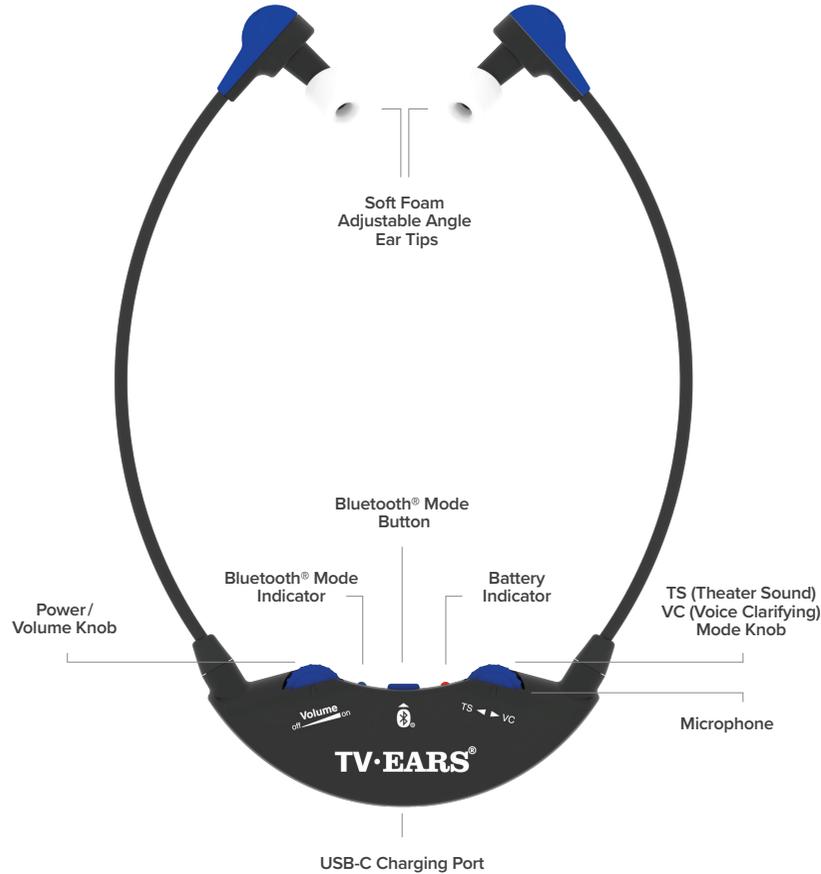


# TV·Ears Bluetooth® Headset System

User Guide



**TV·EARS**  
Doctor Recommended



## 1. Using and Charging the Headset

### A. First Time Charging

- Before you use your headset for the very first time, please charge it for 3 hours.
- Use the USB-C charging cord that came in the box.
- Plug the cord into a 5V/1A wall adapter (the small block that plugs into the outlet).
- This first charge makes sure your battery is strong and ready.



### B. Everyday Charging

- ✓ Always turn the headset OFF before charging.
- ✓ Plug the USB-C charging cord into the USB-C charging port.
- ✓ Plug the other end into the wall adapter.



USB-C charging port

## Charging Lights:

- **Flashing Red** = Battery is very low, please charge.
- **Solid Orange** = Charging now.
- **Solid Green** = Fully charged, ready to use.

## Battery Life Tips:

- A full charge lasts about 16 hours.
- Louder volume can use up the battery more quickly.
- Try not to do short quick charges — it's better to wait for the red low battery indicator light to flash, then charge.
- Consider using two headsets. This way you can charge one while the other is in use.

## C. Turning the Headset On and Off and Adjusting the Volume

- To turn **ON**, rotate the round power volume knob right (clockwise) until you feel and hear a click.
- To make the sound **louder**, turn the knob right (clockwise).
- To make the sound **quieter**, turn the knob left (counterclockwise).



- To turn **OFF**, rotate the knob left (counterclockwise) until you hear a click. The light will go out.

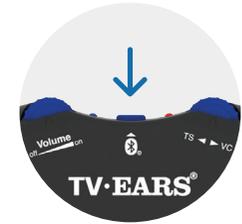
**TIP:** Turn your TV volume down or mute it, and then use the headset's volume knob to set your listening level.

## D. BT Mode button — Toggle between TV•Ears & Bluetooth® Mode

- With the Headset on, you can toggle between TV•Ears Mode and Bluetooth® Mode

### ● **Pink Light = TV•Ears Mode**

Automatically connects to the **TV•Ears Link** for a seamless, plug-and-play TV listening experience.



### ● **Blue Light = Bluetooth® Mode**

Lets you pair the headset with **other Bluetooth® devices** such as smartphones, tablets, laptops, and Bluetooth-enabled TVs.

**Note:** If you do **not** have a TV•Ears Link, switch the headset to **Bluetooth® Mode (blue light)** to connect directly to your TV — the same way you would pair with a phone, tablet, or computer. Your TV must have built-in Bluetooth® for this to work.

## E. Choosing Your Sound Mode

**Theater Sound (TS)** — default mode for rich, full sound.

To switch back to Theater Sound, turn the knob left (counterclockwise) until it clicks.

**Voice Clarification (VC)** — makes voices clearer, helpful for dialogue or conversations.

To switch to Voice Clarification, turn the TS/VC knob right (clockwise) until it clicks.

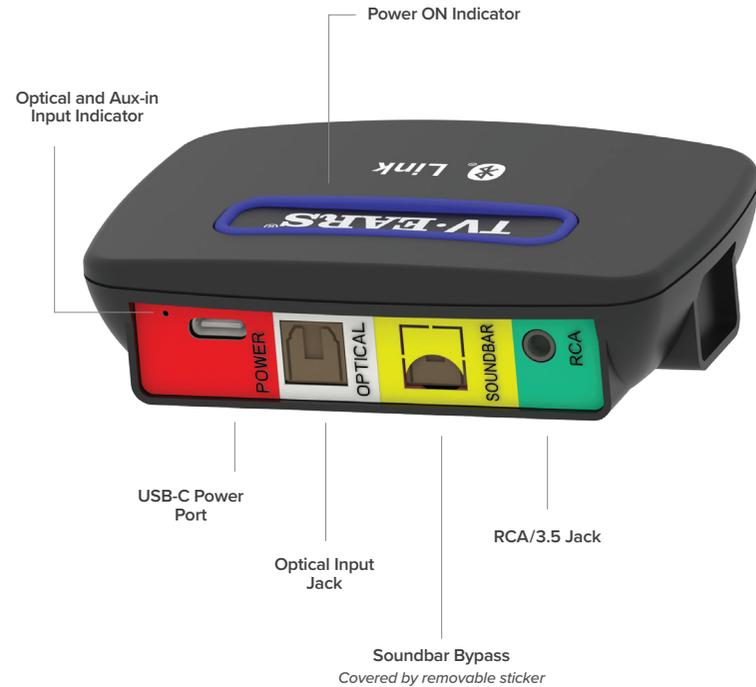


## 2. Using the Headset for Phone Calls

- Turn on the headset, then press the BT Mode button to activate the blue light.
- Open the Bluetooth® settings on your phone and select TVEars BT\_XXXX.
- When you are in Bluetooth® Mode, the headset will automatically switch to phone mode if you receive a call.
- Answer and end calls using your phone, not the headset.
- Remember, the headset must be in Bluetooth® Mode (blue light).
- Adjust the volume on your phone, not on the headset.

**Note:** For more detailed instructions, go to page 15 in this manual: *Pairing Your TV•Ears Bluetooth® Headset With Your Phone.*

## TV•Ears Link



### 3. Installing the TV•Ears Link

If you are using the headset to watch television, we strongly recommend adding the optional TV•Ears Link.

- When the TV•Ears headset is paired directly to your television, it may:
  - Mute your TVs built-in sound system
  - Require you to reconnect with your remote each time you turn the TV on
- TV•Ears Link eliminates these issues and makes your experience easier:
  1. The TV•Ears headset connects automatically —no remote needed.
  2. Your TVs speakers stay on, so others can listen along with you.
  3. Multiple TV•Ears Bluetooth® devices can be used at once for shared listening

To purchase the TV•Ears Link call  
1-888-883-3277 or go to [tvears.com](https://tvears.com)

#### A. Powering TV•Ears Link

- Power TV•Ears Link by connecting the USB-C cord to the USB-C power port located on the back of the TV•Ears Link and the other end into the 5V/1A wall adapter that was included in your box.
- Plug the Wall Adapter into an electrical outlet.



*Optional power from a 5V/1A USB port.*

*\* An alternative to using the wall power adapter is to power the LINK through the USB port on the back of your television. Be sure the USB port provides a minimum output of 5V/1A. When powered via the TV's USB port, the LINK will automatically turn on and off with the television.*

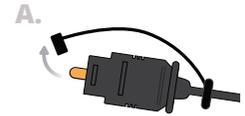
#### B. Optical Audio Cord (Recommended)

- You can connect TV•Ears Link two ways:

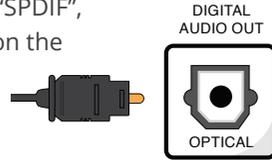
##### 1. Optical Audio Cord (Recommended)

Connect the Optical Audio Cord:

- A. Remove the plastic caps from both ends of the Optical Audio Cord.
- B. Plug either end of the Optical Audio Cord (with the white label) into the port on the back of the TV•Ears Link labeled Optical (labeled in white). You should hear and feel a 'click' when it has been pushed in all the way.



- C. Plug either end of the Optical Audio Cord (with the white label) into either the “SPDIF”, “Optical” or “Digital Audio Out” port on the back of the TV. The name of the plug on the TV depends on the model TV you have.



**NOTE:** When using an Optical Audio Cord with your TV•Ears Link, your TV's **Digital Audio Format** must be set correctly to prevent clicking, fluttering, or no sound. The optical cord is designed to fit in only one direction. Align the shape of the connector with the port carefully, and do **NOT** force it.

Some TVs will automatically adjust this setting, but if yours does not, you will need to change it manually. Follow these general steps (may vary slightly by TV brand):

1. Open your TV's **Menu** or **Settings**.
2. Navigate to **Sound** or **Audio** (sometimes called **Audio Output**).
3. If necessary, go to **Additional Settings** or **Expert Settings**.
4. Locate **Digital Audio Out** or **Digital Output Audio Format**.
5. **Change the setting to PCM**. If **PCM** is not available, select **Stereo**.

This is usually a one-time setup, and your TV will remember the setting.

[A short video is available at tvears.com](https://www.tvears.com)

## 2. Alternative Installation Method RCA or headphone port

### Option 1: RCA Cord Installation

Plug the dual end of the **RCA cord** (that has red and black ends) into the “Audio Out” ports on the back of the television. It **MUST** say “Audio Out” or it will **NOT** work.

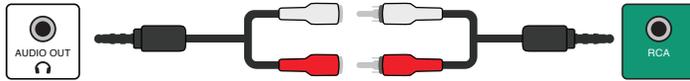
**NOTE:** If your television does not have an “Audio Out”, you can connect into the red and white RCA ports on the back of a cable or satellite box.

Plug the single (green) end of the RCA cord into the port labeled RCA (labeled in green) on the back of TV•Ears Link.



## Option 2: RCA Cord & Headphone Cord Installation

- A. Plug the Headphone cord (with the light green label) into the RCA Adapter cord (green label).
- B. Plug the other end of the RCA cord into the green RCA port on the back of TV•Ears Link.

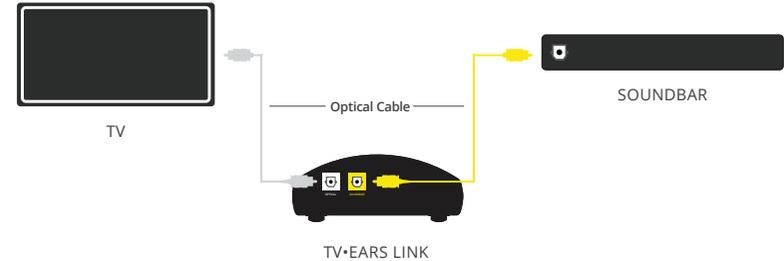


If you connect to the Headphone port of your TV, look for the  . Some TVs will mute their speakers when the headphone port is used. If this happens, try the RCA Installation method on the previous page instead.

**NOTE:** Only 1 audio connection is needed to complete installation, using more than 1 audio cable will result in static or no sound.

## Using TV•Ears with Your Soundbar or Sound System

*Soundbar Bypass only available on Digital transmitters*



### 1. Connect the TV•Ears Link to your TV

- Disconnect the optical cable from the back of your soundbar then plug it into the optical input jack located on the back of the TV•Ears link labeled 'optical'.

### 2. Connect your soundbar to the TV•Ears Link

- Using the optical cable that came with the 'Link', connect one end into the back of your soundbar and the other end into the soundbar bypass located on the back of the 'Link' labeled 'soundbar'.
- You may need to peel off a small yellow tab to expose the soundbar bypass optical port.

## 4. Connecting Your Headset

- Turn on your headset.
- Make sure it is in **TV•Ears Mode (pink light)**.
- **TV•Ears Mode requires the TV•Ears Link transmitter.**  
When the Link is powered on, the headset will connect automatically.

### A. Switching Between TV•Ears Mode and Bluetooth® Mode

- TV•Ears Mode (pink light) is the standard setting when using the TV•Ears Link transmitter.

#### To switch to Bluetooth® Mode:

1. Press the **Bluetooth® button** *once*.
2. The light will turn **blue**, and you will hear the words **“Bluetooth® Mode.”**
3. On your phone or device, look for **TV•EarsBT\_XXXX**

#### To switch back to TV•Ears Mode:

1. Press the same button again.
2. The light will turn pink, and you will hear the words **“TV•Ears Mode.”**

### B. Pairing Your TV•Ears Bluetooth® Headset with a Phone or Tablet

1. Make Sure the Headset is in **Bluetooth® Mode**
2. **Open Bluetooth® Settings** on Your Phone or Tablet
3. Go to your **device Settings** 
  - Tap **Bluetooth®**.
  - Make sure Bluetooth® is turned **On**.
  - Wait a few seconds for your phone to search.
  - When you see **your headset (TV•EarsBT\_XXXX)** in the device list, tap it
4. You are now connected!

#### Light meanings:

**Flashing light** = still trying to connect.

**Solid light** = connected and ready.

## 5. Safety, Warranty & Care Tips

### For the Headset

- Always use a 5V/1A charger.
- If you don't use the headset for a long time, charge it at least every 3 months.
- Keep it away from heat, moisture, and water.
- Replace the ear tips regularly to stay clean and comfortable.
- Turn the knobs gently to avoid wearing them out.
- The battery is built into the headset and is not designed to be replaced. Trying to open the headset or change the battery could damage the device and will void the warranty.

**NOTE:** *If the volume seems low, reposition the ear tips to ensure they are angled directly into the ear canal.*

### For the TV•Ears Link

- Use only the provided 5V/1A adapter.
- Make sure the cables are clean and plugged in tightly.
- Optical input will always take priority over AUX.
- Stay within about 100 feet (30 meters) of TV•Ears Link for the best signal.
- You can connect up to 100 headsets or speakers at the same time in TV•Ears Mode.
- For optimal range, we recommend placing TV•Ears Link in front of the TV rather than behind it. While positioning it behind the TV typically does not affect sound quality, it may reduce wireless range due to interference from the TV. If you need to place TV•Ears Link behind the TV using the provided adhesive tape, we recommend attaching it near a corner of the TV for the best possible signal performance.

## 6. Need Help?

If you have questions or need help:

- Visit our website: [www.tvears.com](http://www.tvears.com)
- Call Customer Support: **1-888-883-3277**

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

## Products and Accessories



### TV•Ears Bluetooth® Headset

Device Number — 33621 | MSRP \$99<sup>95</sup>

This TV-Ears Bluetooth® Headset is our latest and greatest headset. Works seamlessly with your Ipad, Phone, Tablet, Computer or TV. It works with our new TV•Ears Link so you can have multiple headsets work on your TV!



### TV•Ears Link

Device Number — 33331 | MSRP \$119<sup>95</sup>

With the TV•Ears Link, you can enjoy clear TV sound through your TV•Ears without muting the TV. It also pairs with multiple headsets and other TV•Ears Bluetooth® devices, giving everyone flexible, convenient listening at their preferred volume.



### TV•Ears Foam Ear Tips 5.0

Item Number — 40738 | MSRP \$19<sup>95</sup>

One Year supply (4 pairs) of replacement foam ear tips for the TV-Ears 5.0 headset. Tips should be replaced every 90 days for optimal performance and hygiene. Ear tips are only available through TV-Ears.



### TV•Ears Talker

Item Number — 33991 | MSRP \$129<sup>95</sup>

The TV•Ears Talker plugs into the TV•Ears headset and comes with two small but powerful wireless microphones. The case charges all the components. This is the best method to talk to a person with diminished hearing. No apps, no wifi, no pairing!

## **TV•Ears 5 Year limited warranty:**

Welcome to the TV•Ears family and thank you for purchasing our product!

### **What are the terms of the warranty:**

This 5 year limited warranty covers product failures for a period of 5 years after the original purchase. The warranty is only valid if the product is purchased from TV•Ears directly or from one of the TV•Ears authorized resellers. During the 5 year warranty, if the product fails within the first year of the original purchase date, it will be replaced once at the cost of shipping and handling with the same or newer model. Subsequently, for the remainder of the 5 year warranty period, if the product fails 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, and shipping charges. Any replacement parts purchased at 50% off automatically extends your warranty into a new 5 year limited warranty.

### **How to receive warranty service or return product:**

To receive warranty service or for returns, call 1-866-611-9934 to speak to our friendly American based customer support representatives. For returns, you will need to receive an RMA number and place it clearly and legibly on the outside of the package otherwise returns are not accepted. All shipping charges are NOT covered by TV•Ears

### **To activate your FREE 5 Year limited warranty:**

**Call:** 1-866-611-9934

**Go online:** [tvears.com/warranty](https://tvears.com/warranty)