

Sennheiser Frequently Asked Questions (FAQs)

I do not hear any sound on my TV listening system.

Make sure the battery has been fully charged. Charging times vary by model; consult your manual for recommended charging time. Most Sennheiser systems charge by simply placing the headset/receiver in the transmitter/charging cradle. The SET100 requires you to remove the battery from the receiver and place it in the battery charging slot found on the transmitter. Please check to make sure the transmitter is plugged in.

I have connected my TV listening system to the TV's RCA audio outputs but there is no sound out of my TV listening system.

New televisions often require you to "activate" these outputs by navigating a series of menus via your TV's remote control. For this you may need to consult the TV's manual as the actual instructions will vary by brand and model. Menu items may include: "External speakers on/off," "Audio outputs on/off"

Some TVs will automatically set the internal speakers to 'off' when turning on the external speakers or audio outputs. Be sure to set the internal speakers to 'on' as well if others will be using the TV.

There is no sound from the TV speakers when the external speakers/audio outputs are turned on.

Some TV manufacturers have made it impossible to use external speakers or headphones AND leave the TV speakers on. If you have purchased the SET810, SET810S, SET820, or SET820S, a microphone has been included with your system. Affix this microphone to the TV speaker and plug it into the "Mic" input on the back of the transmitter. For all other TV listening systems, a microphone is available as an accessory (sold separately).

The TV speakers do not function when my TV listening system is connected to the headphone output.

A connection to the headphone jack of any TV will automatically disable the TV's speakers. If others will be enjoying the same programs, we recommend connecting your TV listening system to the RCA audio outputs on the back of the TV with the supplied cables.

I have connected my TV listening system to a plasma screen TV and all I hear is static.

All infrared TV listening systems are incompatible with plasma screens. This includes Sennheiser products as well as all competing products. Currently, the ONLY Sennheiser product on the market compatible with plasma screen TVs is the Sennheiser SET820. This product uses FM transmission instead of Infrared.

I have connected my SET100 TV listening system to an LCD HDTV and all I hear is static.

New LCD HDTVs utilize a 95 KHz oscillator that interferes with the 95 KHz carrier frequency used by the SET100. All other Sennheiser TV listening systems will work with these TVs. Please keep in mind the microphone accessory may be required depending on the brand and model of your television.

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My TV listening system appears to be connected properly and there is sound, but I cannot get it loud enough.

Some televisions have a fixed audio output and a variable audio output. The variable output's signal strength is set by the volume setting for the TV's speakers. If someone else is watching at a low volume, the signal to your listening system will be low as well. The fixed audio output's signal strength is not affected by the volume setting for the TV's speakers. This output provides a consistent, strong signal level to external devices such as your new listening system. Additionally, some TVs have an audio output that can be set to either fixed or variable by either a switch on the back of the TV or a menu setting navigated by the TV's remote control. Please consult the TV manual for instructions regarding your TV's specific brand and model.

I have connected my TV listening system to the RCA outputs on my cable box. I am hearing sound, but the volume is very low.

The RCA audio output on many cable boxes is a variable output. To increase the signal strength to your TV listening system, turn up the volume on your cable box with the cable remote control. The coaxial cable connected to your TV is usually a fixed audio signal and should not be affected by the increase in volume at the RCA outputs connected to the TV listening system.

When I leave the room, the volume on my Set 820 headset is inconsistent and there is intermittent static.

The SET820 and SET820S operate on FM frequencies similar to the way an FM radio works. Interference sometimes occurs due to other broadcast signals competing for the same band. Your SET820 has a 3 position channel switch on the back of the transmitter. Use this switch to identify and operate on a frequency further away from the competing broadcast frequency. This should greatly reduce the amount of interference.