

conversor^{HD}

USER GUIDE

conversor

Making communication clearer

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> Welcome

Thank you for your purchase of Conversor HD, a versatile Assistive Listening Device which enhances the clarity of sound in a variety of everyday situations.

Conversor HD includes the following:

- + Microphone/transmitter
- + Pendant receiver
- + Power supply unit
- + TV and audio cables, neck cord and carry pouch



Pendant receiver
“Receiver”



Microphone /transmitter
“Microphone”

Used together with headphones, earphones or your hearing instrument(s)*, Conversor HD will greatly improve your ability to hear, select and focus on a particular sound.

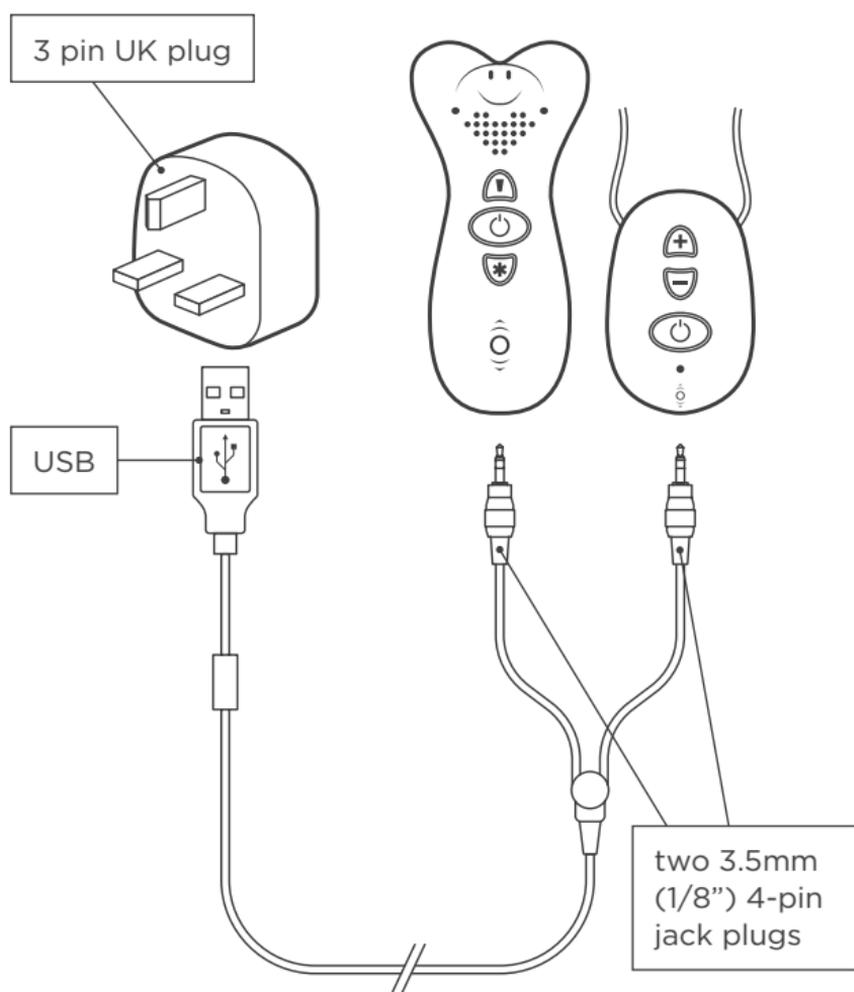
You simply point the Microphone towards, or place it close to, the sound that you wish to hear.

The Receiver is worn at all times, during use, around your neck, either above or beneath clothing.

In order to set up Conversor HD correctly and to familiarise yourself with the controls and buttons, please read this user guide carefully.

**In order to work with Conversor HD, your hearing instrument(s) must have a "T" or telecoil Programme*

> How to charge Conversor HD



1. Attach to the Microphone and Receiver using the dual socket
2. Plug into mains socket and charge according to the instructions on page 5
3. The lights on the ON/OFF switch on the Microphone and Receiver will stay red until the unit is fully charged when they will turn green

Charge the Converter HD over-night for the first few charge cycles.

| Charge time on fully discharged batteries* | Approximate battery life |
|--|--------------------------|
| 25 Minutes | 1 Hour |
| 40 Minutes | 2 Hours |
| 65 Minutes | 4 Hours |
| 90 Minutes | 6 Hours |
| 150 Minutes | 8 Hours |
| 180 Minutes | 10 Hours |

When the battery indicator light turns red, it indicates that only 25% charge remains.

The battery needs recharging soon.

**Please note that you do not need to wait until your batteries are completely run down before you recharge them.*

You can “top-up” the charge any time at your convenience. However it is recommended you fully discharge all batteries approximately once a month. Longer life batteries are available on request.

> Setting up Conversor HD for the first time

1. Headphones or hearing instrument(s)

Conversor HD can be used with headphones or earphones. If you wear a hearing instrument switch it to the telecoil or “T” programme.

(See your hearing instrument user guide or consult your audiologist)

2. Microphone Set-up

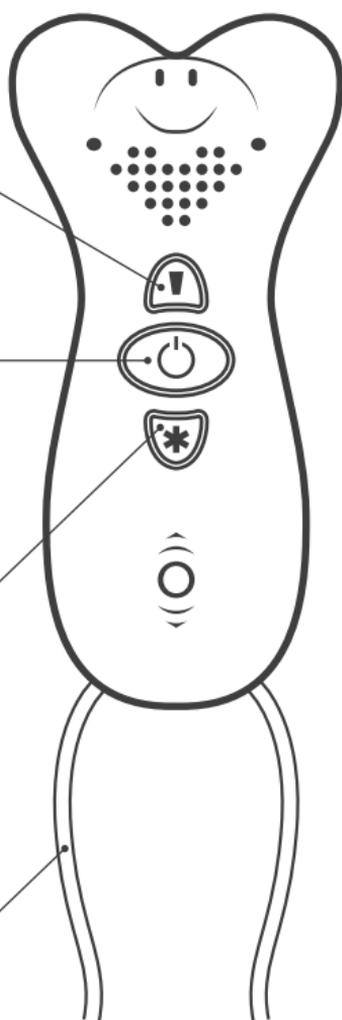
1. To switch between the normal and “HD” noise-cancelling modes press this button. A green light indicates the Noise Cancelling mode is on

2. Switch the Microphone ON/OFF by pressing the centre button for 2 seconds. A green light indicates ON. A Red light indicates battery low.

3. To select the Boost mode press this Button. A green light indicates the boost is ON

4. A green light and an audible sound signals the selection of a mode.

5. Wrist strap which is also a radio antenna - do not cut off



3. HD and boost buttons

Select the Boost button which will light up green for additional amplification when the speaker or sound source is too quiet.

4. The Microphone in use

The Microphone can be used in a number of different ways. You can hold and point the Microphone at the sound source without HD mode. In this mode you can hear speech or sounds up to 10 metres (30 feet) away.

The Microphone can be left in the middle of a lunch table or conference table in Normal mode to pick up all the sounds around the table.

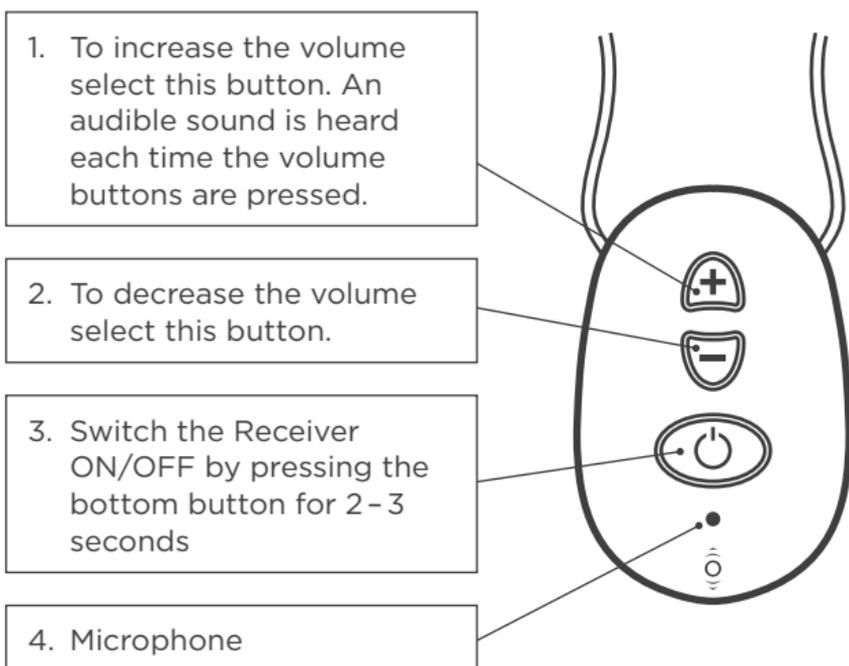
Alternatively, the Microphone can be given to a speaker in noise cancelling mode who can then hold it like a normal microphone, place on the lectern in front of him/her, or wear it on the neck lanyard.

In this mode the Microphone has range of approximately 50 metres (150 feet) indoors and up to 100 metres (300 feet) outdoors. When the receiver is too far away from the Microphone, the Receiver automatically switches to its internal microphone.

For further examples of how to use the Conversor HD see the examples set out on pages 17 to 20.

> Setting up Converter HD for the first time

5. Setting up the Receiver



When the Receiver is first switched on the light behind the ON/OFF button will be half green and half red. It will use its internal microphone until the Microphone is switched on. As soon as the Microphone is switched on the light on the Receiver will turn green.

When the light goes red this is an indication that there is 25% of the battery charge remaining or approximately 2½ hours of charge left.

6. Volume settings

The Receiver automatically stores the most recent volume level selected before the unit was switched off. This level remains selected until a new level is chosen. Each level is indicated by an audible “beep” when the volume control is pressed. When the top of the volume range is reached a higher pitch “beep” can be heard.

7. Using with headphones or earphones

Plug the headphones or earphones into the Receiver socket as shown on page 11. The better quality headphones or earphones you use the better the sound quality you will hear through your Conversor HD. Snug fitting earphones, or custom moulded earbuds, will also improve the clarity of sound you hear.

8. Using with hearing instrument(s)

(a) Setting up the hearing instrument(s)

Switch your hearing Instrument to telecoil mode or the “T” programme but do not adjust its volume control.

With the Microphone on, point it towards the sound you wish to listen to. As you turn up the volume control on the Receiver, you should begin to hear sound transmitted from the Microphone clearly. Conversor HD Microphone has now taken over from your hearing instrument. This is a bit like having the hearing Instrument microphone in your hand.

(b) Checking the Sound Balance

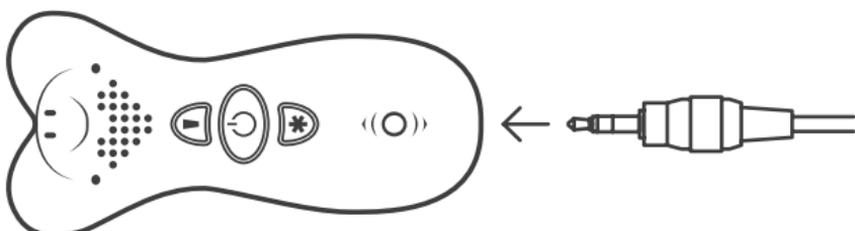
It is important to match the volume levels of your hearing instrument with Conversor HD Receiver, so that you can switch between the two without any increase or decrease in sound level. Once the preferred sound level is achieved, you are ready to try Conversor HD in the noise cancelling mode.

(c) External interference

When the hearing instrument is set to the “T” Programme, a buzz may be heard if the hearing instrument is close to strip lighting, computers or TV Screens. Consult your audiologist for advice on adjusting or replacing the telecoil for optimum use to minimise the external interference.

> **Sockets and connections - Microphone**

Conversor HD Microphone and Receiver each have one 3.5mm jack socket which is used for both battery charging (see page 4) and for connection to TV and audio cables.



1. TV, radio, PC and other device connection

Most current TV, radio, PC, iPod and other audio devices have a headphone socket. Plug a standard audio jack to jack cable into this socket to connect the audio device to the Microphone.

By plugging an audio jack cable into the headphone socket on the TV or audio device, the speaker of the audio device will be disconnected, so that other people cannot listen at the same time.

2. Listening to friends and family at the same time

When an external sound source is connected to Conversor HD, the microphone is switched off.

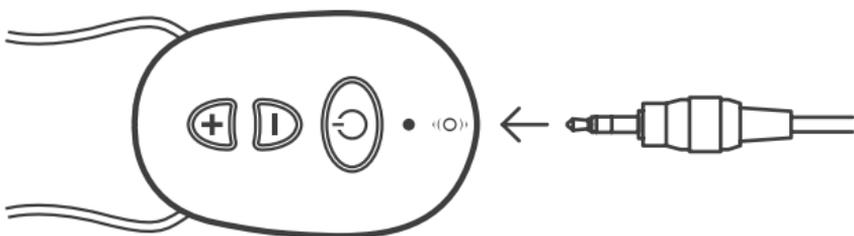
To listen to friends and family while watching the TV press the button on the Microphone to switch on the normal microphone.

3. Telephone connection

Telephone connectors can be purchased as an optional accessory. Please contact your local dealer or Conversor Limited.

> **Sockets and connections - Receiver**

The Receiver can also be used with earphones, headphones or Direct Audio Input (“DAI”) cables



Simply plug the earphone, headphone jack into the socket located on the bottom of the Receiver. Any standard headphone with a 3.5mm jack plug can be used.

However, the better the quality of headphones or earphones used the better sound quality you will hear. Custom-made earpieces will also help improve the clarity of sound heard by you.

Plug the DAI cable jack into the Receiver socket and the other jack plug into the Cochlear implant or hearing instrument as instructed by the manufacturer. These cables can be purchased from the Cochlear Implant or hearing instrument manufacturer.

The socket on the Receiver can also be connected to desktop speakers for added amplification. For further information on how to use it in this way please contact your local Dealer or Conversor Limited.

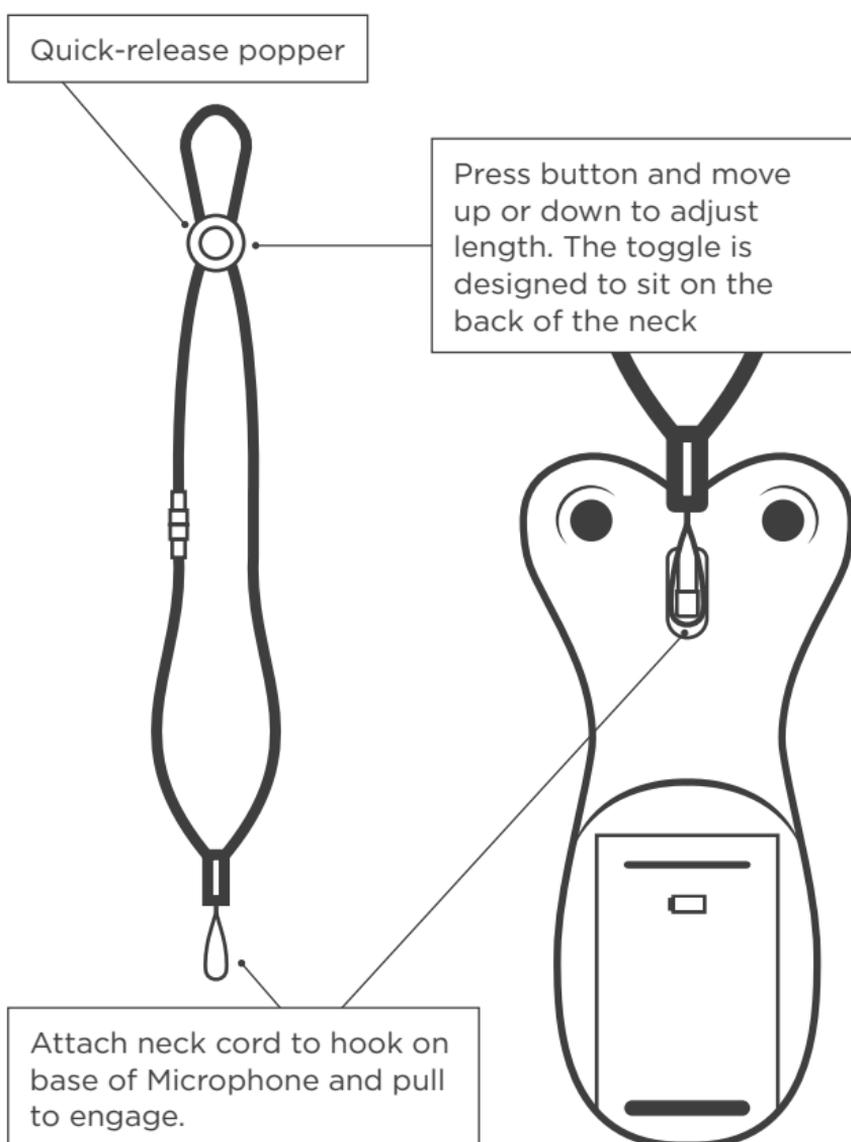
> Using the Microphone neck cord

The Neck Cord allows a speaker, teacher or your speaking companion to wear the Microphone around his or her neck for hands-free convenience and greater mobility during conversation for use in the car, in group meetings or in a classroom.

The Neck cord is attached to the Microphone by slipping it onto the hook under the front of the Microphone.

There is a very thin gap between the hook and the casing of the Microphone which allows you to slip the neck cord firmly into place but does not allow it to slip off whilst in use.

Simply adjust the Neck cord length to suit.



> **Multiple Receivers**

The Microphone will work with as many Receivers as are required for group situations, whether it is just you and your partner listening to TV, or for church groups, classrooms, conferences or tour groups where there are multiple hard of hearing participants. Conversor HD systems for multiple Receivers are available in two formats;

- (i) Conversor HD Kit: Conversor HD with two or more Receivers and additional charges for small groups.
- (ii) Conversor HD Multipack: A combination of one to three Microphones and up to 11 Receivers.

For more information please contact your local Dealer or Conversor Limited.

> **Multiple microphones**

You cannot use more than one Microphone on the same frequency at the same time. If you require a system using multiple microphones please contact your local dealer or Conversor Limited as the Conversor HD 3-Channel Receiver system provides up to 3 Microphones operating simultaneously for conferences and courtrooms.

> Conversor HD Plus

Conversor HD Plus is a Conversor HD with a Conversor TV Transmitter and additional power supply. If you have purchased a Conversor HD Plus you will find enclosed a copy of the TV Pro User Manual. The Receiver can be used with either the Conversor HD Microphone or the TV Pro Transmitter



The TV Pro Transmitter can be switched on and permanently plugged into your TV. When you have turned off the TV your TV Pro Transmitter will automatically stop transmitting to enable you to use the Conversor HD Microphone elsewhere in the home.

When you wish to start watching the TV again, switch off your Conversor HD Microphone, switch on the TV and the TV Pro Transmitter will automatically start transmitting to the Receiver.

Do not use the Microphone and the TV Pro transmitter at the same time as they interfere with each other's transmission.

> Care Instructions

- + The Conversor HD has been calibrated for optimum use.
- + Do not store Conversor HD in extreme temperatures. This can shorten the lifetime of the batteries and affect use. High temperatures can also reduce performance.
- + Do not subject Microphone or Receiver to heavy shock. Do not drop the units.
- + Keep both units away from moisture and high humidity – they are not waterproof.
- + Avoid contact with water or other liquids which could damage the internal electronics.
- + Try to avoid long periods of exposure to direct sunlight.
- + Gently coil the Receiver Neck Loop for storage rather than tightly winding it around the unit. It contains a wire which could be damaged.
- + Do not attempt to open the casing of the Microphone or the Receiver (other than the battery compartment to change the battery). They contain no user-serviceable parts. Opening either unit will invalidate the Manufacturer's Warranty. (See page 22)

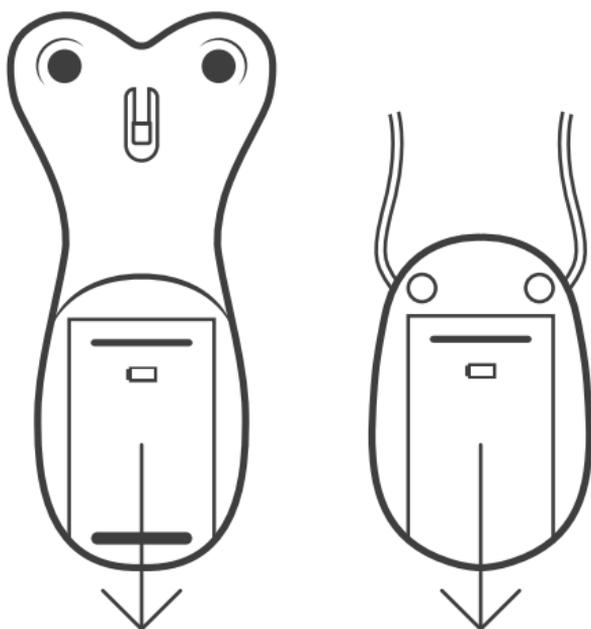
> Repair and service centres

If you have any repair or service questions contact your local repair and service centre or Conversor Limited. Contact details are on our website at www.conversorproducts.com or email Conversor Limited at info@conversorproducts.com

> Changing the batteries

Replacement batteries are available from your local Dealer or audiologist, and they can replace them for you.

You can also change them yourself, following these instructions:



1. Slide the battery cover off.
2. Remove the existing battery.
3. Pull out the connector from the socket.
4. Insert the new battery into the battery socket. Pay particular attention that the ridge of the connector plug fits into the groove of the fixed connector socket. It only fits one way round.
5. Tuck in the wires and replace the battery cover.

> **Conversor HD in everyday use**



IN THE CAR

As a driver (Passenger wears the Microphone) *OR*

As a passenger (Passenger holds the Microphone)

The inside of a moving car can be a noisy environment, creating listening problems for wearers of hearing instruments.

Whether you are the driver or a passenger, Conversor HD enables you to hear your driving companion(s) clearly, even as a back seat passenger.



AT A FAMILY PARTY, MEAL, DINNER OR GROUP DISCUSSION

Group listening/discussion *OR*

One-to-one conversation

For one-to-one conversation, set the Microphone to the noise cancelling mode and place it on the table between you and the person you want to converse with.

Or to join in with group discussions, select the normal mode on the Microphone and place it in the middle of the table.

> **Conversor HD in everyday use**



IN THE CLASSROOM

The teacher wears the Microphone on the Neck Cord

Using the Microphone Neck Cord, the teacher wears the Microphone when instructing the whole class. The teacher's voice is transmitted to the student(s) wearing the Receiver(s) with enhanced clarity up to 50 metres (150 feet) away.

During one-to-one sessions, the student may wish to place the Microphone on his or her desk or point it at the teacher or other student when they are speaking.



WATCHING TELEVISION

Watching on your own OR

Watching with another person

With Conversor HD there is no need to purchase a separate TV Amplifier or Room Loop. Use Conversor HD to watch comfortably at home or away.

- (1) *Watching on your own:* Place the Microphone next to the TV for optimal sound level, or connect the Microphone to the TV using the TV cable. (See page 10 for further assistance on audio/visual connections).
- (2) *Watching with another person:* Place the Microphone on the arm of the chair next to you and your companion, this enables you to turn the Microphone towards the other person for relaxed conversation, whilst listening to the TV at the same time.



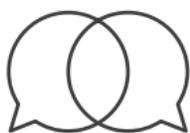
AT A LECTURE OR CONFERENCE

Held in your hand *OR*

Placed near or worn by the speaker

Conversor HD has been designed to give you the ability to listen to speakers clearly from a distance. There are two ways to achieve this:

- (1) Hold the Microphone in your hand and point it at the sound source up to 15 metres (45 feet) away. In a large quiet room, select the noise cancelling mode in conjunction with the Boost mode to focus on a distant speaker.
- (2) Or, place the Microphone on the lectern, or ask the speaker to wear it using the Neck Cord supplied. The Microphone will transmit the speech up to 50 metres (150 feet) away with enhanced clarity of sound to your hearing instrument.



ONE-TO-ONE CONVERSATION

Remote conversation between rooms *OR*

Single conversations in a group

At home, most couples do not spend all their time together in the same room. Have your companion wear the Microphone Neck Cord. By wearing your Receiver, you will hear the other person with clarity and be able to converse at comfortable levels despite being in different rooms. This mode of use can also be employed when out and about, whether shopping, going for a walk or simply out with friends.

> **Conversor HD in everyday use**



OUT SHOPPING

With a shop Assistant *OR*

With a family member or friend

Place the Microphone on the countertop to hear the shop assistant clearly. Or, if you have a child or family member who is hard of hearing, you wear the Microphone and your hard of hearing companion wears the Receiver. Your companion will be able to hear your voice loud and clear in the store



IN A CAFÉ OR RESTAURANT

Intimate conversation in a café *OR*

busy restaurant

Place the Microphone on the table close to your companion and select the noise cancelling mode for relaxed conversation despite any loud background noises.



REMOTE LISTENING

Listening to the TV from another room

Place the Microphone near the TV and move about from room to room, Your Receiver will pick up the sound clearly from the TV up to 50 metres (150 feet) away, even if you are in another room.

> Troubleshooting

Microphone & Receiver will not charge:

Check that the charger leads are connected properly as well as the connection to the mains and re-charge. If this still does not solve the problem, please contact your dealer or Conversor Limited for a battery check or change. If this does not work ensure the batteries are correctly plugged in (see page 16).

Microphone & Receiver do not start:

The ON/OFF buttons must be pressed for 2-3 seconds to operate both units. A green light will glow behind the button to signal the unit is on and the Microphone and Receiver are communicating with each other.

Receiver light will not turn green:

The Receiver light will initially show half red and half green indicating it is fully charged but not communicating with the Microphone. Once the Microphone is switched on the light will turn green. If it remains red/green either the Microphone is out of range or the Microphone and Receiver are not communicating. Please contact your local Dealer or Conversor Limited.

Poor sound quality:

Please ensure the range in which you are trying to operate does not exceed the operating distance. Check that the batteries are fully charged as this can result in a drop in sound quality and operating range. If the batteries are low the lights will change from green to red.

Poor range and interference:

Conversor HD has been designed for optimum sound quality and range. In certain environments consisting of iron / steel and metal work frames, the range can be reduced. There may be some interfering equipment close by such as strip lighting, pc equipment, fans or motors. These items emit an electrical magnetic field which can interfere with Conversor HD .

NOTE: To identify if the environment you are in is likely to give any interference, select the "T" or telecoil Programme on your hearing instrument without Conversor HD switched on and walk test the room to see if there are any unusual sounds being picked up by the hearing instrument. If a lot of interference is heard, please be aware that by using Conversor HD these sounds will be amplified.

> **Manufacturer's Warranty**

The manufacturer, Conversor Limited, issues a two-year limited warranty to the original consumer of this product. This warranty will go into effect upon the date of original purchase of this equipment, and shall remain in effect for two calendar years from that date. The batteries, Microphone wrist strap and Receiver neck loop are restricted to a one-year limited 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 labour when returned to the point of purchase. Transportation costs shall be 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 Dealer and the customer.

What is not covered by this warranty?

This two-year limited warranty does not apply to:

- + Malfunctions resulting from abuse, neglect, or accident.
- + Peripheral accessories as itemized within the product brochure, when such items are returned after 90 days from the original purchase.
- + Batteries Microphone wrist strap and Receiver neck loop, which are covered by a one-year warranty.
- + Instruments installed, connected, used, or adjusted in a manner contrary to the instructions provided.
- + Consequential damages and damages resulting from delay or loss of this unit. The exclusive remedy under this warranty is strictly limited to repair or replacement as herein provided.
- + Products damaged in transit unless investigated by the shipper and returned to the warrantor with the investigation report.

The manufacturer reserves the right to make changes in the design or construction of any of its products 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 by the manufacturer. No representative or person is authorized to represent or assume for the manufacturer any liability in connection with the sales or use of this products other than as set forth above.

If your unit requires service under the terms of this warranty, carefully package the complete product to prevent damage in transit and return it to the point of purchase. Include a detailed description of the problem, your full name, billing and shipping address, and telephone number.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing the sale of consumer goods. Your point of purchase may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult your point of purchase for further information.

> Statements of Compliance & Conformity

Conversor HD is intended to be used as an Assistive Listening Device by persons who are hard of hearing.

For sale in the following countries:

European Union and all countries outside the European Union.

We, Conversor Limited of 26 The Chase, Coulsdon, Surrey, CR5 2EG, United Kingdom, declare that the product Conversor HD Assistive Listening Device is in conformity with Council Directives 1999/5/EC Radio & Telecommunications Terminal Equipment.

- ETSI EN 301-489-1 V1.7.1 (2007/04)
- EN 55022: 2006
- EN 61000-3-2: 2006
- EN 61000-3-3: 1995 A1 & A2
- EN 61000-4-2: 2001
- EN 61000-4-3: 2006
- EN 61000-4-4: 2004
- EN 61000-4-5: 2006
- EN 61000-4-6: 2005
- EN 61000-4-11: 2004
- ETSI EN 300-422-2 V1.1.1

The manufacturer also declares the conformity of above mentioned product with the actual required safety standards in accordance with the Low Voltage Directive 2006/95/EC.

- EN 60950-1:2001 Safety
- EN 60950-1:2003 Safety

Conversor Limited, November 2019

> Statements of Compliance & Conformity

FCC ID: QA6-CONVERSORPRO

This device complies with Part 15 of the FCC Rules. Operation is subject to the following condition that this device may not cause harmful interference.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

When this transmitter is operating, users should ensure that no other radio transmitter – such as cell phones – are operating within 20 cm of it.

IC: 5529A-CONVERSPRO

IC: 5529A-CONVERSRX

Operation of this device is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.



*For the European Union and EEA only

This symbol indicates that this product is not to be disposed of with your household waste, according to the WEEE Directive (2002/96/EC) and your national law. This product should be handed over to a designated collection point, e.g., on an authorized one-for-one basis when you buy a new similar product or to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information about where you can drop off your waste equipment for recycling, please contact your local city office, waste authority, approved WEEE scheme or your household waste disposal service. (EEA: Norway, Iceland and Liechtenstein)

Contact details:

Made in the UK for [Conversor Limited](#)
info@conversorproducts.com
www.conversorproducts.com