

Troubleshooting

Problem	Solution
No sound / no FM reception	Check that the hearing aid battery is inserted correctly. Check that the receiver is on and correctly connected. Check that the transmitter is on. Press the SYNC button again.
The R12 cannot be synchronised	Synchronisation takes place wirelessly, so if the receiver fails to confirm (with three blinks of the LED), try to move the Amigo T20/T21/WRP closer, farther away or slightly to one side. Then press the SYNC button again.

Cleaning

Being moisture repellent, the Amigo R12 is easy to clean. It should be cleaned on a regular basis, using a damp cloth.

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Safety requirements regarding Direct Audio Input (DAI)

The safety of an Amigo with DAI (Direct Audio Input) is determined by the external signal source. When connecting the DAI to mains-operated equipment, this equipment must comply with IEC-60065, IEC-60601 or equivalent safety standards.

Manufacturers' warranty

As the manufacturer, Oticon, issues a one-year limited warranty to the original consumer of this product.

This warranty comes into effect upon the date of original purchase of this equipment, and will remain in effect for one calendar year from that date.

What is covered by this warranty?

Any electronic component which, due to workmanship, manufacturing, or design defects, fails to function properly under normal use during the warranty period will be replaced or repaired at no charge for parts or labour when returned to the point of purchase. Transportation must be paid by the customer. If it is determined that repair is not feasible, the entire unit may be replaced with an equivalent subject to mutual agreement between the hearing care professional and customer.

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Warnings and precautions

Amigo parts can be dangerous if swallowed:

Amigo receivers should be kept out of children's reach and anyone else who might play with them and cause injury to themselves. Special attention should be paid to prevent children from swallowing them and perhaps choking. If a receiver is swallowed, see a doctor immediately.

- NEVER change the battery and never connect the receiver to the hearing instrument in front of infants, small children or people with learning difficulties.

System dysfunctions

The Amigo system will cease to function if the batteries run out. The system may also produce a high whistling noise (feedback) if the battery is low, or if it is subjected to loud sound while the microphone is off but the receiver is still on. Users should be aware that these sounds should not be confused with warning sounds – e.g. car horns in traffic.

Interference

Your receiver has been thoroughly tested for interference, according to the most stringent international standards. But new technical developments constantly bring new products into society, and some may emit electromagnetic radiation, leading to unforeseen interference in hearing instruments. Examples include induction cooking appliances, shop alarm systems, mobile telephones, fax machines, personal computer devices, X-rays, computer tomography etc.

Use in aircrafts:

- FM systems should not be used on aircrafts without the permission of the flight crew.

Please note that Amigo FM solutions can cause interference with other medical devices. Such interference can also be caused by radio signals, power line disturbances, airport metal detectors, electromagnetic fields from other medical devices and electrostatic discharges.

Manufacturer's declaration

This Amigo product fully complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. Declaration of conformity is available at:

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Statement:

NOTICE:

This device complies with Part 15 of the FCC Rules (and with RSS-210 of Industry Canada).

Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTICE:

Changes or modifications made to this equipment not expressly approved by Oticon A/S may void the FCC authorization to operate this equipment.

NOTICE:

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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Waste from electronic equipment must be handled according to local regulations.



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