

## TV Ears TV Headset

Your new TV Ears TV Headset will come pre-paired with your new TV Ears TV. Charge the headset prior to use.

## 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:
  - US: 1-866-611-9934
  - Canada: 1-800-263-4864
  - International: 00353-61-77-0807
  - UK: 0844-202-4000
  - US Corporate Office Toll Free: 1-888-883-3277  
Monday – Friday 7AM – 4PM PST
- Visit [www.tvears.com](http://www.tvears.com)

## Lifetime Service Guarantee

Your new TV Ears 2.3 Wireless Headset 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. 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.

## **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:** TV Ears ear tip speakers emit a minimal magnetic field. 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.

## **Charging Your Headset:**

It takes approximately 5 hours to fully charge the lithium ion battery of the headset. Each charge will last approximately 5 hours.

1. Plug the power cord into the jack on the bottom of the headset.
2. Plug the AC adapter into a standard electrical outlet or surge protector.

**Note:** The headset will not work when charging.

## **Using Your Headset:**

1. The writing on the front of the headset should face away from your body. The signal is received on the front of the headset.

2. Using both hands, gently separate the bow arms and place the earpieces into each ear (similar to placing a stethoscope).
3. The VOLUME control will be located on the RIGHT side. Rotate the dial to turn ON the headset and set the volume to your comfort level.
4. Once turned on the headset will connect with the television. You will see the “Wireless Connecting” dialog box. When the dialog box is gone, the headset is connected and you should hear the television sound.
5. The TONE control (bass and treble) will be located on the LEFT side. Rotate the dial to adjust the tone to your preference.

### **Removing the headset after use**

Always use two hands to place and remove your headset from your ears. Using one hand may loosen or tug on the bow arms and damage your headset.

1. Turn the headset OFF by rotating the VOLUME dial, reducing the volume until you feel or hear a click.
2. Using both hands, gently separate the bow arms from your ears.
3. Remove the headset by lowering it under your chin.
4. Place the headset into the charging cradle of the transmitter.

### **Maintenance**

#### **Replacing ear tips:**

Your headset comes with foam TV Ears Tips attached. Some users may prefer using our Silicone Ear Tips. TV The foam ear tips must be used with black snap tip adapters; the silicone ear tips do not use snap tip adapters. Ear tips can be purchased from your local TV Ears customer service.

#### **Replacing the foam TV Ears Tips with new foam TV Ears Tips:**

**Note:** Depending on usage, TV Ears Tips will become dirty and frayed. Replace TV Ears Tips if they are soiled or show signs of wear. Do not re-attach or reuse ear tips after they have become detached. For safety purposes, we recommend replacing TV Ears Tips every 30-60 days.

1. Use the top portion of the TV Ears Tips package to remove the ear tip from the headset. Place the ear tip into the triangular cut-out of the package.
2. Slide the ear tip to a corner and gently pull the ear tip off. The black snap tip adapter should remain on the headset. If a white o-ring remains on the tip of the snap tip adapter, remove it before attempting to install a new ear tip.
3. Open the package of ear tips and place it on a level surface.
4. Place the pointed end of the snap tip adapter into the center hole of the new ear tip and push down until you feel the new ear tip snap on the snap tip adapter.
5. Gently pull the headset away from the tray.

### **Replacing the foam TV Ear Tips with the Silicone Ear Tips:**

**Note:** Depending on usage, silicone ear tips will become discolored and dirty with use. For cleanliness wash the silicone ear tips with mild soap and warm water every 30 days. We recommend replacing silicone ear tips every 6 months or as needed.

1. If you have the foam TV Ears Tips installed on your headset and are replacing them with the silicone ear tips, remove the black snap tip adapters. To remove the snap tip adapters, you will need something with a flat edge such as a butter knife or a spoon.
2. Place your flat object in the gap between the snap tip adapter and the headset. Gently force the snap tip adapter off the headset.
3. Once the foam ear tips and snap tip adapters are removed from the headset, place each silicone ear tip directly onto the tip of the headset where the snap tip adapter was initially located.

### **Replacing the Silicone Ear Tips with Foam TV Ears Tips:**

Heed all above warnings and notes about Foam TV Ears Tips and Silicone Ear Tips.

1. If you are already using silicone ear tips, remove them prior to installing TV Ears Tips. They will easily pull off the headset.
2. Install the snap tip adapters by gently twisting them onto the ends of the headset.
3. Open the package of ear tips and place it on a level surface.
4. Place the pointed end of the snap tip adapter into the center hole of the new ear tip and push down until you feel the new ear tip snap on the snap tip adapter. (see diagram above).
5. Gently pull the headset away from the tray.

### **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:

- US: 1-866-611-9934
- Canada: 1-800-263-4864
- International: 00353-61-77-0807
- UK 0844-202-4000
- US Corporate Office Toll Free: 1-888-883-3277  
Monday – Friday 7AM – 4PM PST

## **Manufacturer Declarations**

**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.

Review the Warranty and Lifetime Service Guarantee card that is included with the system.

**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. Review the Warranty & Lifetime Service Guarantee card that is included with the system.

**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 2445/108/EC; 2006/95/EC, 89/336/EEC, 92/31/EC, 93/68/EEC, 2004/108/EC. 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 recycle 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.

## **FCC Information:**

15.19 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.

### **Federal Communication Commission Interference Statement**

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 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.

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

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This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter.

### **RF warning statement:**

The device has been evaluated to meet general RF exposure requirement.

The device can be used in portable exposure condition without restriction.

FCC ID: XN610500