

Troubleshooting Guide

If you have any issue in the usage, please read the user manual carefully firstly.

Q1:What purpose that you can use BTI-038 for?

You can slide the BTI-038 to TX or RX mode and BTI-038 can work as Bluetooth Audio Transmitter in TX mode or Bluetooth Audio Receiver in RX mode.

【Transmitter - TX Mode】 It works as Bluetooth audio transmitter for tv and pc. Hook it up to your tv via 3.5mm audio or digital optical cable and pair it to Bluetooth headphones or speakers. This adapter helps you use bluetooth headphones to watch tv at your own comfortable volume level without disturbing the neighbors or family members.

【Receiver - RX Mode】 It works as Bluetooth music receiver for home stereo, wired speakers, etc. Connect the Bluetooth receiver with wired speaker or music streaming sound system and make them Bluetooth capable, stream music or audio to home stereo from your cell phone or laptop.

Q2: I am having trouble in pairing and connection when it works as Bluetooth Transmitter?

- 1) Please make sure the BTI-038 and your Bluetooth Headphones are next to each other or within 33 feet / 10 meter.
- 2) Please slide the BTI-038 to TX mode to work as Bluetooth Transmitter.
- 3) Please make sure that the BTI-038 and your Bluetooth Headphones are in Pairing Status.

For Bluetooth Headphones, before turning on it, we recommend that you should turn off your other devices, such as cellphone to avoid your Bluetooth Headphones wrong reconnection and don't enter into pairing status.

- 4) Please Clear BTI-038 and your Bluetooth Headphones Pairing Records and then operate it again.

Q3: When connected to a TV, there will be a static noise or there is no sound out from the paired Bluetooth Headphones?

1. Please note to choose the right working mode, TX Mode and audio channel as you needs, AUX or SPDIF.
2. Please make sure BTI-038 pair to your Bluetooth Headphones/Speakers successfully. You can also plug the BTI-038 into your Smartphone or PC/Laptop via audio cable and check the sound out is normal. Please note to adjust the volume as your needs.
3. Please make sure the right audio cable connection to your TV.

- 1) If you use the 3.5mm or RCA to connect the BTI-038 into your TV back, please plug the BTI-038 into your TV back labeled “Audio Out” or “Headphones Jack” Audio jack port. Don’t plug it into TV back labeled “Video” or “Component” jack port that it is for video/audio input and there is not any sound from these jack port.
 - 2) Some TVs has only “Digital Optical Audio Out” jack port. So you should use the digital optical audio cable to connect BTI-038 “Optical Port” labeled “TV” into your TV back labeled “Digital Optical Audio Out”.
- Meanwhile, please change your TV audio format to PCM/LPCM instead of Dolby/DTS or turn off Dolby. This very important.

Q4: When play Netflix/Amazon Prime TV program, no sound from headphones?

Nowadays, most movies & TV shows have Dolby Digital Sound - Generally speaking, Bluetooth technology can only handle stereo sound and not Dolby, DTS, etc

Here’s the fix:

1. Open Netflix/Prime on the TV first (VERY IMPORTANT) Netflix:



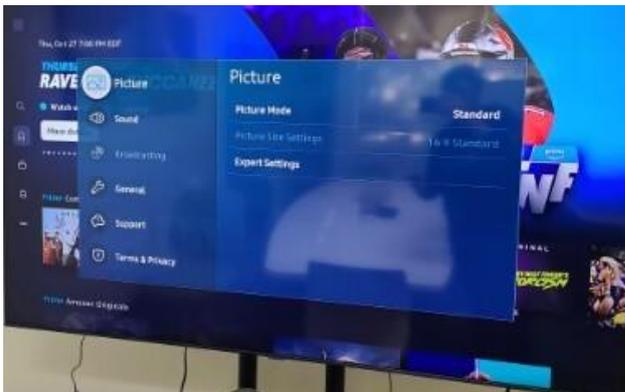
Prime:



2. Get your TV remote and press Settings to go to Settings (while in Netflix/Prime) Netflix:

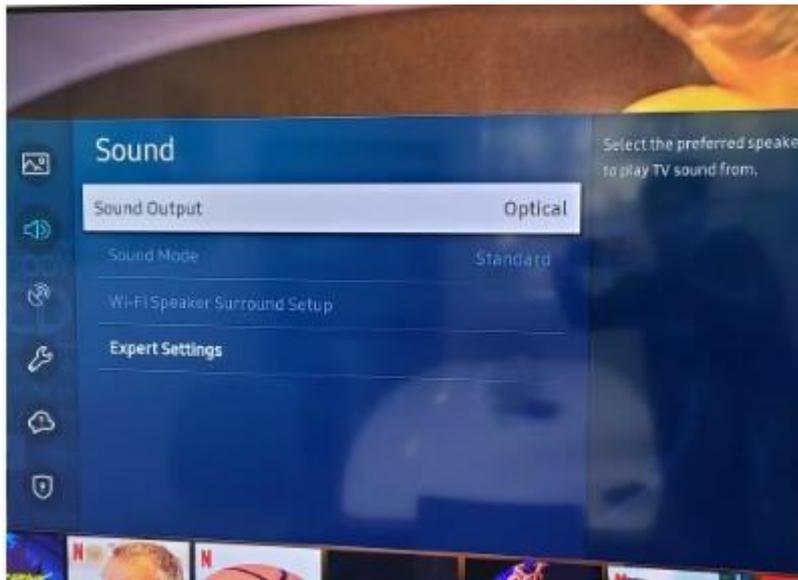


Prime:

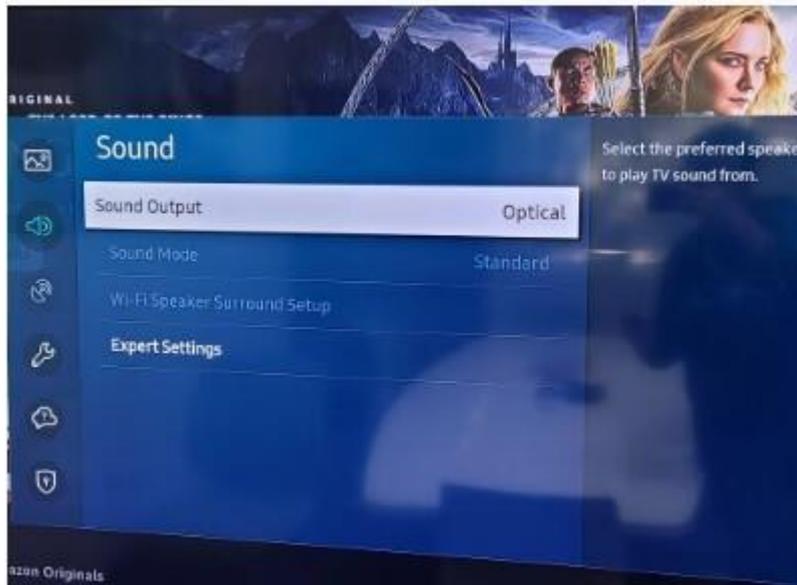


3. Set your Audio Output to PCM. Here's how to do it with Samsung TV as an example. Go to Sound >> Expert Settings >> Digital Out Audio Format >> PCM

Netflix:



Prime:



4. Close the Settings and check if you can hear sound on Netflix or Prime Video.

Q5: No Volume Control or Volume is not enough loud?

1. If you connected the Transmitter to your TV via either 3.5mm AUX or RCA, you should be able to adjust volume using your TV remote.
2. On the other hand, if you're using Digital Optical (SPDIF/TOSLINK) connection, your TV remote control cannot adjust the digital audio output level and makes no impact on the volume.
3. (Often!) Due to a one-off Bluetooth connection error. Fix by pairing & connecting the speaker with your cellphone first and then use with the transmitter again
 - 1) Turn off the speaker and the transmitter.

- 2) Pair the speaker with your cellphone and check the volume control is ok?
- 3) Turn Bluetooth off from cellphone and use it with the transmitter again.

Q6: What should I do if there is a few seconds of audio delay while watching TV?

1. Our BTI-038 supports Low latency SBC audio code and the audio delay is about 70ms, But if the customer's Bluetooth Headphones don't support Low latency SBC, the audio delay will be about 220ms, Even so, for most customers, this delay is acceptable.

2. We recommend:

- 1) When using a broken link, try to use a single link instead of a double link.
- 2) Please replace the Bluetooth headset and pair it with BTI-038 for use.
- 3) Please consider using the BTWH-038 kit to solve this problem.

Q7: What should I do if this item like previous cuts out, does not give constant audio?

1. Please ask the customer to turn off the BTI-038 and headphones, and then re pair and connect them.
2. Customers are advised to keep the distance between the paired Bluetooth earphones and BTI-038 within 10 meters or even shorter.
3. Please ask the customer to adjust the position of BTI-038 and try not to have any obstacles blocking it.

Q8: What range can I expect?

1. This is a Class II Bluetooth device and can achieve up to 33ft (10m) in open air line-of-sight conditions.
2. TWS earbuds and other small, compact devices often have miniaturized internal antennae which can impact the overall range.
3. In general, operation range can be affected by physical obstructions (walls, people, etc.), wireless interference (Wi-Fi routers, Wireless TV adapters etc.) as well as the reception of the receiving device.
4. Single link connections have better range when compared to dual link connections.

Q9: My TV speakers go silent (become muted) when I use the BTI-038 Bluetooth transmitter. Can I make them work simultaneously while using the transmitter?

1. This is a TV feature and its availability depends on your TV make and model.
2. For many models of TV, the built-in speakers might not work if you choose to use an external speaker. They will either automatically mute when you plug something into an audio output port (AUX, RCA, Optical, etc.) or they become disabled once you choose "External Speakers" as your TV's audio output. Some newer TVs however, allow you to

play audio from both the TV's internal speakers and an external audio device simultaneously. For example the newer LG TVs with WebOS versions 3.0 and 3.5 have this feature but Samsung TVs still do not. In the LG TV WebOS 3.0 / 3.5 example, you can enable this feature by changing the TV AUDIO OUT setting from "Internal TV Speaker" to

“Internal TV Speaker + Optical”. Now all audio will simultaneously come from both your TV's speakers and the device connected to the digital optical audio output port.

3. If your TV does not support this feature, maybe you can use one Bluetooth Speaker and one Bluetooth Headphones to be paired with BTI-038 Transmitter to solve the issue.

Q10: My TV is fixed on the wall, it is difficult to set up cable. Will this play audio coming from my TV box (e.g. Roku) that is connected to my TV via HDMI?

Yes. This transmitter doesn't support HDMI jack. But you can purchase an additional HDMI audio to AUX or Optical audio converter to solve it.

If you need any further assistance, please contact our customer support team and tell us

your order# number via: golverydirect-us@hotmail.com