

EN Using the Flex 5000

## Selecting a hearing profile for sound enhancement

The hearing profiles alter the sound of the audio signal in order to especially improve the speech intelligibility. The profiles are used to specifically change certain frequency ranges by e.g. boosting or attenuating low-frequency or high-frequency tones.

All three hearing profiles feature a compression function which compensates for volume differences by boosting the volume of quiet passages and reducing the volume of loud passages if necessary.

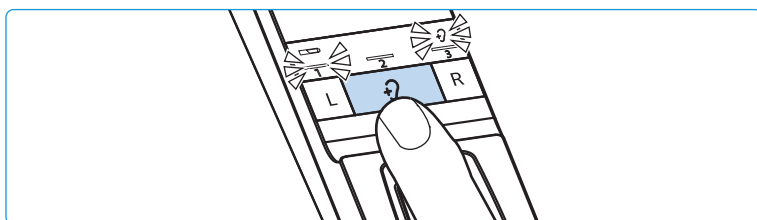
**i** The balance setting is saved on the receiver. If you are using several receivers with a transmitter, the respective receivers are optimally adjusted to match the personal hearing preferences of the users (e.g. you and your partner). Please note that the personal hearing preferences can only be adjusted when only receiver is connected to the transmitter.

### Displaying the activated hearing profile

The activated hearing profile is not permanently displayed.

To check the activate hearing profile:

- ▶ Switch your receiver on (see page 15).
- ▶ Briefly press the Hearing profile button on the transmitter. The currently activated hearing profile is displayed for 10 seconds.



| Pro<br>file | Hearing profile LED | Meaning                                                            | Com<br>pres<br>sion |
|-------------|---------------------|--------------------------------------------------------------------|---------------------|
| —           | <br>No segment lit  | The sound from the connected audio source is reproduced unchanged. | no                  |

| Pro<br>file       | Hearing profile LED             | Meaning                                                                                                                                                    | Com<br>pres<br>sion |
|-------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Hearing profile 1 | <br>1 <sup>st</sup> segment lit | Low-frequency tones are slightly boosted to provide a warm, full sound. High-frequency tones are reproduced less piercing and clanking.                    | yes                 |
| Hearing profile 2 | <br>2 <sup>nd</sup> segment lit | High-frequency tones are strongly boosted to provide a crystal-clear sound, especially for sibilants and high-frequency tones such as twittering of birds. | yes                 |
| Hearing profile 3 | <br>3 <sup>rd</sup> segment lit | Low-frequency tones are attenuated so that they cannot mask high-frequency tones.                                                                          | yes                 |

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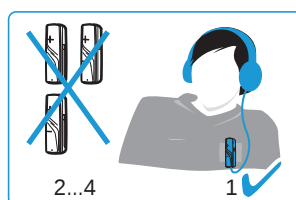
### Selecting a hearing profile

To select the hearing profile that best suits you, proceed as follows:

- 1 Switch your audio source on and select a program where speech is foregrounded.

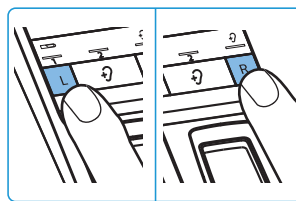


- 2 Put the headphones connected to the receiver on and make sure that only this receiver is connected to the transmitter. Otherwise, a hearing profile cannot be adjusted.

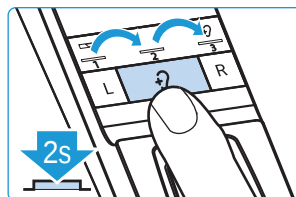


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- 3 Use the **L** and **R** buttons on the transmitter to adjust the balance (see page 19). This ensures that each subsequently selected hearing profile is perfectly matched to your left/right balance setting.

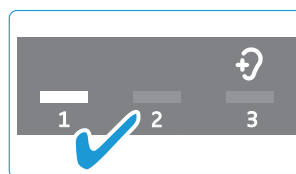


- 4 Press the Hearing profile button on the transmitter for 2 seconds to select the next hearing profile. Press the Hearing profile button again for 2 seconds to switch to the next hearing profile.



- 5 Test which of the hearing profiles (1, 2 or 3) gives you the best sound quality and helps you to hear best.

Your individual hearing profile is adjusted and saved on the receiver.



- i** Since your level of hearing impairment may change over time, we recommend that you repeat the selection of the hearing profile from time to time.

- i** If you switch to the next hearing profile, the speech intelligibility function is automatically deactivated so that you can hear the hearing profile unchanged (see page 22).

- i** To prevent accidental adjustment of the hearing profile settings, you can activate the hearing profile protection (see page 29).

## Activating/deactivating the speech intelligibility function

When speech is mixed with annoying background noise, speech may be difficult to understand.

The speech intelligibility function automatically detects and reduces annoying background noise. The audio signal is permanently analyzed and adjusted accordingly so speech is foregrounded and easier to understand.

## Application examples

| Application                                  | Speech intelligibility function | Advantage                                                                            |
|----------------------------------------------|---------------------------------|--------------------------------------------------------------------------------------|
| TV motion pictures, TV series or audio books | activated                       | Dialogs muffled by background music and noise are easier to understand.              |
| Sportscasts                                  | activated                       | The presentation muffled by background noise in the stadium is easier to understand. |
| Music                                        | deactivated                     | No speech, the speech intelligibility function is not needed.                        |

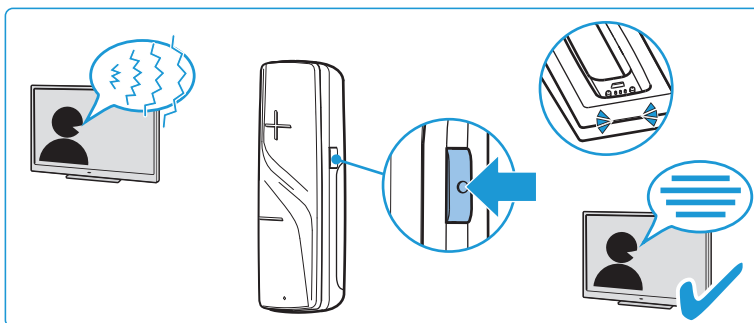
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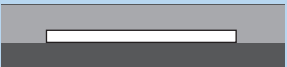
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- Press the *Speech intelligibility* button to activate or deactivate the function.



| Transmitter status LED                                                                                 | Speech intelligibility function                                                                                  |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| <br>lights up blue  | activated;<br>Annoying background noise is effectively reduced, speech becomes clearer and easier to understand. |
| <br>lights up white | deactivated                                                                                                      |

- i** The speech intelligibility function can also be used in addition to one of the hearing profiles 1-3.

EN Cleaning and maintaining the Flex 5000

## Cleaning and maintaining the Flex 5000

### CAUTION

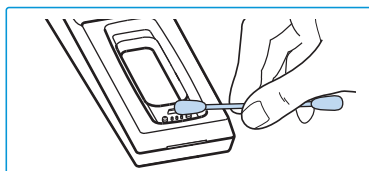
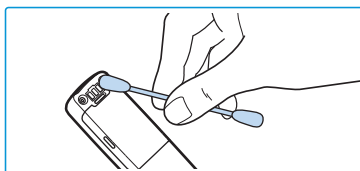
**Liquids can damage the electronics of the product!**

Liquids entering the housing of the product can cause a short-circuit and damage the electronics.

- ▶ Keep all liquids far away from the product.
- ▶ Do not use any solvents or cleansing agents.

To clean the wireless headphone system:

- ▶ Switch your wireless headphone system off and disconnect the transmitter from the socket before cleaning.
- ▶ Clean the product only with a soft, dry cloth.
- ▶ Clean the charging contacts on the receiver and in the charging compartment from time to time using e.g. a cotton swab.



### Replacing the receiver's rechargeable battery

The BAP 800 rechargeable battery of the receiver is compactly built into the receiver housing and does not have to be replaced or removed.

If the operating time of the receiver decreases drastically or if a charging error is displayed during charging (see page 11), the rechargeable battery may be exhausted or defective and has to be replaced.

### CAUTION

**Danger of damage to the product!**

During the warranty period, the rechargeable batteries must only be replaced or removed by an authorized Sennheiser service partner, otherwise the warranty will be null and void.

- ▶ Contact your Sennheiser service partner if the rechargeable batteries need to be replaced or removed.

Outside the warranty period, the rechargeable batteries may be replaced or removed by any qualified service center in an appropriate manner.

You need suitable tools for replacement. We therefore recommend to have the rechargeable battery replaced by your

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Sennheiser service partner. To find a Sennheiser service partner in your country, search at [www.sennheiser.com](http://www.sennheiser.com).

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EN Using additional functions

## Using additional functions

The following additional functions are not required for normal use of the wireless headphone system. You can, however, extend the potential use of the system and adjust some of the functions to your individual needs.

### Pairing one or several receivers with the transmitter

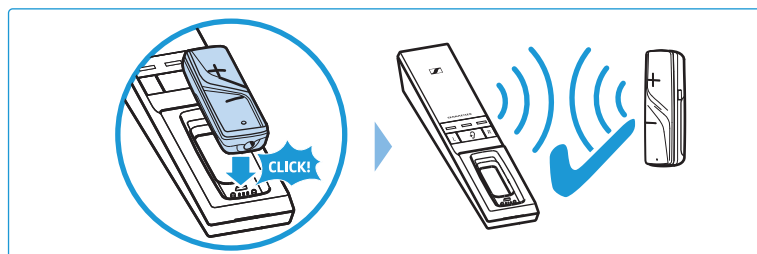
The receiver and the transmitter of your wireless headphone system are factory pre-paired. The following steps are only necessary if you want to pair additional receivers with the transmitter.

You can simultaneously use up to 4 paired receivers with your transmitter. All other paired and switched-on receivers cannot connect to the transmitter.

**i** If more than one receiver is connected to the transmitter, the remaining operating time/charge status and the hearing profile cannot be displayed. In addition, the balance and a hearing profile cannot be adjusted. These functions can only be used/adjusted when only one receiver is connected to the transmitter.

- Place the receiver into the transmitter's charging compartment.

The receiver is paired with the transmitter.



### Advanced settings

The advanced settings allow you to adjust the wireless headphone system to your individual needs and to protect the settings against accidental changes.

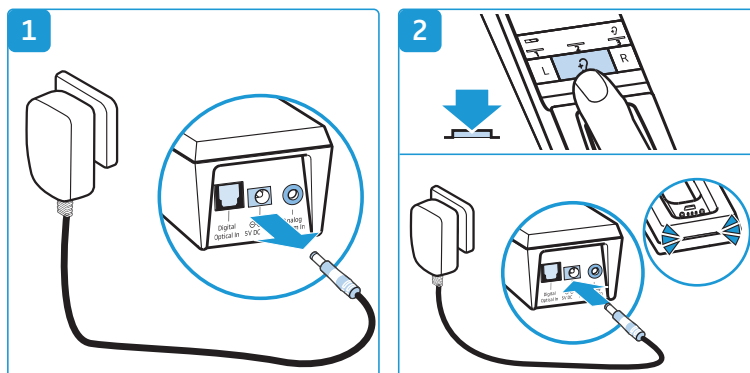
#### Activating the protected settings mode

You can change the advanced settings by activating the protected settings mode:

- 1 Disconnect the transmitter from the power supply system by unplugging the connector of the power supply unit.

## Using additional functions EN

- 2 Keep the Hearing profile button pressed and connect the transmitter to the power supply system by connecting the connector of the power supply unit to the yellow socket of the transmitter.



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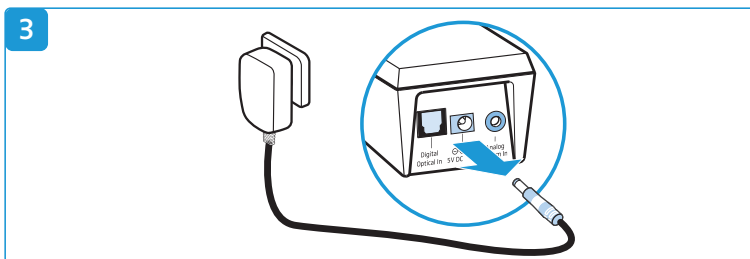
The protected settings mode is activated. The *Transmitter status* LED flashes blue. The LED segments indicate the current settings as specified in the following chapters:

- battery status display (see page 27)
- charging reminder function (see page 28)
- hearing profile and balance protection (see page 29)

### Deactivating the protected settings mode and saving the advanced settings

To save the advanced settings and to deactivate the protected settings mode:

- 3 Disconnect the transmitter from the power supply system by unplugging the connector of the power supply unit.



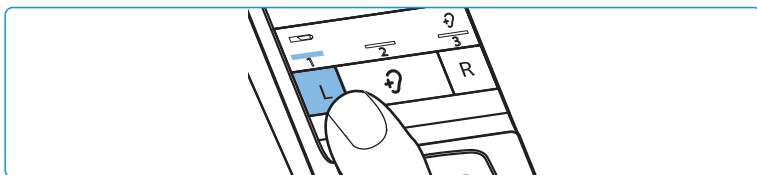
### Battery status display

This setting is saved on the **transmitter**, independent of the receiver you are using.

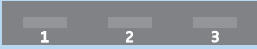
To change the battery status display:

- Make sure that the protected settings mode is activated (see page 26).

## EN Using additional functions



- ▶ Press the Balance button **L**.

| Status and display of the <i>Battery</i> LED                                                                                                                          | Function/behavior                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| permanently activated (operation and charging)*<br><br>1 <sup>st</sup> segment lit   | The current charge status is permanently displayed during charging.<br>The remaining charge status is permanently displayed during operation.                                                                                                          |
| activated for 30 seconds (operation and charging)<br><br>1 <sup>st</sup> segment off | The current charge status is displayed for 30 seconds during charging. Then all LEDs go off. The charging process is continued.<br>The remaining charge status is displayed for 30 seconds during operation. The battery status display then goes off. |

\* factory setting

- ▶ Save the setting by disconnecting the transmitter from the power supply system (see page 27).

### Charging reminder function

This setting is saved on the **transmitter**, independent of the receiver you are using.

To activate or deactivate the function:

- ▶ Make sure that the protected settings mode is activated (see page 26).



- ▶ Press the Balance button **R**.

| Status and display of the charging reminder function                                                                                   | Function/behavior                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>activated*</b><br><br>3 <sup>rd</sup> segment lit  | When you switch the receiver off and the transmitter switches to standby mode, the battery status display will flash for 10 minutes to remind you to charge the receiver. |
| <b>deactivated</b><br><br>3 <sup>rd</sup> segment off | After switching the wireless head-phone system off, all LEDs remain off.                                                                                                  |

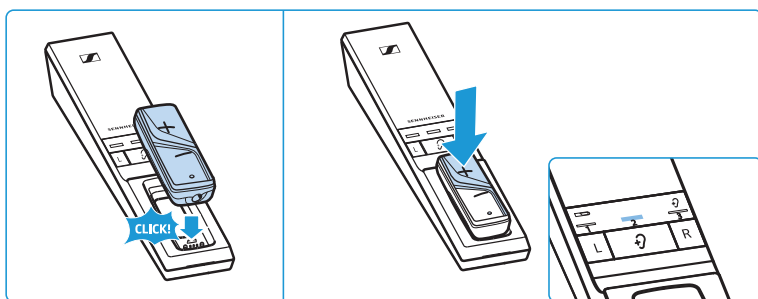
\* factory setting

- Save the setting by disconnecting the transmitter from the power supply system (see page 27).

### Hearing profile and balance protection

This setting is saved on the receiver, independent of the transmitter you are using.

- Make sure that your receiver's balance setting and hearing profile are correctly adjusted (see page 19 and 20).
- Make sure that the protected settings mode is activated (see page 26).
- Place the receiver into the transmitter's charging compartment.
- Press the volume button + on the receiver to activate or deactivate the hearing profile and balance protection.



| Status and display of the protection function                                                                                          | Function/behavior                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <b>activated</b><br><br>2 <sup>nd</sup> segment lit | The activated hearing profile and the balance setting cannot be changed/deactivated. |

## EN Using additional functions

| Status and display of the protection function                                                                                    | Function/behavior                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| deactivated*<br><br>2 <sup>nd</sup> segment off | The hearing profiles can be changed at any time by pressing the Hearing profile button for 2 seconds. The balance setting can be changed. |

\* factory setting

- Save the setting by disconnecting the transmitter from the power supply system (see page 27).

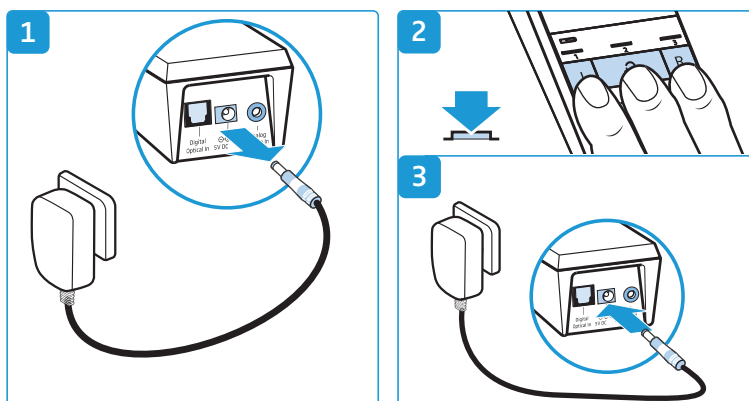
**i** If you are using several receivers and want to protect the activated hearing profiles from accidental adjustment, you can place the receivers, one after the other, into the transmitter's charging compartment to activate the hearing profile and balance protection.

## Restoring the factory default settings

To restore the transmitter to the factory settings:

- 1 Disconnect the transmitter from the power supply system by unplugging the connector of the power supply unit.
- 2 Simultaneously press and hold the buttons **L**, **↻** and **R**.
- 3 Connect the transmitter to the power supply system by connecting the connector of the power supply unit to the yellow socket of the transmitter while keeping the 3 buttons pressed for at least 3 seconds.

All LEDs on the transmitter flash. The transmitter settings are restored to the factory settings.

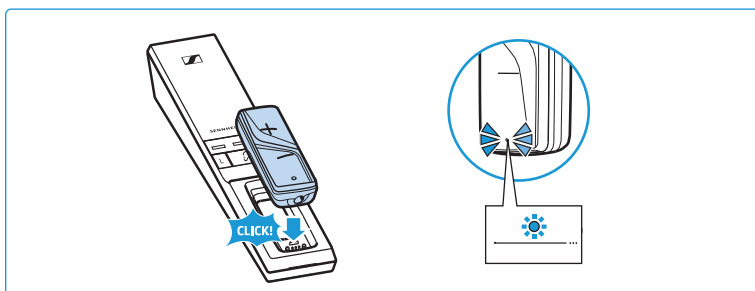


## Using additional functions EN

To restore a receiver to the factory settings:

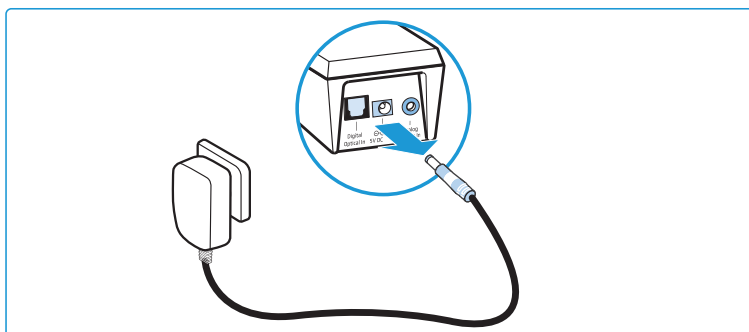
- ▶ Place the receiver into the transmitter's charging compartment.

The *Receiver status* LED flashes green. The settings of the receiver are also restored to the factory settings.



- i** If you place the receiver into the transmitter's charging compartment at the very beginning of the restore procedure, the factory settings of the transmitter and the receiver are restored simultaneously.

- ▶ Disconnect the transmitter from the power supply system by unplugging the connector of the power supply unit. The factory settings are restored and you can use the wireless headphone system again.



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EN If a problem occurs ...

## If a problem occurs ...

| Problem                                           | Possible cause                                                                                                                  | Possible solution                                                                                                                                                     | Page |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| Transmitter does not switch on                    | No connection to the power supply system.                                                                                       | Check the connections of the power supply unit.                                                                                                                       | 10   |
| Receiver cannot be switched on                    | The rechargeable battery is empty.                                                                                              | Recharge the rechargeable battery.                                                                                                                                    | 11   |
|                                                   | The rechargeable battery is deep discharged.                                                                                    | Recharge the rechargeable battery for several hours. If the rechargeable battery is deep discharged, the charging process might take a while to start (up to 1 hour). |      |
| No sound                                          | No connection to the power supply system.                                                                                       | Check the connections of the power supply unit.                                                                                                                       | 10   |
|                                                   | The audio plug is not properly connected.                                                                                       | Check the audio plug connection.                                                                                                                                      | 6    |
|                                                   | The audio source is switched off.                                                                                               | Switch the audio source on.                                                                                                                                           | –    |
|                                                   | The volume of the analog audio source is either set to the minimum or is on mute.                                               | Increase the volume on the audio source to at least a medium level/deactivate the muting function on the audio source.                                                | –    |
|                                                   | The audio cable is defective.                                                                                                   | Replace the audio cable.                                                                                                                                              | –    |
|                                                   | The headphones are/ induction loop is not correctly connected to the receiver.                                                  | Check the audio plug connection.                                                                                                                                      | 14   |
|                                                   | The headphones are muted or the headphone volume is adjusted too low                                                            | Check the settings of the headphones used.                                                                                                                            | –    |
| No sound when a digital audio source is connected | The receiver is not correctly paired with the transmitter (e.g. additional stethoset receiver/receiver).                        | Pair the receiver with the transmitter again.                                                                                                                         | 26   |
|                                                   | Cables are connected to both the digital and the analog audio input.                                                            | Remove the cable from the analog audio input.                                                                                                                         | 6    |
|                                                   | The connected digital audio source uses an incompatible audio format. The <i>Transmitter status</i> LED flashes white and blue. | Set the audio format of your audio source to "PCM", with a sampling rate of max. 96 kHz (see the instruction manual of the audio source).                             | –    |

If a problem occurs ... EN

| Problem                                                                                | Possible cause                                                                                     | Possible solution                                                                                        | Page |
|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------|
| Occasional sound dropouts, it might be that you hear 5 beeps in the stethoset receiver | The receiver is out of the transmitter's range.                                                    | Reduce the distance between the receiver and the transmitter.                                            | –    |
|                                                                                        | The signal is shielded.                                                                            | Remove obstacles between the transmitter and the receiver.                                               | –    |
|                                                                                        |                                                                                                    | Observe the attachment recommendations for your receiver.                                                | 16   |
|                                                                                        | There are interfering devices (e.g. WiFi router, Bluetooth devices or microwaves) in the vicinity. | Change the position of the transmitter or of the receiver.                                               | 6    |
|                                                                                        |                                                                                                    | Separate the transmitter from other wireless devices by at least 50 cm/20".                              | –    |
| Sound too low                                                                          | The volume on the receiver is adjusted to low.                                                     | Increase the volume on the receiver.                                                                     | 18   |
|                                                                                        | The volume of the analog audio source is adjusted to low.                                          | Increase the volume of the analog audio source to at least a medium level (approx. 1 V <sub>rms</sub> ). | –    |
|                                                                                        | The headphones are muted or the headphone volume is adjusted too low                               | Check the settings of the headphones used.                                                               | –    |
|                                                                                        | The headphones used have a too high impedance/too low nominal sound pressure level                 | Use low-impedance headphones or headphones with a high nominal sound pressure level.                     | –    |
| Sound only on one ear                                                                  | The balance is misadjusted.                                                                        | Adjust the balance.                                                                                      | 19   |
|                                                                                        | The audio cable is not properly connected.                                                         | Check the audio plug connection.                                                                         | 6    |
|                                                                                        | The TV has only a mono headphone socket                                                            | Use an adapter (mono to stereo jack socket) to connect the transmitter to the TV.                        | –    |
| Sound is distorted                                                                     | The audio cable is defective.                                                                      | Replace the audio cable.                                                                                 | –    |
|                                                                                        | The signal of the audio source is distorted.                                                       | Reduce the volume of the audio source.                                                                   | –    |
|                                                                                        | The volume on the receiver is adjusted to high.                                                    | Reduce the volume on the receiver.                                                                       | 18   |
| You hear echoes when using the receiver with a TV                                      | You are using open headphones.                                                                     | Use closed headphones or earphones/ear canal phones.                                                     | –    |
|                                                                                        | Some TVs can adjust a delay or latency of the audio signal for the digital audio output.           | Check the audio output settings of your TV and set the latency to "0".                                   | –    |

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EN If a problem occurs ...

| Problem                                                            | Possible cause                                                          | Possible solution                                                                                         | Page |
|--------------------------------------------------------------------|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|------|
| Battery status/<br>charge status display<br>goes off               | The battery status display is set so that it goes off after 30 seconds. | Set the battery status display so that it is permanently displayed.                                       | 27   |
|                                                                    | More than one receiver is currently connected to the transmitter.       | This function is only possible when only one stethoset receiver/receiver is connected to the transmitter. | –    |
| 2 beeps<br>during operation                                        | The rechargeable battery is almost empty.                               | Recharge the rechargeable battery.                                                                        | 11   |
| Operating time<br>decreases                                        | The rechargeable battery is exhausted.                                  | Have the rechargeable battery replaced by an authorized Sennheiser service partner.                       | 24   |
| A hearing profile or the balance<br>cannot be activated or changed | The hearing profile and balance protection is activated.                | Deactivate the hearing profile and balance protection.                                                    | 29   |
|                                                                    | More than one receiver is currently connected to the transmitter.       | This function is only possible when only one stethoset receiver/receiver is connected to the transmitter. | –    |
| Receiver does not connect<br>to the transmitter                    | The receiver is not paired with the transmitter.                        | Pair the receiver with the transmitter.                                                                   | 26   |
|                                                                    | The distance to the transmitter is too large.                           | Reduce the distance between the receiver and the transmitter.                                             | –    |
|                                                                    | 4 receivers are currently connected to the transmitter                  | Up to 4 stethoset receivers/receivers can be simultaneously used with the transmitter.                    | –    |

If a problem occurs that is not listed in the above table or if the problem cannot be solved with the proposed solutions, visit the Flex 5000 product page at [www.sennheiser.com](http://www.sennheiser.com) for the most up-to-date list of frequently asked questions.

You may also contact your local Sennheiser partner for assistance. To find a Sennheiser partner in your country, search at [www.sennheiser.com](http://www.sennheiser.com).

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## Leaving the range of the transmitter



The range of the transmitter largely depends on environmental conditions such as wall thickness, wall composition etc. If the receiver leaves the range of the transmitter, the audio first cuts out occasionally until it finally cuts out completely. You hear alerts via the receiver and the *Receiver status* LED flashes green (or red if the rechargeable battery is almost empty).

If you re-enter the transmission range within 5 minutes, the connection is automatically re-established.

If you spend more than 5 minutes outside the transmission range, the receiver switches off automatically.

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## EN Specifications

# Specifications

## Flex 5000 system

|                                                                   |                                                                               |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------|
| Carrier frequency                                                 | 2.40 to 2.48 GHz                                                              |
| Modulation                                                        | 8-FSK Digital                                                                 |
| Signal-to-noise ratio                                             | analog input:<br>typ. 85 dBA at 1 V <sub>rms</sub><br>digital input: > 90 dBA |
| RF output power                                                   | max. 10 dBm Class 1                                                           |
| Audio latency                                                     | < 60 ms                                                                       |
| Range                                                             | up to 50 m (line of sight)                                                    |
| Receivers that can be simultaneously connected to the transmitter | 4                                                                             |
| Temperature range                                                 | operation: 5 °C to +40 °C<br>storage: -25 °C to +70 °C                        |
| Relative air humidity (non-condensing)                            | operation: 10 to 80 %<br>storage: 10 to 90 %                                  |

## RR Flex receiver

|                                       |                                                                                         |
|---------------------------------------|-----------------------------------------------------------------------------------------|
| Connection                            | 3.5 mm stereo jack socket for headphones (min. 16 Ω) or induction loop for hearing aids |
| Output voltage of jack socket         | typ. 900 mV at 32 Ω                                                                     |
| Operating time                        | up to 12 hours                                                                          |
| Charging time of rechargeable battery | up to 3 hours                                                                           |
| Power supply                          | built-in BAP 800 lithium polymer rechargeable battery, 3.7 V, 350 mAh                   |
| Weight                                | approx. 33 g                                                                            |
| Dimensions (W x H x D)                | approx. 29 x 87 x 25 mm                                                                 |

## TR 5000 transmitter

|             |                                                                                                                                                                                 |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connections | digital input: optical<br>supported data streams:<br>PCM, 16 - 96 kHz/16 - 24 bit<br>analog input:<br>3.5 mm jack socket<br>input voltage range:<br>0.15 to 4.0 V <sub>pk</sub> |
|-------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

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|                        |                                                                 |
|------------------------|-----------------------------------------------------------------|
| Power supply           | 5 V $\overline{=}$ $\overline{=}$ , 1 A                         |
| Power consumption      | operation: typ. 4 W<br>standby: $\leq 0.5$ W (without charging) |
| Dimensions (W x H x D) | approx. 50 x 42 x 270 mm                                        |

## NT 5-10AW power supply unit

|                                        |                                                        |
|----------------------------------------|--------------------------------------------------------|
| Nominal input voltage                  | 100 – 240 V~                                           |
| Power frequency                        | 50 – 60 Hz                                             |
| Nominal output voltage                 | 5 V $\overline{=}$ $\overline{=}$                      |
| Nominal output current                 | 1 A                                                    |
| Temperature range                      | operation: 0 °C to +40 °C<br>storage: -25 °C to +70 °C |
| Relative air humidity (non-condensing) | operation: 10 to 80 %<br>storage: 10 to 90 %           |

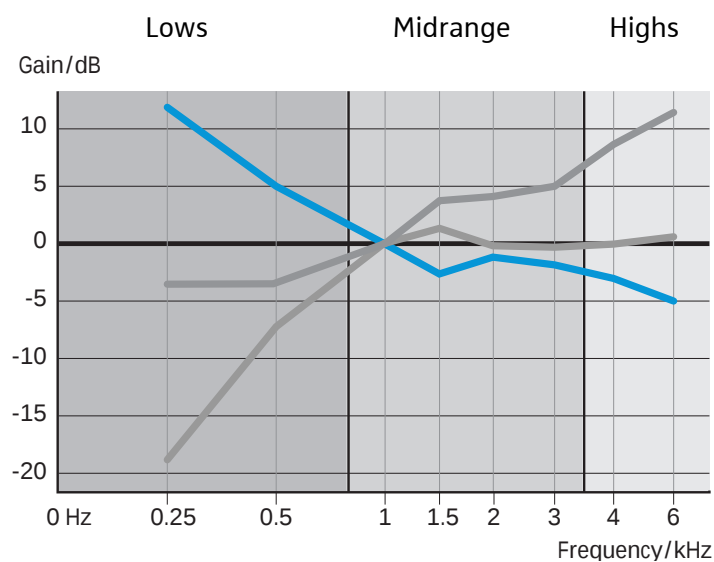
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## Hearing profiles 1-3



- Profile 1
- Profile 2
- Profile 3

EN Specifications