

# Univox® GoTour

## Touring made easy

User manual



LET'S **GO!**

 **univox**



## Introduction

Dear Customer,

We would like to take this opportunity to say thank you for choosing Univox and for your support in our ongoing mission to bring affordable, high-quality products to market, something we've been doing since 1965. We hope that this system will serve you well for many years to come.

As part of Univox's long-term goals, we continuously strive to innovate new products and improve existing ones. We always keep you, the customer and end-user, in mind when designing new products, and we work tirelessly for accessibility and equality. Everyone should hear everything!

To get in contact with your local distributor, please visit [univox.eu](http://univox.eu). If you'd rather get in touch with us directly, you can do so at:

Phone: [+46 8 767 18 18](tel:+4687671818)

Email: [support@edin.se](mailto:support@edin.se)

Thank you, and enjoy the experience of perfect audio!

*Sincerely,*

*Mattias Arrhenius, Managing Director, and the team at Univox*



## Table of contents

Introduction	2	GoTour Products and Accessories	11
Important Safety Instructions	4	TRANSMITTER AND RECEIVER	11
GENERAL INFORMATION	4	CHARGING OPTIONS	11
HEARING SAFETY	4	MICROPHONES	11
MEDICAL DEVICE SAFETY	4	ACCESSORIES	11
SAFETY INSTRUCTIONS FOR LITHIUM-ION BATTERY	4	Specifications	12
GoTour Components	5	GOTOUR GTO-T AND GTO-R	12
TRANSMITTER AND RECEIVER	5	GOTOUR GTO-CT12 AND GTO-CC24	13
ACCESSORIES	5	GOTOUR GTO-M1	13
LIST OF ACCESSORIES AND DESCRIPTION	5	Product maintenance	14
GoTour GTO-T Transmitter unit overview	5	CARE, CLEANING, AND DISINFECTING	14
GoTour GTO-R Receiver unit overview	5	GENERAL CLEANING	14
GoTour Functionality	6	DISINFECTING	14
STATUS INDICATOR	6	CHARGING TRAYS AND CASES	14
LOW BATTERY	6	STORAGE	14
AUTO POWER OFF	7	HANDLING	14
CREATING A GROUP AND PAIRING	7	BATTERY CARE	14
CHANGING CHANNELS	7	Troubleshooting	15
TRANSMISSION RANGE	8	THE UNIT HAS NO POWER	15
ADJUSTING MIC GAIN	8	THERE'S NO AUDIO	15
CONNECTING EXTERNAL AUDIO TO GOTOUR	8	I CAN'T RECEIVE A SIGNAL	15
ENDING THE TOUR	8	THE AUDIO IS DISTORTED	15
MUTE THE TRANSMITTER	8	THE BATTERY ISN'T CHARGING	15
ADJUSTING RECEIVER VOLUME	8	Compliance information	15
CHANNELS, FREQUENCY AND RANGE	9	WARRANTY	15
Applications	10	IMPORTANT INFORMATION	15
IDEAL FOR TOURS	10	Recycling	16
INTERPRETATION	10	PRODUCT RECYCLING	16
SILENT MEETINGS AND EVENTS	10	BATTERY RECYCLING INFORMATION	16
		Contact Information	16

# Important Safety Instructions

Read the following information before you use your GoTour system.

## GENERAL INFORMATION

1. Read these safety instructions and the instruction manual of the product.
2. Store and keep these safety instructions and the instruction manual of the product. Always include all instructions when passing the product on to third parties.
3. Heed all warnings.
4. Follow all instructions.
5. Do not expose to direct sunlight for long periods of time.
6. Do not store near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
7. Refer all service to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, exposed to rain or moisture, does not operate normally, or has been dropped.

Caution

## HEARING SAFETY

This product is designed to amplify audio to a high volume level, which could potentially cause hearing damage if used improperly. To protect your hearing, make sure the volume is turned down before putting on the headset. Then, adjust the volume up to the minimum setting required to hear clearly. Do not allow children or other unauthorized individuals to have access to this product without supervision.

Caution

## MEDICAL DEVICE SAFETY

Before using this Univox product with an implantable or other medical device, consult your physician or the manufacturer of your implantable or other medical device. Always make sure you are using this product in accordance with the safety guidelines established by your physician or the implantable device manufacturer.

Warning

## SAFETY INSTRUCTIONS FOR LITHIUM-ION BATTERY

This product uses a Lithium-Ion battery: 3.7 V, 1300 mAh (transmitter) or 3.7 V, 200 mAh (receiver). Use only the battery that comes with your device or replacement batteries designed for use in this device. Do not dismantle, open, or shred secondary cells or batteries. Do not expose cells or batteries to heat, open flame, or water. Avoid storage in direct sunlight. Do not use any charger other than that specifically provided for use with the equipment. Defective or exhausted batteries should never be disposed of as municipal waste. Return old batteries to the battery supplier, a licensed battery dealer, or a designated collection facility. Do not incinerate batteries. Do not replace the batteries in potentially explosive environments, such as rooms where flammable liquids or gases are present. Lithium batteries have limited lifetimes. Any Lithium battery that shows any signs of damage, including swelling, should be properly discarded immediately.

Do:

- Fully charge the device before first use.
- Recharge when the battery capacity is below 50%.
- Make sure that the battery capacity is above 50% before long-term storage. Charge the device every 3 months.
- Stop using the device if it is overheating or if abnormal battery function is suspected. Contact your supplier for further inspection or replace the battery.

## GoTour Components

GoTour refers to the complete system, which comprises different GoTour components.

### TRANSMITTER AND RECEIVER

The GoTour system is a one-way communication system consisting of one transmitter, the GT0-T, and an earpiece receiver, the GT0-R. A GoTour system must include one transmitter and at least one receiver. The number of receivers is only limited by how many can fit within the transmission range of the transmitter.

### CHARGING OPTIONS

There are two options to charge your GoTour devices:

**Charging Tray (GT0-CT12):** This tray has 12 slots for 1 transmitter and 11 receivers. It can be placed on a table or shelf or mounted on the wall using the supplied wall mount.

**Charging Case (GT0-CC24):** This case has 24 slots for 2 transmitters and 22 receivers, making it convenient to travel with your system.

### ACCESSORIES

The GoTour system is designed to be as simple as possible, with a minimal number of accessories.

### LIST OF ACCESSORIES AND DESCRIPTION

- GT0-M1 Lavalier microphone with 3.5 mm plug (TS)
- HM-35A Headset microphone with 3.5 mm plug (TS)
- GT0-TBAT Replacement battery for GoTour Transmitters
- GT0-RBAT Replacement battery for GoTour Receivers

## GoTour GT0-T Transmitter unit overview

**Note:** Remove the protective plastic film from the display.



## GoTour GT0-R Receiver unit overview



# GoTour Functionality

## STATUS INDICATOR

The status indicator provides important information about the device's operational status, including battery level, pairing status, and power status.

### GTO-T

Status while operating	
Blue	Battery high
Red	Battery low, device need charging
Blinking slowly	Muted
Rapid blinking	Pairing in process

### GTO-R

Status while operating	
Green	Battery high
Red	Battery low, device need charging
Blinking slowly	Out of transmitter range
Rapid blinking	Searching for transmitter

## LOW BATTERY

### GTO-T

When the status LED turns solid red, or when the battery indicator shown in the display drops to one bar, the device needs to be charged. The status LED turns red when the battery level is less than 5 %.

### GTO-R

When the status LED turns solid red, the device needs to be charged. To check the battery status of the receiver, while it is off, press both the Vol Up **+** and Vol Down **-** buttons for 1 second.

When the status LED is:	
Solid green	Battery level is above 75 %
Blinking green	Battery level is between 50 % - 75 %
Blinking green and red	Battery level is between 25 % - 50 %
Solid red	Battery level is below 25 %

## AUTO POWER OFF

The GoTour system features multiple power-saving functions.


### GT0-R Auto Power Off



If the receiver is on but out of range of the transmitter for 5 minutes, the receiver will power down to conserve battery.

### Auto Power Off Group

Upon powering off the GT0-T transmitter unit, all paired and powered-on units will power off. If the transmitter is powered off accidentally, all receivers must be manually powered on. The GoTour receiver remains paired with the transmitter until manually paired with another transmitter.

### Powering On and Off the Device

To power on the transmitter, press and hold the power button  for 2 seconds.








To power on the transmitter in pairing mode, press and hold the power button  and the down button  for 1 second. The status LED on the transmitter will blink rapidly, indicating that the receivers may be powered on to pair with that transmitter.

### Auto Power Off When Charging

When placed in a charging tray or charging case, the system will automatically power down.




## CREATING A GROUP AND PAIRING

Creating a group and pairing receivers is easy. Follow these steps to create a group and pair any number of receivers:

1. Power on the transmitter unit by pressing and holding the power button  and the down button  for 1 second.
2. You will be prompted to select a channel on which to transmit. Choose a channel by pressing the up button  or down button . When a channel has been selected, press the power button  to confirm and continue. The transmitter's status LED will begin to blink rapidly, indicating that it is ready to begin the pairing process.
3. Power on the receivers you wish to pair to the transmitter by pressing the power button  on each receiver for 1 second.
4. When all receivers have been paired with the group, exit pairing mode by pressing the power button  on the transmitter.

**Note:** To avoid issues while pairing, it is recommended to only pair one group at a time.





Adding Receivers Mid-Tour:

1. Press the down button  on the transmitter for 2 seconds until the status LED begins to blink rapidly.
2. Power on the receiver you wish to pair by pressing the power button  on the receiver for 1 second.
3. Exit pairing mode by pressing the power button  on the transmitter.

## CHANGING CHANNELS

If you experience interference on the selected channel, you may change channels to find one free from interference.

To change channels mid-tour, follow these steps:

1. Press and hold both the up button  and down button  for 2 seconds until the lock icon disappears from the transmitter display.
2. Select a new channel by stepping through the channels using the up button  or down button . Once a channel is selected, wait for the transmitter to lock settings and transmit the new channel to the receivers.
3. All receivers in the group will automatically move to the selected channel.
4. When the procedure is completed, the status LEDs of the transmitter and receivers will turn solid.

**Note:** To avoid further channel interference, make sure to select a channel separated by at least 3 channels from the original one.

**Note:** Changing channels on the 863 MHz version of GoTour may affect range. The 863 MHz version utilizes two frequency ranges with different transmission power. See the section about channels, frequency, and range for further information.

## TRANSMISSION RANGE

The transmission range of the various versions of GoTour varies depending on the spectrum in which it is operating. This variation is due to regulations on the allowed transmission power for each specific frequency range and the type of radio communication being used. See the section about channels, frequency, and range for further information.

## ADJUSTING MIC GAIN

The microphone gain of the GTO-T transmitter can be adjusted. Adjust the gain if the audio of the microphone is too low or too high.

1. Press and hold the up button **+** on the transmitter for 2 seconds until **[U2]** is shown on the display.
2. Select between volume levels 1 **[U1]** to 5 **[U5]** using the up **+** and down **—** buttons.
3. Once a selection has been made, the transmitter will automatically return to the home screen.


## CONNECTING EXTERNAL AUDIO TO GOTOUR

You may connect a standard 3-pole 3.5 mm plug to the transmitter to access an external audio source, such as a pc or mobile phone.



1. Press and hold up **+** on the transmitter for 2 seconds until **[U2]** is shown in the display.
2. Press down **—** until the display shows **[AU]**.
3. Once a selection has been made the transmitter will automatically return to the home screen.
4. Audio from the external source will now be transmitted to the receivers.

**Note:** When an external audio source is connected, the internal microphone is disabled, and you will not be able to talk to the group. To resume using the internal microphone, disconnect the external audio source and follow the steps above to select a microphone volume level between **[U1]** to **[U5]**.

## ENDING THE TOUR

Once the tour is completed, the leader can automatically power down the entire GoTour system by pressing and holding the power button  for 2 seconds. The receivers' status LEDs will flash twice and then power down along with the transmitter.

## MUTE THE TRANSMITTER

Press the power button  on the transmitter to mute the microphone. The status LED will begin to blink slowly. Press the power button  again to unmute.

## ADJUSTING RECEIVER VOLUME

Press the volume up **+** or volume down **—** button until the volume is at the desired level.



## CHANNELS, FREQUENCY AND RANGE

The transmission range of the GoTour system varies depending on the version you have and/or the frequency you are broadcasting on. This variation is due to the transmission power allowed for different frequency ranges and regions.

Version	Available channels	Simultaneous groups	Transmission power	Transmission range
GoTour 863	42	15	823-832 MHz - 20 mW	823-832 MHz - Up to 90 m
			863-865 MHz - 10 mW	863-865 MHz - Up to 70 m
GoTour 915	50	26	902-928 MHz - 7 mW	902-928 MHz - Up to 60 m
GoTour 928	25	11	915-928 MHz - 7 mW	915-928 MHz - 50-60 m

863 version, frequency specification									
Channel	Frequency	Channel	Frequency	Channel	Frequency	Channel	Frequency	Channel	Frequency
1	823.25	11	825.75	21	828.25	31	830.75	41	864.50
2	823.50	12	826.00	22	828.50	32	831.00	42	864.75
3	823.75	13	826.25	23	828.75	33	831.25		
4	824.00	14	826.50	24	829.00	34	831.50		
5	824.25	15	826.75	25	829.25	35	831.75		
6	824.50	16	827.00	26	829.50	36	863.25		
7	824.75	17	827.25	27	829.75	37	863.50		
8	825.00	18	827.50	28	830.00	38	863.75		
9	825.25	19	827.75	29	830.25	39	864.00		
10	825.50	20	828.00	30	830.50	40	864.25		

915 version, frequency specification									
Channel	Frequency	Channel	Frequency	Channel	Frequency	Channel	Frequency	Channel	Frequency
1	902.50	11	910.50	21	921.50	31	908.00	41	918.00
2	927.50	12	911.50	22	922.50	32	909.00	42	919.00
3	915.50	13	912.50	23	923.50	33	910.00	43	920.00
4	903.50	14	913.50	24	924.50	34	911.00	44	921.00
5	904.50	15	914.50	25	925.50	35	912.00	45	922.00
6	905.50	16	916.50	26	926.50	36	913.00	46	923.00
7	906.50	17	917.50	27	904.00	37	914.00	47	924.00
8	907.50	18	918.50	28	905.00	38	915.00	48	925.00
9	908.50	19	919.50	29	906.00	39	916.00	49	926.00
10	909.50	20	920.50	30	907.00	40	917.00	50	927.00

928 version, frequency specification									
Channel	Frequency	Channel	Frequency	Channel	Frequency	Channel	Frequency	Channel	Frequency
1	927.50	6	919.50	11	924.50	16	918.00	21	923.00
2	915.50	7	920.50	12	925.50	17	919.00	22	924.00
3	916.50	8	921.50	13	926.50	18	920.00	23	925.00
4	917.50	9	922.50	14	916.00	19	921.00	24	926.00
5	918.50	10	923.50	15	917.00	20	922.00	25	927.00

The 928 version of the GT0-T Transmitter unit is compatible with the 915 version GT0-R Receiver unit. The transmitter is responsible for channel selection, and the 928 version operates within the frequency range of 915-928 MHz, which is intended for use in Australia and New Zealand.

## Applications

The GoTour system is a dedicated solution for guided tours and sightseeing, designed to enhance communication between guides and participants with its clear, one-way transmission. Built for comfort and ease of use, the GTO-R receiver with its built-in earspeaker ensures high-quality audio without requiring headsets, making it ideal for extended use in low-noise environments.

### IDEAL FOR TOURS

The GoTour system is well-suited for guided experiences in quiet environments such as museums, city tours, cultural sites, and scenic attractions. Whether leading a group through historic landmarks, sharing stories at archaeological sites, or exploring cultural exhibits, guides can depend on the GTO-T transmitter and GTO-R receiver to deliver clear, reliable audio. This lightweight, user-friendly system keeps participants focused on the guide's narration without any audio interference.

Tip: To further enhance audio clarity, consider providing two receivers per participant, especially in environments with moderate background noise, to improve intelligibility and the overall experience.

### INTERPRETATION

The GoTour system is versatile for specific interpretation needs, though primarily designed for one-way communication in quieter settings. Here are some suitable applications for GoTour in interpretation:

#### **Simultaneous Interpretation**

The GoTour system can facilitate real-time interpretation, where the interpreter speaks while the original speaker is talking. This method is beneficial for guided tours where multiple languages are required simultaneously. It requires one GTO-T transmitter for the interpreter and as many GTO-R receivers as needed for the audience.

#### **Consecutive Interpretation**

In smaller group settings, the GoTour system supports consecutive interpretation, where the interpreter listens to sections of the speech and then translates. This is ideal for bilingual or multilingual tours. This setup requires one GTO-T transmitter for the guide or interpreter and GTO-R receivers for participants.

#### **Sight Interpretation**

The GoTour system is also suitable for sight interpretation, where the guide describes visual elements for individuals with visual impairments, making it a helpful tool in museums, galleries, or scenic tours.

#### **Example of Use**

For multilingual guided tours where interpretation is needed in multiple languages, such as English, Spanish, and French, each interpreter would have a GTO-T transmitter, and participants would have GTO-R receivers tuned to the relevant interpreter's transmitter.

### SILENT MEETINGS AND EVENTS

Silent meetings are exactly as they sound – there are no PA systems, only the presenter's voice. With GoTour, you can host multiple meetings in close proximity without the risk of interference or disruption to other meetings.

The same principle applies to events and trade shows where there may be a lot of background noise, other exhibitions playing music, and general noise from the hall and attendees. There's no need to add to that cacophony. By using GoTour, you can focus on what you want to say without risking damage to your voice, ensuring that all attendees hear everything clearly.

## GoTour Products and Accessories

### TRANSMITTER AND RECEIVER

P/N	Product Name	Description
570100-XXX	GoTour GT0-T	Transmitter, XXX*
570110-XXX	GoTour GT0-R	Earpiece receiver, XXX*

**Note:** \*XXX replace with version, either 863 MHz, 915 MHz or 928 MHz (GT0-T only). The 863 MHz and 915 MHz versions are not interoperable. The GT0-T 928 MHz uses the 915 MHz GT0-R.

### CHARGING OPTIONS

P/N	Product Name	Description
570012	GT0-CT12	12-slot charging tray (1+11), EU/UK/US/AUS
570024-XX	GT0-CC24	24-slot charging case (2+22), EU/UK/US/AUS

### MICROPHONES

P/N	Product Name	Description
581100	GT0-M1	Lavalier microphone (TS)
581045	HM-35A	Headset microphone (TS)

### ACCESSORIES

P/N	Product Name	Description
570830	GT0-TBAT	Replacement battery for GT0-T
570831	GT0-RBAT	Replacement battery for GT0-R
581101	GT0-M1WS	Replacement windscreen for GT0-M1 (CT5)
581046	HM-35AWS	Replacement windscreen for HM-35A (CT5)
599150	GOPSU20W	Replacement PSU for GT0-CT12 and GT0-CC24
550037	N-32	Lanyard for GT0-T

# Specifications

## GOTOUR GTO-T AND GTO-R

### AUDIO

Transmitter Mic Input:	Electret type, external bias	1.5-2 V
	Bias voltage	<3 V, current <0.5 mA
	Sensitivity	-42 ±3 dB
Receiver Speaker Output:	System Frequency response	300-3000 Hz
	Driver type and size	Ø 18 mm, dynamic
	Driver frequency response	50-5000 Hz
	Sensitivity	107 ±3 dB @ 1 kHz/179 mV/10 mm
	Driver impedance	32 Ω

### SYSTEM

Transmission Frequency Response:	300-3400 Hz
Signal to Noise Ratio:	60 dB
THD %:	<2.5 %

RADIO	<u>863 VERSION</u>	<u>915 VERSION</u>	<u>928 VERSION (GTO-T ONLY)</u>
Operating Frequency:	823-832+863-865 MHz	902-928 MHz	915-928 MHz
Range, Line-of Sight:	Up to 60 or 90 m (freq. dependent)	Up to 50 m	Up to 60 m
Average Transmission Power:	10-20 mW (freq. dependent)	7 mW	7 mW
Available Channels:	42 channels	50 channels	25 channels
Max. Simultaneous Groups:	15 groups	26 groups	11 groups
Modulation:	4GFSK	4GFSK	4GFSK
Type of Transmission:	Digital UHF	Digital UHF	Digital UHF

### POWER AND BATTERY

Battery Type:	Lithium-ion, rechargeable, non-proprietary, replaceable, GTO-T 1300 mAh, GTO-R 200 mAh
Typical Operating Time:	GTO-T: 18 h / GTO-R: 10 h
Typical Charging Time:	2-4 hours
Power Saving Functions:	Automatic power down at loss of connection. 10 min
	Automatic power down of receivers on transmitter power off
	Automatic power down when placed in charging tray
Charging Power:	Transmitter 5V, >650 mA

PHYSICAL AND ENVIRONMENT	<u>GTO-T</u>	<u>GTO-R</u>
Dimensions:	44 x 170 x 15 mm (1.73 x 6.69 x 0.59 in.)	71 x 56 x 27 mm (2.80 x 2.20 x 1.06 in.)
Shipping Dimensions:	84 x 146 x 45 mm (3.31 x 5.75 x 1.77 in.)	86 x 95 x 35 mm (3.39 x 3.74 x 1.38 in.)
Net Weight:	50 g (1.76 oz.)	21 g (0.74 oz.)
Shipping Weight:	122.5 g (4.32 oz.)	54.5 g (1.92 oz.)
Enclosure Material:	ABS	ABS, TPE
Unit Color:	Grey	Black
Indicators:	Status LED, LCD display	Status LED
Connections:	3.5 mm microphone input (TS), USB-C for charging	POGO pins for charging
Operating Temperature:	-10 to 50 °C (14 to 122 °F)	-10 to 50 °C (14 to 122 °F)
Storage Temperature:	-20 to 60 °C (-4 to 140 °F)	-20 to 60 °C (-4 to 140 °F)
Relative Humidity:	0 to 80 %, non-condensing	0 to 80 %, non-condensing
Compliance:	RED, CE, UKCA, FCC, RoHS	RED, CE, UKCA, FCC, RoHS

## GOTOUR GTO-CT12 AND GTO-CC24

### PHYSICAL

Case Color:	Black (CC24)
Tray Color:	Black (CT12/CC24)
Dimensions:	CT12 – 43 x 155 x 194 mm (1.69 x 6.10 x 7.64 in.) CC24 – 158 x 415 x 380 mm (6.22 x 16.34 x 14.96 in.)
Shipping Dimensions:	CT12 – 265 x 259 x 58 mm (10.43 x 10.2 x 2.28 in.) CC24 – 411 x 387 x 161 mm (16.18 x 15.24 x 6.34 in.)
Net Weight:	CT12 – 285 g (0.63 lbs) CC24 – 2.90 kg (6.39 lbs)
Shipping Weight:	CT12 – 900 g (1.98 lbs) CC24 – 3.25 kg (7.17 lbs)
Unit Capacity:	CT12 – 12 (1 transmitter + 11 receivers) CC24 – 24 (2 transmitter + 22 receivers)

### POWER

Input:	100-240 VAC, 50-60 Hz (CT12/CC24)
Output:	5 VDC, 4.0 A, 20 W (CT12/CC24)
Connector:	5.5 mm (.22 in.) OD x 2.0 mm (.08 in.) ID, barrel type (CT12/CC24)
Cord:	100 cm (39.37 in.) output cord (CT12/CC24)

### COMPLIANCE

Standards:	RoHS, CE, UKCA and FCC
------------	------------------------

## GOTOUR GTO-M1

### PHYSICAL

Color:	Black
Cord Length:	1 m (39.37 in.)
Weight:	12.5 g (0.44 oz.)
Shipping Weight:	13.5 g (0.48 Oz.)

### CONNECTIONS

Connector:	Male 3.5 mm (TS) standard microphone
------------	--------------------------------------

### AUDIO – MICROPHONE

Type:	Electret condenser
Polar Pattern:	Omni-directional
Impedance:	900 - 2.2 kOhms typical
Sensitivity:	-42 ± 4 dBV/Pa @ 1 kHz
Bandwidth:	100 Hz - 10 kHz
Bias:	1.8 - 10 VDC

### COMPLIANCE

Standards:	RoHS, CE
------------	----------

# Product maintenance

## CARE, CLEANING, AND DISINFECTING

Proper care, cleaning, and disinfecting of your GoTour system ensure its longevity and optimal performance. Follow these guidelines to maintain your devices:

### GENERAL CLEANING

**Exterior Cleaning:** Wipe the exterior of your GoTour devices with a soft, dry cloth. For more stubborn dirt, use a slightly damp cloth. Avoid using harsh chemicals, solvents, or abrasive materials, as these can damage the device's surface.

**Connector Cleaning:** Ensure that the headset jacks and charging ports are free of dust and debris. Use a dry, soft-bristle brush or compressed air to gently clean these areas.

### DISINFECTING

**Regular Disinfection:** Disinfect your GoTour devices regularly, especially if they are shared among multiple users. Use disinfectant wipes or a cloth dampened with isopropyl alcohol (70% concentration). Ensure the device is powered off before cleaning.

**Headsets and Accessories:** Disinfect ear cushions, microphone windscreens, neckloops, and headphones with disinfectant wipes or a cloth dampened with isopropyl alcohol. Allow them to air dry completely before use.

### CHARGING TRAYS AND CASES

**Cleaning and Disinfecting:** Regularly clean the charging trays (GTO-CT6 and GTO-CT12) and charging cases (GTO-CC24) by wiping them with a soft, damp cloth. Disinfect the interior surfaces with disinfectant wipes or a cloth dampened with isopropyl alcohol. Ensure that the charging ports are free of dust and debris by using a dry, soft-bristle brush or compressed air. Make sure the trays or cases are unplugged during cleaning and allow them to dry completely before use.

### STORAGE

**Proper Storage:** Store your GoTour devices in a cool, dry place when not in use. Avoid exposure to direct sunlight, extreme temperatures, and high humidity.

**Protective Cases:** Use the provided charging cases or pouches to store and protect your devices. This helps prevent dust accumulation and physical damage.

### HANDLING

**Gentle Handling:** Handle your GoTour devices with care. Avoid dropping them or subjecting them to physical shock, which can damage internal components.

**Avoid Liquid Exposure:** Keep your devices away from water and other liquids. If a device gets wet, dry it immediately with a soft cloth and allow it to air dry completely before use.

### BATTERY CARE

**Regular Charging:** Keep your devices charged regularly. Do not let the battery discharge completely before recharging. Follow the recommended charging guidelines in the user manual.

**Battery Inspection:** Periodically inspect the battery for signs of swelling or damage. If you notice any issues, contact a technician for a battery replacement.

By following these care, cleaning, and disinfecting guidelines, you can ensure that your GoTour system remains in excellent condition, providing reliable performance and extending the lifespan of your devices.

# Troubleshooting

## THE UNIT HAS NO POWER

Make sure that the battery is fully charged. Ensure you have pressed and held the power button for 1 second to turn it on. If this does not work, allow a technician to examine the battery and, if necessary, replace it.

## THERE'S NO AUDIO

Check that the receiver is paired with the transmitter you wish to listen to. Make sure the volume is turned up sufficiently. Check that the microphone is plugged in correctly and not muted. If necessary, adjust the mic gain on the transmitter. Ensure the microphone isn't damaged. Power down the receiver and repeat the pairing process.

## I CAN'T RECEIVE A SIGNAL

Make sure the receiver is paired with the transmitter. Ensure you are within range of the transmitter.

## THE AUDIO IS DISTORTED

Compare with others in the group and make sure you are in the same group. Move closer to the transmitter or ask the leader to change the channel.

## THE BATTERY ISN'T CHARGING

If the transmitter isn't charging, try using a USB charger. If the receiver isn't charging, try another slot. If the problem persists, allow a technician to examine the battery and, if necessary, replace it. Check that the charging tray or case is connected to an outlet. If the problem lies with the charging tray, inspect it for damage, or, if necessary, contact your vendor for repairs.

# Compliance information

## WARRANTY

Univox warrants that the GTO-T, GTO-R and charging trays are free from defects in materials and workmanship under normal use and conditions for 5 years from the original date of purchase. Accessories, such as microphones, and consumables such as batteries and lanyards, are subject to a 1-year limited warranty.

Please note that normal wear and tear is not covered under warranty, as it results from regular use and does not fall within warranty terms for material defects or workmanship issues.

For current warranty conditions, please visit our website at [www.univox.eu/support/contact/general-sales-conditions/](http://www.univox.eu/support/contact/general-sales-conditions/).

## IMPORTANT INFORMATION

Read the following information before using your GoTour system.

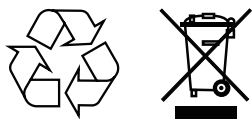
Product labeling information, such as the serial number, country of origin, and additional regulatory information, can be found on the back of the transmitter units. The receiver's serial number is etched into the plastic body, and small labels on the unit show the country of origin and regulatory information.

These devices have passed all tests regarding RF exposure limits and comply with the RED directive as well as FCC regulations for body-worn portable devices. These devices may be used and operated safely handheld, on your person using a lanyard, or attached to your ear.

## Recycling

Remember to dispose of your equipment properly at the end of its life, following your local laws and regulations regarding recycling.

### PRODUCT RECYCLING



Please do NOT dispose of your Univox products in household trash or otherwise. Univox products can be fully recycled and should be brought to an electronics recycling center. Before recycling the product, batteries should be removed. The packaging material should be sorted as plastic and cardboard.

### BATTERY RECYCLING INFORMATION



Please do NOT dispose of batteries in household trash or otherwise. Please take the batteries to a retailer or dispose of them in a designated recycling bin for batteries.

## Contact Information

GoTour is a sub-brand of Univox, which in turn is a registered brand owned by the legal entity of Bo Edin AB.

Univox, Förrådsvägen 2B, S-181 41 LIDINGÖ, SWEDEN

Phone: +46 8-767 18 18

Email: [info@edin.se](mailto:info@edin.se)