

# Oticon ♦ Amigo

child  
friendly  
hearing  
care



INSTRUCTIONS FOR USE

Amigo T20/T21

**oticon**  
PEOPLE FIRST

## **Important notice**

Please familiarize yourself with the entire contents of this booklet before using your Amigo T20/T21. The booklet contains various statements, safety instructions and important information about the use and handling of the Amigo T20/T21

# Contents

<b>Introduction</b>	<b>5</b>
<b>Typical package content</b>	<b>6</b>
<b>Overview of the T20/T21</b>	<b>7</b>
<b>Preparing your Amigo system</b>	<b>8</b>
Inserting the battery	<b>8</b>
Charging the battery	<b>9</b>
<b>Selecting language and country</b>	<b>11</b>
<b>The Amigo receivers</b>	<b>12</b>
Changing the pin orientation	<b>13</b>
Attaching universal Amigo to a hearing instrument	<b>14</b>
Using Amigo with the Sumo R7 receiver	<b>15</b>
<b>Choosing and changing channels</b>	<b>16</b>
<b>Synchronizing Amigo receivers</b>	<b>17</b>
<b>Synchronizing other manufacturers' receivers</b>	<b>19</b>
<b>About channels</b>	<b>20</b>
<b>Using the TT-function (T21 only)</b>	<b>21</b>

<b>Connecting external audio sources (TV, MP3, etc.)</b>	<b>23</b>
<b>T20 and T21 special functions</b>	<b>24</b>
<b>LED/Display legend</b>	<b>27</b>
<b>Microphone options</b>	<b>28</b>
<b>Cleaning the T20/T21</b>	<b>29</b>
<b>Appendix A: Troubleshooting</b>	<b>30</b>
<b>Appendix B: Manufacturer's warranty</b>	<b>32</b>

## Introduction

Congratulations on your decision to take the next step in improving speech understanding in the classroom.

With the Amigo T20 and T21, you will experience all the benefits that come with a product family that is designed to meet the needs that arise through everyday use.

The Amigo product is extremely versatile, making life much easier for users in school settings. The transmitters and receivers can be used with virtually all Behind-the-Ear hearing instruments, as well as cochlear implants (CI).

# Typical package contents



T20/T21



Charger



Instruction Guide



Rechargeable AA  
battery



Aux cables



Earphones



Omni microphone

# Overview of the T20/T21



SYNC acts as the "ENTER" button  
"C" acts as the "CLEAR/EXIT" button.

# Preparing your Amigo system

## Inserting battery

Remove the battery lid on the back of the transmitter and insert the rechargeable battery - remember to position the battery according to the markings (+/ -) on the label.



Then replace the battery lid. The T20/T21 can then be used to charge the battery. Standard disposable Alkaline batteries cannot be charged in the unit.

Note: The positive and negative ends of the battery may appear similar, so do double-check that the battery is positioned correctly.



## Charging the battery

To charge the battery, plug in the charger as shown in the picture.

The Amigo T20/T21 uses one AA rechargeable NiMH battery, which must be charged for 14 hours before being used for the first time.

The T20/T21 offers failsafe charging, which prevents alkaline batteries being charged.



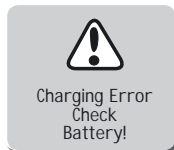
**Amigo**

T20



Battery charging

The display on the T20/T21 will indicate when the unit is charging. Also, the LED will turn on and shine green.



**Note:** With a typical user pattern it is recommended to replace rechargeable batteries once every year, because the battery capacity will decrease over time.

If you do not have time to charge the battery that came with the T20/T21, you can replace the battery with any of the following:

- Special “silver-banded” rechargeable batteries  
(Only available through your hearing care professional, **these are the only batteries that can be recharged inside the transmitter.**)
- Standard, rechargeable NiMH batteries  
These cannot be recharged inside the transmitter, but must be charged in a separate charger.
- Standard, non-rechargeable alkaline batteries  
Can be used in an emergency, i.e. if you don't have time to charge your rechargeable batteries. Alkaline batteries cannot be recharged.

Note: Always dispose of old batteries in approved battery disposal bins.  
For more information please consult your Hearing Care Professional.

## Select language and country (first time only)

Turn the transmitter on by pressing and holding the On/Off button for two seconds. Press ▲ or ▼ to select language, and confirm by pressing the SYNC button.

To select your country, use the ▲ or ▼ buttons, and confirm by pressing the SYNC button.

### Select Language

English  
Francais  
Deutsch

- 
- 
- 

### Select Country

United States  
Canada  
Mexico

- 
- 
- 

Note: Selecting a country will also select a predefined channel list, which contains all of the channels approved for use in that country.

**Warning:** Only use channels approved for use in your country

# The Amigo Receivers



.....LED status indicator

.....3-position mode switch

.....Channel seek/toggle (R2 and R7 only)



Europin connector .....

Europin rotation lock .....

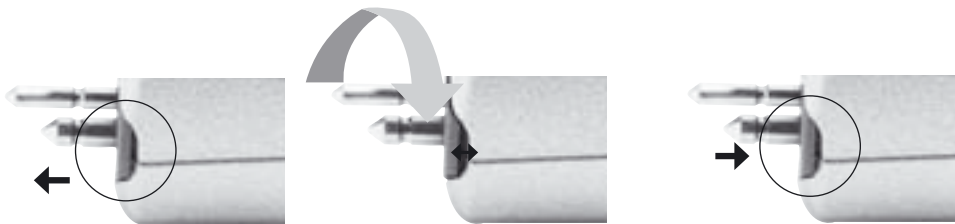
Note: Since Amigo receivers draw their power from the hearing aid battery, there is no reason to try to open the receiver casing. Never attempt to do this.

## Changing the pin orientation

If the pins on the Amigo receiver do not match the holes on the audio shoe, they can be rotated in steps of 90°.

Simply pull the tab on BOTH sides of the receiver back simultaneously, move the pins and push the tab back in.

Amigo receivers can be positioned with the LED facing to the front or the back.



Note: To ensure optimal antenna performance, the Amigo receivers must be positioned with the LED facing either to the front or to the back.

## Attaching universal Amigo receivers to a hearing instrument

Amigo R1 and R2 receivers are attached to the hearing instrument via an audio shoe.

First attach the receiver to the audio shoe. Then attach the audio shoe to the hearing instrument.



## Using Amigo with the dedicated R7 receiver for Oticon Sumo hearing instruments

- Sumo detects the receiver and disables the telecoil if the receiver is on
  - Operate the receiver from the hearing instrument
- 2 = FM only  
1 = FM+Hearing instrument  
M = Hearing instrument only



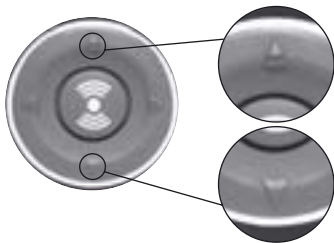
SUMO DM with the dedicated, Amigo R7 receiver.

The use of the telecoil with the receiver attached requires that the receiver is set to the OFF position.

Note: To obtain information about connecting your Amigo to Cochlear Implants, please consult your Hearing Care Professional.

## Choosing and changing channels

To change the transmitting channel on the Amigo transmitter, press and hold EITHER the ▲ button or the ▼ button for two seconds to select one of the predefined lists of channels.



When the channel number begins to blink, press ▲ or ▼ to change channel. Press the SYNC button to confirm the choice of channel. The transmitter will then be locked on to the new channel.

When the channel number is blinking you can return to the original channel by pressing the C-button. This will also return you to the main menu.

Whenever you need to change channel, simply repeat the procedure.



## Synchronizing Amigo receivers

Connect the receiver to a hearing instrument, and turn it on. Check that the receiver switch is set to the correct mode, i.e. FM only or FM+HA mode.



Off



FM-only



FM+HA

Within a distance of approximately 2 feet, press the SYNC button. The LED on the transmitter will then blink three times, and the SYNC logo will appear on the screen. If the synchronization is successful, the receiver will also blink three times.

Note: The switch on the receivers can be disabled, so use the T20/T21 or the WRP to check the status. In its default setting, the receiver switch is enabled.

When the receiver's LED is on, it confirms that:

- The hearing aid battery is ok
- The receiver is on
- The transmitter and receiver are working together correctly
- The child is on the right channel



## **Synchronizing other manufacturers' receivers**

The T20/T21 are compatible with most other manufacturers' receivers. However, only Amigo receivers can be synchronized wirelessly by Amigo T20 or T21 transmitters or the Amigo WRP.

To ascertain whether an FM signal is present you must ensure that both the transmitter and the receiver are on the same channel.

Determine which channel the receiver is operating on, and change the channel on the T20/T21 by pressing either the ▲ or the ▼ button. The system should then be working.

## About channels


Your Amigo system is a radio device, and like any other radio, it communicates on specific channels. Your transmitter and receiver must be on the same channel to work together.

Within a close proximity, never operate two transmitters on the same channel – you will experience interference.

If you are travelling internationally, be aware that your channel may not be approved for use in all countries. If you wish to use your T20/T21 in a different country, you must contact your Hearing Care Professional who can help you to change the country set-up.





Some electronic devices (microwave ovens, computers, and fluorescent lights, for example) can interfere with your Amigo signal.

## Using the TT-function (T21 only)

Enable the TT, Team Teaching function on the T21 by pressing the  button.

The screen will then show the primary channel being used for FM transmission, as well as the TT channel.



To change channels, press and hold the  or  button. The primary channel will then blink. To change this channel press  or .

To change the team teaching channel press ► followed by either ▲ or ▼ to move up or down the channel list. To go back to the primary channel press ◀. Save the channel settings by pressing the SYNC button.



Primary and TT  
Channels  
Cannot Match!

The T21 will not allow you to select the same channel as the primary and TT-channels:



Primary and TT  
Channels  
will Interfere!

The T21 will also issue an interference warning if the two channels are incompatible.

## Connecting external audio sources (TV, MP3 etc.)

Connect the audio cable to the T20/T21 (see picture). Then connect it to the external audio source, e.g.:

- Computer/Television
- CD/DVD/MP3 player



The T20/T21 can be used for narrating aux sessions (TV, Video etc.) Connect the T20 to the external audio source and turn it on. On the T21 press the TT button and set the primary and TT channel. The TT channel must be the same as on the T20. Now the teacher can narrate the session on the T21.

## T20 and T21 special functions

<b>Feature</b>	<b>How to</b>
Mute the transmitter	One quick press on the On/Off button mutes the transmitter.
Change channel	Press and hold ▲ or ▼. The channel will then blink. You can change it by pressing ▲ or ▼. Press the SYNC button to save.
Synchronize Amigo receivers	Within a distance of approximately 2 feet, Amigo receivers can be synchronized by pressing the SYNC button.






Feature	How to
One-touch Team Teaching (T21 only)	Press the TT button. This will provide access to the primary and team teaching channels. The primary channel can be changed by pressing ▲ or ▼. To change the team teaching channel, press ► and then either ▲ or ▼ to go up or down the channel list. Save the channel settings by pressing the SYNC button.
Lock the keypad	To lock the keypad, press both ◀▶ for three seconds. To unlock the keypad, press both ◀▶ again for three seconds.
Monitor a single channel	You can use earphones to hear what the child is hearing. First unplug the microphone and then insert the earphone's jack into the aux input.

<b>Feature</b>	<b>How to</b>
Flip display 180°	Press the “C” button and the ▲ button. You can reverse the rotation by pressing both buttons again.
Automatic mute	The T20/T21 constantly scans for the presence of speech. When the teacher is silent, it automatically mutes the microphone signal, to protect the child from irrelevant, incidental noise.

## LED / Display legend

The LED on the T20/T21 indicates the following:



<b>LED:</b>	<b>Display</b>	<b>Meaning:</b>
Steady red		On and transmitting
Blinking red	 Muted!	Muted
Flashing red burst		Synchronizing
Steady green		Charging
Blinking green		Low battery
Off		Off or error

## Microphone options

Plug-in the microphone in the top of the T20/T21 and attach the microphone either to your clothes or to the lavalier cord. This allows you to wear the microphone around your neck.



Three other microphones are available:

- Lavalier microphone (See picture on the left).
- Clip-on directional microphone (same as the omni microphone).
- Boom microphone. The earhook can easily be attached around one ear, and the microphone placed close to the mouth.

Note: Since the microphone cord also acts as the antenna, users must keep it attached and in an upright position.

## **Cleaning of the T20/T21**

The T20/T21 is moisture repellent, making it very easy to clean with a damp cloth. Oticon recommends cleaning on a regular basis.

## Appendix A: Troubleshooting

<b>Problem</b>	<b>Solution</b>
The battery will not charge	Check that it is positioned correctly. Make sure that it is the “silver-sleeved” rechargeable type of battery, as this is the only type the T20/T21 will charge (for safety reasons).
No sound / no FM reception	Check that the hearing instrument battery is working, and that it is on. Check that the receiver is on and correctly connected. Check that the transmitter is on. Press the SYNC button again.
The receivers cannot be synchronized	Synchronization takes place wirelessly, so if the receiver fails to confirm (with three blinks of the LED), try to move the transmitter closer, further away or a little bit to one side. Then press the SYNC button again.

**Problem**

Interference

**Solution**

If interference is encountered on a channel, change to another channel. Press ▲ or ▼ to change channel.

For assistance with troubleshooting or answers to other questions please consult your Hearing Care Professional.

## **Appendix B: Manufacturer's warranty**

The manufacturer, Oticon, issues a two-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.

Please notice that extended warranties may apply in your country. Please contact your local Hearing Care Professional for more information.

### **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 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 Hearing Care Professional and customer.

### **What is not covered by this warranty?**

This one-year limited warranty does not cover:

- Malfunctions resulting from abuse, neglect or accident.
- Peripheral accessories as itemized within the product brochure, when such items are older than 90 days from the original purchase.



- Batteries.
- Instruments connected, installed, used or adjusted in a manner contrary to the instructions provided.
- Consequential damages and damages resulting from abuse or loss of this instrument. 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 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 by the manufacturer. No representative or person is authorized to represent or assume for the manufacturer any liability in connection with the sale or use of this product other than as set forth above.

If your Amigo system requires service under the terms of this warranty, carefully package the instrument 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 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.

Hereby Oticon declares that this Amigo is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. Declaration of conformity is available at

Oticon A/S  
Kongebakken 9  
DK-2765 Smørum  
Denmark.

Date of purchase: \_\_\_\_\_

Amigo serial numbers: \_\_\_\_\_

Microphone: \_\_\_\_\_

Receiver left: \_\_\_\_\_

Receiver right: \_\_\_\_\_

[www.oticonusa.com](http://www.oticonusa.com)

*Oticon, Inc.*  
*29 Schoolhouse Rd.*  
*Somerset, NJ 08873*



ID: BRG-T21  
IC: 1351B-T21



# Warnings

## **Amigo parts can be dangerous if swallowed:**

- The Amigo system is not a toy and therefore should be kept out of the reach of children and anyone else who might swallow parts or otherwise cause injury to themselves. Special attention should be paid to the smaller components in order to prevent children from swallowing them and choking.
- Never change the battery and never connect the receiver to the hearing aid in front of infants, small children or persons with learning difficulties.

*If a part is swallowed, see a doctor immediately.*

## Risk of harm caused by unintentional noise that may muffle important signals

### **System dysfunctions:**

The Amigo system will cease to function if the batteries have 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.

### **Use in aircrafts:**

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

*Please note that Amigo 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.*

**Battery use:**

- Always use NiMH rechargeable batteries or alkaline batteries.
- Always use batteries recommended by your Hearing Care Professional.
- Never attempt to recharge non-rechargeable batteries.
- Never dispose of batteries by burning them. There is a risk they will explode and cause serious injury.

**Safety requirements regarding Direct Audio Input (DAI)**

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

**For FCC Part 15 / RSS Gen&210:**

“This device complies with Part 15 of the FCC Rules.

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”

**For FCC Part 95.1017:**

“This device may not interfere with TV reception or Federal Government radar.’

**For RSS 210:**

“If TV channel 13 is used in the area, the installer shall reduce or adjust the RF radiated power so that near-by TV channel 13 receivers do not receive radio interference from the system installed.