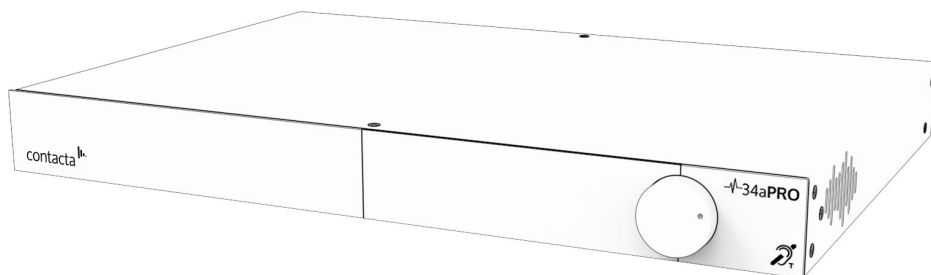


# contacta<sup>h</sup>

——series**PRO**

## V22a / V34 / V34a

### Hearing Loop Drivers



## Installation & User Guide

April 2025

# Contents

Product Overview	3
Components	4-5
Suitable Cable Lengths	6-9
Driver Area Coverage	10-11
Connections	12-13
Using the System	14-16
Inputs Menu	17-18
Guided Loop Setup	19-24
Manual Loop Setup	25-29
Diagnostics	30-31
Service	32
Save/Load Settings to USB Flash Drive	33
System Updates	34-36
Remote Setup and Adjustment	37
Contacta Dashboard	39-50
Troubleshooting	51
Notification Guide	52
Error Messages	53-67
Technical Specification	68-70
Standards	71

# Product Overview

Our highly efficient and slimline V Series PRO range of hearing loop drivers (V22a, V34, and V34a) are suitable for medium to large facilities and venues.

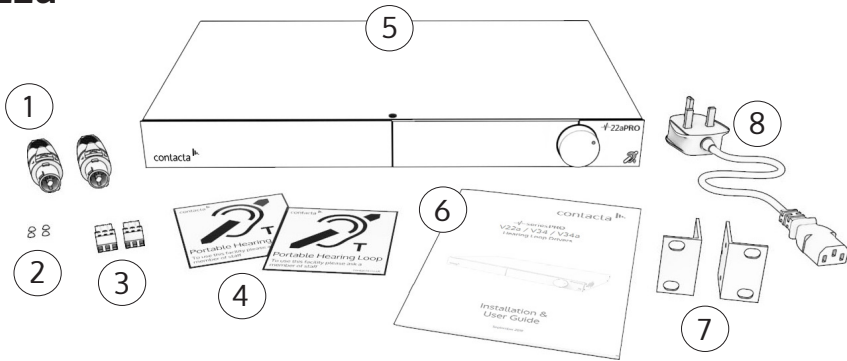
The V34 is a high current hearing loop driver which powers hearing loops utilising a single output. The V22a and V34a are dual output, high current hearing loop drivers with integral phase shifters for phased array configurations. These drivers have a Class-D amplifier output stage and an audio subsystem built around advanced digital systems including an ARM Cortex processor and dual DSPs.

Combined with a powerful CPU to ensure peak performance, the V Series PRO range provides self-monitoring and email alerts, remote setup over local area networks, guided hearing loop setup to make installation simple, and excellent speech and music reproduction.

**Note:** For large area hearing loop installation instructions, consult Contacta's Large Area Hearing Loop Installation Guide.

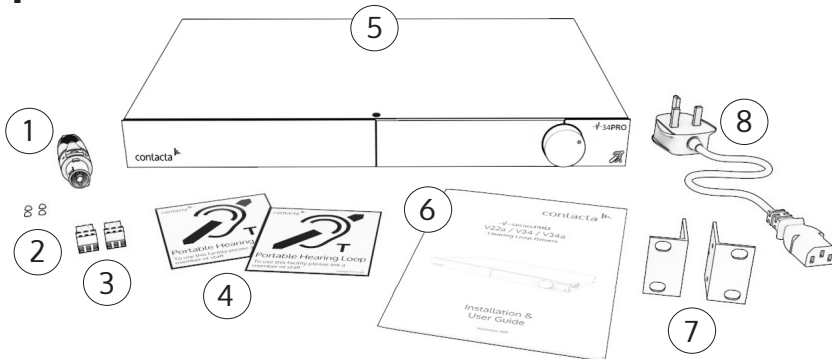
# Components

## V22a



- |                                 |                              |
|---------------------------------|------------------------------|
| 1. NL4 Connector x2             | 5. V22a Hearing Loop Driver  |
| 2. Rubber Feet x4               | 6. Installation & User Guide |
| 3. 3.5mm Euroblock Connector x2 | 7. Mounting Brackets         |
| 4. Signage                      | 8. IEC Power Lead*           |

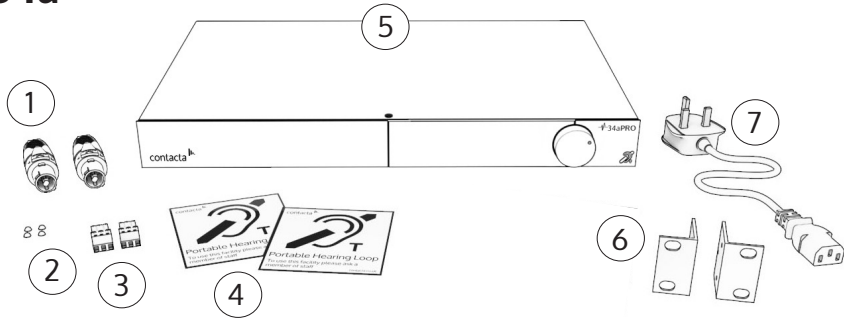
## V34



- |                                 |                              |
|---------------------------------|------------------------------|
| 1. NL4 Connector                | 5. V34 Hearing Loop Driver   |
| 2. Rubber Feet x4               | 6. Installation & User Guide |
| 3. 3.5mm Euroblock Connector x2 | 7. Mounting Brackets         |
| 4. Signage                      | 8. IEC Power Lead*           |

\*Plug type varies by country.

## V34a



- |                                 |                             |
|---------------------------------|-----------------------------|
| 1. NL4 Connector x2             | 5. V34a Hearing Loop Driver |
| 2. Rubber Feet x4               | 6. Mounting Brackets        |
| 3. 3.5mm Euroblock Connector x2 | 7. IEC Power Lead*          |
| 4. Signage                      |                             |

\*Plug type varies by country.

**Cable & Equipment:** A length of loop cable determined by the loop design is also required. Hearing loop drivers also require additional equipment for audio feeds, such as a microphone or sound system.

# Suitable Cable Lengths

The tables in this section show the approximate maximum cable lengths for differing maximum required currents.

Loop impedance (at 1.6kHz) should be less than the voltage capability of the driver (**V22a**: 22Vrms, **V34**: 34Vrms, **V34a**: 34Vrms) divided by the required current. This achieves 400mA/m field strength at 1kHz.

Note: Minimum Loop Resistance (DCR) should exceed 0.5Ω.

## V22a Single-Turn Hearing Loop (Metric)

Current	1A	2A	3A	4A	5A	6A	7A	8A
Impedance	21.3Ω	10.7Ω	7.1Ω	5.3Ω	4.3Ω	3.6Ω	3.0Ω	2.7Ω

Cable Type			Cable Length							
Maximum Cable Length	Round Cable (AWG)	1mm	782m	391m	261m	195m	156m	130m	112m	98m
		1.5mm	917m	458m	306m	229m	183m	153m	131m	115m
		2.5mm	1031m	515m	344m	258m	206m	172m	147m	129m
	Flat Cable (Width)	10mm	580m	290m	193m	145m	116m	97m	83m	73m
		12.5mm	1097m	548m	366m	274m	219m	183m	157m	137m
		25mm	1452m	726m	484m	363m	290m	242m	207m	182m

## V22a Single-Turn Hearing Loop (Imperial)

Current	1A	2A	3A	4A	5A	6A	7A	8A
Impedance	36.0Ω	18.0Ω	12.0Ω	9.0Ω	7.2Ω	6.0Ω	5.1Ω	4.5Ω

Cable Type			Cable Length							
Maximum Cable Length	Round Cable (AWG)	18AWG	2346ft	1173ft	782ft	587ft	469ft	391ft	335ft	293ft
		14AWG	3132ft	1566ft	1044ft	783ft	626ft	522ft	447ft	392ft
	Flat Cable (Width)	18AWG (equivalent)	2639ft	1320ft	880ft	660ft	528ft	440ft	377ft	330ft
		14AWG (equivalent)	4171ft	2085ft	1390ft	1043ft	834ft	695ft	596ft	521ft

## V22a Double-Turn Hearing Loop (Metric)

Current	1A	2A	3A	4A	5A	6A	7A	8A
Impedance	21.3Ω	10.7Ω	7.1Ω	5.3Ω	4.3Ω	3.6Ω	3.0Ω	2.7Ω

Cable Type			Cable Length							
Max Cable Length	Round Cable (AWG)	1mm	568m	284m	189m	142m	114m	95m	81m	71m
		1.5mm	614m	307m	205m	154m	123m	102m	88m	77m
		2.5mm	645m	323m	215m	161m	129m	108m	92m	81m
	Flat Cable (Width)	10mm	508m	254m	169m	127m	102m	85m	73m	63m
		12.5mm	785m	392m	262m	196m	157m	131m	112m	98m
		25mm	929m	465m	310m	232m	186m	155m	133m	116m

## V22a Double-Turn Hearing Loop (Imperial)

Current	1A	2A	3A	4A	5A	6A	7A	8A
Impedance	36.0Ω	18.0Ω	12.0Ω	9.0Ω	7.2Ω	6.0Ω	5.1Ω	4.5Ω

Cable Type			Cable Length							
Maximum Cable Length	Round Cable (AWG)	18AWG	2649ft	1324ft	883ft	662ft	530ft	441ft	378ft	331ft
		14AWG	3027ft	1514ft	1009ft	757ft	605ft	505ft	432ft	378ft
	Flat Cable (Width)	18AWG (equivalent)	3203ft	1601ft	1068ft	801ft	641ft	534ft	458ft	400ft
		14AWG (equivalent)	4202ft	2101ft	1401ft	1050ft	840ft	700ft	600ft	525ft

V34 / V34a Single-Turn Hearing Loop (Metric)

Current	1A	2A	3A	4A	5A	6A	7A	8A	9A	10A	11A	12A
Impedance	21.30Ω	10.65Ω	7.10Ω	5.33Ω	4.26Ω	3.55Ω	3.04Ω	2.66Ω	3.57Ω	3.21Ω	2.92Ω	2.68Ω

Cable Type			Cable Length											
Max Cable Length	Round Cable (AWG)	1mm	1146.1m	573.0m	382.0m	286.5m	229.2m	191.0m	163.7m	143.3m	127.3m	114.6m	104.2m	95.5m
		1.5mm	1379.2m	689.6m	459.7m	344.8m	275.8m	229.9m	197.0m	172.4m	153.2m	137.9m	125.4m	114.9m
		2.5mm	1550.7m	775.3m	516.9m	387.7m	310.1m	258.4m	221.5m	193.8m	172.3m	155.1m	141.0m	129.2m
	Flat Cable (Width)	10mm	872.7m	436.3m	290.9m	218.2m	174.5m	145.4m	124.7m	109.1m	97.0m	87.3m	79.3m	72.7m
		12.5mm	1650.4m	825.2m	550.1m	412.6m	330.1m	275.1m	235.8m	206.3m	183.4m	165.0m	150.0m	137.5m
		25mm	2184.9m	1092.4m	728.3m	546.2m	437.0m	364.1m	312.1m	273.1m	242.8m	218.5m	198.6m	182.1m

V34 / V34a Single-Turn Hearing Loop (Imperial)

Current	1A	2A	3A	4A	5A	6A	7A	8A	9A	10A	11A	12A
Impedance	21.30Ω	10.65Ω	7.10Ω	5.33Ω	4.26Ω	3.55Ω	3.04Ω	2.66Ω	3.57Ω	3.21Ω	2.92Ω	2.68Ω

Cable Type			Cable Length											
Max Cable Length	Round Cable (AWG)	18AWG	1105.5ft	552.7ft	368.5ft	276.4ft	221.1ft	184.2ft	157.9ft	138.2ft	122.8ft	110.5ft	100.5ft	92.1ft
		14AWG	1476.0ft	738.0ft	492.0ft	369.0ft	295.2ft	246.0ft	210.9ft	184.5ft	164.0ft	147.6ft	134.2ft	123.0ft
	Flat Cable (Width)	18AWG (equiv.)	1243.6ft	621.8ft	414.5ft	310.9ft	248.7ft	207.3ft	177.7ft	155.4ft	138.2ft	124.4ft	113.1ft	103.6ft
		14AWG (equiv.)	1965.2ft	982.6ft	655.1ft	491.3ft	393.0ft	327.5ft	280.7ft	245.6ft	218.4ft	196.5ft	178.7ft	163.8ft



### V34 / V34a Double-Turn Hearing Loop (Metric)

Current	1A	2A	3A	4A	5A	6A	7A	8A	9A	10A	11A	12A
Impedance	32.1Ω	16.0Ω	10.7Ω	8.0Ω	6.4Ω	5.3Ω	4.6Ω	4.0Ω	3.6Ω	3.2Ω	2.9Ω	2.7Ω

Cable Type			Cable Length											
Max Cable Length	Round Cable (AWG)	1mm	855m	427m	285m	214m	171m	142m	122m	107m	95m	85m	78m	71m
		1.5mm	924m	462m	308m	231m	185m	154m	132m	116m	103m	92m	84m	77m
		2.5mm	971m	485m	324m	243m	194m	162m	139m	121m	108m	97m	88m	81m
	Flat Cable (Width)	10mm	764m	382m	255m	191m	153m	127m	109m	95m	85m	76m	69m	64m
		12.5mm	1181m	590m	394m	295m	236m	197m	169m	148m	131m	118m	107m	98m
		25mm	1398m	699m	466m	350m	280m	233m	200m	175m	155m	140m	127m	117m

### V34 / V34a Double-Turn Hearing Loop (Imperial)

Current	1A	2A	3A	4A	5A	6A	7A	8A	9A	10A	11A	12A
Impedance	36.0Ω	18.0Ω	12.0Ω	9.0Ω	7.2Ω	6.0Ω	5.1Ω	4.5Ω	4.0Ω	3.6Ω	2.9Ω	2.7Ω

Cable Type			Cable Length											
Max Cable Length	Round Cable (AWG)	18AWG	2649ft	1324ft	883ft	662ft	530ft	441ft	378ft	331ft	294ft	265ft	241ft	221ft
		14AWG	3027ft	1514ft	1009ft	757ft	605ft	505ft	432ft	378ft	336ft	303ft	275ft	252ft
	Flat Cable (Width)	18AWG (equiv.)	3203ft	1601ft	1068ft	801ft	641ft	534ft	458ft	400ft	356ft	320ft	291ft	267ft
		14AWG (equiv.)	4202ft	2101ft	1401ft	1050ft	840ft	700ft	600ft	525ft	467ft	420ft	382ft	350ft

# Driver Area Coverage

**Note:** A full site survey of an installation area is recommended for optimal loop design.

## Perimeter Loops

Perimeter loop areas detailed in the table on page 11 are valid only when the following conditions are met:

1. Area is at the maximum current the driver is capable of delivering without voltage clipping at 1.6KHz
2. Loop layout is designed to achieve 0dB in the centre
3. 25mm x 0.1mm flat copper cable
4. Loop is installed in the floor
5. Listening height 1.2m (large perimeter loops may have areas where the actual signal level is higher than required)

## Phased Array Loops

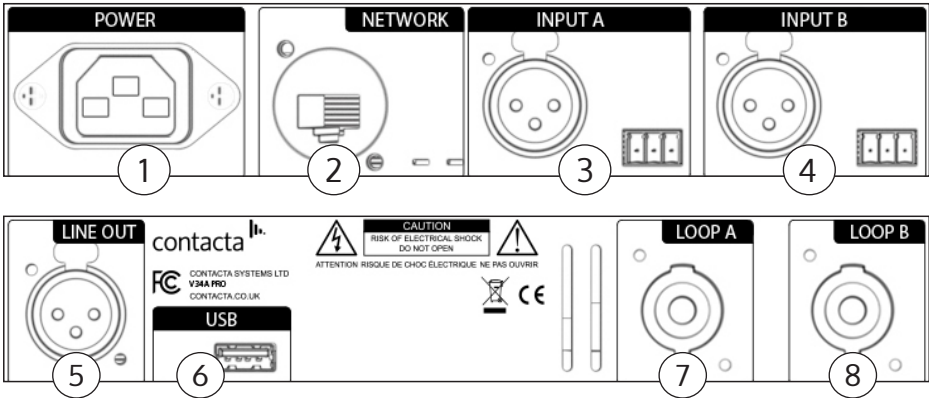
Phased array loop areas detailed in the table on page 11 are valid only when the following conditions are met:

1. Area is at the maximum voltage the driver is capable of delivering without voltage clipping at 1.6KHz
2. Layout of 3m segment widths
3. 25mm X 0.1mm flat copper cable is used
4. Loop is installed in the floor
5. Listening height 1.2m
6. Medium metal loss = 6dB

				Area		
	Voltage	Current		1:1	1:2	1:3
Perimeter loops						
V34 Pro	34.0V	12.0A		702.25m²	882.00m²	1200.00m²
Phased array (no metal loss)						
V22a Pro	22.6V	8.0A		1024.00m²	1104.50m²	1160.33m²
V34a Pro	34.0V	12.0A		1521.00m²	1740.50m²	1680.33m²
Phased array (medium metal loss)						
V22a Pro	22.6V	8.0A		441.00m²	480.50m²	588.00m²
V34a Pro	34.0V	12.0A		676.00m²	840.50m²	867.00m²

# Connections

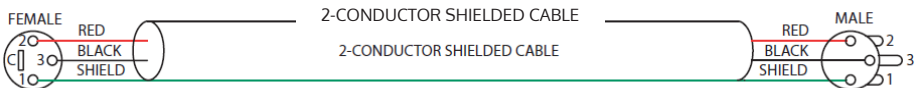
## Rear Panel Connections



- 1. Power Supply Input** - The primary method of isolating the amplifier from the mains supply is to disconnect the mains plug. Ensure that the mains plug remains accessible at all times. Unplug the AC power cord from the AC outlet if the unit will not be used for several months or more. The AC outlet must provide an earthed connection.
- 2. Network Input** - Ethernet port for setup and remote monitoring.
- 3. Input A** - Microphone or line in via 3 Pin Euroblock or XLR.
- 4. Input B** - Microphone or line in via 3 Pin Euroblock or XLR.
- 5. Line Output** - XLR port for connections with multiple drivers.
- 6. USB** - Storage transfer port.
- 7. Loop A Output** - NL4 port for Loop A.
- 8. Loop B Output** - NL4 port for Loop B.

## Connection Examples

### XLR to XLR (line)



### TRS to XLR (line)



# Unbalanced to XLR



# XLR to Euroblock (balanced)



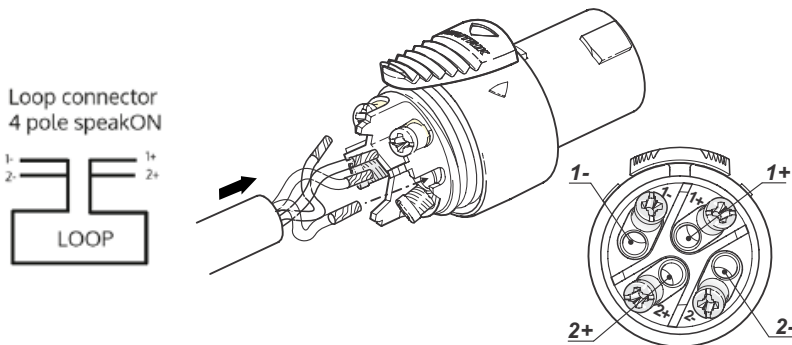
# Unbalanced to Euroblock



# Loop Connections

Connect a twisted pair or quad core loop feeder cables to the supplied NL4 connector (see diagram below). Insert the NL4 Connector into the NL4 Loop Output Connection on the rear of the driver.

## NL4 connector:



CAUTION: Route loop output cables as far away as possible from the driver audio input cables.

# Using the System

## Startup



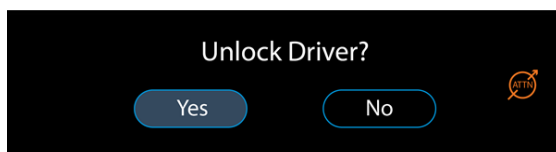
V Series PRO drivers perform a series of tests when powered on. The Contacta logo will appear and driver will therefore take between 40 to 60 seconds to become active.

## Fault Detected

If a fault is detected, the Attention symbol will appear on the top right of the screen (⚠) along with an error message.

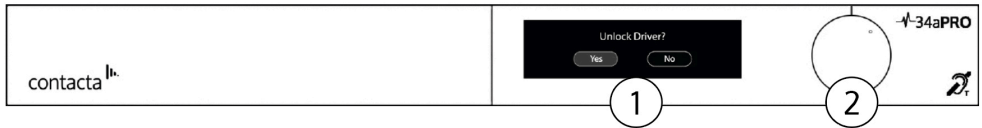
See Error Messages on page 53. If a fault is detected with both loops the startup sequence will be halted. Power should be removed and reapplied to the driver once the fault has been addressed.

## Loop Attenuation



If the 'ATTN' (Loop Attenuation) symbol (⚠) appears on the screen, the driver has detected that due to the characteristics of the loop(s) connected it will be unable to deliver maximum rated current without clipping at 1.6Kz. Maximum current will therefore be attenuated.

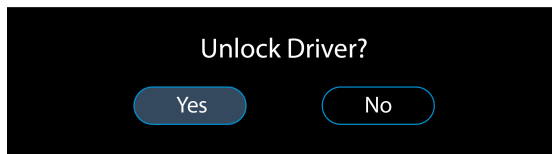
# Front Panel Overview



1. **Display Screen** - Displays menu and adjustment options.
2. **Control Dial** - Used to unlock the driver and make a range of system adjustments. Rotate the dial clockwise or counter-clockwise to make a selection, then press to confirm any adjustments.

**Note:** When using V Series PRO menus, selecting "Return" sends the user to a previously displayed screen. Selecting "Exit" will send them to the main menu.

## Locking/Unlocking the Hearing Loop Driver



### Unlock the Driver

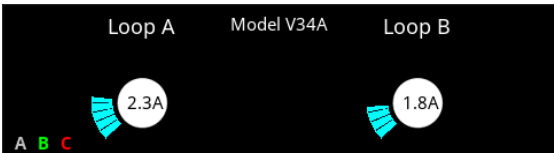
1. To unlock the hearing loop driver, press the control dial, and when prompted "Unlock driver?" click "Yes."
2. Enter the passcode **2239**:
  - a. Rotate the control clockwise to select the first required digit.
  - b. Press the control dial in to select the digit.
  - c. Repeat steps (a) and (b) until all the digits have been selected.

**Note:** Entering the wrong code returns the hearing loop driver to the lock screen.

When the control dial is not used for half an hour, the hearing loop driver will automatically lock.

# Signal Activity Indicators

When the driver is locked, the “ABC” indicators on the bottom left of the screen display signal activity on the driver inputs.



Each letter are shown in **green, yellow, or red**, corresponding to **low, good, or high** signal levels respectively.

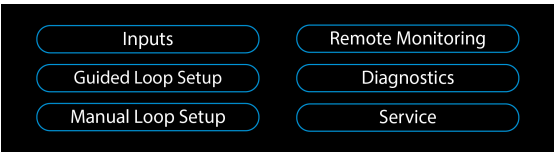
The “A” and “B” indicators show the levels of the A and B inputs. This is the level after the corresponding input gain control, but before the AGC. If the AGC is not enabled, it is important that A or B are indicating acceptable levels. If the AGC is enabled, this is less important as the AGC will compensate for a wide range of levels.

The “C” indicator shows the signal level within the signal chain after the AGC, if enabled, has been applied. It is normal to see activity here, at least on program peaks.

If the driver appears to stop working, and no changes have been made, the ABC indicators will assist the user by showing whether the inputs are active.

## Main Menu

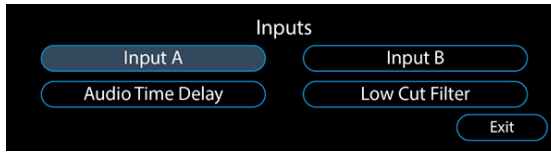
After being unlocked, the hearing loop driver will display the main menu.





# Inputs

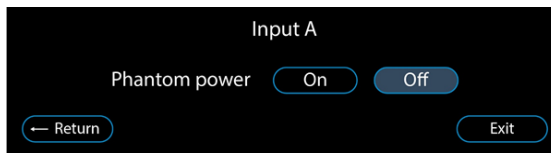
Selecting Inputs from the main menu opens the following screen:



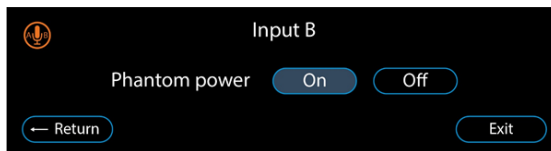
- **Input A** - Adjust connections to Input A.
- **Input B** - Adjust connections to Input B.
- **Audio Time Delay** - Sync audio across large distances to compensate for latency.
- **Low Cut Filter** - Audio filter for when there is low frequency background noise in the surrounding environment of a loop.

## Input A/B

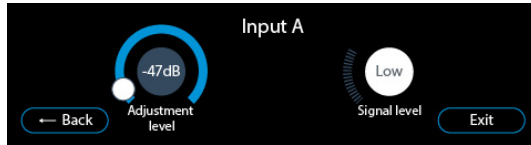
1. Menus for Input A and Input B are functionally identical. Selecting either Input A or Input B opens the following screen:



2. Turning on Phantom Power sends power to a connected microphone via the selected input. When either Input A or Input B has enabled this function, a symbol will appear on the left of the display (see page 51 for Notification Guide).



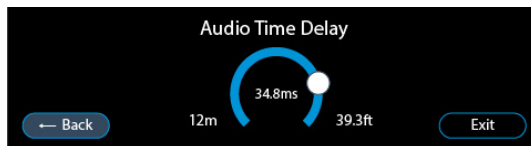
3. After making a selection on the Phantom Power screen, the driver will display the following screen:



- **Adjustment Level** - Displays the input attenuation level (0db to -47dB). Selecting this circle allows attenuation level adjustment.
- **Signal Level** - When optimum Adjustment Level has been achieved, "Good" will display consistently (though peak levels may flash to "Low" or "High"). Consistent display of "Low" or "High" means the level is incorrect and automatic gain control cannot operate.

## Audio Time Delay

Selecting Audio Time Delay from Inputs opens the following screen:

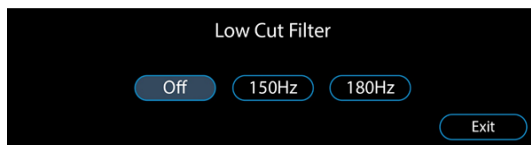


In theatres, stadiums, and other large venues, sound sent from speakers will be impacted by the speed of sound, whereas audio sent through a hearing loop will reach a user instantly. This means the two sounds must be aligned or users will hear a constant echo.

Select the screen's circle to adjust syncing and compensate for latency.

## Low Cut Filter

Selecting Low Cut Filter from Inputs opens the following screen:



This feature removes low frequency sounds from the hearing loop when background noise such as air conditioners might impact users. Select either 150Hz or 180Hz if required and a green 'LCF' (Low Cut Filter) symbol will be displayed on the left.

# Guided Loop Setup

Guided Loop Setup ensures that hearing loops achieve optimum field strength,\* ideal frequency response, and avoid clipping.

Only begin Guided Loop Setup once the connected hearing loop cable has been laid in place and all relevant connections have been made (see page 12).

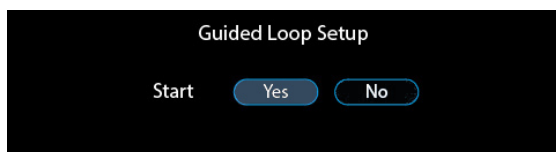
\*This is dependant on correct loop design and metal loss.

## Required for Setup

- FSM - Contacta Field Strength Meter (IL-CONTACTA-FSM)
- Tripod or similar for mounting the FSM is recommended

## Begin the Setup

Begin the Guided Loop Setup by selecting it from the driver's main menu, and when prompted select "Yes" from the following screen:



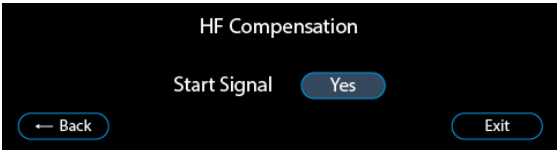
For large area hearing loop cable installation instructions, consult Contacta's Large Area Hearing Loop Installation Guide.

**Note:** The guided loop setup will optimise the loop signal at the point used to take the measurement. Therefore, there may be variations in the signal coverage where no measurements have been taken and fed into the driver.

# Stage 1: High Frequency Compensation

High Frequency Compensation will be suggested by the driver when measurements in this section indicate metal in the surrounding environment impacts the hearing loop's signal quality.

1. Select "Yes" when prompted by the following screen:



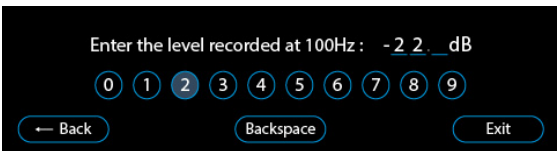
2. The driver will begin outputting a pink noise signal at a low level (1A on peaks) to allow accurate setup. The following screen will be displayed, with a symbol on the top right indicating "Signal On":



3. Note the hearing loop's field strength at 100Hz, 1KHz, and 5KHz using the Contacta Field Strength Meter (IL-CONTACTA-FSM) set at the 3rd octave band pass setting.

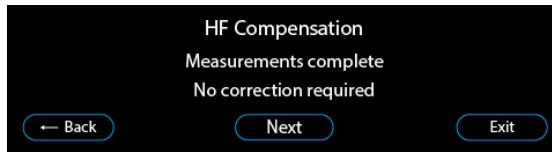
Once this is completed, select "Next" on the display to turn off the signal.

4. Enter the three levels into the hearing loop driver. The "Backspace" button will become a "Next" button when the correct number of digits have been entered for each value:

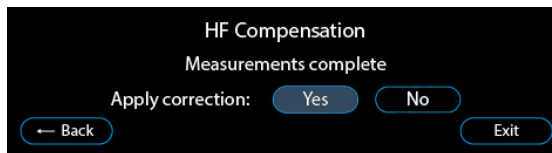


5. When the three levels have been entered, one of following options will be displayed (see next page):

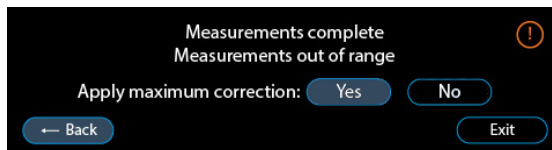
- 5a. If the values at 100Hz and 5KHz are within  $\pm 3\text{dB}$  of the value measured at 1KHz, this section is complete. Select "Next":



- 5b. If the driver has calculated that High Frequency Compensation is required, it will ask whether to apply this correction. Selecting "Yes" is recommended.

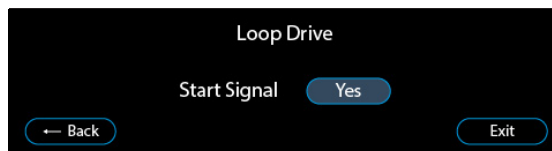


- 5c. If the driver cannot provide ideal High Frequency Compensation, it will ask whether to apply the maximum adjustment available. Selecting "Yes" is recommended.



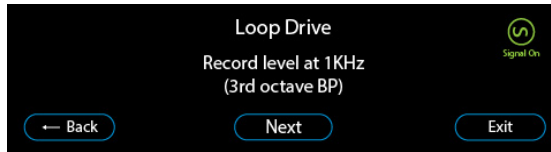
## Stage 2: Loop Drive

1. Select "Yes" when prompted by the following screen:

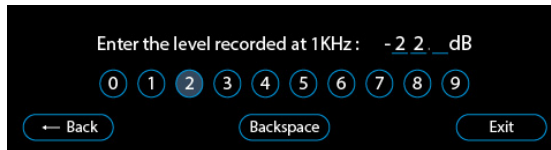


The driver will begin outputting a 1KHz sinewave signal at a low level (2Arms) to allow accurate setup.

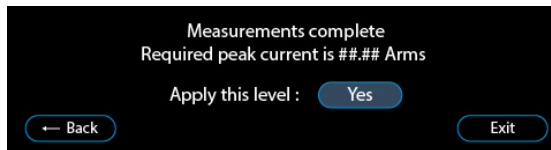
2. The following screen will be displayed, with a symbol on the top right indicating "Signal On":



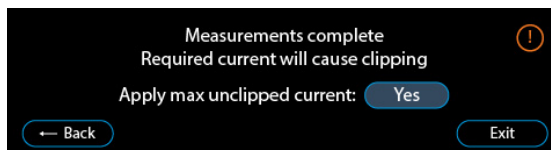
3. Note the hearing loop's field strength at 1KHz using the Contacta Field Strength Meter (IL-CONTACTA-FSM) set at the 3rd octave band pass setting. Once this value has been noted, select "Next" on the display to turn off the signal.



4. Enter the noted level into the hearing loop driver.
5. One of following three options will be displayed:
- 5a. If the driver has calculated the ideal peak current to achieve 0dB, the following screen will appear and this section is complete. Select "Apply this level":

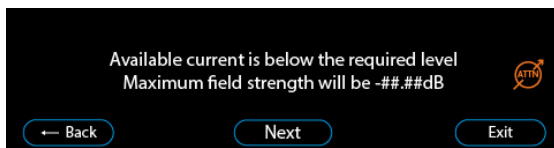


- 5b. If the driver cannot deliver the current required to achieve 0dB it will display the following screen:



Select "Yes" when asked to apply the maximum unclipped current.

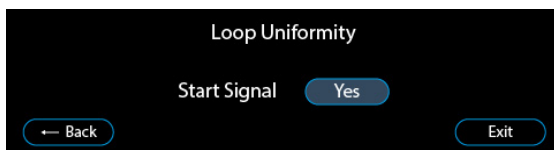
- 5c. If the ideal current is greater than is possible (due to the characteristics of the loop(s) connected being unsuitable to deliver maximum rated current without clipping at 1.6Kz), the maximum current will be attenuated and the maximum value will be displayed:



Select "Next". The driver will make adjustments to achieve the strongest maximum field strength possible.

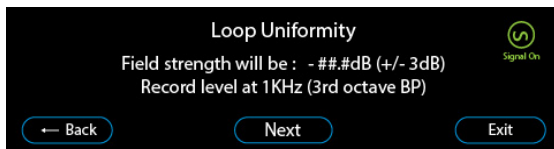
## Stage 3: Loop Uniformity

1. Select "Yes" when prompted by the following screen:



The driver will begin outputting a 1Arms at 1KHz sinewave signal at a level below the calculated current required to hit 0dB field strength.

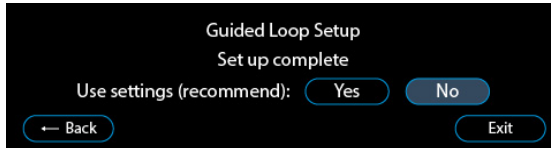
2. The following screen will be displayed, with a symbol on the top right indicating "Signal On":



3. Record field strength at various locations in the hearing loop using the Contacta FSM set 1KHz 3rd octave band pass setting. These details will be required in Compliance Certificate documents. Then, select "Next".

## Stage 4: Completion

1. Select "Yes" when prompted by the following screen to complete the Guided Loop Setup to save settings:



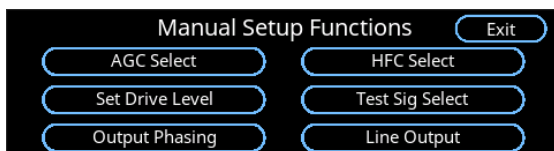


# Manual Loop Setup

**Note:** Most users will obtain the best performance from a V-Pro driver using the Guided Loop Setup. Manual setup mode can render an installation non-compliant with standards if done incorrectly. Enter this menu only if you are competent and qualified to proceed with Manual Loop Setup.

Begin Manual Loop Setup by selecting the option from the driver's main menu.

**Note:** For large area hearing loop cable installation instructions, consult Contacta's Large Area Hearing Loop Installation Guide or design software suites.

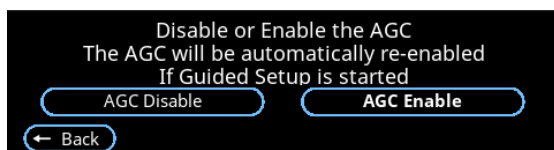


Manual setup allows the selection of the following functions:

- **AGC Select:** Enable or disable the Automatic Gain Control.
- **HFC Select:** Set High Frequency Compensation (metal correction).
- **Set Drive Level:** Set the Output Drive Level.
- **Test Sig Select:** Enable the internal Test Signal Generator.
- **Output Phasing:** Select non-standard output phasing (phased drivers only).
- **Line Output:** Set the level at the line output XLR jack.

## AGC (Automatic Gain Control) Select

This screen allows automatic gain control to be disabled or enabled.



If the AGC is disabled the input gain may need to be adjusted on the Inputs setting screen. This is particularly the case if the input level is low in relation to the input gain and was previously being normalised by AGC.

**Note:** If Guided Setup is subsequently used after Manual Setup, AGC will be automatically re-enabled.

## HFC Select

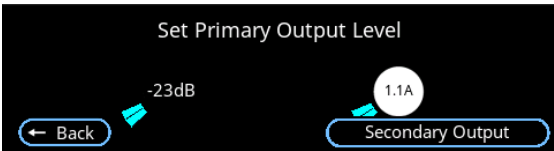
This screen allows high-frequency compensation to be adjusted from 1 (weak) to 7 (strong).



HFC is required when metal in the surrounding environment impacts the hearing loop's signal quality.

## Set Drive Level

This screen allows the current in the primary loop to be adjusted.



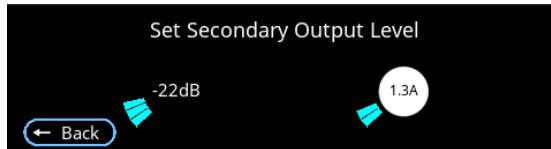
The maximum current will be limited to the specified level for the driver, and no attempt should be made to exceed this. If the driver is a phased unit, it will be possible set the secondary output (bottom right of the screen).

**Note:** Setting the driver to output currents in excess of the specified value will void the warranty.

If the driver is being set up from a remote device, increase the current gradually by clicking at the start of the level setting arc.

## Phased Drivers Only: Secondary Output

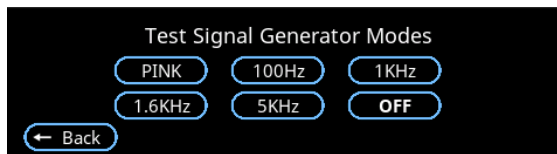
This screen allows the current in the secondary loop in phased drivers to be adjusted.



In phased drivers it is important to set primary and secondary currents to similar values or the advantages of a phased system will be lost.

## Test Sig Select

This screen allows the internal test signal generator to drive output stages.



The internal signal chain is driven at relatively low level, meaning this function is not intended for setting final output levels. However, levels of the signals at different frequencies are well matched, making the function suitable for frequency response testing.

All selections other than "Off" will have the following additional effects on the driver:

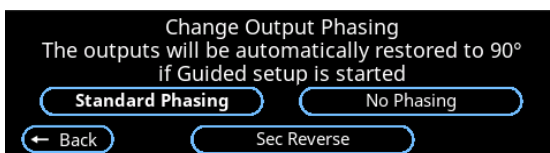
- The internal cooling fans will run up to full speed.
- The normal input signal will be disconnected.
- The loop continuity test signal will be disabled to allow accurate current measurements.

Effects listed above will be cancelled when the TSG mode is set to "Off" or when Manual Setup mode is exited.

The TSG signal will remain on while within the Manual Setup functionality unless manually switched off. This is to allow manual adjustment of HF compensation.

## Output Phasing

This screen determines the phase relationship between the primary and secondary outputs on phased drivers.



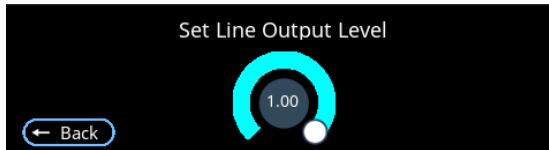
In phased systems it is vital that the output phase relationship remains set to Standard Phasing. The driver will not act as a proper phased device in any other mode.

There are two other phasing options:

- "No Phasing" causes the two outputs to operate in phase with each other. The driver is no longer phased in the manner required to produce uniform field coverage
- "Sec Reverse" inverts the phase of the secondary output. This is the same as reversing the electrical connections to one (but not both) of the driver outputs of an un-phased driver.

# Line Output

This screen sets the output level of the balanced line output XLR jack on the rear of the driver.



**Note:** Line Output Level should usually remain at 1.00 and only be reduced if advised by an educated installer.

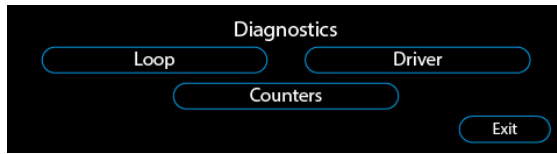
This output is not processed by the AGC to eliminate the possibility of "double AGC-ing" by devices further down the audio chain.

The signal level is the sum of the signal at inputs A and B. This means that the gains of the two inputs must be set to give an adequate output level at the line output connector.

The phase relationship between the Line output and the driver loop outputs is not guaranteed.

# Diagnostics

Selecting Diagnostics from the main menu opens the following screen:



## Loop

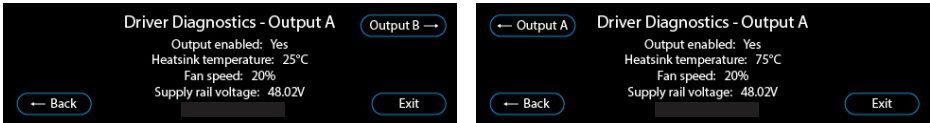
Selecting Loop from the Diagnostics menu opens the following screen:



- Loop inductance and resistance are values measured when the driver powers on.
- Hearing loop impedance at 1.6KHz ( $z@1.6KHz$ ) is calculated from the measured inductance and resistance.
- Maximum current is calculated from the driver voltage divided by the impedance at 1.6KHz.
- If impedance exceeds the limit the maximum current will be attenuated to prevent clipping.

# Driver

Selecting Driver from the Diagnostics menu opens the following screen:



The following data in Driver is for information only:

- **Output enabled (Yes/No)**
- **Heatsink temperature**
- **Fan speed**
- **Supply rail voltage**

# Counters

Selecting Counters from the Diagnostics menu opens the following screen:

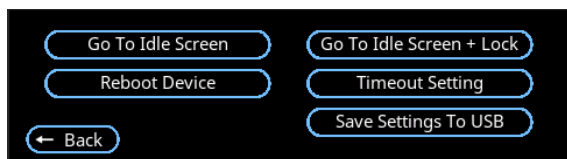


Counters logs the number of times these events have occurred in the lifetime of the driver:

- **Power cycles** - Power has been recycled.
- **Clipping** - Voltage clipping has been detected.
- **Overtemp** - Internal temperature has exceeded limits.
- **Overcurrent** - Output current has exceeded limits.
- **Loop o/c** - Open circuit loop(s) have been detected.

# Service

Selecting Service from the main menu opens the following screen:



- **Go to Idle Screen:** The driver displays an idle screen. An unlock code will not be required to make adjustments/change settings.
- **Go to Idle Screen + Lock:** The driver displays an idle screen. An unlock code will be required to make adjustments/change to settings.
- **Time out setting:** Adjust the time before the driver displays an idle screen from between 0 (no return to idle screen) to 60 minutes. This is adjustable in 1-minute steps.
- **Reboot Device:** Restart the driver. Confirmation (Yes/No) is requested.
- **Save settings to USB:** The driver saves all user settings to a USB flash drive (see page 33).



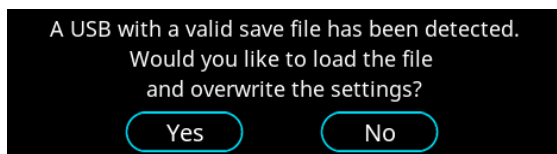
# Save/Load Settings to USB Flash Drive

## Automatic Saving

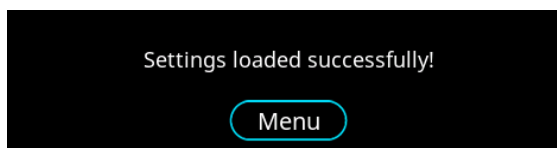
Settings changed in the Guided Setup or Manual Loop Setup are updated once the user completes the setup. Completing the setup will return to the main menu screen where all settings are saved locally.

## USB Flash Drive - Saving and Loading

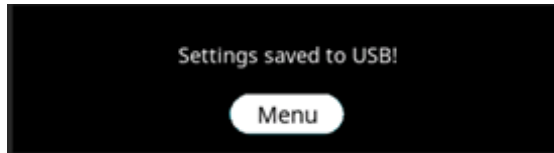
1. If a USB flash drive is connected to the driver, it will scan for a valid save file. The save file name must match the driver's model (V22a, V34, or V34a).
2. If a valid save file is located on the USB flash drive, the driver will ask if these settings should be loaded:



- Selecting "Yes" will load the file and overwrite settings saved on the driver, followed by a confirmation message:

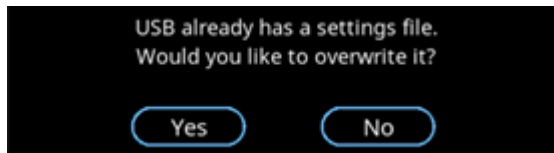


- Selecting "No" will return the driver to the main menu.
3. To save settings to a USB flash drive, select "Save settings to USB" from the service menu. If no previous save file is located on the USB flash drive, the driver will save current settings and display the following message:



Selecting "Menu" will return to main menu.

If a valid save file already exists on the USB flash drive, the following message will be displayed instead:



- Selecting "Yes" will update the settings on the USB flash drive and display a message confirming that all settings have been saved.
- Selecting "No" will return the driver to the main menu.

# System Updates

There are 2 types of system updates:

- **Software updates** (see page 35)
- **Disk image updates** (see page 36)

**Software updates** require the following 4 files to be placed in the root (top-level/default) directory of a USB connected to the driver:

- pn1001-image-imx6ul-var-dart.ubi
- pn1001-image-imx6ul-var-dart.ubi.sig
- update.sh
- update.sh.sig

**Disk image updates** requires the same 4 files as the software update and an 4 additional files (for a total of 8 files):

- SPL-nand
- SPL-nand.sig
- u-boot.img-nand
- u-boot.img-nand.sig

The average update (software or disk image) takes three minutes to both finish installation and restart the system. **Note:** Update related screens do not timeout to idle screens.

## Software Updates - USB

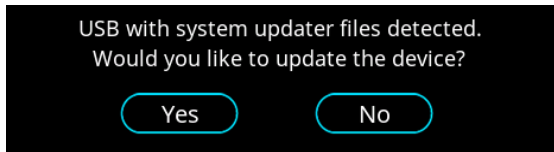
**Note:** The driver software should be updated prior to installation. Drivers already connected to a hearing loop should not be updated as this may cause settings to alter.

Software updates can be run from a connected USB without any risk to the driver. If a USB is removed midway, the device will restart while maintaining the previously installed version of the software.

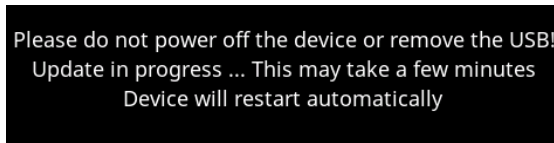
Generic V PRO software updates work for all drivers in the range. When a USB has been connected, relevant updates will be automatically completed for any model (V22a, V34, V34a) in the range.

1. To install a software update, connect a USB device which contains the required files.

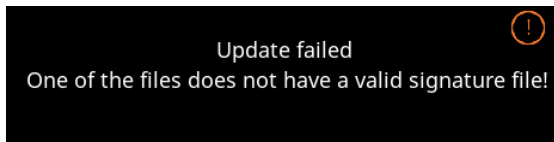
2. Select "Yes" when prompted by the following screen:



- 3a. If the USB's files are valid, the driver will begin install the update before automatically restarting. The following screen will appear:



- 3b. If any of the USB's files are not valid, the driver will display the following screen:



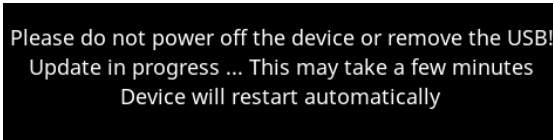
- 3c. If the above error message appears, ensure the USB drive contains only update files – other files on the drive will prevent the update from occurring. We recommend using a formatted USB drive.

## Disk Image Updates - USB

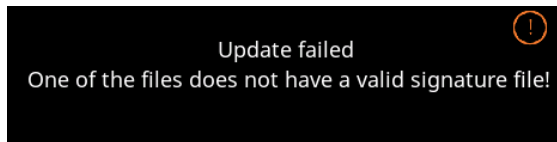
If the driver is low on memory, there will be a warning if a disk image update is attempted as the driver could be damaged if the USB is then removed mid-update. The user will be asked to confirm that they are aware of this risk.

1. To install a disk update, connect a USB device which contains the required files.
2. Select "Yes" when prompted.
3. The driver will scan the USB's files.

- 3a. If all files are valid, the driver will begin install the update and display this screen to the user before automatically restarting. The following screen will be displayed:



- 3b. If the USB's files are not valid, the following screen will display:



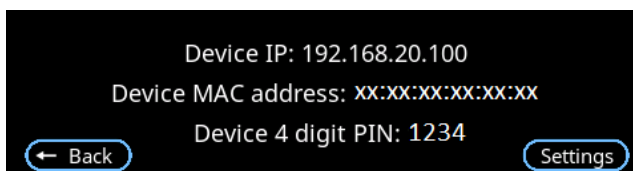
- 3c. If the above error message appears, ensure the USB drive contains only update files – other files on the drive will prevent the update from occurring. We recommend using a formatted USB drive.

## Remote Setup and Adjustment

The driver's user interface (settings screen) is accessed via a Local Area Network (LAN) connection and a browser on a laptop or smartphone. This allows easier adjustment of the driver on site during setup.

### Accessing remote monitoring

1. For browser access the IP address of the driver may be discovered from the Remote Monitoring screen. To access this, select Remote Monitoring from the main menu to open the following screen:



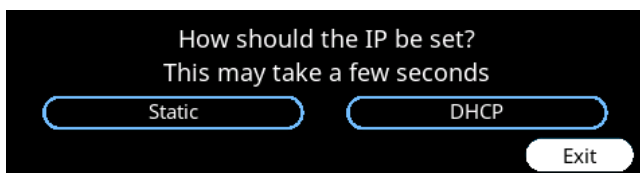
2. The driver's IP address will be displayed. Enter this string of numbers into the browser of your laptop or smartphone to

externally access the driver's display. This screen also shows the MAC address and PIN number which are needed when registering the driver on the cloud dashboard.

3. Press "Connect" when prompted.
4. Enter "root" as the password when prompted.
5. The screen will now mirror the display on the V Pro driver, allowing the user to make adjustments remotely to speed up the loop set up process when the driver is located at distance from the loop.


## Changing network settings

To change network settings, click "Settings" from the "remote monitoring" screen.



Here you can choose the IP address assignment method to be via DHCP or statically set. By default, DHCP is used.

To set an IP address manually, you will need the following information: IP address, Subnet Mask and Gateway. By clicking "Static" the driver will ask for this information. A Static IP address should only be assigned if the network IP address allocation is fully understood.

 **CAUTION:** After adjusting any of the remote monitoring settings, **always** return to the main menu before powering off the device. Failure to do so may result in the catastrophic failure of the driver. This applies when changing the IP address assignment method to DHCP and Static, but not for only viewing the Device IP.

## Changing firewall settings

If a firewall is in use, ensure that port 80 on the firewall is open for outgoing connections from all IP addresses assigned to V PRO drivers on the network. Failure to do so will prevent the drivers from communicating with the Contacta dashboard servers. If you need assistance with opening port 80 or assigning IP addresses, please consult your network administrator or IT department

# Contacta Dashboard

The Contacta Dashboard is a platform that allows users to set up email alerts; these alerts will keep users informed about the status of their driver and inform them if any issues occur.

The Contacta Dashboard also allows users to track the health of their V PRO drivers over the internet. All data is logged into the Contacta Dashboard cloud system which can then be viewed on any device.

Settings of drivers can also be managed remotely; for example, where notification emails are sent to, and the recorded locations of the devices.

## Getting Started

Using the system is a two-part process to get set up:

1. Register the device (once per device).
2. Register an installer account on the dashboard (one-time set up).

The first part is to register drivers on the logging platform. Do this once per device while installing the device on-site. Simply fill out a form which describes the client name, location, and contact details for notifications.

Then, register an account on the Contacta Dashboard platform. This is a one-time process to verify the installer email address and set up an account password.

After that, all new devices registered to that installer email will **automatically be managed in the Contacta Dashboard account.**

# Device Registration

1. Register a device during the on-site device installation process. During the setup of the device, you will be provided with:
  - The mac address of the device
  - A 4-digit access control pin number

2. Visit the Contacta Dashboard platform setup page:

<https://log.contactadashboard.com/login.php>

3. Log in with your mac / validation number:

REGISTRATION

LOGOUT

Please enter MAC and Validation number to continue

INTERFACE MAC ADDRESS

00:00:00:00:00:00

INTERFACE VALIDATION NUMBER

0000

LOGIN / REGISTER

contacta

© Contacta Systems LTD 2020

4. After logging in, complete the following form. Ensure that you are using the same installer email address on all devices that you wish to manage from the same dashboard account.

REGISTRATION

LOGOUT

Device Monitoring Registration

INTERFACE MAC ADDRESS

aa:bb:cc:dd:ee:ff

DRIVER MODEL

Please select

DRIVER SERIAL NUMBER



5. A confirmation email will be sent to all email addresses you listed (installer, plus any customer notification email addresses used).

**Note:** If a wrong email address is used, come back to this form at any time and re-register the device. This will overwrite the previously registered details.

7. Confirm with each recipient that the emails have been received and were not caught in spam filters.

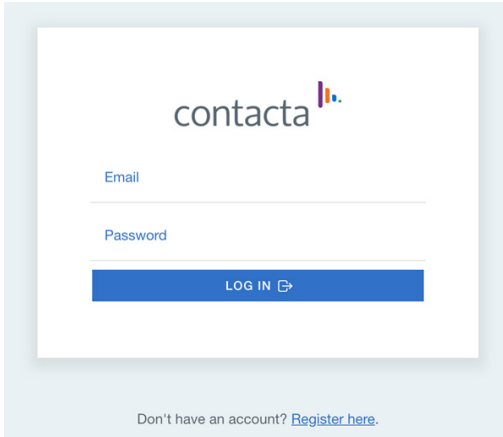
Ask any relevant email management companies to ensure emails from the Contacta address are whitelisted. If you have opted to send notifications to clients, pass this information on to them so that they can whitelist it.

# Account Registration

All registered drivers are managed at:

<https://www.contactadashboard.com/>

1. When accessing the Contacta Dashboard a login page will appear:

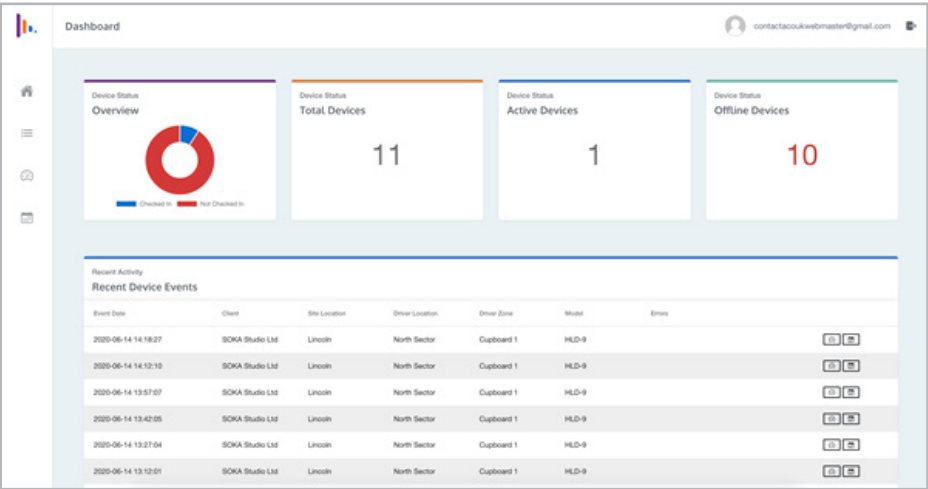
A screenshot of the Contacta login page. The page has a light blue background. In the center is a white rectangular box containing the 'contacta' logo at the top, followed by two input fields labeled 'Email' and 'Password'. Below these fields is a blue button with the text 'LOG IN' and a right-pointing arrow. At the bottom of the white box, there is a link that says 'Don't have an account? Register here.'

2. Click the “**Register here**” link below the login box.
3. Fill the form using the installer email address entered in the previous device registration form (see page 40).
4. Once this form is completed, verify your email address.
5. A verification link will be sent to the installer email address. Click the link to verify ownership of your email system.
6. Log in to the Contacta Dashboard platform.

**Note:** Your account will stay logged in until you log out. This makes it convenient for you to quickly get back into the dashboard and check on a device. To log out, use the button in the top right-hand corner of the dashboard.

# Device Management

The following device summary page appears on the homepage of the Contacta Dashboard:



This page is divided into four sections:

- The navigation menu down the left-hand side.
- Four panels showing the device check in stats.
- A list of recent events generated by your devices.
- The account information in the top right.

The navigation menu lets you access all of the features of the site.

On small screens this may be hidden by default. Tap the menu button to expand it:

 **Dashboard**

The first option is the Device Summary page (the home page):



The second icon displays all **registered devices**:



The third icon allows fast navigation to **device settings** pages:

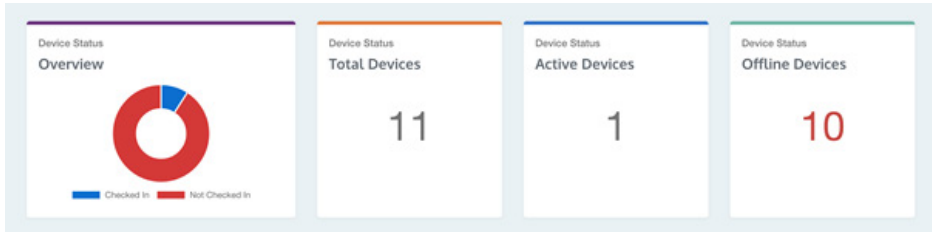


The fourth icon provides detailed **device history**, temperature and health information:



## Device Check-In Stats













At the top of the main page is an overview of all devices registered on the system:



A device is classed as offline if it hasn't logged information into the cloud for more than 1 hour.

If you see red notices in the "Offline Devices" section noting drivers that should be online, any relevant hearing loop drivers must be assessed in person.























## Recent device events

Recent Activity						
Recent Device Events						
Event Date	Client	Site Location	Driver Location	Driver Zone	Model	Errors
2020-06-14 14:18:27	SOKA Studio Ltd	Lincoln	North Sector	Cupboard 1	HLD-9	 
2020-06-14 14:12:10	SOKA Studio Ltd	Lincoln	North Sector	Cupboard 1	HLD-9	 
2020-06-14 13:57:07	SOKA Studio Ltd	Lincoln	North Sector	Cupboard 1	HLD-9	 
2020-06-14 13:42:05	SOKA Studio Ltd	Lincoln	North Sector	Cupboard 1	HLD-9	 
2020-06-14 13:27:04	SOKA Studio Ltd	Lincoln	North Sector	Cupboard 1	HLD-9	 
2020-06-14 13:12:01	SOKA Studio Ltd	Lincoln	North Sector	Cupboard 1	HLD-9	 

Recent device events lists any recent activity of registered drivers.

## Registered devices

The registered devices page lists all devices registered to the current installer email account.

Registered Devices					
Type to filter devices...					
Client	Site Location	Driver Location	Driver Zone	Model	
SOKA Studio	Head Office	Cabinet 9	Rack 5	V-Pro 5	 
SOKA Studio	Head Office	Cabinet 5		V-Pro 20	 
SOKA Studio	Head Office	Cabinet 3		V-Pro 20	 
Draft Excluder Company	North Factory	Reception	Zone 2	V-Pro 20	 
Microsoft	Head Office	Break Room		V-Pro 5	 
SOKA Studio	Head Office	Cabinet 4		V-Pro 20	 
h3 2000				None	 
Railway Station	Kings Cross	Track 4		V-Pro 20	 
SOKA Studio Ltd	Lincoln	North Sector	Cupboard 1	HLD-9	 
Big Airport Co 2	Nottingham West	Runway 14	Flow 2	V-Pro 5	 
SOKA Sofa Ltd	Barnby	Cartoon	Warehouse 9	V22A	 

Filter devices using the filter function in the header of the table.

Within the “type to filter devices...” text box, simply type any identifying characteristic of the device.

For example, based on the screenshot above, typing “soka” would filter to all devices registered to the client “SOKA Studio”; or instead,

filter a certain site by typing something like "head office". Data can also be matched from the driver location, driver zone and model columns.

If the device is currently in a fault or caution error state, then the row will be highlighted in red or amber.

The last column has two shortcut buttons which will navigate you to the pages described in the next section:



- The left icon takes you to the device settings page.
- The right icon takes you to the device history page.

### Device Settings

The device settings page shows the device info in the top panel. These are fixed fields which were specified at the devices registration and do not change.

The second panel contains the device settings. Manage the client and device location details here, plus set up the email addresses that any alerts are sent to.

To add multiple emails into the email notifications field, type an email address followed by a space. To remove an email address click the grey x on the right of each email tag.



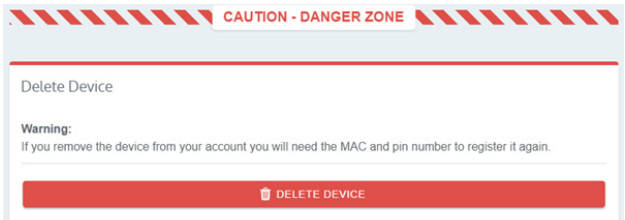
To make changes to this section simply type the new details into the page, then scroll to the bottom of the page, and press the Update Settings button:



**Note:** If you want to completely disable email alerts for a device you can do a combination removing all of the email tags in this screen and then setting the "Send Alerts To" field to "Client".

### Delete Device

To remove a device from your account, access the device settings page. This action cannot be undone. If you delete the device then need to register it again, perform a new registration process as explained on page 42.



Clicking the "DELETE DEVICE" button will display a dialogue box:

Confirm Device Deletion

Are you sure you want to delete this device?

MAC address:	9a:57:a0:6e:dc:34
Company:	Customer
Site Location:	Site Location
Driver Location:	Driver Location
Driver Zone:	Drive Zone

CANCEL DELETE DEVICE

Confirm the deletion by pressing "DELETE DEVICE". The device will then be permanently removed from your account.

# Device History

The device history page shows the entire history of that device.

This includes a panel at the top which shows the information that you have configured inside the device settings page:

Device Information

Client:

BONA Studio Ltd

Model:

HLD-9

Serial Number:

asd

Device Location

Site Location:

Lincoln

Device Location:

North Sector

Device Zone:

Device Settings

EDIT DEVICE

There is also a button to navigate back to the Device Settings page. Just click Edit Device to make changes to that device.

Further down a graph of its temperature if the device has been active in the last 24 hours:



The next part of the page is the Device Health section. If there are any issues with the device such as it heating up past the recommended threshold temperatures, it loosing contact with the loop, or the device resetting, you will see these events in this table:







Device Health		
Event Date	Type	Summary
2020-06-12 09:05:08	TEMP_A_GOOD	Temperature A has returned to the good range. It is now 30.11 °C, previously 90 °C. The caution threshold is 92 °C.
2020-06-12 09:04:41	TEMP_B_FAULT	Temperature B is in the fault range. It is now 73 °C, previously 0 °C. The fault threshold is 70 °C.
2020-06-12 09:04:41	PRN_LOOP_LATCH_FAULT	The primary loop has need to recover automatically from a fatal error. Its count is now 10, previously 0.
2020-06-12 09:04:41	SEC_LOOP_LATCH_FAULT	The secondary loop has need to recover automatically from a fatal error. Its count is now 100, previously 0.
2020-06-12 09:04:40	TEMP_A_FAULT	Temperature A is in the fault range. It is now 90 °C, previously 30.17 °C. The fault threshold is 70 °C.
2020-06-12 09:40:51	SEC_LOOP_LATCH_FAULT	The secondary loop has need to recover automatically from a fatal error. Its count is now 101, previously 0.
2020-06-11 21:30:57	SEC_LOOP_LATCH_FAULT	The secondary loop has need to recover automatically from a fatal error. Its count is now 100, previously 99.



The device health comprises of 3 columns. Event Date is when the device health event was logged. The type is the internal error code that was generated. This is a bit technical so next to it you will also find a Summary column which explains what the issue is and gives some more information about the parameters which triggered it.

The last table on this page is the Activity Log. The device sends a full diagnostic log to the cloud multiple times per hour. Each logged activity entry for devices can be found here.

A selection of the most useful fields have been added as columns along the table.

Activity Logs									
Event Date	Errors	Power Cycle Count	Power (VDC)	OPV (VDC)	Temp (°C)	Loop Open Count	Loop Clip	Loop Output Fault	Details
2020-06-12 16:06:04		12	48.16 / 48.01	24.66 / 24.24	29.92	0	0	0	
2020-06-12 15:51:02		12	48.16 / 48.01	24.56 / 24.02	30.05	0	0	0	
2020-06-12 15:36:00		12	48.23 / 48.08	23.75 / 23.59	29.99	0	0	0	
2020-06-12 15:20:58		12	48.23 / 48.01	24.61 / 24.08	30.05	0	0	0	
2020-06-12 15:05:56		12	48.16 / 48.01	24.02 / 24.56	30.05	0	0	0	
2020-06-12 14:50:54		12	48.16 / 48.01	24.13 / 24.45	29.92	0	0	0	

If a column with two values is separated by a slash, this is a phased device. The left is the primary and the right is the secondary values.

On the right hand side there is a details button:



Because the device logs a large amount of diagnostic data per-event, it would not all fit in on this summary table.

Click this button to see a detailed table of every item which has been submitted:

Power (VDC)	OPV (VDC)
48.16 / 48.01	24.66 / 24.24
48.16 / 48.01	24.56 / 24.02

Scroll this window down to see more entries on the table.

Detailed Event Log

Property	Value
Event Date	2020-06-12 16:06:04
Firmware Version	5.5
IP	169.254.5.160
Gateway	172.16.23.1
Subnet Mask	172.16.23.170/24
DNS	172.16.23.1
RTC Time	20:41:42
Power Cycle Count	12

Use the X in the top right-hand corner to close this dialogue box or simply click outside of the dialogue box.

If one of these activity log events has report device health issues then the row will be highlighted, and the details will be listed in the error column:

2020-06-12 09:20:11		12	48.23 / 48.06	24.72 / 23.75	30.17	0	0	0	
2020-06-12 09:05:08	TEMP_A_GOOD	12	48.08 / 47.93	24.66 / 23.59	30.11	0	0	0	
2020-06-12 09:04:40	PRI_LOOP_LATCH_FAULT, SEC_LOOP_LATCH_FAULT, TEMP_A_FAULT,TEMP_B_FAULT	12	48.23 / 48.06	24.72 / 23.81	90.00 / 75.00	0	0	10 / 102	
2020-06-12 08:50:06		12	48.16 / 48.01	24.34 / 23.75	30.17	0	0	0	
2020-06-12 08:42:51	SEC_LOOP_LATCH_FAULT	12	48.23 / 48.06	24.72 / 23.81	29.99	0	0	0 / 101	
2020-06-12 08:35:04		12	48.23 / 48.01	23.65 / 24.18	30.11	0	0	0	

# Troubleshooting

Symptom	Possible Fault	Action
Driver does not turn on.	1) Mains power is absent. 2) Internal issue.	1) Check mains power. 2) Seek assistance.
Interference (buzzing/whistling/hissing) is heard through induction loop.	1) Poor input signals. 2) Internal issue.	1) Power off the hearing loop driver and confirm that interference isn't from external origin. 2) Disconnect input signals. If sound disappears, check inputs.
Driver is excessively hot to touch.	1) Fan aperture blocked. 2) Fan not spinning.	1) Remove obstruction. 2) Recycle the power. If issue remains get in touch with your supplier or installer..
Sound is distorted.	1) Input level has been turned up too high for signal level at input. 2) Input signal is distorted. 3) Output signal is clipping.	1) Reduce input level setting. 2) Check signal source. 3) Refer to "The Clipping Status Lights are lit" below.
Audio from the hearing loop driver is clipping.	The connected hearing loop cable is too long.	1) Reduce the length of the hearing loop cable. 2) Use a larger diameter cable. 3) Create a two-turn loop. 4) Use a higher voltage driver.

Please contact your distributor (or Contacta if appropriate) if you are experiencing technical difficulties with the product.

# Notification Guide



Attention



Phantom Power Inputs A + B are on



Phantom Power Input A is on



Phantom Power Input B is on



Low Cut Filter is on



Loop is being attenuated



Signal on

Signal On

# Error Messages

## Start Up

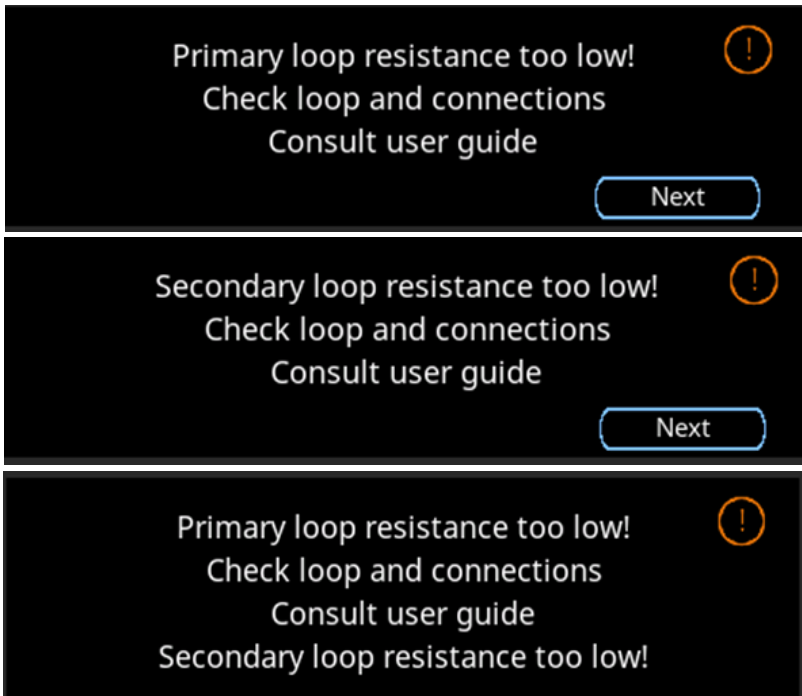
V Series PRO drivers perform a series of tests on the loop (s) that are connected when powered on.

If a fault is detected with the connected loop(s), the Attention symbol will appear on the top right of the screen along with an error message:

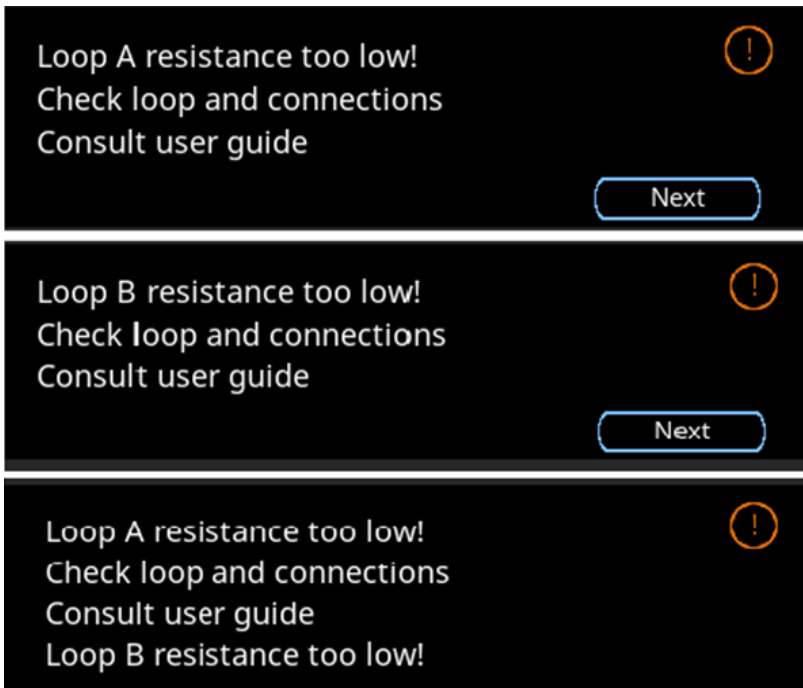


**Attention**

**"Resistance too low" pre-6.21 firmware error messages:**



## "Resistance too low" post-6.21 Firmware error messages:



"Resistance too low!" error messages indicate one of two conditions:

1. The loop resistance is below the minimum threshold of  $0.5\Omega$
2. A short circuit exists somewhere in the connected loop. Power should be removed and reapplied to the driver once the fault has been addressed.

## "Resistance too Low" Troubleshooting

### Step 1: Isolate the Problematic Loop

If either the V22a and V34a is being used and an error message for just one of the connected loops is displayed:

1. Disconnect power from the driver.

2. Swap the loop connections between outputs.
3. If the error message now appears for the other output, the problem is with the loop, not the driver. Fault finding should be directed to this loop with the error indication.

## **Step 2: Inspect the Loop Connection**

1. Disconnect the problematic loop connector.
2. Remove the back shell of NL4 connector.
3. Examine (look) at the connections and ensure there are no strands of wire (assuming a multistrand cable is used) that are connecting either of the plus (1+,2+) connections to any of the minus (1-,2-) connections.

Remove these connections if found and redress the connection between the feed cable and NL4 connection.

4. If the connections within the NL4 connector are found to be functional, the likeliest place a short circuit can occur is where the feeder cable joins the loop wire.

Check for damaged or missing insulation where the feeder cable joins of the cable.

5. If an issue is found, redress the connection between the feed cable and loop cable.

## **Step 3: Check Loop Resistance Values**

**Note:** Appropriate cable size and loop length should be assessed at design stage for suitability.

If no issues are found in the relevant NL4 connector:

1. Measure the resistance of the loop where the feeder joins the loop

cable.

2. If the measured resistance is above  $0.5\Omega$ , move on to Step 4.
3. If the measured resistance is below  $0.5\Omega$ , the loop does not have enough minimum resistance. This can occur if either:
  - a. The cable used is a bigger gauge/diameter (round cable) or width (flat cable) than the design called for. A larger cable has a lower resistance per foot/meter of length compared to a smaller cable.
  - b. The length of the loop is too short. The resistance of a cable (loop) is proportional to the length of the cable (loop), meaning a longer loop has a higher resistance than a shorter one for a given cable gauge/diameter or width.

### **Solutions:**

**Cable Gauge Too Large:** Use a smaller gauge/diameter or width cable. Check the cable current rating compared to the required current.

**Loop Length Too Short:** Install a two-turn loop. This increases the resistance of the cable and reduces the current required from the driver by half (6dB).

**Alternative Driver Solution:** If the loop cannot be modified to meet the  $0.5\Omega$  minimum resistance requirement, a driver specifically designed for low-resistance loops is necessary. The Contacta V15 or V15A models are alternatives for these situations.

## **Step 4: Test with a Known Good Load**

If no faults/short circuits are found with the loops and the resistance of the loop exceeds minimum requirements, the fault may lay with the loop driver.

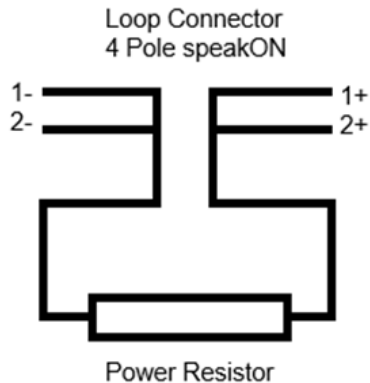
1. For final confirmation of where the fault lies, connect a confirmed



good load to the output displaying the error message.

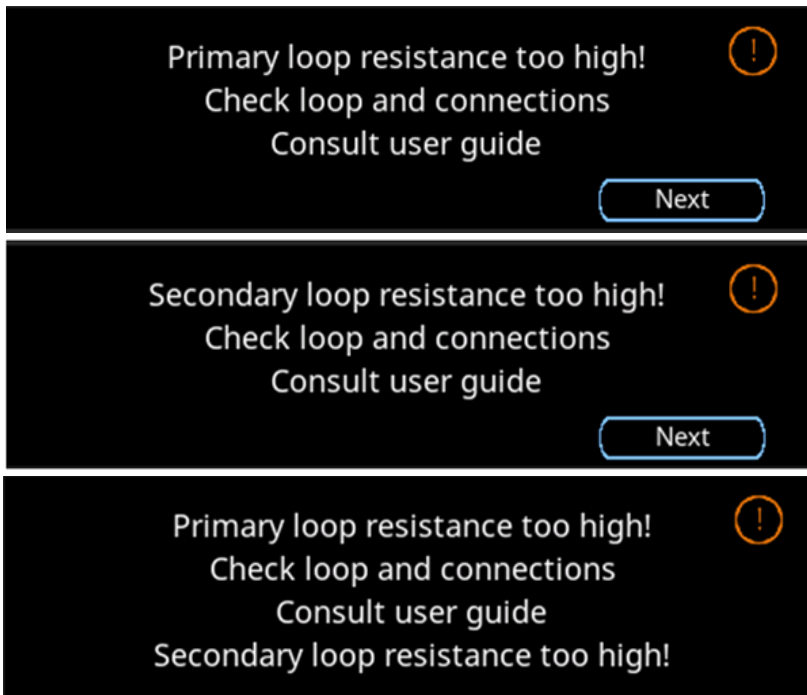
A suitable load can be constructed:

- Resistance value:  $1\Omega$  to  $2.2\Omega$
- Power rating: Minimum 15 watts
- Connected as shown in the below image:

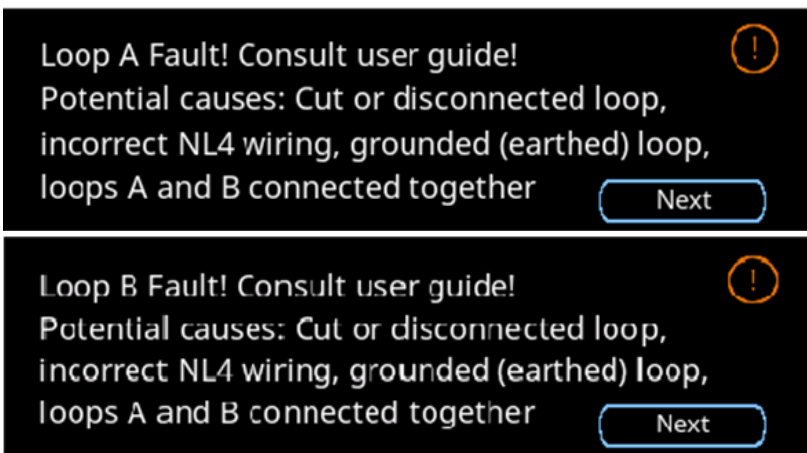


2. Apply power to the driver.
3. If the driver successfully powers on and no error message is displayed, the loop likely has an issue requiring further investigation. Troubleshoot again.
4. If the driver displays the same error message at start up with the known good load connected, the fault is likely to be with the driver.
5. For driver-related issues, it is recommended to get in touch with your supplier or installer for support.

## "Resistance too high" pre-6.21 Firmware error messages:



## "Resistance too high" post-6.21 Firmware error messages:



**Loops A and B Fault! Consult user guide!**  
**Potential causes: Cut or disconnected loop,**  
**incorrect NL4 wiring, grounded (earthed) loops,**  
**loops A and B connected together**



"Resistance too high" error messages mean that the driver has measured the loop resistance is above the threshold for usable current.

This can be caused by one of the following loop issues:

1. A break in the loop circuit.
2. The loop is connected to earth.
3. The loop is too long.

The resistance of a cable (loop) is proportional to the length of the cable (loop), meaning a longer loop has a higher resistance than a shorter one for a given cable gauge/diameter or width.

4. The loop cable is too small.

A gauge/diameter, resistance of a cable (loop) is inversely proportional to the diameter of the cable (loop). This means a bigger gauge/diameter a cable has the lower the resistance and the smaller the gauge/diameter the higher the resistance for a given length of cable.

## **"Resistance too High" Troubleshooting**

### **Step 1: Isolate the Problematic Loop**

If either the V22a and V34a is being used and an error message for just one of the connected loops is displayed:

1. Disconnect power from the driver.

2. Swap the loop connections between outputs.
3. If the error message now appears for the other output, the problem is with the loop, not the driver. Reset the mains power. If the error message reappears, proceed to Step 2.
4. If the error did not move with the swap and the same output still shows the message, there is a chance of an internal driver problem [note: unlikely]. Therefore, proceed to Step 5.

## **Step 2: Inspect the Loop Connection**

1. Disconnect the problematic loop connector.
2. Remove the back shell of NL4 connector.
3. Examine (look) at the connections and ensure that the connections are all sound.
  - If connections are incorrect, correct them and repower the driver.
  - If connections are correct, continue below.
4. Use a multi-meter to measure the resistance of the loop.
5. Measure the resistance at the NL4 connector, specifically between the paired conductors used: either 1+ - 1- **or** 2+ - 2-.
6. Ensure that the resistance readings are less than 15Ω.
7. If the loop resistance falls within the specified values (typically less than half these values), the issue could stem from the loop being inadvertently connected to mains or building ground (earth).

However, if the loop resistance exceeds 15Ω but isn't an open circuit, consider the following:

- a. The loop, including the feeder cable, surpasses the maximum allowable resistance due to excessive length, inadequate gauge size, or a combination of both. Investigate the underlying cause(s) for this.
- b. If the reading indicates an open circuit, it's likely that there's a physical break in the loop or feeder cable. Investigate and identify the cause of this.

### **Step 3: Test for Loop-to-Loop Isolation**

1. With the mains power disconnected, detach the loop connector.
2. Set the multi-meter to Megaohms ( $M\Omega$ ) and measure the resistance of the loop connections and a suitable ground/earth connection. This can include the chassis of an earthed electrical equipment, exposed metal pipes (water or gas), or conduit.
3. Ensure that the measured resistance is greater than  $10M\Omega$ . Take care not to touch the meter connections while measuring, as this can impact the accuracy of the reading.
  - a. If the reading exceeds  $10M\Omega$  or the meter indicates an open circuit (O/C) for V22a or V34a, proceed to Step 4: Loop-to-Loop Isolation. For a V34 issue, it's recommended to seek guidance from your supplier or installer.
  - b. If the measured reading is below  $10M\Omega$ , there may indicate a serious fault with the loop insulation.

Extremely low readings could indicate a significant fault with the loop insulation. Before proceeding, address any concerns related to loop insulation.

### **Step 4: Loop-to-Loop Isolation**

1. Set your multi-meter to the Megaohms ( $M\Omega$ ) range. Do not touch the meter connections during measurement as this could influence readings.

2. Measure the resistance between both loops using the multi-meter. The measured resistance should exceed  $10\text{M}\Omega$ .
3. If the measured resistance falls below  $10\text{M}\Omega$ , investigate the insulation of the loop/feeder cable and inspect the points where the loops come into physical contact with each other.
4. If the measured resistance is higher than  $10\text{M}\Omega$  or the meter shows an open circuit (O/C), move to step 5.

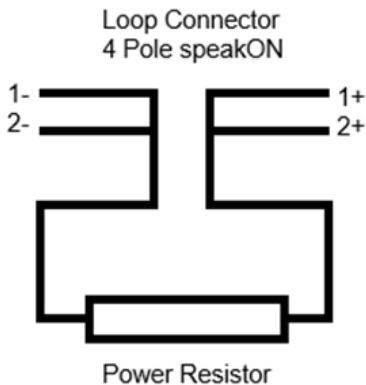
### Step 5: Test with a Known Good Load

If no faults/short circuits are found with the loops and the resistance of the loop exceeds minimum requirements, the fault may lay with the loop driver.

1. For final confirmation of where the fault lies, connect a confirmed good load to the output displaying the error message.

A suitable load can be constructed:

- Resistance value:  $1\Omega$  to  $2.2\Omega$
- Power rating: Minimum 15 watts
- Connected as shown in the below image:

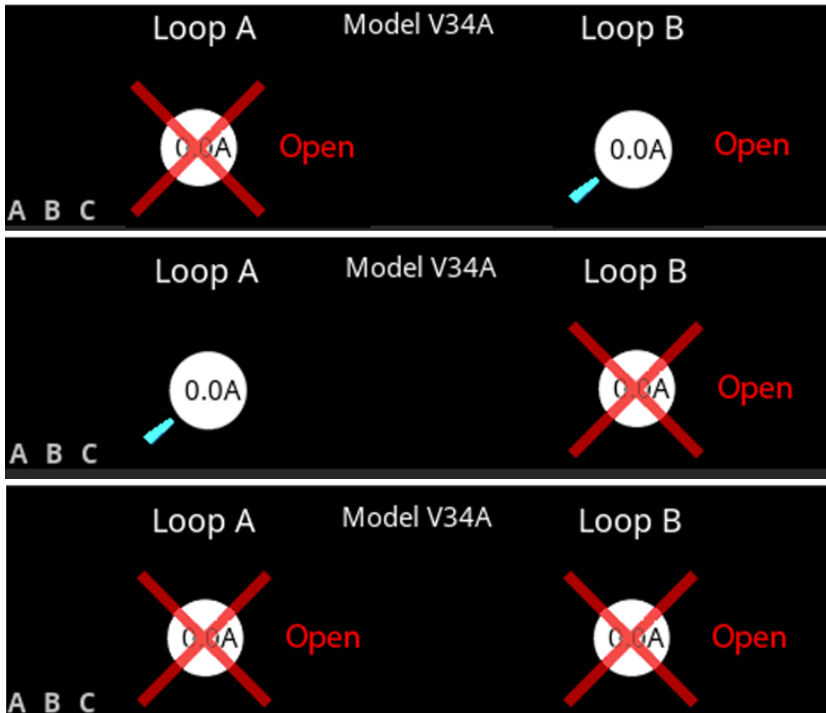


2. Apply power to the driver.

3. If the driver successfully powers on and no error message is displayed, the loop likely has an issue requiring further investigation. Troubleshoot again.
4. If the driver displays the same error message at start up with the known good load connected, the fault is likely to be with the driver.
5. For driver-related issues, it is recommended to get in touch with your supplier or installer for support.

# "Loop Open" Errors and Troubleshooting

## During Operation



A "loop open" error indicates that the driver has detected a break in the loop circuit where current cannot flow despite output from the driver. These errors:

- Only occur during normal operation after successful startup.
- Will automatically clear once the loop connection is restored.
- May appear intermittently (for example, when a damaged floor-installed loop makes/breaks contact as people walk over it).



## Step 1: Error on One Loop

If either the V22a and V34a is being used and a loop open message for just one of the connected loops is displayed:

1. Disconnect power from the driver.
2. Swap the loop connections between outputs.
3. If the error message now appears for the other output, the problem is with the loop, not the driver. Reset the mains power. If the error message reappears, proceed to Step 2.
4. If the error did not move with the swap and the same output still shows the message, there is a chance of an internal driver problem [note: unlikely]. Proceed to Step 3.

## Step 2: Inspect the Loop Connection

1. Disconnect the problematic loop connector.
2. Remove the back shell of NL4 connector.
3. Examine (look) at the connections and ensure that the connections are all sound.
  - If connections are incorrect, correct them and repower the driver.
  - If connections are correct, continue below.
4. Use a multi-meter to measure the resistance of the loop.
5. Measure the resistance at the NL4 connector, specifically between the paired conductors used: either 1+ - 1- **or** 2+ - 2-.
6. Ensure that the resistance readings are less than 15Ω.
7. If the loop resistance exceeds 15Ω, consider the following

possibilities:

- a. Broken connections between feeder cable and loop.
- b. Physical damage or cuts along the loop length.

Note: These conditions need to be rectified for the loop(s) to work again.

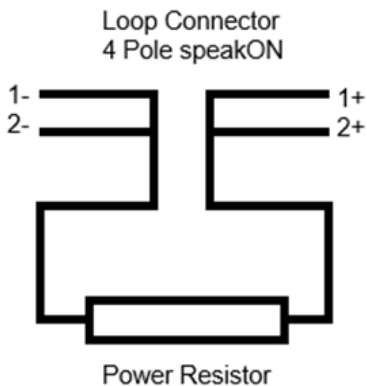
### Step 3: Test with a Known Good Load

If no faults/short circuits are found with the loops and the resistance of the loop exceeds minimum requirements, the fault may lay with the loop driver.

1. For final confirmation of where the fault lies, connect a confirmed good load to the output displaying the error message.

A suitable load can be constructed:

- Resistance value:  $1\Omega$  to  $2.2\Omega$
- Power rating: Minimum 15 watts
- Connected as shown in the below image:



2. Apply power to the driver.
3. If the driver successfully powers on and no error message

is displayed, the loop likely has an issue requiring further investigation. Troubleshoot again.

4. If the driver displays the same error message at start up with the known good load connected, the fault is likely to be with the driver.
5. For driver-related issues, it is recommended to get in touch with your supplier or installer for support.

# Technical Specification

## V22a:

Technical Data		
Audio Inputs	2 X line/microphone inputs (switchable) XLR or Euroblock	Line (optimised for -10dBV to 0dBv)
		Microphone (12V phantom power via 680Ω optimised for levels above -45dBv)
Loop Outputs	Outputs Voltage	2 x 22.66Vrms (64.09V pk-pk)
	Output Current	2 x 8Arms @ 1KHz (22.62A pk-pk) >1200 seconds (20 minutes)
	Loop Connector	2 x NL4
Audio System	Frequency Response	100Hz to 9KHz
	Distortion	THD<1% (-40dB) full current both channels driven
	Automatic Gain Control	DSP controlled, peak detecting
	High Frequency Compensation	7 DSP controlled, optimised stages
	Audio Signal Delay	10ms to 40ms
Display	Backlit TFT 480 x 128 pixels (95mm x 25mm)	
Control	Single Rotary Push Control	
Mains Input	Voltage	100V-120V /200V-240V AC (universal auto switching with PFC)
	Frequency	50Hz/60Hz
	Connection	IEC
Cooling	Custom heatsink with temperature-controlled fan	

# Technical Specification

## V34:

Technical Data		
Audio Inputs	2 X line/microphone inputs (switchable) XLR or Euroblock	Line (optimised for -10dBV to 0dBv)
		Microphone (12V phantom power via 680Ω optimised for levels above -45dBv)
Loop Outputs	Outputs Voltage	34Vrms (96.1V pk-pk)
	Output Current	12Arms @ 1KHz (33.94A) pk-pk >1200 seconds (20 minutes)
	Loop Connector	NL4
Audio System	Frequency Response	100Hz to 9KHz
	Distortion	THD<1% (-40dB) full current both channels driven
	Automatic Gain Control	DSP controlled, peak detecting
	High Frequency Compensation	7 DSP controlled, optimised stages
	Audio Signal Delay	10ms to 40ms
Display	Backlit TFT 480 x 128 pixels (95mm x 25mm)	
Control	Single Rotary Push Control	
Mains Input	Voltage	100V-120V /200V-240V AC (universal auto switching with PFC)
	Frequency	50Hz/60Hz
	Connection	IEC
Cooling	Custom heatsink with temperature-controlled fan	

# Technical Specification

## V34a:

Technical Data		
Audio Inputs	2 X line/microphone inputs (switchable) XLR or Euroblock	Line (optimised for -10dBV to 0dBv)
		Microphone (12V phantom power via 680Ω optimised for levels above -45dBv)
Loop Outputs	Outputs Voltage	2 x 34Vrms (96.1V pk-pk)
	Output Current	2 x 12Arms @ 1KHz (33.94A) pk-pk >1200 seconds (20 minutes)
	Loop Connector	2 x NL4
Audio System	Frequency Response	100Hz to 9KHz
	Distortion	THD<1% (-40dB) full current both channels driven
	Automatic Gain Control	DSP controlled, peak detecting
	High Frequency Compensation	7 DSP controlled, optimised stages
	Audio Signal Delay	10ms to 40ms
Display	Backlit TFT 480 x 128 pixels (95mm x 25mm)	
Control	Single Rotary Push Control	
Mains Input	Voltage	100V-120V /200V-240V AC (universal auto switching with PFC)
	Frequency	50Hz/60Hz
	Connection	IEC
Cooling	Custom heatsink with temperature-controlled fan	

# Standards

## Safety Standards

- IEC 62368-1:2018
- UL 62368-1 3rd Edition
- CAN/CSA-C22.2 NO. 62368-1-19

## EMC

- 2014/53/EU Radio Equipment Directive (RED)
- BS EN 55103-1: 2009 (EMC emissions)
- BS EN 55103-2: 2009 (EMC immunity)

This product has been designed and tested to comply with the following North American and Canadian standards:

- FCC class "B" EMC (emissions)
- ICES-003



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.



**CAUTION:** Changes or modifications not expressly approved by Contacta Systems LTD or an authorised partner could void the user's authority to operate the equipment.

## Correct disposal of this product

This marking indicates that this product should not be disposed with other household waste throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal and to conserve material resources, this product should be recycled responsibly. To dispose of your product, please use your local return and collection systems or contact the retailer where the product was purchased.



Local dealer:

UK & ROW  
+44 (0) 1732 223900  
[sales@contacta.co.uk](mailto:sales@contacta.co.uk)

[www.contacta.co.uk](http://www.contacta.co.uk)

US & Canada  
+1 616 392 3400  
[info@contactainc.com](mailto:info@contactainc.com)

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