



# Why

## Provide Assistive Listening?



**Every national park has its own voice. Waterfalls thunder at Yosemite. Crickets chirp at Shenandoah. Weapons fire at Vicksburg. Common noises also include car doors slamming, aircraft flying overhead, or people walking and talking. All of these sounds can compete with visitors' attention to your interpretive program. In these group situations, assistive listening systems (ALS) help everyone hear better.**

# Assistive Listening & Hearing Loss



Mild to profound hearing loss affects people of all ages with a gradual or sudden decrease in their ability to hear. In the United States some degree of hearing loss affects 36 million adults and 30 out of every 1,000 school children. Some members of your audience use hearing aids or cochlear implants to minimize the

effects of hearing loss. Others may read lips, while some may not disclose they are hard of hearing.

For people with hearing loss, assistive listening enables more effective communication that the National Park Service must provide to people with disabilities. Portable assistive

listening systems deliver sound directly from the speaker to the listener. These systems are easy to set up and use.

Improve your interpretive programs by making assistive listening systems (ALS) part of your standard operating procedures and offer these units to all visitors.

# Your Listen Tech System At A Glance

You are using a system that delivers the sound through radio frequencies, commonly referred to as "FM" or "RF."

The transmitter and receiver operate on 17 wideband channels (A–T) and 40 narrow-band channels (1–40). Test your units in the tour vicinity to select the channel that provides the least static. The

transmitter and receiver must be set to the same channel. Once a channel is selected, it can be locked, making it more difficult for users to accidentally change channels. Channels can be selected by pressing the triangular buttons on the front of each unit.

The system is equipped with an SQ (Super Quiet) switch,

which must be ON for both the transmitter and receiver to work. We recommend that you keep the SQ in the ON position to minimize interference and static.

If the red light does not illuminate when you turn on each unit, your unit is not charged. Charge the unit or replace the batteries.

## Kit Contents

**1 charging case, adapter and cord where all receivers and the transmitter are stored**

**2 quick reference cards**

### For the Speaker:

**1 transmitter**

**1 lapel microphone**

**1 headset microphone**

### For Visitors:

**15 receivers**

**15 single earbuds**

**2 neckloops for T-coil compatible hearing aids**



Download the user manuals at:  
<http://www.listentech.com/support-manuals>

## The Transmitter

You will use the transmitter—the device with the red dial on top. Make sure the dial is set to “talk” for your tour, and “mute” when you do not want to be heard.

Use the microphone sensitivity switch (Hi, Med, Lo) to adjust for soft and loud voices.

Experiment with the correct setting for you.

## Using the Microphone

Use the headset microphone, which provides the most direct and consistent sound. The headset goes around the back of your neck and rests over the tops of your ears. The microphone arm is adjustable. Move the arm so that it is about one inch from your mouth.

If you cannot use the headset microphone, a lapel microphone is also provided. Attach the microphone onto your collar, shirt, or jacket at chest level or higher and avoid friction from your clothing.

## The Receiver

Two neckloops are included with your system. People with T-coil compatible hearing aids can hang the neckloop around their neck and plug it

into the receiver headset jack. This loop delivers the sound to the person’s hearing aid.

Visitors can plug in their own earbuds if they have them.

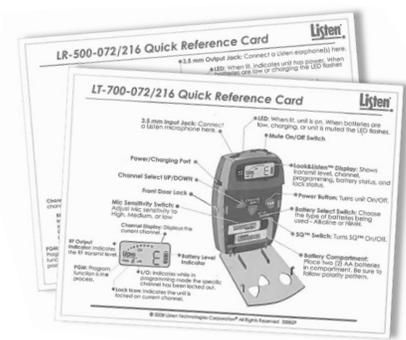
The receiver is equipped with a belt clip for hands-free use, or a lanyard can be attached.

## The Charging Case

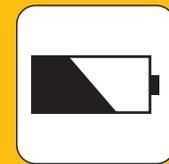
There is no on/off switch. Plug the adapter on the left outer side of the case into a 110V outlet to begin charging. The blinking red light on each unit will turn off when the charge is complete.

Do not close the case when charging the units because generated heat will cloud the LCD display. If the LCD display becomes clouded, remove the unit from the case. After the unit has cooled, the display should return to normal. If not, contact a technical representative at Listen Technologies for repair or replacement. Call 1-800-330-0891 or visit [www.listentech.com](http://www.listentech.com) for technical assistance.

Using the included adapter, you can remove the foam insert from the case to set it in another location.



Refer to the quick reference cards in your kit for help with device operations.



## BATTERY WARNING

The transmitter and receiver operate with two AA batteries. Rechargeable batteries are included. Switch the battery position to “NiMH” if you install rechargeable batteries or “Alkaline” if you install non-rechargeable batteries.

If you use alkaline batteries, do not plug in the charging case. The batteries may explode when the charging case is turned on.

# Using Your Portable System

Proper maintenance will help ensure the units run smoothly during your program.



## Before the Tour

Confirm that all units are charged. Also test the units periodically to ensure good working order.

Identify an appropriate place to start your tour where you can carry the equipment, offer the devices to everyone and store the kit during the tour.

Confirm your microphone, earbuds, and neckloops are fully plugged in and everyone is using the same channel.

Confirm that each device works before you begin.

## After the Tour

Collect all devices and turn them to the "off" position.

Swab earbuds with a sanitary wipe.

Recharge the devices.



## Tips

### Always refer to the person first:

Say "She is hard of hearing."  
or "He has a hearing loss."

Avoid "The hearing impaired visitor."

### During your tour:

Face your audience; speak clearly and at a moderate pace.

Repeat questions before responding.

Do not yell. Raising your voice or yelling does not always help individuals with hearing loss.

Rest the small loop over the top of your ear and set the unit around the back of your neck.

Adjust the microphone so it is in front of your mouth.



### Assistive Listening

Devices Available

T-Coil Compatible



Offering these devices to everyone at the start of your tour is the most effective approach. You also want to advertise their availability. Use this universal symbol to advertise device availability and the accompanying text to describe details, such as T-coil compatibility.



Visitors can place the earbud on either ear.

Hook the earbud over the top and back of your ear with the speaker resting over the front.

For more information:  
Hearing Loss Association of America  
<http://www.hearingloss.org>