

# TV·EARS®

Dr. Recommended TV Listening Devices



## **TV Ears Wireless Speaker**

### **User Manual**

## **I** Wireless Speaker

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

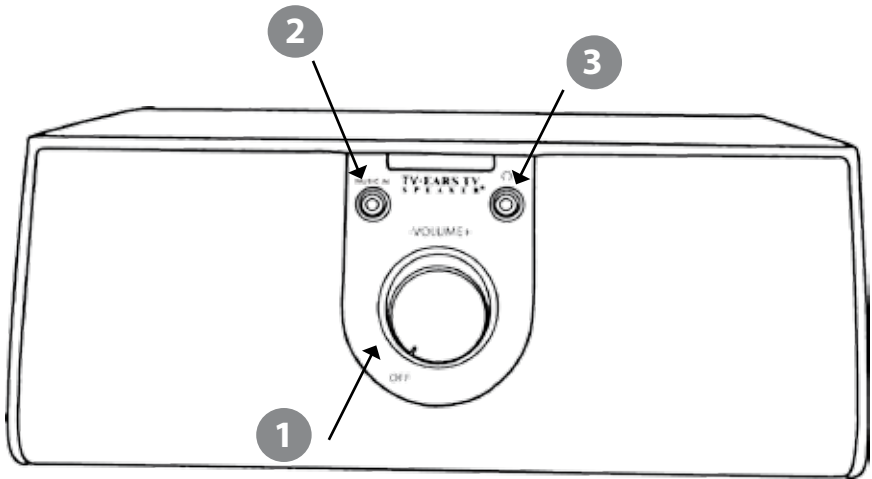
## **II** 2.3 Transmitter & Cords

- |                            |                                      |
|----------------------------|--------------------------------------|
| 6 Charging Indicator Light | 11 Ridged AC Adapter for speaker     |
| 7 Infrared Diodes          | 12 Smooth AC Adapter for transmitter |
| 8 Charging Cradles         | 13 Audio Cord                        |
| 9 Audio Port               | 14 25 ft. Extender Cord              |
| 10 12V port                | 15 3 ft. Auxiliary Cord              |
|                            | 16 Ear Buds                          |

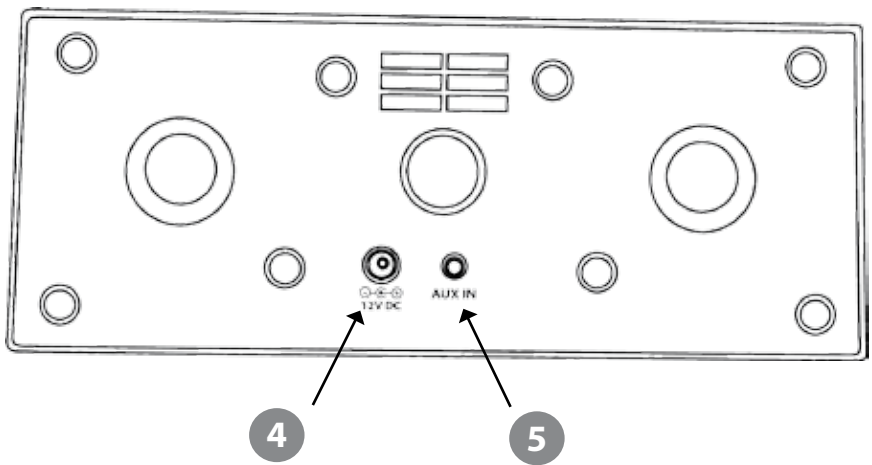
### **Included in Box:**

Wireless Speaker & Power Adapter  
2.3 Transmitter & Power Adapter  
Audio Cord  
25 ft. Extender Cord  
3 ft. Auxiliary Cord  
Ear Buds

## Front

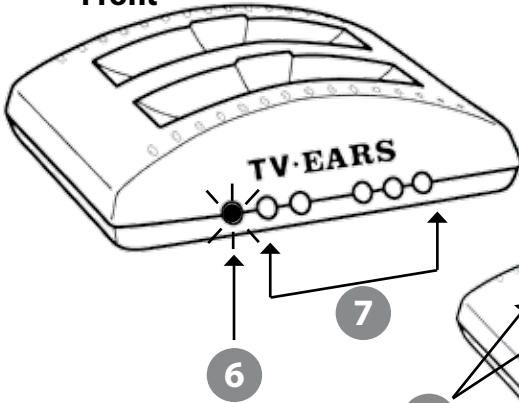


## Back

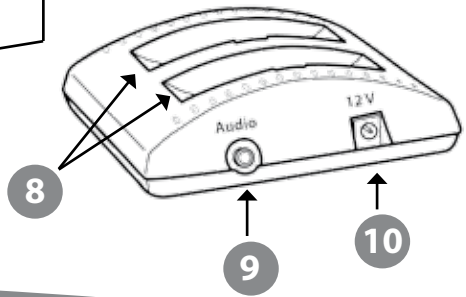


# III

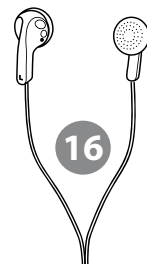
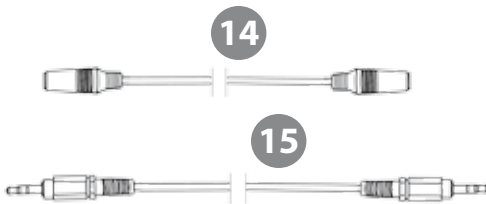
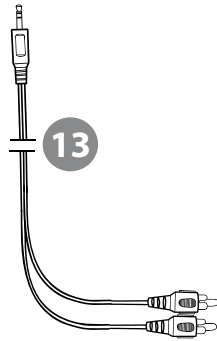
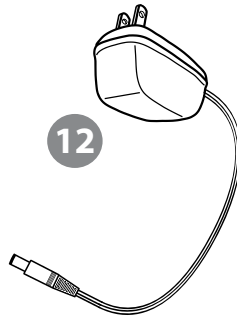
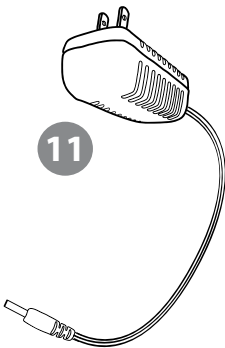
Front



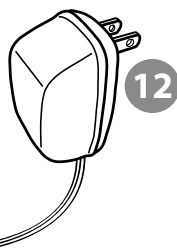
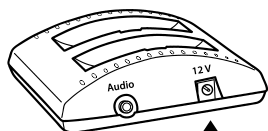
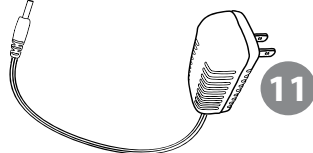
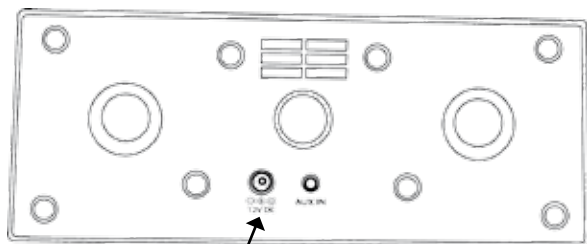
Back



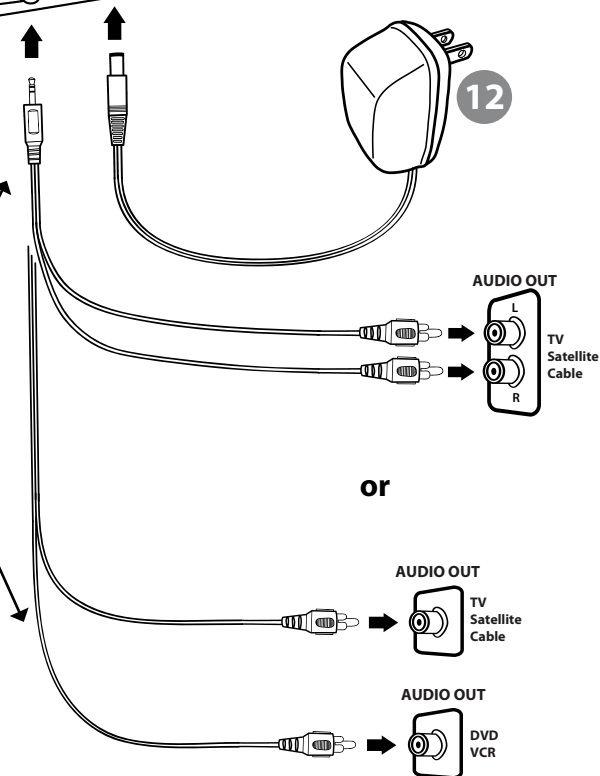
## Cords



# Installation Guide



13



# TV Ears Wireless Speaker User Manual

## **Congratulations!**

You've taken the first step toward the TV Ears television experience. The TV Ears 2.3 System will help you hear TV better at your own volume. To ensure the best TV listening experience please read this manual thoroughly.

## **TV Ears Customer Service**

Please feel free to contact us with any questions, concerns, or problems about your TV Ears product.

- **Call:**  
**US Technical Support: 1-866-611-9944**  
**US Customer Sales: 1-888-883-3277**
- **Visit [www.tvears.com](http://www.tvears.com)**

<b>Important Safety Instructions</b>	<b>1</b>
<b>Warnings</b>	<b>2</b>
<b>Installation Instructions</b>	<b>3</b>
Step 1   Plug in the Audio Cord	3
Step 2   Power and Place the TV Ears Transmitter	5
Step 3   Power and Place the Wireless Speaker	5
<b>Using the Speaker</b>	<b>6</b>
<b>Replacements</b>	<b>7</b>
<b>Accessories</b>	<b>8</b>
<b>Frequently Asked Questions (FAQ's)</b>	<b>9</b>
<b>Troubleshooting Guide</b>	<b>11</b>
<b>Specifications</b>	<b>13</b>
<b>Manufacturer Declaration</b>	<b>14</b>

# 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. Do not use or submerge TV Ears products near water, moisture, or other liquids.
4. Clean with a dry cloth.
5. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
6. 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.
7. 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.
8. TV Ears recommends using a surge protector to protect your TV Ears from power surges.
9. Only use attachments and accessories specified by TV Ears, Inc. with your TV Ears system.
10. 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.





**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:

**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.

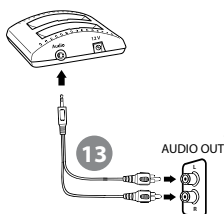
We have not had any customers indicate a problem using TV Ears in the presence of a pacemaker or internal defibrillator. We recommend not placing the ear tip ends of the headsets (where the speakers are) on your chest or directly in the vicinity of a pacemaker or defibrillator. If you have concerns,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

# 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 **13** (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 **Audio** jack **9** 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 RCA 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 **13** (red and black male plugs); gently pull apart the red and black plugs.
2. Insert the red plug into the analog (RCA) audio out port of the cable or satellite box.
3. Insert the black plug into the analog (RCA) audio out port of the DVD player or VCR.
4. Plug the single end of the audio cord into the **Audio** jack 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.

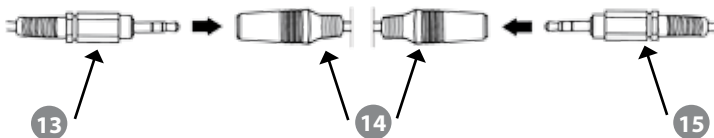
## Installation Tips:

- Ports on the front of TVs are usually audio in ports and will not send sound to your TV Ears.
- Fixed/Variable audio setting: See the Troubleshooting Guide on page 11.
- TV Ears does not work with digital audio out ports without the TV Ears DAC (Digital Analog Converter). For information on the DAC see page 8.
- When receiving a signal from the transmitter or plugging the audio cord into the back of the speaker, the sound will be mono. For stereo sound, see Using the Speaker with Music Devices.

## Optional - To Extend the Audio Cord:

You may extend the audio cord to move the transmitter further away from the television or to plug the audio cord directly into you speaker.

1. Plug the single end of the audio cord into one of the female ends of the 25 ft. extender cord **14**.
2. Plug one of the male ends of the 3 ft. auxiliary cord **15** into the opposite female end of the extender cord.
3. Plug the remaining end of the auxiliary cord into the **Audio** jack **8** on the back of the TV Ears transmitter.



# Installation Instructions

## Step 2 | Power and Place the TV Ears Transmitter

The transmitter lights must be in direct line of sight with the speaker.

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 smooth AC adapter 12 into the 12V jack 10 on the back of the transmitter.
3. Plug the smooth AC adapter into a standard electrical outlet or surge protector.

**Note:** The transmitter must remain plugged-in to transmit the infrared signal.

## Step 3 | Power and Place the Wireless Speaker

The transmitter sends the audio via an infrared signal to the speaker.

1. Place the speaker on a flat surface 3-5 feet off the ground.
2. Plug the end of the ridged AC adapter 11 into the 12V jack 10 on the back of the transmitter.
3. Plug the ridged AC adapter into a standard electrical outlet or surge protector.



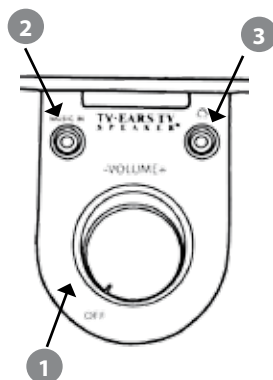
## Functions

**ON and Volume:** Turn on the volume knob **1** clockwise to turn the speakers ON and adjust the volume to your preference. The blue light ring will illuminate when the speaker is ON.

**OFF:** Turn the volume knob **1** counter clockwise until you feel or hear it click OFF. The blue light ring will turn OFF when the speaker is OFF.

## Private Mode

The included ear buds or another headset of your choice can be plugged into the Headphone jack **3** on the front of the speaker. This will turn the sound to the speaker OFF and only send sound to the headphones.



## Using the Speaker with Music Devices

1. Plug one end of the auxiliary cord **15** into the headphone jack of the music player.
2. Plug the opposite end of the auxiliary cord into the Music In jack **2** on the front of the speaker.
3. Turn the music player ON and set it to  $\frac{3}{4}$  of the full volume.
4. Turn the speaker ON and adjust the volume to your preference level.

**Note:** When the audio signal is received through the Music In jack on the front of the speaker, the speaker will play stereo sound. If the auxiliary cord is being used to extend the audio cord, unplug the auxiliary cord to use it with the music device and reconnect it when finished.

# Replacements

If you need to replace your speaker for any reason, please call our customer service representatives for troubleshooting assistance. If we are unable to resolve the problem or if the product needs to be replaced, 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. All returned items must have an RMA number.

**Obtain an RMA number by calling TV Ears Customer Service:**

- US Customer Service: 1-866-611-9944
- Canada: 1-800-263-4864

**Accessories and Replacements can be purchased online, by telephone, or from an Authorized TV Ears dealer.**

**Online:** [www.tvears.com](http://www.tvears.com)

**Call Customer Service** at the appropriate number above.

**Visit a local Authorized TV Ears Dealer:**

To find a TV Ears dealer near you, go to the TV Ears website at **[www.tvears.com](http://www.tvears.com)**. Please call the dealer to confirm the desired item is in stock.

Available Accessories and replacements for your TV Ears system.

**Additional Wireless Speaker:** The transmitter can send the infrared signal to more than one speaker at a time. Add another speaker to create a surround sound effect.

**2.3 Headset:** The transmitter can also send the infrared signal to a wireless headset for personal listening. The transmitter will also charge your new headset so it is always ready for use when the rest of the house wants the TV to be quiet.

**Seat Side Charger:** This charger keeps your headset charged right next to your seating area. The charger does not transmit an infrared signal.

**Alternate Installation Kit:** This kit includes a power microphone, extender cord, and headphone jack adapter. This kit can be used if you cannot access or there is no analog (RCA) audio out ports on your television, cable, or satellite box.

**DAC (Digital Analog Converter):** This converter allows you to connect your TV Ears transmitter to a digital audio out port when analog audio out ports are not available.

# Frequently Asked Questions

## 1. How do TV Ears work?

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

## 2. Why is the sound so clear?

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

## 3. Why does my speaker mute when I mute the TV?

When the TV is set to a *Variable* audio out setting, the volume of the TV Ears speaker will change as the volume of the TV changes. A *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).

## 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.

See Step 1 of installation for further instructions.



## **5. What is no sound is heard through the speaker?**

Verify the volume is turned on. Make sure the audio cord is plugged into the audio port in the television and the AC adapter is plugged into a working electrical outlet.

## **6. 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.

## **7. What if the far left light is not lighting up?**

The far left light is the charging light. It will only illuminate if a headset is placed into the charging cradle of the transmitter. If there is no headset in the charging cradles, the light will not illuminate.

## **8. What does 2.3MHz mean?**

2.3MHz is the frequency of the infrared signal that is sent by the transmitter to the speaker. 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, [www.tvears.com](http://www.tvears.com).

# Troubleshooting Guide

## Problem:

## Check the Following:

You hear static or interference.

- Plug the audio cord completely into an analog (RCA) audio OUT port of the audio source.
- Do NOT plug the audio cord into a digital audio out port, unless using a DAC.
- Plug the transmitter into a working power outlet.
- Plug the audio cord into the **Audio** jack of the transmitter completely.
- Make sure the infrared lights of the transmitter are facing the headset and are illuminated.
- Put the transmitter is 3-5 feet off the ground.
- Be sure that the headset model matches the transmitter model. For example, you must use a 2.3 headset with a 2.3 transmitter.
- Cover all large windows.

The lights on front of transmitter do not light up.

- Cup your hand over the lights and see if the infrared lights are glowing red.
- Make sure that the power adapter is completely plugged into a power outlet and the **12V** jack on back of the transmitter.

Problem	Check the Following
<p>The TV volume does not work independently from TV Ears volume.</p>	<ul style="list-style-type: none"> <li>• Make sure the audio cord is in a <i>Fixed</i> audio out port and the television is set on <i>Fixed</i> audio out settings. See Question 3 of FAQs.</li> </ul>
<p>You hear a television station when you watch a DVD or video.</p>	<ul style="list-style-type: none"> <li>• Turn the cable or satellite box off when you watch a DVD or video. See Question 4 of FAQs.</li> </ul> <p><b>Note:</b> This is only if audio cord is plugged into audio out port of a cable or satellite <b>and</b> a DVD or VCR player.</p>
<p>You have a Blu-Ray player.</p>	<ul style="list-style-type: none"> <li>• Hook a Blu-Ray player up the same way you would a DVD or VCR. See Step 1 of Installation.</li> </ul>
<p>You have a Digital Converter Box or similar.</p>	<ul style="list-style-type: none"> <li>• Hook a Digital Converter Box or similar up the same way you would a cable or satellite box. See Step 1 of Installation.</li> </ul>

# Specifications

## System

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

## Speaker

Weight	3.5 lbs (1.59 kg)
Height	4.25" x 6.5" x 10.75" (10.8cm x 16.5cm x 27.3cm)

## 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 4.12" x 3.4" (3.6cm x 10.5cm x 8.6cm)

## **Warranty - 90 Days from date of purchase**

For a period of 90 days from the date of purchase, TV Ears guarantees this product against defects in material and workmanship. The TV Ears speaker, transmitter, and all parts (excluding the disposable ear tips) are under warranty and will be replaced 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.

## **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.



# Manufacturer Declaration

## 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. Please dispose of this product by bringing it to your local collection point or recycling center for such equipment.







**Toll Free Help Line**  
**1-866-611-9944**  
**To learn more:**  
**[www.tvears.com](http://www.tvears.com)**

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