



# GTO Series GoTour Leader Transmitter



## univox GTO Series GoTour Leader Transmitter User Manual

[Home](#) » [univox](#) » univox GTO Series GoTour Leader Transmitter User Manual 

### Contents

- 1 univox GTO Series GoTour Leader Transmitter
- 2 Introduction
- 3 Important Safety Instructions
- 4 GoTour Components
- 5 CHARGING OPTIONS
- 6 Overview
- 7 GoTour Functionality
- 8 LOW BATTERY
- 9 AUTO POWER OFF
- 10 CREATING A GROUP AND PAIRING
- 11 CHANGING CHANNELS
- 12 TRANSMISSION RANGE
- 13 Applications
- 14 INTERPRETATION
- 15 GoTour Products and Accessories
- 16 Specifications
- 17 Product maintenance
- 18 Troubleshooting
- 19 Compliance information
- 20 Contact Information
- 21 FAQ
- 22 Documents / Resources
  - 22.1 References

## univox GTO Series GoTour Leader Transmitter



### 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](https://univox.eu). If you'd rather get in touch with us directly, you can do so at:

Phone: +46 8 767 18 18

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



### 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 apparatuses 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 GTO-T, and an earpiece receiver, the GTO-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. The GoTour system is available in 863 MHz and 915 MHz frequencies, which are not compatible with each other.

### CHARGING OPTIONS

**There are two options to charge your GoTour devices:**

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

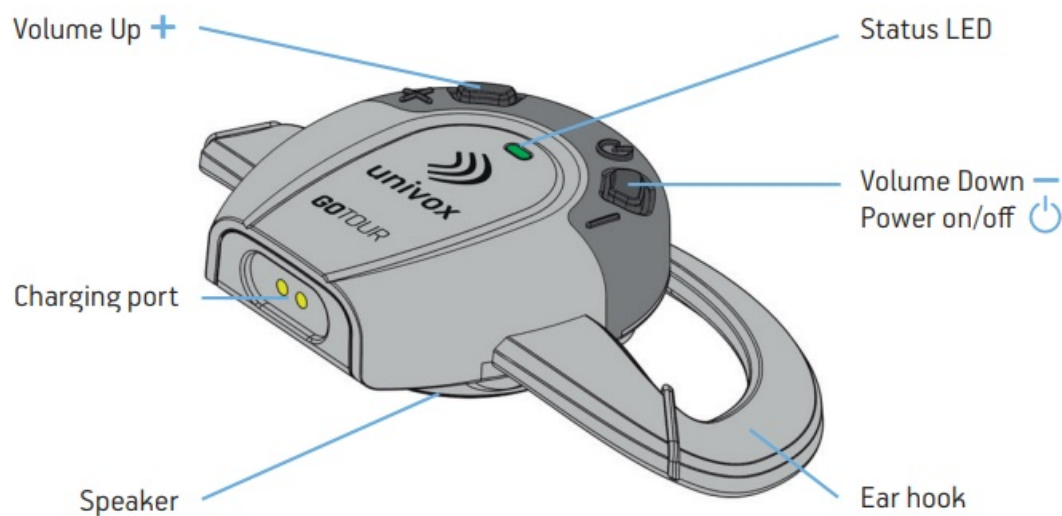
### Overview

#### GoTour GTO-T Transmitter unit overview

Note: Remove the protective plastic film from the display



## GoTour GTO-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.



### **GTO-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 GTO-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 it is manually paired with another transmitter.

### **Powering the Device On and Off**





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 863-865 MHz – 10 mW	823-832 MHz – Up to 90 m 863-865 MHz – Up to 70 m
GoTour 915	50	26	902-928 MHz – 7 mW	902-928 MHz – Up to 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

## Applications

The GoTour system may be used in a variety of applications. The following list includes common applications for the GoTour system:

### TOUR GUIDE

GoTour is first and foremost a tour guide system. Designed to be easy to use and comfortable to wear for extended periods, it excels at tours in various settings, such as the ruins of the Acropolis, the hallways of the Sistine Chapel, or the many breathtaking natural wonders of the world.

Tip: To improve the experience, you may want to provide two receivers for each participant. This will vastly improve intelligibility, especially in environments with a lot of background noise.

### INTERPRETATION

The GoTour system can easily be used for interpretation purposes.

#### Simultaneous Interpretation

Real-time interpretation from one language to another. The interpreter maintains the natural flow and conveys all information presented by the speaker. This setup requires 1 GTO-T and as many GTO-R units as needed.

#### Consecutive Interpretation

A form of interpretation where the interpreter first listens and then translates and repeats the information in another language. The interpreter listens to one or two phrases before translating. This is sometimes called word-for-word interpretation. This setup requires 1 GTO-T and as many GTO-R units as needed.

#### Liaison Interpretation

This form of interpretation focuses on relationships and successful negotiations between parties rather than communicating the essence of every word. This setup requires 1 GTO-T and as many GTO-R units as needed.

## Relay Interpretation

This form of interpretation is used when an interpreter does not understand the original language but does understand one of the other languages being interpreted.

Example: The original language is English, and it is interpreted into German, Spanish, and French. The German and Spanish interpreters understand and can interpret from English, but the French interpreter does not. However, the French interpreter is fluent in German and can interpret from German to French. This setup requires 4 GTO-T units, one for each language, and as many GTO-R units as needed. Additionally, the interpreters need a GTO-R paired with the GTO-T used by the language they interpret from. In the above example, the Spanish and German interpreters have a GTO-R paired with the English presenter's GTO-T. The French interpreter has a GTO-R paired with the German interpreter's GTO-T.

## Sight Interpretation

This form of interpretation involves describing what is happening. It is often used in theaters where an interpreter sits in a booth and describes the events of a play, allowing the audience to fully appreciate the aesthetics and plot that would otherwise be missed.

## 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 GTO-T	Transmitter, XXX*
570110-XXX	GoTour GTO-R	Earpiece receiver, XXX*

Note: \*XXX replace with version, either 863 MHz or 915 MHz. The 863 MHz and 915 MHz versions are not interoperable

### CHARGING OPTIONS

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

## MICROPHONES

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

## ACCESSORIES

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

## Specifications

### GOTOUR GTO-T AND GTO-R

#### AUDIO

##### AUDIO

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

##### SYSTEM

Transmission Frequency Response:	300-3400 Hz
Signal to Noise Ratio:	60 dB
THD %:	<2.5 %
Hearing Aid Compatibility (HAC):	Yes, earpiece receiver generates magnetic field

##### RADIO

	<u>863 VERSION</u>	<u>915 VERSION</u>
Operating Frequency:	823-832+863-865 MHz	902-928 MHz
Range, Line-of Sight:	Up to 90 m (freq. dependent)	Up to 50 m
Average Transmission Power:	10-20 mW	7 mW
Available Channels:	42 channels	50 channels
Max. Simultaneous Groups:	15 groups	26 groups
Modulation:	4GFSK	4GFSK
Type of Transmission:	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:  $-42 \pm 4$  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 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, neck loops, 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. 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)
- Univox
- Stockby Hantverksby 3
- SE-181 75 Lidingö, Sweden
- Visiting address
- Förrådsvägen 28
- SE-181 41 Lidingö, Sweden
- Phone +46-8-767 18 18
- Email [info@univox.eu](mailto:info@univox.eu)
- Web [www.univox.eu](http://www.univox.eu)

## FAQ

- **Q: How do I know when to charge the units?**
  - A: The status indicator will flash or show a low battery warning when it's time to recharge. Make sure to charge the units before they run out of power completely.
- **Q: Can I use external microphones with the GoTour system?**
  - A: Yes, you can connect external microphones to enhance audio quality. Follow the instructions for connecting external audio sources provided in the manual.
- **Q: What is the transmission range of the GoTour system?**
  - A: The transmission range varies depending on environmental factors, but typically it can cover a considerable distance allowing for smooth communication within groups.

## Documents / Resources

 <p>Univox® GoTour Touring made easy</p> <p>LET'S GO! @univox</p>	<p><a href="#">univox GTO Series GoTour Leader Transmitter</a> [pdf] User Manual</p> <p>GTO-T, GTO-R, GTO-CT12, GTO-CC24, GTO-M1, GTO Series GoTour Leader Transmitter, GoTour Leader Transmitter, Leader Transmitter, Transmitter</p>
--	--

## References

- » [Bo Edin AB | Hearing Excellence since 1965](#)
- » [Bo Edin AB | Hearing Excellence since 1965](#)
- [User Manual](#)

## **Manuals+. Privacy Policy**

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.