



Notes:

* Please refer to page 4 for headphone's button use and functions.

* It is suggested that you listen to music with Apps on your phone. Otherwise, button operation for Next/ Previous Track may fail to work.

5. How to Clear Pairing History

Reset your headphones if not working as expected in BT mode. Power on the headphones. Slide the switch on the headphones to the "BT" position. Press and hold both " " and " " for 6 seconds until the LED flashes RED and GREEN once with a "Di" prompt sound. Now the pairing history of the headphones has been cleared, it will enter pairing mode automatically.

TROUBLESHOOTING**Part 1**

| Phenomena | Causes | Solutions |
|--|---|---|
| Not connected to the transmitter | The headphones are not set to TV mode. | Power on the headphones and then slide the switch to the "TV" position. |
| Not connected (BT mode) | The headphones are not set to BT mode. | Power on the headphones and then slide the switch to the "BT" position. |
| | Headphones are connected with other device. | Made sure your BT headphones are NOT linked to other device or just clear pairing history of the headphones and then re-pair. |
| Doesn't work, or no voice received (TV mode) | The transmitter or the headphone is not turned on. | Make sure the transmitter and headphones are turned on. |
| | The transmitter is not connected well. | Make sure the USB power cable and the audio cable of the transmitter are plugged in place. |
| | The analog audio cable is plugged into the AUX IN jack of the transmitter when trying to streaming optical audio. | Unplug the analog audio cable from the AUX IN jack of the transmitter. |

Part 2

| Phenomena | Causes | Solutions |
|--|--|--|
| Doesn't work, or no voice received (TV mode) | The audio sources (TV and TV related AV devices) are not turned on or their volume is set too low. | Turn on the audio device, and set its volume properly. |
| | TV audio output is disabled or not activated. | Refer to your TV user manual to adjust the TV sound out or speaker settings to activate audio output. |
| | The audio out format of TV and TV related AV devices (e.g., Cable box, STB, DirecTV, etc.) is not set to CM. (optical connection only) | Set it to PCM. For example: Settings > Sound > Digital Audio Out Format > Dolby/DTS/PCM. Menu depends on TV brands and models. |
| | Headphones turn off automatically after no signal in for 30 mins. | Reboot the headphones. |
| | The audio out port of the connected audio device is defective (no signal out). | Connect to another audio out port. |
| | TV volume is turned down to ZERO. | Adjust the TV volume properly. If you want to mute the TV, please click the MUTE key on the TV remote control or go to TV settings to OFF the Internal TV speaker. |
| | There's something plugged into your TV's HDMI ARC port. | Make sure there's nothing in your TV's HDMI ARC. (it could be interfering) |
| | Set PCM before starting the Netflix/Amazon prime program (optical connection only) | Start your Netflix / Amazon prime program first, then change output format on your TV to PCM. |

Part 3

| Phenomena | Causes | Solutions |
|--|---|--|
| Sound cuts in and out or some noise is heard (TV mode) | Headphones are out of the transmitting range of the transmitter. | Move the Bluetooth headphones closer to the transmitter. Please note that work range can be affected by physical obstacles and wireless signals around the environment, like walls and wifi router, etc... |
| | Unstable connection. | Reboot both the transmitter and headphones. |
| | Physical obstacles or wireless signal interference. | Remove obstacles, and put the transmitter away from the interference sources, including Router/ smart WiFi TV/TV sticks/WiFi TV box..., if any. |
| Sound cuts in and out or some noise is heard (TV mode) | Faulty audio out port. | Check by connecting the transmitter to another audio source, or check via wired headphones if you are using the AUX port for connection. |
| | Loose audio cable connection between TV and the transmitter. | Make sure the connection is firm between the transmitter and TV/ other audio source. |
| | Faulty audio cable. | Check by using another audio cable. |
| | The headphones are used for listening to streaming media (Netflix, Amazon Prime Video etc). | Place the transmitter base at least 4 feet away from smart WiFi TV/WiFi TV box/ TV sticks to avoid interference. |
| Sound is heard only from one ear (TV mode) | If you are using RCA connection, the two ends of the RCA audio cable are not fully inserted into the RCA audio out port of the TV/other audio source. | Try waggling the RCA audio cable or re-inserting the RCA audio cable. |
| | Faulty cable/audio out port issue. | Try another audio cable or another audio device. |

Part 4

| Phenomena | Causes | Solutions |
|---|---|---|
| Headphones can not be charged successfully | One of the charging slots is defective. | Try charge the headphones on the other charging slot. |
| | The charging pins of the headphones are not aligned with the charging slot. | Make sure the charging pins of the headphones are aligned with the charging slot. |
| | Faulty charging stand. | Please try charging the headphones using the supplied charging cable. |
| | Faulty charging cable. | Please try charging the headphone with a different charging cable. |
| Transmitter cannot be powered successfully | Faulty USB power source. | Change to another power source like PC USB port, socket, different USB charger (5V/500mA-2A). |
| | Faulty USB power cable. | Please try another USB power cable. |
| No sound when streaming (Roku, Apple TV, Amazon Fire, etc.) (TV mode) | The transmitter is connected to the TV using the RCA or 3.5mm AUX cable. | Make sure you are using digital optical port as audio output. |
| | Your streaming TV's digital audio out format is not set to PCM. | Use your streaming device's remote and set it to PCM. Then adjust audio settings on your actual TV. (Samsung, LG, Sony... etc.) |

TECHNICAL SPECIFICATIONS

Technical specifications of the transmitter

| | |
|---------------------|------------------|
| Wireless technology | 2.4G RF & BT 5.3 |
| Operating range | 50m/164ft |
| Input voltage | DC 5V 1A |

Technical specifications of the headphones

| | |
|--------------|----------------|
| Battery life | Up to 20 hours |
| Input | DC 5V 1A |
| Charge time | 3 hours |

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.

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

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.

FCC Radiation Exposure statement

The device has been evaluatec to meel general RF exposure requirement. The device can be used in portable exposure condition without restriction.