

COMFORT DUETT

A quality product from Sweden

User Manual

English



About Comfort Duett

Comfort Duett is a small, easy to use, rechargeable assistive listening device with superior sound. The Comfort Duett amplifies speech and conversations and can also boost sounds from audio equipment like a stationary telephone, TV, radio etc.

The Comfort Duett is stored and recharged when placed in the base unit, which also serves as an interface to other audio equipment.

The combination of sound quality, ease of use and versatility makes the Comfort Duett the ideal tool for a majority of users.

Before you begin - Parts checklist

Make sure your Comfort Duett Communicator Kit includes the following items:

1. Communicator
2. Base unit
3. Headphones rest
4. Headphones (included in kit CD1083)
5. Earphones (included in kit CD1083)
6. Neckloop (included in kit CD1073)
7. Power cord
(Rechargeable battery is installed inside communicator unit)



Introduction - Important safety instructions



CAUTION: When using Assistive Listening Devices, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS and save them for future reference.

Improper use of the Comfort Duett can harm your ears and the device. For maximum enjoyment of your Comfort Duett, please follow these safety instructions:

Set the volume control at a safe and appropriate level. Using batteries not compatible with required battery specifications may cause damage to the Comfort Duett!

The use of headphones or earphones while driving a car or any other vehicle may limit or prevent the perception of surrounding noises and cause accidents.

The use of a non-compatible battery will void the manufacturer's warranty. For more information about

battery and charging see page 4.

Do not hold the head/earphones and Comfort Duett too close to each other since this might cause an unpleasant acoustic feedback.

Comfort Duett will not be automatically turned off when placed in the base unit unless it is plugged into an electrical outlet.

Gently clean all exposed parts only with a soft, damp cloth. Do not use solvents or immerse in liquids.

Duett is not to be used as a substitute to the ear-aid devices and should be used in accordance with the specifications and recommendations provided by your physician.

Adjust maximum volume control to prevent too high amplification. See page 5.

Important safety instructions (continued from page 2)

Do not leave Comfort Duett near heat sources or in places with direct sunlight, moisture, excessive dust etc. It can damage the product.

Avoid touching the microphone with clothing or hands, as this can create excessive noise.

Repairs must be performed by staff authorized by Comfort Audio. Any unauthorized repairs will void the manufacturer's warranty.

Comfort Audio is not liable for damages arising from usage not in accordance with the instructions provided by Comfort Audio.

Comfort Audio shall not be liable for performance

problems and/or damages caused in any way by customer's modification of any part of the products.

Read and understand all instructions.

Follow all warnings and instructions.

Do not locate this product where people or pets can abuse the cord. Abusing the cord could be dangerous.

Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

Basic functions

- 1) Mode selector (OFF, MIC/TV or T-mode)
- 2) LEDs indicating MIC (microphone) or T (loop) mode
- 3) Volume control
- 4) Pocket clip
- 5) Battery cover
- 6) Maximum volume control
- 7) Bass reduction control
- 8) Green LED indicating charge mode
- 9) Power supply connector
- 10) Connector for TV/telephone cable kit and microphone
- 11) Headphones holder
- 12) Headphones rest
- 13) Connector for headphones / earphones / neck loop
- 14) Headphones/earphones
- 15) Rechargeable battery
- 16) Connector for an external microphone
- 17) Base unit
- 18) Power supply cord
- 19) Location of internal microphone
- 20) Neckloop



The numbers above will be referenced in the User Manual and are then within brackets.

Charging and replacing the battery

NOTE: A battery must be installed and charged for Comfort Duett to operate. Your Comfort Duett comes factory installed with a charged battery.

Charging battery

A rechargeable NiMH battery is included and installed in the Comfort Duett. The battery is charged whenever Comfort Duett is placed in the base unit. A green LED on the base indicates when the Comfort Duett is properly charging.

The Comfort Duett automatically shuts off when placed in the base unit, unless it is connected to an external source like TV or telephone and in use.

Low battery

The green LED is lit when Comfort Duett is used in MIC mode and the orange LED is lit in T mode. When the battery level is low the LED indicating the current mode starts to flash.

Charge time

Typical charge time for the battery is about 1 hour per 1 hour of usage or about 14 hours from empty. A fully charged battery lasts 15-20 hours depending on volume output. It is normal for the Comfort Duett to warm up while charging. Battery lifetime is about 3-5 years with normal usage.

Replacing the battery

Slide the battery cover to the side and remove the old battery. Place the new battery in the same position as the old. Please notice how the positive and negative ends of the battery should be positioned.

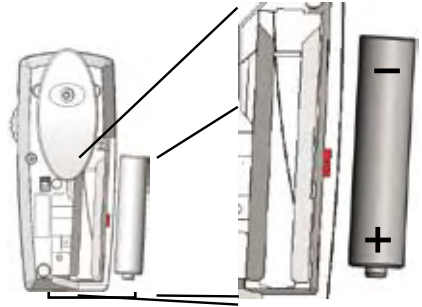
Required battery specification

Note that a replacement rechargeable battery *must be* a NIMH with a charge rate of at least 85 mA.

Standard non-rechargeable alkaline batteries *can* be used in Comfort Duett as an exception. However, this is *not* recommended as the alkaline battery may leak corrosive electrolyte or explode if placed in the base charger unit.



NOTE: Never place Comfort Duett in the base unit unless using a NiMH rechargeable battery with a charge rate of at least 85 mA.



The battery should be positioned with the positive end towards the bottom of Comfort Duett.

Setting up the Comfort Duett

The base unit can be placed on any horizontal surface or mounted on a wall.

Make sure when placing on a horizontal surface that it is smooth, solid and level.

When mounting on a wall

Use only screws suitable for the wall material. Make sure that the head of the screws fits in the slot at the back of the charger unit.

Use the drill pattern (back cover) for appropriate spacing. The screws should be positioned at a distance of 42 mm (1 21/32"). Use of excessive force when placing the base unit on the screws might cause damage.

The headphones can be placed on the transparent hook that comes with Comfort Duett. Place the hook in the space on the charger unit in the direction seen in the picture.



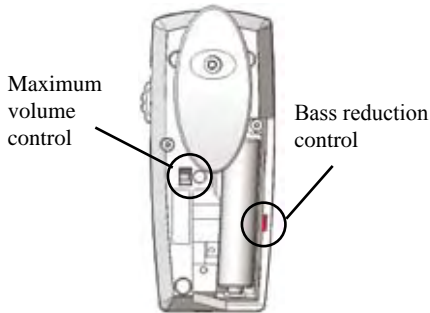
Setting maximum volume control and bass reduction



Note: Setting and adjusting hearing instruments is best performed by your hearing care professional. This is especially true when your Comfort Duett is used with Hearing Aids.

Maximum volume control

Comfort Duett is equipped with a control that limits the amplification level. Too high amplification level increases the risk of an unpleasant acoustic feedback, plus damage to the ear drum. The maximum volume control is placed on the back of Comfort Duett, as seen in the picture. The control is adjusted with a 2 mm screwdriver. The level used, 1-9, is shown in the small, square display window. Level 1 is the lowest amplification level with level 9 is the highest, giving an amplification boost of 60 dB. The factory default level is pre-set to level 2.



Using a neck loop

Appropriate maximum amplification level when using a neck loop is 1-6. If a max level 6 is too weak, adjust the T-level on the hearing aid.

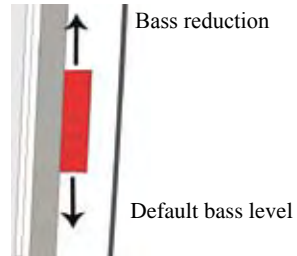
Warning: Do not adjust the maximum volume control to a higher level than needed when the volume control is in its maximum level!

If the maximum volume control is incorrectly adjusted the maximum volume might be harmful!

Bass control

The bass level can be adjusted with the bass reduction control. The control is the red switch found when you remove the battery cover. If you prefer less bass, the small red switch should be moved towards the top of Comfort Duett (with a pen, paper clip or small screw-driver).

This adjustment also adjusts the sound from external sources connected to Comfort Duett.



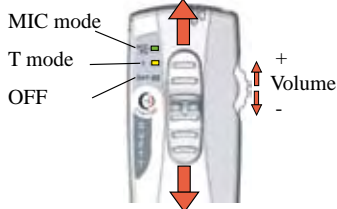
Operating instructions

Using the Communicator in MIC mode

Place the head/earphones in a comfortable position and connect them to the Comfort Duett (13). Make sure that the volume control (3) is in the lowest position, 0. If the maximum volume control is incorrectly adjusted the maximum volume might be harmful! Also make sure not holding the head/earphones and Comfort Duett too close to each other since this might cause an unpleasant acoustic feedback. Slide the mode selector (1) to the top position. A steady green LED indicates that the battery is charged. If the LED is flashing, Comfort Duett needs to be recharged. A dark LED indicates that the battery is empty or incorrectly installed. See page 4 for battery installation.

Using the T (loop) mode

Using the T (loop) mode in Comfort Duett makes it possible to pick up signals from an inductive loop. When an inductive loop is installed in a public premise the sign below is usually displayed.



Place the head/earphones in a comfortable position and connect them to the Comfort Duett (13). Make sure that the volume control (3) is in the lowest position, 0. Also make sure not holding the head/earphones and Comfort Duett too close to each other since this might cause an unpleasant acoustic feedback.

Adjust the volume to a comfortable level. You receive maximum performance when Comfort Duett is in a vertical position.

Shutting OFF the Comfort Duett

Comfort Duett is turned off by sliding the mode selector (1) to the bottom, OFF, position. None of the LEDs should be lit.



Note: The volume control is ONLY used for adjusting the volume, NOT for turning the unit off.

The Comfort Duett automatically shuts off when placed in the base unit, unless it is connected to an external source like TV or telephone and in use. The Comfort Duett is always charging when placed in the base unit and the base is connected to a wall outlet, as indicated by the green LED on the base unit.

Troubleshooting tips

The Comfort Duett is manufactured for an easy operation. Should you however encounter any problems, please try these tips.

Comfort Duett does not work in MIC-mode.

- Make sure that the mode selector (1) is in the top position and the green LED has a steady light, see further above.
- Make sure that the head/earphones are securely plugged into the Comfort Duett.
- Make sure that the volume is correctly adjusted.
- Make sure that the maximum volume control (6) is correctly adjusted, see page 5.

Comfort Duett does not work in T mode.

- Make sure that the mode selector (1) is in the middle position and the orange LED has a steady light, see above.

- Make sure that the head/earphones are securely plugged into Comfort Duett.
- Make sure that the volume is correctly adjusted.
- Make sure that the maximum volume control (6) is correctly adjusted, see page 5.
- Make sure that the induction loop is working properly.

Comfort Duett does not charge.

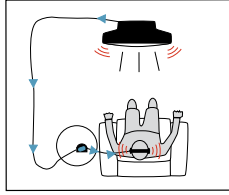
- Make sure that the power supply cord is plugged in correctly into a working wall socket and into the base unit.
- Make sure that Comfort Duett is placed correctly in the base unit and the LED on the base unit has a steady green light.
- Make sure that the battery is correctly placed in Comfort Duett and according to required battery specifications. See page 4.

Accessories

There are several accessories available for Comfort Duett. Some of them are presented below.



Telephone kit



Television kit

The accessory kits make it possible to amplify the sounds from audio equipments like TV, stereos and stationary telephones. The kits attach to the base unit; just drop your Comfort Duett into the base unit to listen.

Television kit

Includes a 30 feet cable with 3 different plugs.

Telephone kit

Makes it possible to connect most stationary phones to Comfort Duett.

Neck-loop including extension flex

Enables listening to Comfort Duett with your hearing aid in T mode.

Bag

Handy vinyl bag to protect your Comfort Duett.

Limited Warranty

Comfort Audio Inc. provides a comprehensive warranty for two years from the date of purchase. This covers all manufacturing faults. Headphones, earbuds and cables are warranted under normal use for thirty days from date of purchase. Faults caused by careless use or opening the Comfort Duett are not covered by the warranty.

For further information, please check the enclosed warranty card.

Troubleshooting tips

Weight, communicator unit:
1.72 oz. including battery

Size, communicator unit:
3.38 x 1.50 x 1.13 inches

Operating time: Up to 20 hours, depending on volume level

Battery: 1 rechargeable NiMH.
Min. charge rate 85 mA

Charge time: 1 hour charge = 1 hour use;
14 hours from empty to fully charged

Battery life: 15 - 20 hours depending on volume level

Microphone: Built-in, omni directional.
Socket to add optional external microphone.

Volume control: Infinitely variable volume control.
Maximum volume control setting.

Status indication:

On Communicator unit:

Green LED in MIC mode, orange LED in T (loop) mode.

Indentation markings below the mode selector reinforce the status indication.

On the base unit: Green LED when charging or in use as television/telephone amplifier.

Max. amplification: 60 dB, with max volume and bass reduction controls.

Max. sound pressure level: 133 dB

Audio bandwidth: 275 Hz - 9000 Hz

Bandwidth, with bass reduction:
600 Hz - 9000 Hz

The weights, dimensions, capacities, performance ratings and other data in Comfort Audio's brochures, prospectus, circulars, advertisements, price lists and instructions sheets are mentioned only as general information. They are only approximate and shall not bind Comfort Audio.

