TV·EARS®

TV Ears Headphone System
User Manual

Voice Clarifying Circuitry®

Keep these instructions in a safe place for future reference.

V1.2017.7.HP

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IMPORTANT SAFETY INFORMATION

TV Ears, Inc. asks that you read all instructions completely and heed all warnings to ensure proper handling and prevent any injuries. Failure to act in accordance with TV Ears, Inc.'s instructions can lead to physical harm or injury.

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 further assistance.

Only use attachments and accessories specified by TV Ears, Inc. with your TV Ears system.

Warning: To prevent possible hearing loss, do not listen at high volume levels for long periods of time.

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 batteries appropriately and carefully. If swallowed, call The National Button Battery Ingestion Hotline at 1-202-625-3333.

Warning: The magnetic field emitted by the TV Ears 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 1 inch away from any pacemaker or internal defibrillator. If you have concerns, we recommend you contact your physician.

For assistance, call (866) 611-9934. See Page 19

INTRODUCTION

Thank you for purchasing from TV Ears and welcome to the family! This User Manual is designed to give you the most information possible and answer all the questions you might have when installing and using your new product.

In this manual, we will demonstrate the ideal set up as well as show you how to successfully install your product with illustrated step-by-step instructions. You will learn what each piece is used for, how to use all of the features available to you, and how to troubleshoot the issues most commonly experienced by other users. We aim to cover any pitfalls you might experience, and give you tips for best practices.

Towards the back of the manual, you will find information on our warranty, technical specifications of your product, and support contact information just in case you have any questions.

Again, we welcome you to the TV Ears family and wish you happy TV listening!

PRODUCT DIAGRAM



For assistance, call (866) 611-9934. See Page 19

PRODUCT DIAGRAM



PACKAGE CONTENTS



Headphones



Transmitter



USB Power AC Adapter



3.5 mm to RCA “Y” adapter



USB Power cord



3.5 mm Analog Audio cord

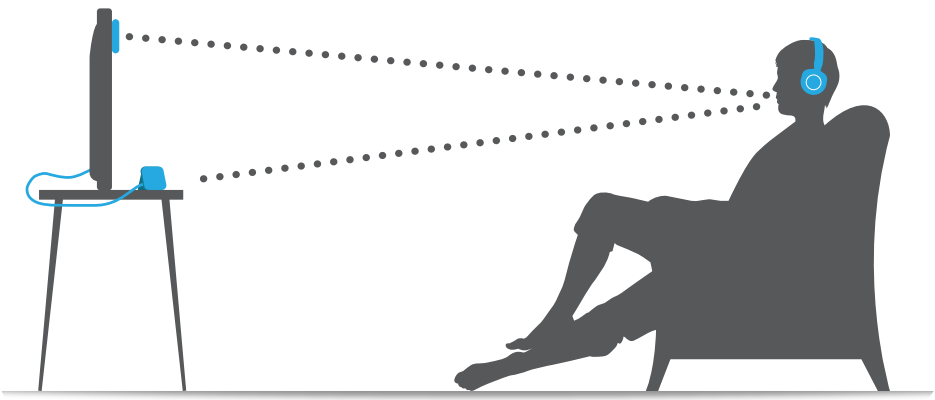
For assistance, call (866) 611-9934. See Page 19

IDEAL TV EARS PLACEMENT

Every wireless TV Ears system utilizes infrared technology to send audio signals from the transmitter to the headset.

Infrared technology requires a direct line-of-sight from the transmitter to the receiver (or headphone) to successfully transmit audio signals. Therefore, when installing any wireless TV Ears system, you will have to be sure the transmitter has a direct line-of-sight with the headphone when the headphone is in use.

For the best results, the transmitter can be mounted to the top or side of your TV using the adhesive strip provided, or, pull out the attached stand and place on a flat surface that is three to five feet from the ground. The transmitter should be facing directly towards the seating area where the headphone will be used. Make sure that nothing is blocking the signal between the transmitter and headphone. (ie. books, newspapers, etc.).



INSTALLATION

pgs. 9-12

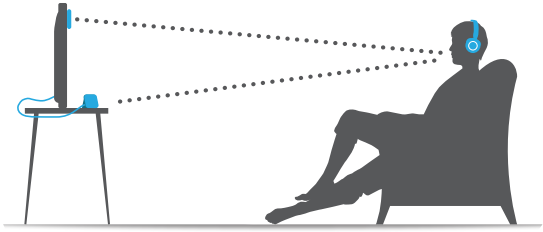
STEP 1:

PLACE AND POWER THE TRANSMITTER

This step explains where to place the transmitter for the best performance as well as how to power the transmitter.

The infrared diodes on the transmitter must be in direct line of-sight with the headphone when using the system for best performance. There cannot be anything blocking the direct signal,otherwise there will be no audio received and no sound heard.

1. Attach the transmitter to the top, or side of your TV using the adhesive Velcro strip provided, or, pull out the attached stand (see diagram on page 7) and place the transmitter on a flat surface that is 3 to 5 feet off the ground. Be sure it is pointed to the seating area where the Headphone will be used.



2. All cords can be easily concealed behind the TV by plugging the USB power cord directly into the USB port on the back of your TV (Note: When the USB power cord is connected directly to the USB port on your TV, the headphones will automatically turn off when the TV turns off). If your TV does not have a USB port, simply plug the USB cord into the USB wall adapter and plug into a standard electrical outlet or surge protector (a surge protector is recommended to protect against power surges).



3. Plug the end of the USB power cord into the port labeled "POWER" on the side of the transmitter. The correct port has a red border around it.

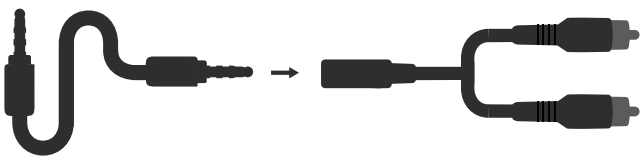
STEP 2:

RCA ANALOG INSTALLATION

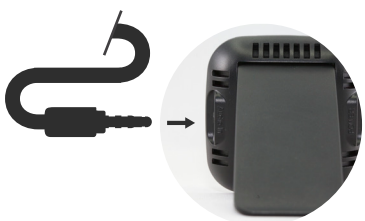
This step will explain how to connect the TV Ears transmitter to your television, satellite, or cable box using an RCA analog audio cord.

- If you cannot get to the back of your TV, you can also use these instructions to install the system to your cable or satellite box.
- Be aware that the "Audio" ports on the front of your television are typically "Audio In" ports and will not send audio to the headphone.
- Audio ports labeled "L" & "R" will also not send audio to the headphone.

1. Plug the dual end of 3.5MM Female to RCA Adapter into the analog "Audio Out" on the back of the television, satellite, or cable box. Then plug the 3.5MM Audio Cord into the female end of the 3.5MM Female to RCA Adapter (see diagram).



2. Plug the other end of the 3.5MM Audio Cord into the port labeled "Audio In" on the side of the transmitter. The correct port has a "Green" border around it.



- TV Ears systems are mono systems. This means that you will still hear sound through both the left and right earpieces even if you only have the left or right audio connected.
- Your TV's audio settings may be set to "variable" or "fixed". If you want to be able to control your TV volume level separate from your TV Ears volume level, you will need to make sure your TV is set to "fixed". Contact your TV manufacturer for assistance.

ALTERNATIVE INSTALLATION METHOD

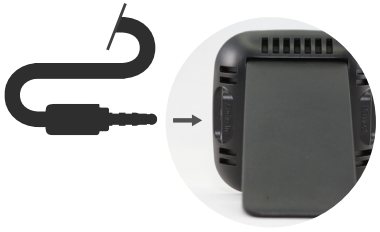
3.5mm Audio Cord Installation

This step is an alternative to Step 2 on page 12. This step will explain how to connect the TV Ears transmitter to your television, satellite, or cable box using a 3.5mm analog audio cord.

- If you connect the 3.5mm audio cord to the Headphone port on your TV, your TV Ears will still function properly, but the sound to your television speakers will be muted. The port is usually labeled with an icon that looks like the following:

1. Plug one end of the 3.5mm audio cord into the "Audio Out" port on the back of the television, satellite box, or cable box.

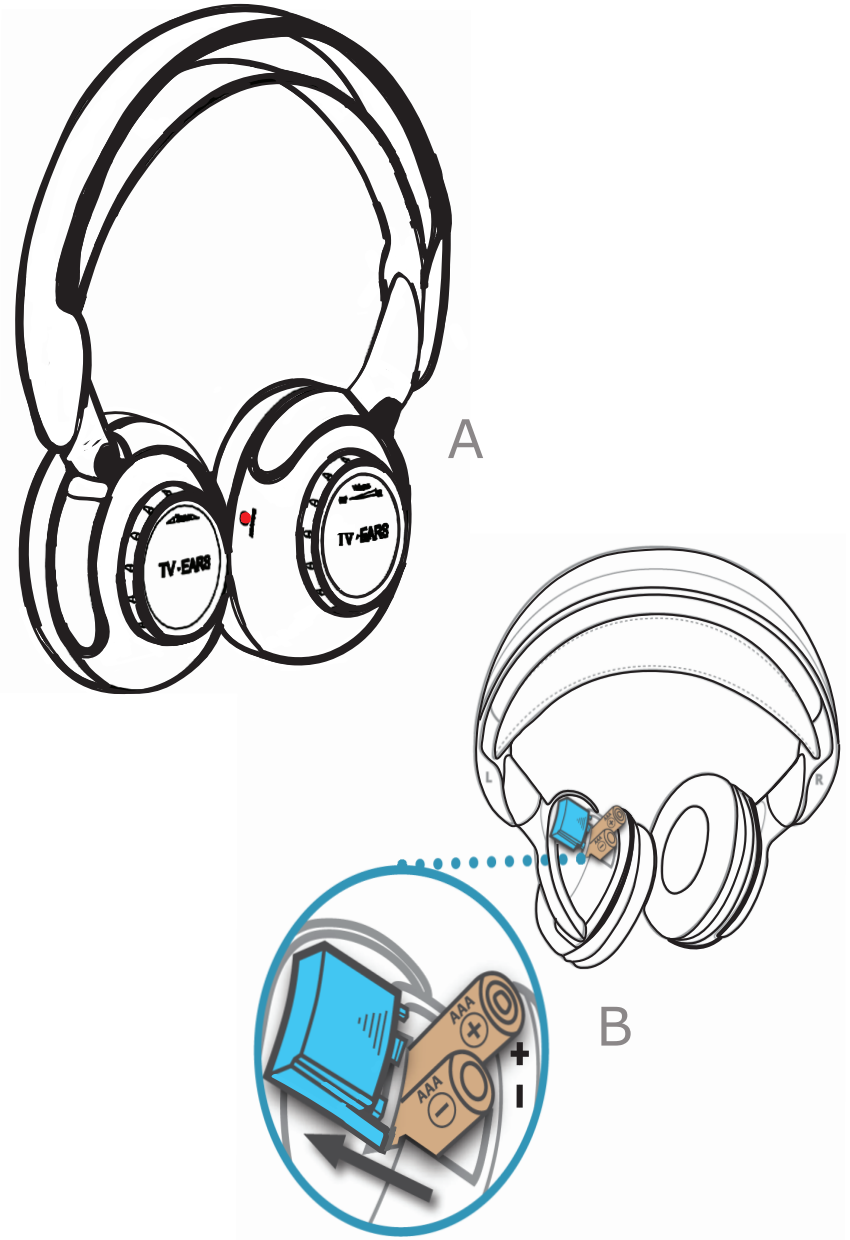
2. Plug the other end of the 3.5mm Audio Cord into the port labeled "Audio In" on the side of the transmitter. The correct port has a "Green" border around it.



- Your TV's audio settings may be set to "variable" or "fixed". We recommend that you set your audio settings to "fixed" for better audio quality when using this installation option. If you want to be able to control your TV volume level separate from your TV Ears volume level, you will need to make sure your TV is set to "fixed". Contact your TV manufacturer for assistance.

Note: The headphones can be used to amplify and clarify audio from any device equipped with a 3.5mm headphone jack; Such as iPad's/tablets, smart phones, computers etc.

USING THE SYSTEM & FEATURES



For assistance, call (866) 611-9934. See Page 19

USING THE SYSTEM & FEATURES

A. ON/OFF VOLUME KNOB

- When the heaphones are turned on and the batteries are properly installed, the power light will illuminate red.
- To turn the headphones on, rotate the volume knob towards the "on" position and set the volume to your comfort level.
- To turn the headphones off rotate the volume dial towards the "off" position until you feel and hear a "click". Once you feel the click, this means the headphones are completely turned off.

TONE CONTROL KNOB

- The Tone knob allows you to control the amount of bass and treble that is output by the heaphones.
- To adjust the tone, simply turn the knob back and forth until you find the tone that suits your preference.

B. BATTERY REPLACEMENT

- To replace the batteries simply slide the compartment door open and install batteries as shown.

INFRARED LIGHTS

There are twelve infrared lights located on the front of the transmitter. These lights provide the transmission of the audio signal from the transmitter to the headphones. When the transmitter is connected to power, these twelve lights will illuminate a dim red color. If one or more of these lights is not illuminated, the bulbs may be burnt out and may cause decreased transmission power, which can affect the range and the quality of the audio signal. If one or more of these lights are not illuminated, call our support line for assistance. *Refer to page 7 for a diagram of the product.*

CARING FOR YOUR PRODUCT

Do not use or submerge TV Ears products near water, moisture, or other liquids.

Clean with a dry cloth.

Do not install near any heat sources such as radiators, heat registers, stoves, or any other apparatus (including amplifiers) that produce heat.

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.

TV Ears recommends using a surge protector to protect your product from power surges.

Refer all servicing to qualified service personnel. Servicing is required when the TV Ears product has been damaged in any way, such as when the power-supply cord is damaged, liquid has been spilled on the product, objects have fallen into the product, the product has been exposed to rain or moisture, does not operate normally, has been dropped, cracked, or has been broken.

For assistance, call (866) 611-9934. See Page 19

FAQS & TROUBLESHOOTING

System Reset

If anything out of the ordinary is happening, we recommend that you first perform a system reset.

1. Unplug everything from the transmitter (Audio & Power).
2. Wait about 10 seconds then firmly reconnect all cords.
3. Place the transmitter 3 to 5 feet off the ground and away from any obstructions.
4. Confirm the transmitter is receiving power by Checking for the 12, dimly lit, Infrared lights on the front of the transmitter
5. If you do not receive clear sound after the reset, try replacing the (2) AAA batteries in the Headphone
6. If new batteries do not fix the problem, please contact our technical support department for further troubleshooting

Why does 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 headphone will be the same volume as the TV.

FAQS & TROUBLESHOOTING

How can I connect my TV Ears to both my cable/satellite box and DVD/VCR player at the same time?

You must install the system with the RCA analog audio cord and split the cord to connect to both devices. To split the RCA analog audio cord, follow these steps:

1. Hold the red tip of the RCA Audio cord in one hand and the black tip in the other then pull them apart to split the cord down the middle like string cheese.

2. Connect the red end of the RCA Cord into the red audio out port on the back of the first device.

3. Connect the black end of the RCA cord into the white audio out port on the back of the second device. Be sure to turn off whichever device is not in use otherwise you will hear both at the same time.

What does 2.3MHz mean?

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

Why are my headphones turning off when I turn my TV off?

When the USB power cord is connected directly to the USB port on your TV, the headphones will automatically turn off when the TV turns off.

For assistance, call (866) 611-9934. See Page 19

BEFORE YOU CALL

Please prepare the following before calling TV Ears Technical Support to ensure the most expedient resolution.

1. Read through the Warranty information in this manual and on our website (www.tvears.com/warranty).

2. Have the make and model number of your TV or cable/ satellite box ready.

3. Know which TV Ears product you have (e.g. Headphone System or 5.0 Digital etc.)

4. Please be near your system. We cannot troubleshoot your system if you do not have access to it.

Call TV Ears Technical Support at 1-866-611-9934

WARRANTY & RETURN INFORMATION

6 Month Full Warranty

The TV Ears warranty covers product failures due to manufacturer's defects. The Warranty is only valid if the product is purchased from TV Ears directly or one of TV Ears Authorized Sellers. If the product fails within the first 6 months of the **original purchase** it will be replaced at no charge with the same or newer model of equal value. The following items are NOT covered under this warranty: ear tips, batteries, bow arms, and shipping charges.

5 Year Limited Warranty

The TV Ears warranty covers product failures due to manufacturer's defects. The Warranty is only valid if the product is purchased from TV Ears directly or one of TV Ears Authorized Sellers. If the product fails within a 5-year period of the **original purchase** it will be replaced for 50% off MSRP with the same or newer model of equal value. The following items are NOT covered under this warranty: ear tips, batteries, bow arms, and shipping charges.

Repairs or alterations performed by non-authorized TV Ears representatives will void the warranty and may damage the equipment. Also, if the TV Ears product is taken outside of the US the warranty becomes void.

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

To receive warranty service or to return a product, simply call us at 1-888-883-3277, Monday through Friday 6am to 6pm PST, to speak with one of our friendly American based customer service representatives. If items need to be returned, you will receive an RMA number. No returns will be accepted without an RMA number clearly and legibly written on the outside of the package or shipping label. Return shipping charges are not covered by TV Ears.

For assistance, call (866) 611-9934. See Page 19

MANUFACTURER DECLARATIONS

TV Ears Declaration

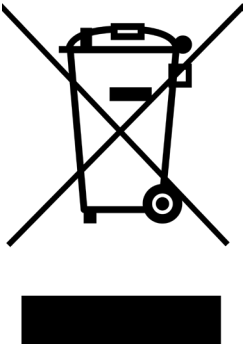
All content, marks, and brand logos are property of TV Ears, Inc. TV Ears, Inc. reserves the right to change product content and product specifications without notice.

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.

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 protect the environment.

TECHNICAL SPECIFICATIONS

Headphones Specifications

Power Supply — (2) AAA batteries

Max SPL — 110db

Weigh — 7.55oz

Audio Frequency Response — 100-16,000 MHz

Modulation — Infrared Mono

Transmitter Specifications

Audio Microphone connection — RCA Analog / 3.5mm

Dimensions (H x W x D) — 2½ x 2½ x 1¾

Power Supply — USB to DC Jack 5v/0.5A, 400mA

Weight – 1.4 oz (39g)

Overall System Specifications

Audio Frequency Response — 100-16,000 MHz

Carrier Frequencies — 2.3 MHz

Modulation — Infrared Mono

For assistance, call (866) 611-9934. See Page 19

TV EARS PRODUCTS

TV Ears Original

Item Number—11641 | MSRP $129.95

This is our basic television listening system with analog connectivity. Includes one 5.0 Headset and one Analog transmitter.



TV Ears Digital

Item Number—11741 | MSRP $229.95

This is our mid-level television listening system with analog and digital connectivity. Includes one 5.0 Headset, one Dual Digital transmitterr, and accessories.



TV Ears Dual Digital

Item Number—11841 | MSRP $299.95

This is our advanced television listening system with analog and digital connectivity. Includes two 5.0 Headsets, one Dual Digital Transmitter, and accessories.



TV Ears Speaker

Item Number—11290 | MSRP $249.95

This is our advanced wireless speaker system with analog and digital connectivity. Includes one Wireless TV Speaker, one Dual Digital Transmitter, and accessories.



ACCESSORIES

TV Ears Slide Tips

Item Number—40725 | MSRP $24.95

Six month supply (3 pairs) of replacement foam ear tips for the TV Ears 5.0 Headset. Ear tips are only available through TV Ears.



TV Ears Battery Replacement

Item Number—40810 | MSRP $24.95

Replacement batteries for the TV Ears 5.0 Headset last 1-2 years and should only be replaced after speaking with a technician. Batteries are only available through TV Ears.



TV Ears Headset

Item Number—11621 | MSRP $99.95

This TV Ears Headset is an accessory for a full TV Ears system and should only be purchased if you already own a TV Ears headset system.



TV Ears Analog Transmitter

Item Number—11611 | MSRP $69.95

This replacement transmitter kit comes with the transmitter, power cord, RCA Analog Audio cord and the 3.5mm Analog Audio cord.



For assistance, call (866) 611-9934. See Page 19

NOTES

Register your product over the phone at:

1-866-611-9934
tvears.com/support-warranty
tvears.com
facebook.com/tvearsinc
twitter: @tvears

1-888-883-3277 — Sales Main Line
1-866-611-9934 — Support
1-888-958-7899 — Fax

info@tvears.com — Email

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