

Frequently Asked Questions

TV Ears Technical Frequently Asked Questions

“I just hooked up my TV Ears, and I’m only getting static.”

If you’re using the optical digital installation option, you may be having a problem with what’s called “Dolby Digital”. You’ll need to check the settings on your TV to see if you can change your TV’s audio format to PCM instead.

“My headset is completely silent.”

If your headset is completely silent, you may want to first check if it gets static when you walk outside the room with it. If it does get static outside the room, the headset is charged but not receiving a signal from your TV. That means you’re probably having an issue with your connections, you’ll need to double check that everything is plugged in tight and into the places where it should be. You may also want to try a reset, by unplugging all the cords from the transmitter for 10-20 seconds then plugging them back in. If it is silent outside the room as well, the headset doesn’t have any battery charge. First off, make sure that whenever you charge the headset that the volume knob is turned off, because it will not charge at all if it’s left on. Also make sure you’re still getting a green light on the transmitter when you place it in the cradle. If charging it in the off position with the green light on doesn’t help, you may need to call in for assistance.

“My TV Ears were working, but now only get static.”

The first thing you’ll want to do in a situation like this is a reset. Simply unplug both of the cords on the back of your transmitter for 10-20 seconds, then plug them back in, and see if that makes a difference. If not, I recommend you call in for assistance.

“My headset is too loud/quiet.”

The way the headset’s ear tips fit into your ears can actually have a surprisingly large effect on how much or little volume you get when wearing the headset. Try rotating your ear tips to different angles and see if one of them sounds better to you before calling in for assistance.

“My headset isn’t lasting long enough.”

First off, make sure you’re clicking the volume knob into the off position before you charge the headset, as it will not charge properly unless this is done. Also make sure your transmitter is getting a green charging light when the headset is in the cradle. If all this check out and you still have a problem, it’s possible that your headset may need a new battery.

“My TV Ears doesn’t work with Netflix, Amazon or other streaming services.”

You’ll need to first ensure that your TV Ears are plugged into the television, and not a cable or satellite box, as that is the only way you’ll be able to it up. If you are hooked up with the optical cord to the television and it’s working with TV channels but not streaming video, you may be having a problem related to the options on your TV. You’ll need to go into your TV’s menu and ensure that the audio format is set to PCM, and not Dolby Digital.

Can two people use TV·Ears at the same time?

Yes! Any number of headsets can be used with one transmitter at a time as long as they are part of the same product line. Each transmitter can only charge two headsets at a time.

“I don’t get a green light when I put my headset in the charger.”

If you don’t get a charge light from placing the headset into the transmitter, you’ll first want to look closely and make sure if any other lights are lit to ensure whether or not you have power. If the other lights are on, then check the two slots you can set the headset into on top of the transmitter. Each slot should have two metal pins sticking straight up, if any of these are bent you may need to use something to pry them up and straighten them out. If the pins are intact as well, however, you may be having a headset problem, and will need to call in to us to arrange a replacement.

General

I can't hear the words! What is Voice Clarifying Circuitry®?

TV·Ears Voice Clarifying Circuitry automatically increases the volume of hard to hear words and lowers the volume of overwhelming background sounds so television dialog is clear and understandable. This is accomplished through proprietary technology that monitors words and sounds and instantaneously adjusts their volume up or down based upon their frequency so background sounds stay in the background and hard to hear words jump out.

What if I wear hearing aids?

TV·Ears compliments hearing aids! The TV·Ears headset can be worn with or without hearing aids. Many users find wearing a TV·Ears headset without their hearing aids works better than hearing aids alone! TV·Ears brings the sound right from your TV directly to your ears without picking up competing sounds in the room.

When will TV·Ears make a Bluetooth or RF product?

The answer is, we have, but both technologies had drawbacks that outweighed their advantages so they were discontinued. RF enables the user to walk around their home but research shows 96% of people sit down to watch TV so the disadvantages of channel drift, radio static and interference with telephones reduced its appeal. Bluetooth's relatively slow transmission technology performs well for cell phones or music speakers but is noticeable when watching television, requires pairing, needs more battery power and is limited to one user at a time so it had limited acceptance as a TV listening headset. TV·Ears uses Speed of light infrared technology SoLIT because it is fast, clear, safe, very simple to use, will not interfere with your telephone or pacemaker and multiple people can use it at the same time.

I'm not sure if I have hearing loss, will TV·Ears work for me?

TV·Ears works for people with all types of hearing. No matter what your hearing ability, TV·Ears will enhance your TV listening experience! To learn more about your hearing loss level, take the Better Hearing Institute's Quick hearing test. [Click here](#) to take the Better Hearing Institute's online hearing test.

Will TV·Ears work on any TV?

TV·Ears has designed different models for the convenience of which installation method a customer would like to use to install their system. If your TV only has analog connections, the TV·Ears Original™ is a perfect system for that. If your TV only has digital audio out ports, our TV·Ears Digital™ and The TV·Ears Dual Digital™ systems are specifically designed and compatible with digital outputs.

Can others in the room watch TV at normal volume?

Yes! When installed as recommended, via the audio out port of the television, the TV volume will be independent from the TV·Ears volume. The TV volume can be low or even muted and the TV·Ears volume will not be affected.

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What is the wireless coverage area?

TV·Ears operates on an infrared light signal and therefore the headset must be in the line of sight of the transmitter to receive the signal. The TV·Ears Original and Digital can cover up to 600 sq ft. while Dual Digital can cover up to 2000 sq ft.

Will TV·Ears interfere with pacemakers or internal defibrillators?

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 one 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.