

TV Ears Wireless Speaker User Manual



Congratulations!

You've taken the first step toward the TV Ears television experience. TV Ears Wireless System will help you hear TV better. To ensure the best TV listening experience please read the following manual thoroughly.

TV Ears Customer Service

Please feel free to contact us with any questions, concerns, or problems about your TV Ears product. Here are a few ways to contact your local TV Ears customer service:

- **Call:**

Canada: 1-800-263-4864 Monday-Friday 9AM-5PM EST

US Corporate Office Toll Free: 1-888-883-3277

- **Visit www.tvears.ca**

Lifetime Service Guarantee

Your new TV Ears Wireless Speaker system comes with a **Lifetime Service Guarantee**. The Lifetime Service Guarantee ensures TV Ears, Inc. will provide repairs and replacements at a nominal fee (plus shipping) after the limited warranty has expired. Refer to the **limited warranty** for full terms.

30-day Money Back Guarantee TV Ears, Inc. honors a **30-day money back guarantee** for all TV Ears products purchased through TV Ears. If for some reason you are not fully satisfied within 30-days of the purchase date, please call one of the customer service numbers listed above. We will issue a Return Merchandise Authorization (RMA) number. All returns must have a RMA number.

Important Safety Instructions

1. Read all instructions completely and heed all warnings. Install in accordance with TV Ears, Inc.'s instructions.
2. Keep these instructions in a safe place for future reference.
3. For indoor use only.
4. Do not use or submerge TV Ears products near water, moisture, or other liquids.
5. Clean with a dry cloth.
6. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
7. For safety purposes, do not deface the prongs on the AC adapters. If the provided plug does not fit into your outlet, purchase the correct adapter or consult an electrician for replacement of the obsolete outlet.
8. Protect the power cord from being walked on or pinched particularly at plugs, convenience receptacles, and the point where the cord exits from the transmitter.
9. TV Ears recommends using a surge protector to protect your TV Ears from power surges.
10. Only use attachments and accessories specified by TV Ears, Inc. with your TV Ears system.
11. Refer all servicing to qualified service personnel. Servicing is required when the TV Ears product has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the TV Ears product, the TV Ears product has been exposed to rain or moisture, does not operate normally, or has been dropped, cracked, or broken.

Warnings

Warning: To reduce the risk of fire or electric shock, do not expose the TV Ears product to rain or moisture. The TV Ears product should not be exposed to dripping or splashing liquids. Do not place objects filled with liquid such as vases on or near the TV Ears product.

Warning: Keep batteries out of reach of children. Discard the battery faceplate (leave batteries installed in faceplate) appropriately and carefully. If swallowed, call:

US: The National Button Battery Ingestion Hotline: 202-625-3333

Warning: The magnetic field emitted by the TV Ears ear tip speakers is minimal. When used as indicated, TV Ears headsets should not cause magnetic interference with pacemakers or internal defibrillators. The magnetic field strength of the speakers is less than 1 Gauss when within 1 inch (3 cm) of the pacemaker or internal defibrillator. It is recommended that the user keep the ear tips at least an inch away from any pacemaker or internal defibrillator.

We have not had any customers indicate a problem using TV Ears in the presence of a pacemaker or internal defibrillator. We recommend not placing the ear tip ends of the headsets (where the speakers are) on your chest or directly in the vicinity of a pacemaker or defibrillator. If you have concerns, we recommend you contact your physician.

Included in Box

- 1 – Wireless Speaker
 - 1 – AC Adapter
- 1 - 2.3 Transmitter
 - 1 – AC Adapter
- 1 – 25 ft. Extender Cord
- 1 - 3 ft. Auxiliary Cord
- 1 - Audio Cord
- 1 – Set of Ear Buds

I Wireless Speaker

- 1 On / Off and Volume Control
- 2 Headphone Jack
- 3 12V DC (power port)
- 4 Aux In port

II 2.3 Transmitter

- 5 Infrared Diodes
- 6 Charging Indicator Light
- 7 Charging Cradles
- 8 Audio Port
- 9 12V port

III Installation Guide

- 10 AC adapter (power supply) for the Speaker
- 11 AC adapter (power supply) for the transmitter
- 12 Audio Cord

Installation Instructions

Step 1 | Plug in the Audio Cord

For **best results**, plug the audio cord into your television's analog (RCA) audio out ports.

1. Plug the dual end of the audio cord **12** (red and black male plugs) into the analog (RCA) audio out ports on the back of the television. *
2. Plug the single end of the audio cord into the port labeled 'Audio' **8** on the back of the TV Ears transmitter.

***If audio out ports are not available on the back of your television:** use the audio out ports on your cable or satellite box.

***If outside the U.S and audio out ports are not available on the back of your television:** use a SCART to RGB signal out adapter.



To use a DVD player or VCR when the audio cord is plugged into a cable or satellite box:

1. Take the dual end of the audio cord **12** (red and black male plugs); gently pull apart the red and black plugs.
2. Insert the red plug into the analog (RCA) audio out ports of the cable or satellite box.
3. Insert the black plug into the analog (RCA) audio out ports of the DVD player or VCR.
4. Plug the single end of the audio cord into the audio port labeled 'Audio' on the back of the TV Ears transmitter.

When installed this way, you must turn off whichever device is not in use. Turn off the cable/satellite box when watching a DVD or video. Turn off the DVD/VCR player when watching TV.

Installation Tips:

- Ports on the front of TVs are usually audio in ports and will not send sound to your TV Ears.
- Fixed/Variable Audio Setting: audio out ports may be marked fixed or variable/fixed or R & L. A fixed audio out setting will allow the television volume to work independently from the TV Ears headset. The television volume can be on mute or at a low level while the TV Ears' volume can be turned up.
 - Consult your television manual / manufacturer to manually program the television to FIXED audio if currently set to variable audio.
- **TV Ears does not work with digital audio out ports.** Please contact your local TV Ears customer service for assistance with digital audio out ports.

To Extend the Audio Cord:

1. Plug the single end of the audio cord **12** into one of the female ends of the 25 ft Extender Cord.
2. Plug one of the single male ends from the 3 ft. Auxiliary Cord onto the opposite end of the Extender Cord.
3. Plug the remaining end of the Auxiliary cord into the port labeled 'Audio' **8** on the back of the TV Ears transmitter.

Step 2 | Place and Power the TV Ears Transmitter

The transmitter lights must be in direct line of sight with the speaker so the speaker can receive the infrared signal.

1. Place the transmitter on a flat surface 3 - 5 feet off the ground.
2. Point the front of the transmitter towards the seating area where the speaker will be used. Plug the end of the AC adapter **11** into the port labeled '12V' **9** on the back of the transmitter.
3. Plug the AC adapter into a standard electrical outlet or surge protector.

Note: The transmitter will not operate properly if unplugged from an electrical source and must remain plugged-in to transmit the infrared signal.

Step 3 | Place and Power the Wireless Speaker

The transmitter sends the audio via an infrared signal to the speaker. For clear reception, the back of the speaker at least 3-4 inches from any solid surface.

1. Place the speaker on a flat surface at least 3 – 5 feet off the ground.
2. Plug the end of the AC adapter **10** into the port labeled '12V DC' **3** on the back of the speaker.

Using the System

| Functions

ON and Volume: Turn the volume knob **1** clockwise to turn the speakers on and adjust the volume to your preference.

OFF: Turn the volume knob **1** counter clockwise until you feel or hear it click off.

| Private Mode

The included ear buds or another headset of your choice can be plugged into the Headphone jack **2** on the front of the speaker. This will turn off the sound to the speaker and only send sound to the headphones. Headphones can be used when listening to a music device as well.

| Using the Speaker with Music Devices

1. Plug one end of the 3 ft. Auxiliary Cord into the headphone jack of the music device.
2. Plug the opposite end of the Auxiliary Cord into the port labeled 'Aux In' **4** on the back of the speaker.
3. Turn ON the music device and set the volume to $\frac{3}{4}$ of the full volume.
4. Turn ON the speaker and adjust the volume to your preference level.

Note If the auxiliary cord is being used to extend the audio cord, unplug the auxiliary cord to use with the music device and reconnect it when finished.

Repairs

Before sending in your TV Ears products for repair, please call our customer service representatives for troubleshooting assistance. If we are unable to resolve the problem or if the product needs to be repaired a Return Merchandise Authorization (RMA) number will be issued. RMA numbers allow TV Ears to keep track of your product and return it to you quickly. Be sure to get the address of the local repair center when obtaining a RMA number. All returned items must have a RMA number.

Obtain a RMA number by calling TV Ears Customer Service: 1-800-263-4864

- o Monday - Friday 9:00AM - 5:00PM EST

Frequently Asked Questions (FAQ's)

1. How do TV Ears work?

TV Ears has 5 infrared lights on the front of the transmitter, which sends an infrared signal to the receiver in the speaker.

2. Why is the sound so clear?

TV Ears Voice Clarification Circuitry takes the sound of the television and enhances the speech frequencies above the background noise, so the dialog is more clear.

3. Why do my TV Ears mute when I mute the TV?

Fixed audio out will allow the television volume and TV Ears volume to work independently from one another. Some televisions have to be manually switched from the "Variable" audio setting to the "Fixed" audio setting by using your TV menu. Not all TVs have the ability to switch from a variable to a fixed audio out (consult your television manual or manufacturer). When the TV is set to a "Variable" audio out setting, the volume of the TV Ears headset will be the same volume as the TV.

4. Why do I hear a television station when I'm watching a DVD/video?

When the audio cord is plugged into the analog (RCA) audio out port of a cable or satellite box AND an analog (RCA) audio out port of a DVD player or VCR, you must turn off whichever device is not in use. Turn off the cable/satellite box when watching a DVD or video. Turn off the DVD/VCR player when watching TV.

5. Can I use a 2.3 Headset with my 2.3 Transmitter?

Yes! You can purchase a 2.3 headset which will work with your 2.3 transmitter.

6. What does 2.3 MHz mean?

2.3 MHz is the frequency of the infrared signal that is sent by the transmitter to the headset. Infrared signals are invisible light signals and are not disturbed by electrical storms.

For additional technical questions, consult our troubleshooting guide on the next page.

If you have further questions please call one of the customer service numbers or visit our website.

Troubleshooting Guide

Problem:

Check the Following:

<p>You hear static or interference</p>	<ul style="list-style-type: none"> • The audio cord is plugged into an analog (RCA) audio OUT port on the TV, cable box, or satellite box. • The audio cord is NOT plugged into a digital audio out port. • The transmitter is plugged into a working power outlet. • The audio cord is plugged into the audio port of the transmitter. • The audio cord is plugged in completely. • The infrared lights of the transmitter are facing the headset and are illuminated. • The transmitter is 3-5 feet off the ground. • Cover all large windows.
<p>The lights on front of transmitter do not light up (infrared diodes are difficult to see in day light).</p>	<ul style="list-style-type: none"> • Cup your hand over the lights to see if 5 infrared lights are glowing red. • AC power adapter is completely plugged into the power outlet and 12V port on back of the transmitter.
<p>The TV volume does not work independently from TV's speaker volume.</p>	<ul style="list-style-type: none"> • The audio cord is in the fixed audio out port and television is set on fixed audio television settings. <p>See Question 3 of FAQs.</p>
<p>You hear a television station when you watch a DVD or video.</p>	<ul style="list-style-type: none"> • Turn the cable or satellite box off when you watch a DVD or video. <p>See Question 4 of FAQs.</p> <p>Note: This is only if audio cord is plugged into audio out port of a cable or satellite and DVD or VCR player.</p>
<p>You have a Blu-Ray player.</p>	<ul style="list-style-type: none"> • Hook your Blu-Ray player up the same way you would a DVD or VCR. <p>See Step 1 of Installation Instructions.</p>
<p>You have a Digital Converter Box or similar.</p>	<ul style="list-style-type: none"> • Hook your Digital Converter Box or similar up the same way you would a cable or satellite box. <p>See Step 1 of Installation Instructions.</p>

Specifications System

Modulation	Infrared, Mono
Carrier frequencies	2.3 MHz
Range	600 sq. ft (55 m ²)
Audio frequency response	100-16,000 Hz
THD	< 1%
Signal to Noise Ratio	90 dB

Speaker

Weight	3.5 lbs. (1.59kg)
Dimensions (H x W x D)	6" x 14" x 8.25" (15.2cm x 35.6cm x 21cm)

Transmitter

Audio / Microphone connection	Mini headphone/RCA cable/ Microphone
Power Supply	DC Power Supply 12v, 200mA
Weight	3 oz (85g)
Dimensions (H x W x D)	1.4" x 1.12" x 3.4" (3.6cm x 2.8cm x 8.6cm)

Manufacturer Declaration

Limited Warranty – 90-days from date of purchase

For a period of 90-days from the date of purchase, TV Ears warrants this product against defects in material and workmanship. The TV Ears headset, transmitter, and all parts (excluding the disposable TV Ears Tips) are under warranty and will be replaced or repaired at no charge to the owner. The proof of purchase (POP) is required at the time of return.

Repairs or alterations performed by non-authorized TV Ears representatives will void the warranty and may damage the equipment.

This warranty is provided at the discretion of TV Ears, Inc. and does not cover cosmetic damage or damage due to acts of nature, accident, misuse, abuse, negligence, commercial use, or modification of or to any part of the product.

Returns & Repairs

TV Ears provides repair service for the life of the product. A minimal fee may be applied. Proof of purchase is required for claims within the warranty period.

TV Ears Declaration

All content, marks, and brand logos are property of TV•EARS® Inc. TV•EARS® Inc. reserves the right to change product content and product specifications without notice.

CE Declaration of Conformity

TV Ears is in compliance with the essential safety requirements and other relevant provisions of Standard IEC 60065:2001 + Ammd 1:2005 / EN 60065:2002 and Directive 2004/108/EC; 2006/95/EC, 89/336/EEC, 92/31/ EC, 93/68/EEC. Before putting the device into operation, please observe the respective country specific regulations.

Rechargeable Batteries

The supplied rechargeable batteries can be recycled. In order to protect the environment, only dispose of exhausted rechargeable batteries at a proper recycling facility. Do not dispose of batteries in trash.

WEEE Declaration

TV Ears products are developed and manufactured with high-quality materials and components that can be recycled and/or reused. This symbol indicates that electrical and electronic equipment must be disposed of separately from normal waste at the end of its operational lifetime. Please dispose of this product by bringing it to your local collection point or recycling center for such equipment. This will help to protect the environment.