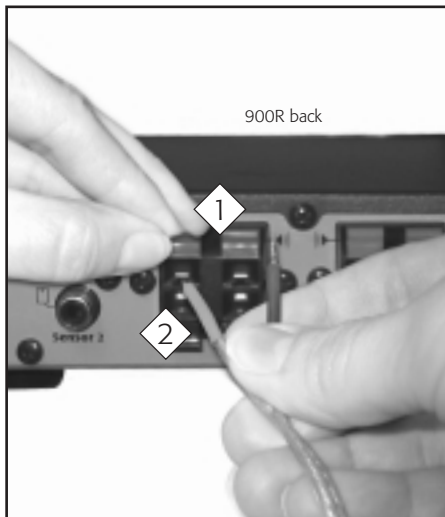
output for recording



## 13

**connecting speakers**

connecting speakers to 900R



1

Lift speaker cable connector tab

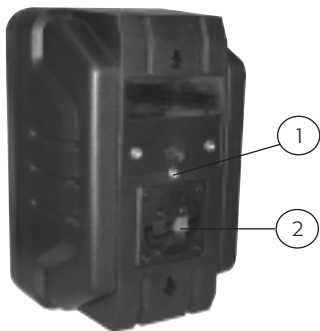
2

Insert exposed cable wire as far as it will go into connector hole (red to red; black to black), then push tab down to secure cable. Pull on cable slightly to make sure connection is secure.

**NOTE:** Use at least 18 GA Plenum speaker wire (included with system)

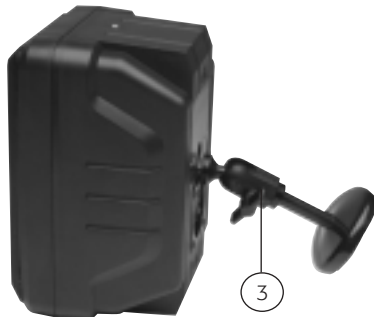
## 470-2856-119 compact speaker features

back



- ① bracket mounting hole
- ② speaker wire input terminals

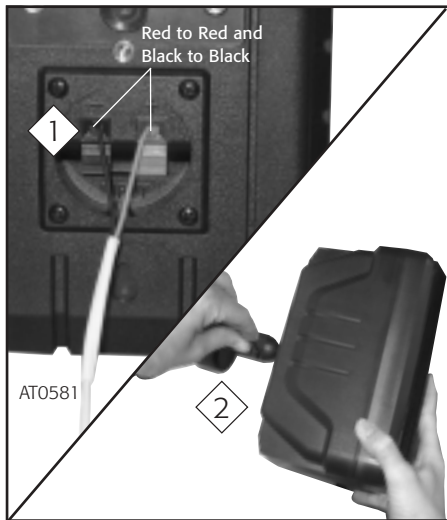
speaker with wall bracket



- ③ wall mount bracket  
(470-7329-103)  
Consult bracket mounting guide included  
with bracket packaging for complete  
installation instructions.

## 14

## compact speaker hookup and adjustment

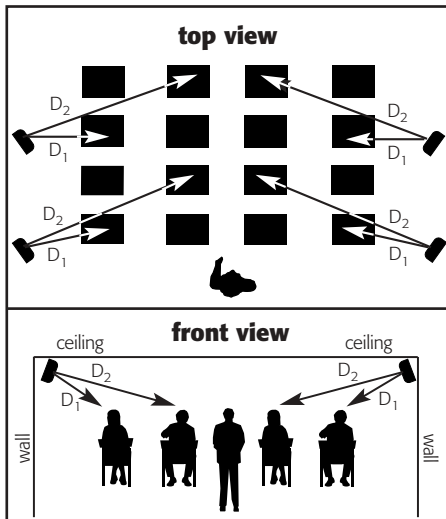


- 1 Attach AT0581 speaker cable to back of speaker. Insert red-tipped cable into red speaker connector and black-tipped cable into black speaker terminal.
- 2 Loosen thumb screw on side of bracket to adjust speaker position. Tighten screw to hold speaker in desired position.

**NOTE:** Pull on cable slightly to make sure connection is secure.

15

## where to mount compact wall speakers



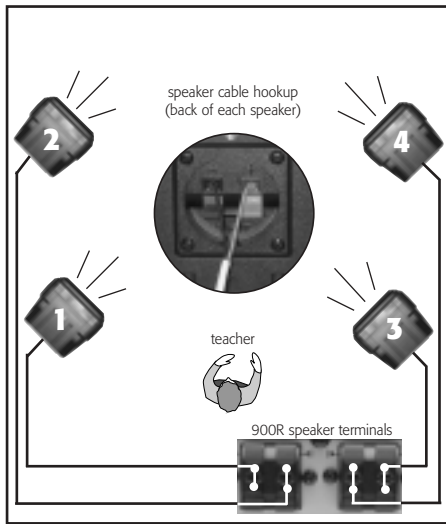
Based on your classroom acoustics and seating arrangement, speaker placement will vary.

- For an average sized classroom, 4 speakers are recommended
- Mount on walls, ceiling beams, or other structure
- Place speakers as high up as possible
- Aim speakers down toward listeners' faces.
- The farthest listener each speaker can serve should be less than twice as far away as the closest listener. ( $D_2 < 2D_1$  in diagram)

For optimal speaker placement, download our **sound field wizard** software from our web site at [www.phonicear.com](http://www.phonicear.com).

# 16

## standard four-speaker setup

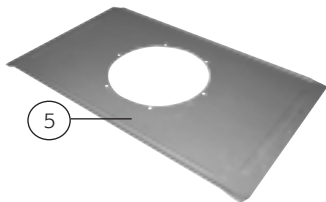
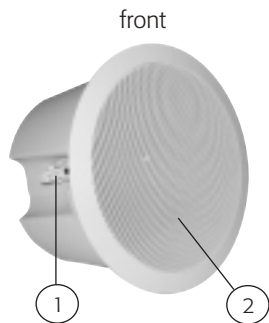


- For average-sized rooms (30 x 30 ft)
- Sound will not come through until all speakers have been hooked up.

**NOTE:** When installing compact wall or ceiling speakers, keep cord flush to wall and away from foot traffic.



## AT0806 distributed ceiling speaker features



- 1 mounting tabs
- 2 speaker grill
- 3 speaker input terminals
- 4 attached speaker back enclosure (back can)
- 5 470-7347-106 metal tile bridge

**NOTE:** Tile bridge (included) must be used with acoustic drop ceiling installations. See instruction sheet enclosed with ceiling speakers for complete installation guide.

18

attach speaker wires

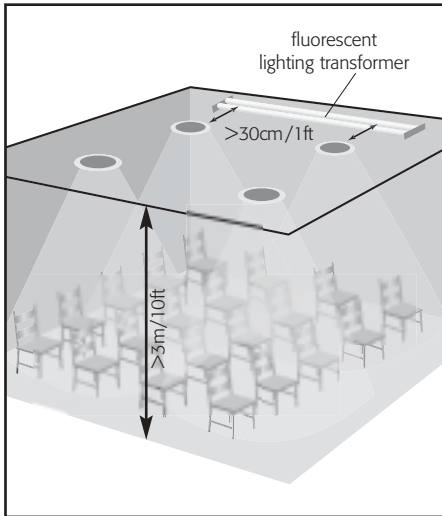


Attach the speaker wires to the speaker terminals by pressing in each compression terminal to reveal an “eye”, inserting the wire, and releasing the terminals to lock the cable in place.

**NOTE:** Connect red to red and black to black.

19

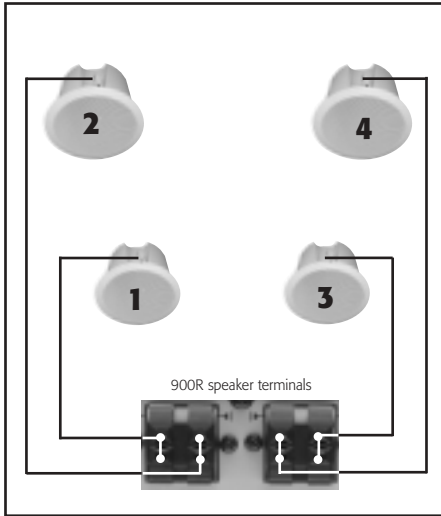
where to mount distributed ceiling speakers



- Space speakers evenly over listening area
- $>3\text{m}/10\text{ft}$  minimum ceiling height recommended
- $>30\text{cm}/1\text{ft}$  distance from fluorescent lighting transformer is recommended

20

## standard distributed ceiling speaker wire hookup

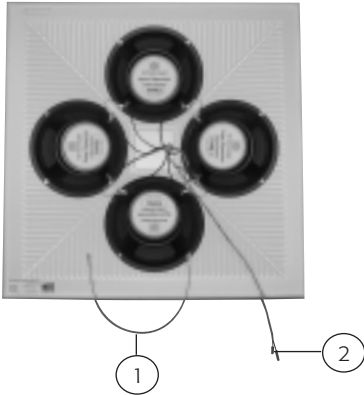


- Wiring should go above ceiling tile

**NOTE:** Use at least 18 GA Plenum speaker wire included with system.

# AT0664 cluster ceiling speaker features

top



bottom

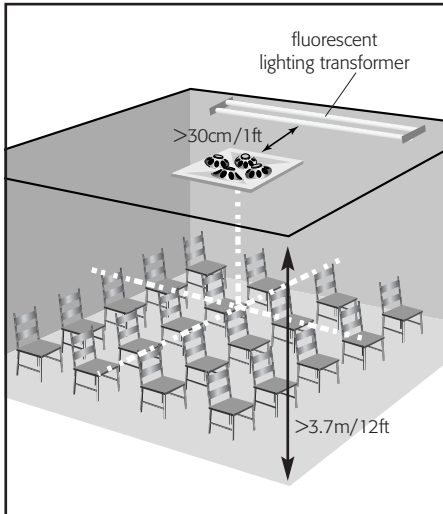


① safety wire

② speaker cable crimp connectors

21

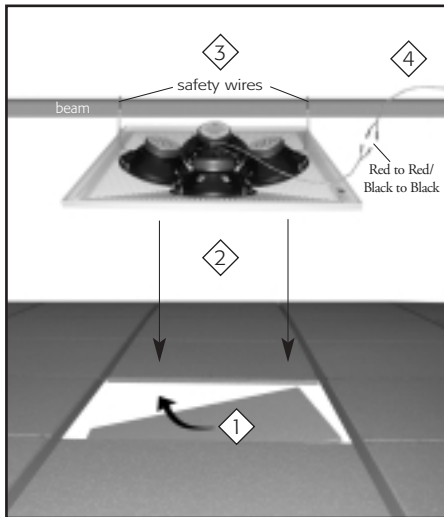
where to mount cluster ceiling speaker



- Center speaker over listening area
- >3.7m/12ft minimum ceiling height is recommended
- >30cm/1ft distance from fluorescent lighting transformer is recommended

22

## cluster ceiling speaker setup



1

Remove 60 x 60 cm/2 x 2 ft ceiling tile

2

Lower speaker into space

3

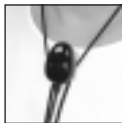
Secure safety wires

4

Connect and crimp speaker cable (run cable along wall)

# accessory options

## microphone options



AT0795-L  
emitter/microphone  
lapel



900HT  
handheld microphone



AT0817  
infrared collar mic  
(ask about availability)

## receiver accessories



AT0801  
auxbox with 4  
additional audio/  
visual input options



AT0653-30  
auxiliary input cord  
for FM teaching or  
connection to CD,  
TV, VCR, etc.



AT0813 and AT0805  
FM transmitter  
interface cord

## transmitter accessories



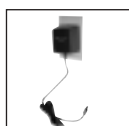
900HTC  
handheld transmitter  
charging stand



AT0795-LY  
lapel mic lavalier cord



AT0529A  
antenna used when  
connecting FM  
transmitter



AT0792  
900HTC power supply

## compact wall speaker accessories



AT0579-T  
tabletop speaker stand



AT0579  
speaker floor stand

## troubleshooting

### **no reception (volume control light on receiver is red)**

- Check that the transmitter is on
- Verify that transmitters are not on the same channel
- Recharge or replace the transmitter's batteries
- Verify that the emitter/mic is working (Test with another working emitter/mic)

### **feedback**

- Lower the VOL control(s) on the receiver
- Reduce the TREBLE control on the receiver
- Position the mic closer to mouth
- Make sure that the person wearing the transmitter is not too close to the speakers
- Make sure that speakers are mounted as close to the ceiling as possible and angled down

### **weak output from speaker(s)**

- Increase receiver VOL control(s)
- Check that none of the speakers is blocked or covered
- Reposition the microphone closer to the speaker's mouth
- Place the 470-2856-119 speakers closer to the listeners
- Verify that the speakers have been properly installed

### **receiver won't turn on (power light doesn't turn on) no sound from speaker**

- Verify that the power supply is plugged into a working wall outlet
- Test with another AT0783 power supply

## troubleshooting (cont'd)

- Verify that power supply is plugged into unit
- Verify that the speaker switch is in the ON position
- Verify that speaker cables are connected at the speaker and receiver terminals
- Disconnect speaker cable and reconnect with a new cable
- Replace speaker in question

### **dead spot in the room which transmission is not received or microphone is crackling**

- Reposition receiver and/or external sensors
- Add external sensors, repositioning as needed

- Check battery
- Make sure emitter mic is not blocked or flipped over

### **emitter/mic loses range or cuts out**

- Make sure emitter mic is not blocked
- Check battery
- Make sure receiver/sensors are not blocked

# product specifications

## base station receiver: 900R

receiving frequency	2.3MHz & 2.8MHz
modulation	FM wide-band
frequency response	50Hz to 16kHz $\pm 3$ dB
speakers	8 ohm
max. acoustic output	90dBa $\pm 3$ dB @ 1m
auxiliary input level	-10dBV (300mV)
aux. input impedance	22k ohm $\pm 10\%$
signal-to-noise	>65dB
THD	<2% @ rated power
nominal deviation	$\pm 12$ kHz
maximum deviation	$\pm 25$ kHz
squelch	RF carrier/tone control
squelch level	25 dBuV
power supply	15VAC at 2A (AT0783)
user controls	POWER ON; Channel A VOL; Channel B VOL; AUX VOL; TREBLE Control
displays	LEDs for "On" and "Channel A"; "Channel B", "AUX VOL"; Red LED indicates power; Green LED indicates IR signal reception

color	Black with purple/orange lettering
size	21.5 x 21.1 x 4.5 cm/ 8.5 x 8.3 x 1.75 in
weight	1.3kg/3lbs
case	Steel, baked enamel finish
coverage area	30 ft x 30 ft
coverage angles	140° horizontally 110° vertically
inputs/outputs	1/4in mono Aux in jack; RCA Aux out jack; 4 quick connect speaker terminals; 2 RCA jacks for external sensor connection; input power jack, 2.5mm Barrel type; output charge jack, 1.3mm Barrel type

## product specifications (cont'd)

### **transmitter: 900T**

transmitting frequency	2.3MHz & 2.8MHz (switchable)
modulation	FM wide-band
operating range	40 ft. line of sight
user controls	On/off/mute
inputs/outputs	6 pin DIN input jack 1.3 mm DC jack for charging
battery life	12Hr (AA alkaline) 7.5Hr (AA NiMH)
size	2.5x9.4x5.6cm/1x3.7x2.2in.
weight	65g/2.3oz. without batteries
case	Purple ABS plastic

### **transmitter: 900HT**

transmitting frequency	2.3MHz & 2.8MHz (switchable)
modulation	FM wide-band
audio distortion	<1.0% ( $\pm 15$ kHz deviation @1kHz)
microphone type	uni-directional dynamic
user controls	on/off/channel
battery life	8 hours fully charged
size (WxH)	58 x 255 mm/2.28 x 10.04 in
weight	258g/9.1oz with battery

## product specifications (cont'd)

### compact speakers: 470-2856-119

speaker type	Bass reflex; 8.9cm/3.5in woofer 2.5cm/1in soft-dome tweeter
impedance	8 $\Omega$ nominal
continuous power	30W
peak power	80W
frequency response	65Hz to 20kHz -10dB
dimensions (WXHXD)	12.7 x 22.2 x 14cm/ 5 x 8.75 x 5.5 in
weight	1.75kg/3.86lbs
mounting	wall mounting brackets provided (tabletop/floor stands also available)
speaker wire	AT0581 7.3m/24ft, 14.6m/48ft, and 18.3m/60ft lengths available
sensitivity	88dB, 1W @ 1m

### distributed ceiling speaker: AT0806

speaker type	coaxial: 6in woofer, .5in tweeter
impedance	8 $\Omega$ nominal
sensitivity	90dB, 1W @ 1m
continuous power	35W
peak power	70W
frequency response	65Hz to 20kHz
dimensions (DIA X D)	203 x 5.7 cm/9 x 2.25 in
weight	1.1kg/2.4lbs
mounting	acoustic ceiling metal tile bridge (470-7347-106)
speaker wire	AT0581 7.3m/24ft, 14.6m/48ft, and 18.3m/60ft lengths available
min ceiling height	3m/10ft

## product specifications (cont'd)

### **cluster ceiling speaker: AT0664**

speaker type	4 full-range 20cm/8in speakers
impedance	8 $\Omega$ nominal
sensitivity	96dB, 1W @ 1m
continuous power	40W
frequency response	30Hz to 15kHz
dimensions (wxhxd)	16.5 x 14 cm/ 6.5 x 5.5 in
weight	4.53kg/10lbs
mounting	replaces 2ft x 2ft acoustic ceiling tile; includes safety wire
speaker wire	AT0581 7.3m/24ft, 14.6m/48ft, and 18.3m/60ft lengths available
min ceiling height	3.7m/12ft
enclosure	fire and smoke emission rated

## caring for your system

### **cleaning**

Clean as needed, using a soft, damp cloth.

### **storage**

Clean with a soft damp cloth and remove the batteries from the transmitter(s). Place the system in its original packaging.

### **other important notes**

- Protect your sound field system from excessive moisture, heat, and mechanical shocks.
- The case bottom of the 900R receiver, as well as the AT0783 power supply, can get warm under normal operation.

- To protect the transmitter's case front, position it face down on a soft surface when removing or inserting the batteries.
- Always dispose of old batteries in approved battery recycling bins. It may be illegal to dispose in the trash. If you are not sure of proper disposal method, please consult your local authority.

# warranty

## **time period of warranty**

This warranty will go into effect upon the date of purchase and will stay in effect as long as the instrument remains the property of the original owner. EASYLISTENER 2™, VOCALIGHT™ and ONWAVE™ have a 3-year warranty. All other products have a 1 year warranty.

## **what is covered by this warranty**

Any electronic component, which because of workmanship, manufacturing or design defects, fails to function properly under normal use during the life of this warranty will be replaced or repaired at no charge for parts or labor, when returned to the factory service center. Transportation in and out is paid by the customer. If it is determined that repair is not feasible, the entire unit may be replaced with an equivalent unit upon mutual agreement of the manufacturer and customer.

## **what is not covered by this warranty**

This limited warranty does not apply to:

- 1.** Malfunctions resulting from abuse, neglect or accident.
- 2.** Instruments connected, installed, used or adjusted in any manner contrary to instructions provided by the manufacturer.
- 3.** Consequential damages and damages resulting from delay or loss of this instrument. The exclusive remedy under this warranty is strictly limited to repair or replacement as herein provided.
- 4.** Products damaged in transit unless investigated by the shipper and returned to the warrantor with the investigation report.
- 5.** Peripheral accessories as itemized within the product specification sheet as applicable, when such items are returned within 1 year from original purchase.
- 6.** Batteries if applicable.

## warranty (cont'd)

*Phonic Ear Inc.* reserves the right to make changes in the design or construction of any of its instruments at any time without incurring any obligation to make any changes whatsoever on units previously purchased.

This warranty is in lieu of all other expressed warranties. All expressed and implied warranties will terminate upon the expiration of this written warranty. No representative or person is authorized to represent or assume for us any liability in connection with the sale or use of our products other than as set forth above.

### **what to do if you have questions**

If you have any questions about service, call the service department at **800.227.0735, then press 7.**

### **what to do if you need service**

If you require service under the warranty terms, obtain a service order form either online at **[www.phonicear.com/support.asp](http://www.phonicear.com/support.asp)** or through our U.S. customer service department at **800.227.0735, then press 5** (or +1.707.769.1110 outside the U.S.). Fill the form out completely remembering to include:

- 1.** Description of the problem
- 2.** Your billing address
- 3.** Your shipping address (if different from billing address)
- 4.** Contact name and phone number
- 5.** A P.O. number if the equipment is not under a warranty or service contract

## warranty (cont'd)

**Then, carefully package the equipment in the original shipping container** to prevent damage and send it postpaid to the service center near you:

USA/International:

**Phonic Ear Inc.**

3880 Cypress Drive  
Petaluma, CA 94954-7600  
U.S.A.

In Canada:

**Phonic Ear Ltd.**

10-7475 Kimbel Street  
Mississauga, Ontario  
L5S 1E7 Canada

### **what to do if you have questions**

If you have any questions about service, call the service department at **800.227.0735, then press 7.**

### **about your batteries**

To ensure that your batteries are as fresh as possible upon arrival, we have intentionally not installed them in your equipment.

### **install your batteries in your equipment now, then charge overnight before initial use**

(see user guide for charging procedure).

### **avoid battery corrosion**

To avoid battery corrosion and damage to your equipment, **do not recharge disposable or rechargeable alkaline batteries.** Before charging any Phonic Ear equipment make sure only NiCad or NiMH rechargeable batteries are installed. As an added precaution, remove batteries if the equipment will not be used for several weeks.

u.s.a. **800.227.0735**, then press **5** • canada **800.263.8700** • international **+45 3917 7101**

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