



RS 275 TV Headphones

Model: RS 275, HDR 275, BTA1, HZS1

RS 255 TV Headphones

Model: RS 255, HDR 275, BTA1

Wireless TV headphones and transmitter



Instruction manual

Use the search function, the navigation (left) or the following links:

„Start“

“Product overview”

“Getting started”

“Using the RS 275 TV Headphones”

“FAQ/If a problem occurs...”

“Specifications”

Sonova Consumer Hearing GmbH

Im Heidkampe 9
30659 Hannover
Germany

www.sennheiser-hearing.com



Version: 01/26 A01

Important safety instructions



- ▷ Read this instruction manual carefully and completely before using the product.
- ▷ Always include this instruction manual when passing the product on to third parties.
- ▷ Only use the product in environments where **Bluetooth®** wireless transmission and audio transmission are permitted.

Preventing damage to health and accidents

- ▷ Protect your hearing from high volume levels. Permanent hearing damage may occur when headphones are used at high volume levels for long periods of time. Sennheiser headphones sound exceptionally good at low and medium volume levels. 
- ▷ Do not use the product in an environment that requires your special attention (e.g. when performing skilled jobs).
- ▷ Only charge rechargeable batteries that meet the requirements listed in the Specifications.
- ▷ The product generates stronger permanent magnetic fields that could cause interference with cardiac pace-makers, implanted defibrillators (ICDs) and other implants. Always maintain a distance of at least 3.94"/10 cm between the product component containing the magnet and the cardiac pacemaker, implanted defibrillator, or other implant. 
- ▷ Do not use the product near water and do not expose it to rain or moisture to reduce the risk of fire or electric shock.
- ▷ If wall mounting the transmitter, make sure that the transmitter is not mounted higher than 2 m. Otherwise there is a risk of injury if the transmitter falls from a greater height.
- ▷ Keep the product, accessories and packaging parts out of reach of children and pets to prevent accidents. Swallowing and choking hazard.
- ▷ Disconnect the power cable from the wall socket during thunderstorms or if the product will not be used for a longer period of time.
- ▷ Do not use external power supply that can deliver more than 20 V or 60 W.

Preventing damage to the product and malfunctions

- ▷ Always keep the product dry and do not expose it to extreme temperatures (hairdryer, heater, extended exposure to sunlight, etc.) to avoid corrosion or deformation. The normal operating temperature is from 0°C to 40°C/32°F to 104°F.
- ▷ Do not use the product if it is obviously damaged, if it has been dropped, or if liquids or objects have entered the product. In this case, contact a qualified specialist workshop or your Sonova Consumer Hearing partner to have the product checked.
- ▷ Do not place the product on delicate surfaces. If you want to place the headphone stand on delicate surfaces, use protective pads underneath to prevent scratches or marks.

- ▷ Ensure that the headphone stand is placed on a flat, stable surface to prevent tipping over, which could damage headphones or nearby items.
- ▷ Ensure that the headphones fit securely on the headphone stand. Improper placement may damage the headphones over time.
- ▷ Do not overload the headphone stand. It is designed to support standard headphones only. Placing heavy objects on it may cause it to break or fall down.
- ▷ Avoid placing the headphone stand in direct sunlight or near heat sources, as this may cause warping or discoloration.
- ▷ Varnish or furniture polish may degrade the feet of the transmitter, which could stain your furniture. You should therefore place the TV transmitter on a non-slip pad to avoid potential staining of furniture.
- ▷ Do not operate the product near heat sources.
- ▷ Do not use if immersed into liquid.
- ▷ We recommend to use only attachments/accessories/spare parts supplied or recommended by Sonova Consumer Hearing.
- ▷ Use the product with care and store it in a clean, dry and dust-free environment.
- ▷ Clean the product only with a soft, dry cloth.






Safety instructions for Lithium rechargeable batteries
















WARNING

If abused or misused, rechargeable batteries may leak. In extreme cases, they may even present a risk of:

- explosion
- heat and fire development
- smoke and/or gas development
- damage to health and/or the environment

	<p>Keep away from children.</p> <ul style="list-style-type: none"> • Keep small cells and batteries which are considered swallowable out of the reach of children. • Swallowing may lead to burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion. • In case of ingestion of a cell or battery, seek medical assistance immediately.
	<p>In the event of a cell leaking, do not allow the liquid to come into contact with the skin or eyes. In case of contact, wash the affected area with copious amounts of water and seek medical assistance immediately.</p>
	<p>Leaving a battery in a low air pressure environment may result in an explosion or the leakage of flammable liquid or gas.</p>
	<p>Mechanical deformation of a battery, including compression, impact, cutting or puncture, may result in an explosion.</p>
	<p>Do not mutilate or dismantle.</p>

	Observe correct polarity.
	Pack/store charged rechargeable batteries so that the terminals cannot contact each other to avoid danger of fire hazard.
	Switch rechargeable battery-powered products off after use.
	Only charge rechargeable batteries at ambient temperatures between 10 °C and 40 °C/50 °F and 104 °F.
	Do not heat above 70 °C/158 °F, e.g. do not expose to sunlight or throw into a fire.
	When not using rechargeable batteries for extended periods of time, charge them regularly (about every three months).
	Do not expose to moisture.
	Sonova Consumer Hearing recommends using batteries that are compatible with all technical specifications provided by Sonova and approved to local regulation(s). Replacing with a non-compatible battery can defeat a safeguard.
	Do not continue using defective or swollen rechargeable batteries and dispose of them immediately.
	Avoid prolonged skin contact with the product, rechargeable battery, charger or charging cable when connected to a power source. These components can heat up during charging and cause skin irritation.
	Ensure disposal of defective products with rechargeable batteries at special collection points or return them to your specialist dealer to facilitate recycling.
	Do not charge the product/rechargeable batteries in a damp environment. Make sure that the charging socket is free from moisture and contamination.
	Do not leave the product/rechargeable batteries unattended while charging.

Notes on data collection and processing and on firmware updates

This product stores individual settings such as sound mode configurations and the Bluetooth addresses of paired devices. This data is required for the operation of the product and is not transferred to Sonova Consumer Hearing GmbH or companies commissioned by Sonova Consumer Hearing GmbH and is not processed.

Using the “Sennheiser Smart Control Plus” app, you can update the firmware of the product for free via an Internet connection. If the device on which the app is installed is connected to the Internet, the following data is automatically transferred to and processed by Sonova Consumer Hearing servers in order to provide and transfer suitable firmware updates: hardware identifier, hardware revision

number, firmware version of the product, operating system type (Android, iOS) and version, version of the app. The data is only used for the purpose of providing and transferring the firmware updates and is not stored permanently. If you do not want this data to be transferred and processed, do not connect to the Internet.

Intended use/Liability

This wireless headphone system is suitable for use with TV sets, hi-fi systems and home cinema systems and can be connected to analog and digital audio sources.

It is considered improper use when the product is used for any application not named in the corresponding product documentation.

Sonova Consumer Hearing GmbH does not accept liability for damage arising from misuse or improper use of this product and its attachments/accessories. Sonova Consumer Hearing GmbH is not liable for damages to USB devices that are not consistent with the USB specifications.

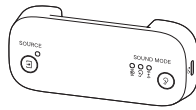
Sonova Consumer Hearing GmbH is not liable for damages resulting from the loss of connection due to flat or overaged rechargeable batteries or exceeding the Bluetooth transmission range.

Before putting the product into operation, please observe the respective country-specific regulations.

Privacy Information

The BTA1 TV transmitter broadcasts Auracast[™] audio openly. **Secure streaming activates only after you set a password** via the Sennheiser Smart Control Plus app. The app does not transmit personal data to the BTA1 and is only for password and audio setup. Scan the QR code to download the Sennheiser Smart Control Plus app and set a password to secure your stream.

Package contents



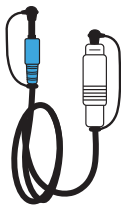
TV transmitter (model: BTA1)



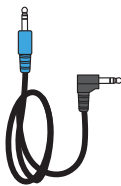
TV headphones (model: HDR 275)



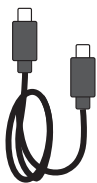
Power supply cable with USB A and USB C connector, approx. 1.2 m



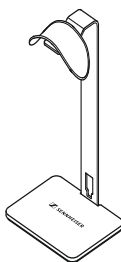
TV Audio digital cable
with TOSLINK optical connector and 3.5 mm
mini TOSLINK connector for connection with TV



TV Audio analog cable
with two 3.5 mm jack plugs for connection with
TV



Headphone charging cable
with 2x USB C connector



Headphone stand, model: HZS1
(only included with the RS 275)



2 cable clips



Quick guide



Safety guide



Compliance sheet

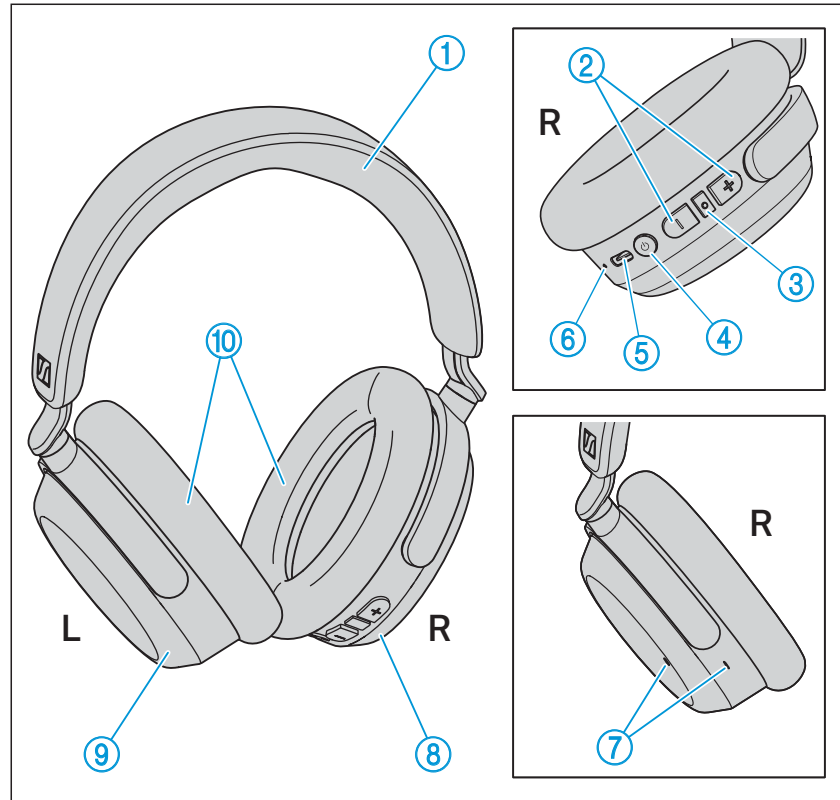
Online you can find:

- this detailed instruction manual and additional information (www.sennheiser-hearing.com/download)
- the option to purchase online or contact your local Sonova Consumer Hearing partner:
www.sennheiser-hearing.com/service-support)

Product overview

TV headphones

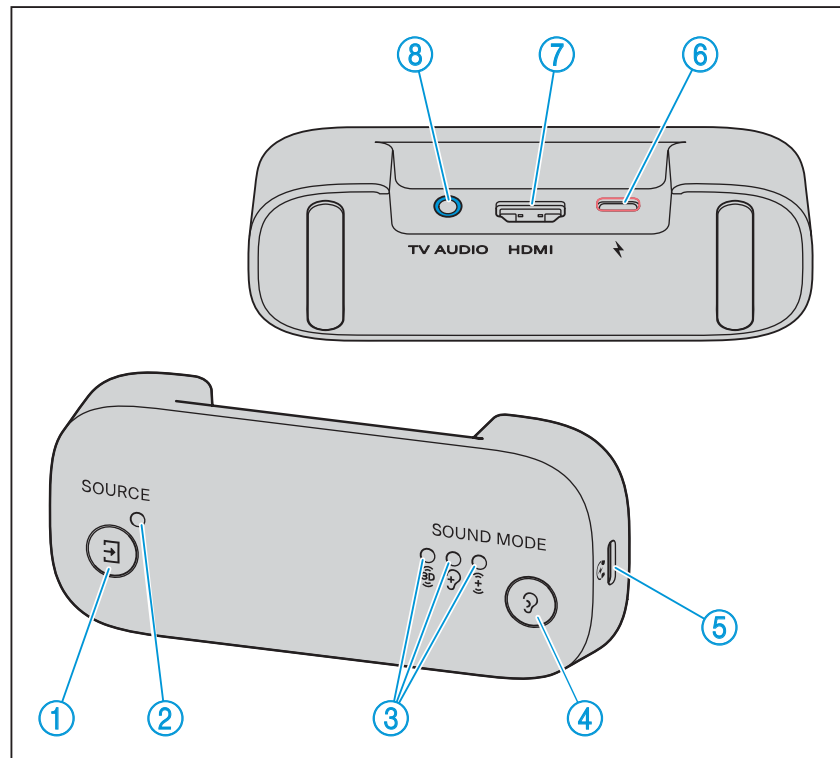
Model: HDR 275





- ① Headband, steplessly adjustable
- ② Volume control buttons
- ③ Control button
- ④ Multi-function button
 - On/Off
 - Pairing
 - Hearing Enhancement
 - Battery status
- ⑤ USB C socket for charging
- ⑥ Status LED
- ⑦ Speech microphones for phone calls
- ⑧ Right ear cup (R)
- ⑨ Left ear cup (L)
- ⑩ Ear pads

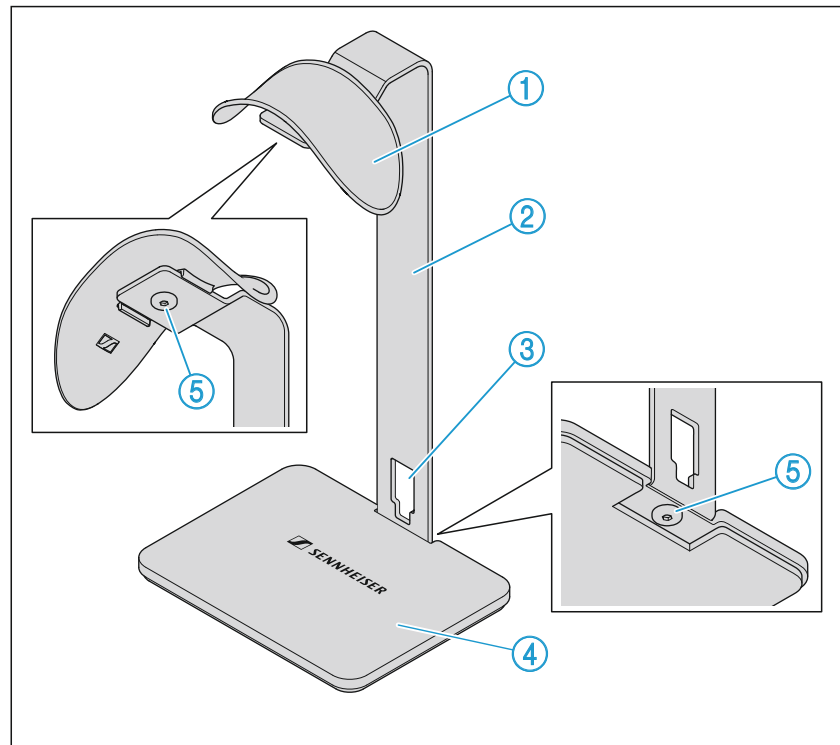
TV transmitter

Model: BTA1



- ① **SOURCE** button
switches between the audio source
- ② **SOURCE** LED
shows the currently selected audio source
- ③ **SOUND MODE** LEDs
show the current selected sound mode
- ④ **SOUND MODE** button
switches between the sound modes
- ⑤ USB C charging socket 
output for charging headphones via USB cable
- ⑥ USB C socket 
input for USB power supply cable and USB audio transmission
- ⑦ Socket **HDMI-ARC**
for connection to the TV via HDMI-ARC cable (not included)
- ⑧ 3.5 mm jack socket **TV AUDIO**
for connection to the TV via audio digital and analog cables


















Headphone stand HZS 1 (only included with the RS 275)



- ① Headphone cradle for storing the HDR 275 TV headphones
- ② Rod
- ③ Cable feed-through
- ④ Base plate with silicone base for a non-slip stand for storing the BTA1 TV transmitter
- ⑤ Allen screws for attaching the base plate, the rod and the headphone cradle to each other

Overview of the HDR 275 status LED

The status LED indicates the operating state of the TV headphones:

LED		Operating state
	Off	Switched off, standby mode or reset
 2 sec	Lights up white for 2 seconds	Switch-on process
 3 x	Flashes red 3x	Switch-off process
 120 s	Flashes blue and white alternately for 120 seconds	Pairing mode
 5 sec	Lights up blue for 5 seconds	Pairing successful Connection to Bluetooth device established
 1x	Flashes red and white alternately 1x	Pairing failed
 2 x	Flashes red 2x	Connection to Bluetooth device lost
 10 x	Flashes white 10x repeatedly	Incoming call
	Lights up red	Active call
	Lights up purple	Hearing enhancement is activated
	Pulses red	Active charging: Battery charge 0% to 10%
	Pulses yellow	Active charging: Battery charge 20% to 90%
	Pulses green	Active charging: Battery charge 90% to 100%
 3 x	Lights up red 3x	Charging fault
	Lights up red (when querying battery status)	Battery indication: Battery charge 0% to 10%
	Lights up yellow (when querying battery status)	Battery indication: Battery charge 10% to 60%
	Lights up green (when querying battery status)	Battery indication: Battery charge 60% to 100%

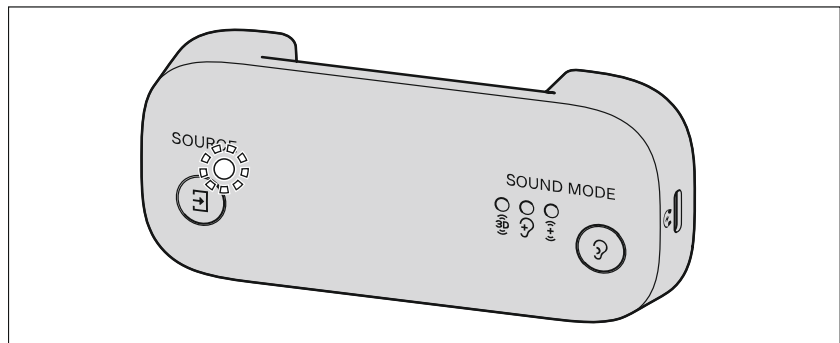


If the LED display does not light up during charging or if the LED display shows a charging fault:

- Clean the charging socket (see page 41).
- Charge the rechargeable battery until the LED display lights up again (at least 30 minutes) (see page 15). If the rechargeable battery is completely discharged, it may take several minutes for the LED display to indicate the charging process.
- Replace the rechargeable battery (see page 42).




Overview of the BTA1 status LEDs

Overview of the SOURCE status LED

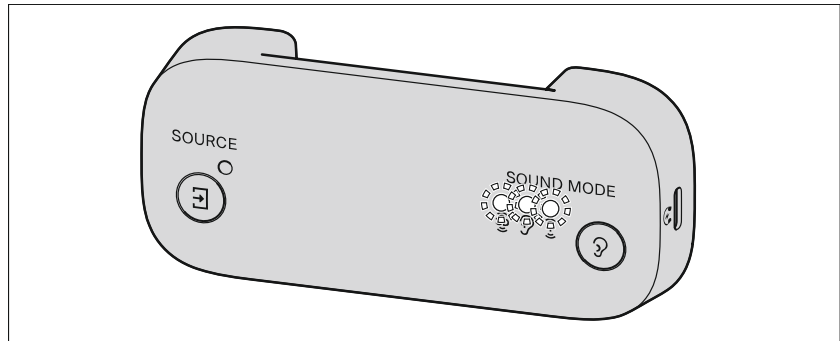


The status LED **SOURCE** indicates the operating state of the TV transmitter:










LED SOURCE		Operating state
●	Off	Switched off, standby mode or no audio source available
	Flashes green	Pairing with smartphone (for connection to Smart Control Plus app)
	Flashes white 3x	Audio source HDMI-ARC selected
	Lights up white	Audio source HDMI-ARC active
	Flashes light blue 3x	Audio source TV AUDIO (analog/digital) selected
	Lights up light blue	Audio source TV AUDIO (analog/digital) active
	Flashes orange 3x	Audio source USB Audio selected
	Lights up orange	Audio source USB Audio active
	Flashes continuously white/light blue/orange	No audio input detected, searching for audio source

LED SOURCE		Operating state
	Lights up red	Unsupported codec
	Flashes red	Error while charging headphones
	Lights up white for 1 second	Reset to factory default settings

Overview of the SOUND MODE status LEDs



The status LEDs **SOUND MODE** indicate the current sound mode selection of the TV transmitter:

LEDs			Operating state
			
			Light up white for 3 seconds
	–	–	Lights up white
–		–	Lights up white
–	–		Lights up white
●			Off
			Light up white sequentially
			Light up white for 1 second

Notes on voice prompts of the TV headphones



Via the Smart Control Plus app, you can adjust settings for the voice prompts and sound signals (see page 26).

Voice prompt	Meaning/headphones...
Establishing a Bluetooth connection	
"Connected"	...are connected via Bluetooth.
"No connection"/ "Disconnected"	... have lost the Bluetooth connection to a paired device.
"Pairing successful"	... have successfully completed Bluetooth pairing.
Information on battery status and volume	
"Recharge headset"	... have an empty rechargeable battery. Charge the rechargeable battery (see page 15).
"More than xx% battery left"	... indicate the remaining battery charge in percent.
"Volume min"	... have reached the minimum volume setting.
"Volume max"	... have reached the maximum volume setting.
Information during calls	
"Mute on"	... mute the microphone during a call.
"Mute off"	... activate the microphone again during a call.
Tone prompt	... report a terminated or a rejected call.

You hear short sound signals when the TV headphones

- are switched on or off,
- are in pairing mode (melody),
- detect devices in the pairing list,
- cancel the pairing process,
- receive an incoming call (ring tone),
- are muted or unmuted during a call,
- have reached the maximum or minimum volume setting,
- are connected to a device via Bluetooth,
- are disconnected from a Bluetooth device,
- have a low battery status (warning sound) or
- hearing enhancement is activated via multi-function button (only works if configured in app).

Getting started

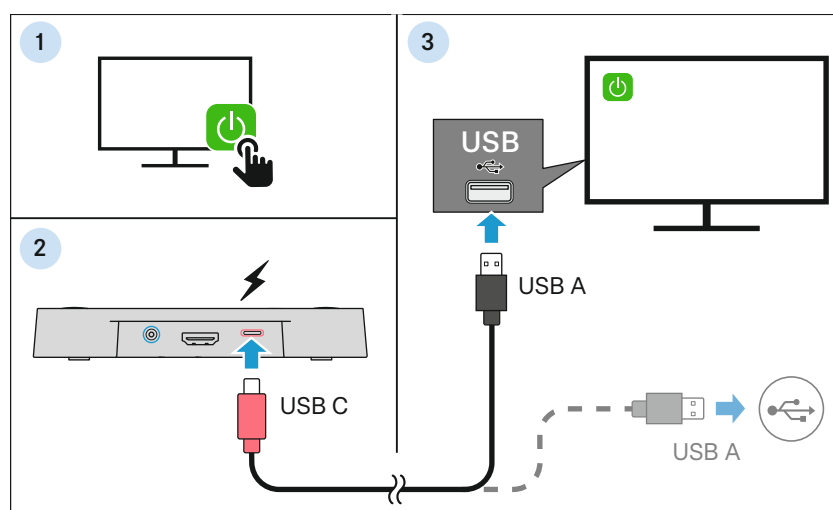
1. Charging the TV headphones' rechargeable battery

The TV headphones' rechargeable battery is not fully charged upon delivery.

- ▷ Before using the TV headphones for the first time, charge the rechargeable battery for a complete charging cycle without interruption (see page 20).

2. Connecting the TV transmitter to the power supply

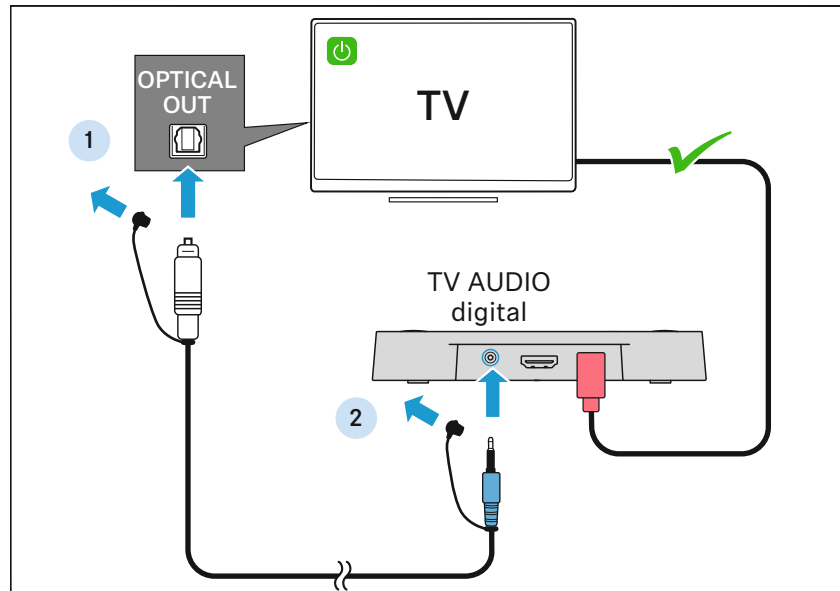
If you are using the BTA1 TV transmitter to transmit the sound from your TV to your headphones, it is recommended that you connect the power supply cable to your TV.



1. Switch on the TV.
2. Connect the red USB C connector of the power supply cable to the red marked USB C socket of the TV transmitter.
3. Connect the black USB A connector of the power supply cable to the USB A socket of the TV.
Alternatively, connect the USB A connector to an external power supply unit and plug it into the socket.
The TV transmitter switches on.
All LEDs on the TV transmitter light up white for 3 seconds and switch off again.
Afterwards, the LED **SOURCE** flashes blue to indicate that an audio source needs to be connected.

3. Connecting the TV transmitter to the audio source

To ensure the best possible quality for audio transmission, we recommend audio connection via audio digital cable (TOSLINK optical connector to 3.5 mm mini TOSLINK connector). For alternative audio connections, see page 33.



1. Switch on the TV. Remove the protection cap from the 3.5 mm mini TOSLINK connector of the audio digital cable and connect it to the **TV AUDIO** socket of the TV transmitter.
2. Remove the protection cap from the TOSLINK connector of the audio digital cable and connect it to the TOSLINK input socket of the TV.

The TV transmitter is connected to the TV via digital audio connection.

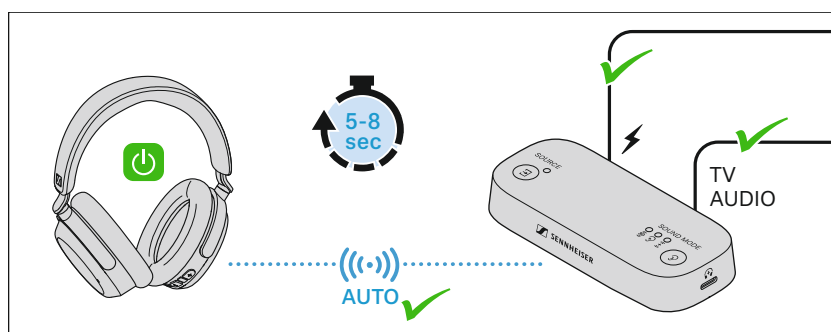
The **SOURCE** LED lights up blue.

4. Connecting the HDR 275 TV headphones to the BTA1 TV transmitter

i For more information on Bluetooth wireless connections such as Auracast™ Broadcast Audio, see page 25.

When connected to the power supply, the TV transmitter automatically starts an Auracast™ transmission. This allows all Auracast™-enabled headphones to be connected to the TV transmitter.

The wireless Auracast™ connection between the BTA1 TV transmitter and the HDR 275 TV headphones is carried out automatically. With RS 275 TV Headphones, the BTA1 and HDR 275 are already paired out of the box.



- ▷ Make sure that the TV transmitter is connected to the power supply and to an active audio source.
- ▷ Make sure that the TV headphones are within the pairing range of the TV transmitter (approx. 3 m).
- ▷ To switch on the TV headphones, briefly press the multi-function button on the right ear cup.
The status LED of the TV headphones lights up white for 2 seconds.
- ▷ Wait for approx. 8 seconds.
TV headphones and TV transmitter are automatically connected via wireless Auracast™.
The TV headphones start playback from the audio source.

i If no sound is transmitted and the **SOURCE** LED of the TV transmitter flashes, there is no active audio signal.

- ▷ Make sure that the TV is switched on.
- ▷ In the TV menu, make sure that the correct audio output is selected (e.g. optical).

5. Connecting the TV transmitter to other Auracast™ receivers

The BTA1 TV transmitter is compatible with other Auracast™ receivers, but not with headphones that use the Bluetooth classic connection.

The exact pairing procedure may vary depending on the receiving device. We recommend referring to the instruction manual of your device to find the correct Auracast™ pairing procedure.

If you want to connect your Sennheiser Auracast™ headphones, your receiver or smartphone to the TV transmitter, you must use the Smart Control Plus app, see page 26.

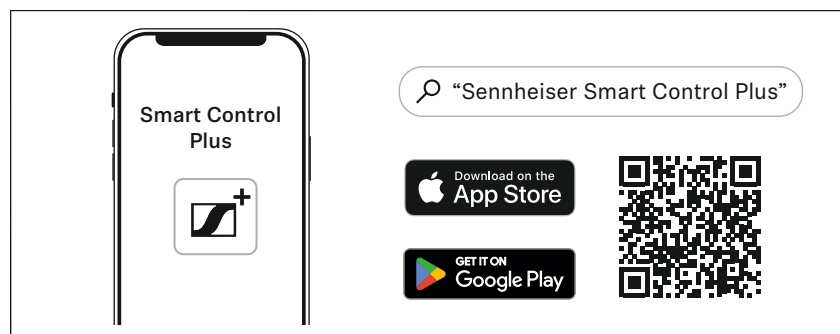


6. Installing the Smart Control Plus app

To connect the TV transmitter and the TV headphones to your smartphone in order to use the Smart Control Plus app, see page 26 and 27.

The Sennheiser **Smart Control Plus** app allows you to use all functions and settings of the products, for example, setting the sound mode or the audio input source (see page 37). The app offers additional settings such as encoding the audio stream and setting the LED brightness.

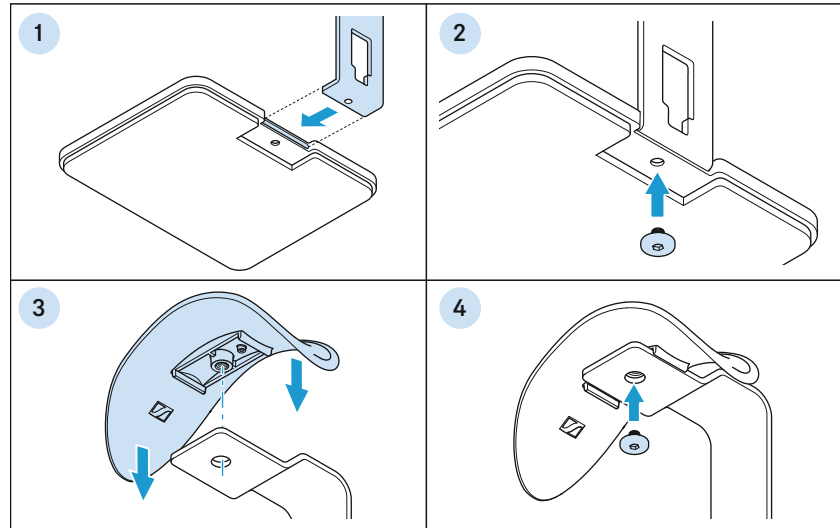
- Google Play: [click](#)
- Apple App Store: [click](#)



7. Assembling the headphone stand HSZ 1 (only included with the RS 275)

To keep your TV headphones, the TV transmitter and the cables safe and organized, we recommend to use the supplied headphone stand HSZ 1. For details on the proper storage of the devices on the headphone stand, see page 39.

The RS 275 TV Headphones come with a headphone stand that is already assembled.



1. Insert the lower angle piece of the rod (at the end with the cable feed-through) into the opening on the back of the base plate.
2. Secure the rod with one of the Allen screws. Tighten the screw from the underside of the base plate.
3. Place the headphone cradle on the upper, free angle piece of the rod. Make sure that the screw holes are aligned.
4. Secure the headphone cradle with the second Allen screw. Tighten the screw from the underside of the headphone cradle.

Using the RS 275 TV Headphones

Charging the TV headphones' rechargeable battery

Information on the rechargeable battery and the charging process

The TV headphones have a replaceable, rechargeable battery. A complete charging cycle takes approx. 3 hours. The charging time can vary depending on the power source used and the ambient temperature.

When the TV headphones are being charged, the LED display lights up (see page 11).

When the battery charge drops to a low level, the voice prompt "Recharge headset" asks you to recharge the headphones. If the TV headphones are not charged, the voice prompt will be repeated every 10 minutes until the headphones switch off.

The quick charge function gives you approx. 7 hours of playback time after 10 minutes of charging. The charging time can vary depending on the power source used and the ambient temperature. The quick charge function is enabled per default and can be disabled via the Smart Control Plus app by activating the battery protection mode.

Sonova Consumer Hearing recommends using the supplied USB cable and a compatible standard USB power supply for charging the TV headphones. Only use high-quality USB charging cables.

While the TV headphones are being charged, you can still listen to music or make phone calls. In this case, however, the charging time may be longer.

At the end of the product's operational lifetime, the rechargeable battery has to be removed and disposed separately (see page 42). The product and the battery must be disposed of separately from normal household waste. You can find more information here: see page 53.

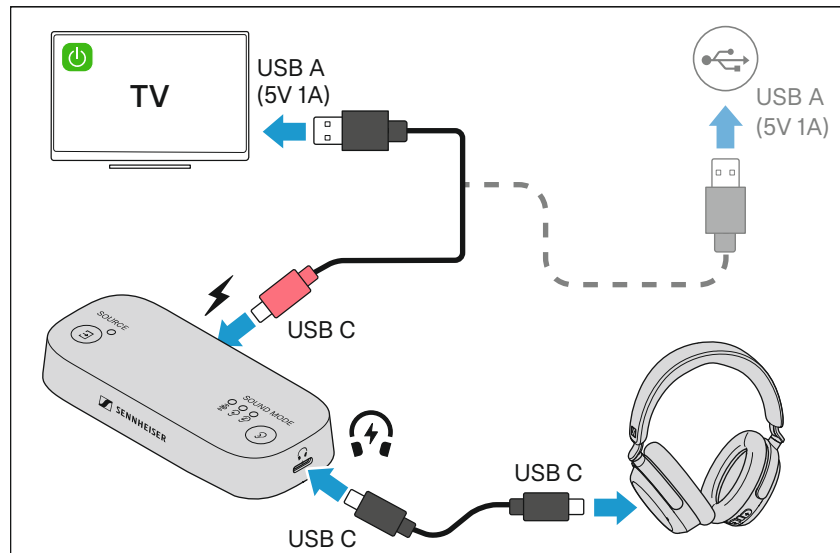
Charging the TV headphones via the TV transmitter

The TV transmitter can be used to charge USB devices, e.g. your TV headphones (with 5 V, max. 0.5 A).

i If the TV transmitter is connected to a TV and is in streaming mode while you connect a device for charging, the TV transmitter may stop charging if the current output exceeds 0.5 A. In this case:

- Connect the device you want to charge to an external power supply.

i Charging a device via the TV transmitter may not work if the TV is in standby mode or turned off.



- ▷ Switch on the TV.
- ▷ Connect the red USB C connector of the power supply cable to the red marked USB C socket of the TV transmitter.
- ▷ Connect the black USB A connector of the power supply cable to the USB A socket of the TV. Alternatively, connect the USB A connector to an external power supply unit and plug it into the socket. The TV transmitter switches on. The LED **SOURCE** on the TV transmitter lights up white for 3 seconds.
- ▷ Use the supplied headphone charging cable to connect your TV headphones (or another USB device you want to charge) to the USB C charging socket of the TV transmitter. The TV headphones or your USB device are being charged. On the TV headphones, the LED display indicates the charging status:

LED		Meaning
	Pulses red	Battery charge 0% to 10%
	Pulses yellow	Battery charge 20% to 90%
	Pulses green	Battery charge 90% to 100%
	Lights up red 3x	Charging fault

i If the LED display of the TV headphones does not light up during charging or if the LED display shows a charging fault:

- Clean the charging socket (see page 41).
- Charge the rechargeable battery until the LED display lights up again (at least 30 minutes) (see page 15). If the rechargeable battery is completely discharged, it may take several minutes for the LED display to indicate the charging process.
- Replace the rechargeable battery (see page 42).

Charging the TV headphones via Mac/PC/mobile device

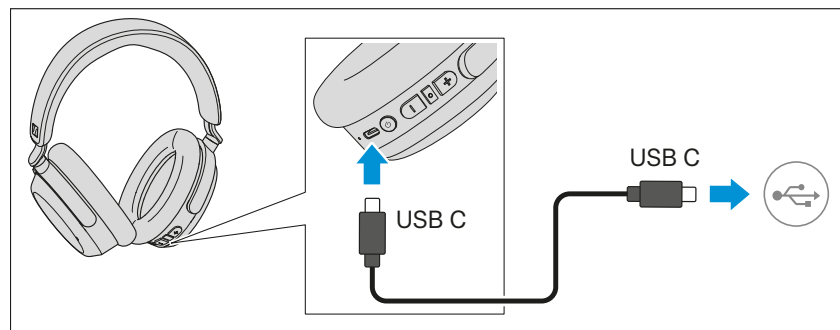
When you connect the TV headphones to a Mac/PC/mobile device using the supplied USB cable, the TV headphones are automatically charged. At the same time, you can play audio content from your Mac/PC/mobile device directly through the TV headphones.

To set up the TV headphones as the default audio output and audio input device for your Mac/PC/mobile device:





- ▷ Make sure that possible Bluetooth connections are disconnect from your TV headphones.
- ▷ Connect the TV headphones and the Mac/PC/mobile device using the USB cable supplied.
The TV headphones are charged via the USB connection.
- ▷ In the system settings or the control panel of your Mac/PC/mobile device, select “HDR 275/255 TV Headphones” as the default audio playback device and/or default audio recording device.
- ▷ Start music playback on the Mac/PC/mobile device.

The music is played back via the TV headphones. The microphone can be used for recording.

Charging the TV headphones via an external power supply unit



- ▷ Connect one of the USB C connectors of the supplied headphone charging cable to the USB socket of the TV headphones.
- ▷ Connect the second USB C connector to a corresponding socket of a USB power source (to be ordered separately). Make sure that the USB power source is connected to the power supply system. The charging process of the headphones starts. The LED display indicates the charging status.

LED		Meaning
	Pulses red	Battery charge 0% to 10%
	Pulses yellow	Battery charge 20% to 90%
	Pulses green	Battery charge 90% to 100%
	Lights up red 3x	Charging fault

- i** If the LED display does not light up during charging or if the LED display shows a charging fault:
- Clean the charging socket (see page 41).
 - Charge the rechargeable battery until the LED display lights up again (at least 30 minutes) (see page 15). If the rechargeable battery is completely discharged, it may take several minutes for the LED display to indicate the charging process.
 - Replace the rechargeable battery (see page 42).

Switching the TV transmitter on and off

The TV transmitter switches on automatically as soon as you connect it to a power source, e.g. a switched-on TV.

To switch the TV transmitter to standby mode:

- ▷ Press and hold the **SOURCE** button for approx. 3 seconds.
All LEDs of the TV transmitter go out.

- i** To switch off the TV transmitter completely, it is necessary to disconnect it from the power supply.

- i** The TV transmitter switches to standby mode within 15 minutes if it is connected to the power supply but is not transmitting audio (see “Information on the standby mode”).

Information on the standby mode

The TV transmitter switches to an automatic energy-saving mode if the automatic audio source selection is enabled (factory default setting) and no audio signal is received. If the TV transmitter is not active with audio streaming but is connected to the power supply, it automatically switches to the energy-saving mode within 15 minutes.

In this standby mode all LEDs are switched off and all wireless connections, such as the Bluetooth connection to the headphones or your smartphone, are disconnected. The power consumption in this state is reduced to less than 0.5 W.

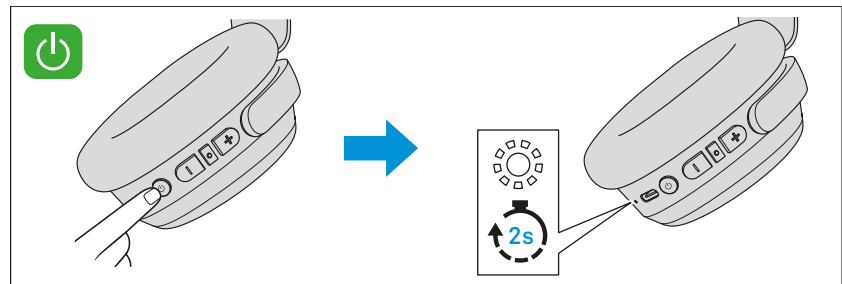
The TV transmitter wakes up from the standby mode as soon as

1. the **SOURCE** or the **SOUND MODE** button is pressed or
2. an audio signal is detected at the audio digital/analog, HDMI or USB input via the automatic audio source selection.

- i** The automatic audio source selection can be disabled via the Smart Control Plus app (see page 38).

Switching the TV headphones on and off

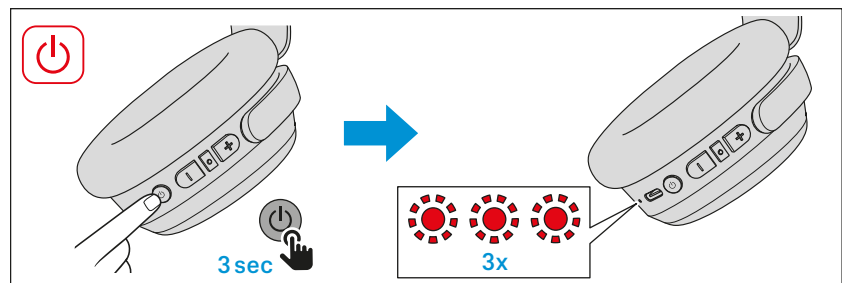
To switch the TV headphones on:



- Briefly press the multi-function button on the right ear cup. The status LED of the TV headphones lights up white for 2 seconds.

Manual switch-off

To switch the TV headphones off:



- Press and hold the multi-function button on the right ear cup for 3 seconds. The status LED of the TV headphones lights up white for 2 seconds.

Automatic switch-off

If the TV headphones are not connected to any Bluetooth device or are not streaming audio, they automatically switch off after 15 minutes.

Information on the Bluetooth wireless connection

The TV headphones are Bluetooth 5.4, LE Audio and Auracast™ Broadcast audio certified.

Auracast™ Broadcast Audio

The Auracast™ Broadcast Audio technology allows an audio signal from a transmitter (e.g. your BTA1 TV transmitter) to be transmitted to an unlimited number of receiving devices (e.g. your TV headphones, other headphones or hearing aids) located within a fixed transmission radius. This allows audio data to be output to multiple output devices simultaneously, such as your own headphones and a friend's headphones.

Once a transmitter provides Auracast™ audio data, the receiving device can retrieve information about it. You can use your smartphone in connection with the Smart Control Plus app to adjust the Auracast™ Broadcast settings, such as the quality of the audio transmission, the optimization of the latency time or the encryption of the stream for privacy reasons.

The BTA1 TV transmitter uses Auracast™ to broadcast audio openly. **No pairing is needed.** Since anyone nearby can tune in, the BTA1 includes **encryption features** to protect your privacy.

Scan the QR code to download the **Sennheiser Smart Control Plus app** (see page 18) and set a password in case you want to secure your stream.

Information on the Bluetooth Classic wireless connection

If your audio source supports the high-resolution audio encoding methods AAC or aptX™, the TV headphones will automatically play the sound in high audio quality. Otherwise, the TV headphones will play the sound in normal audio quality (SBC).

Paired devices establish the Bluetooth wireless connection to the TV headphones immediately after switch-on and are ready for use.

On switch-on, the TV headphones automatically try to connect to the last two connected Bluetooth devices. The TV headphones can save the connection profiles of up to six Bluetooth devices with which they have been paired. Audio playback is only possible from one device at a time.

If you pair the TV headphones with the seventh Bluetooth device, the saved connection profile of the least used Bluetooth device will be overwritten. If you want to re-establish a connection with the overwritten Bluetooth device, you have to pair the TV headphones again.

Connecting the TV transmitter to the Smart Control Plus app

To use the additional features of the Smart Control Plus app, you must pair the TV transmitter via the app, not via the settings of your Bluetooth device.

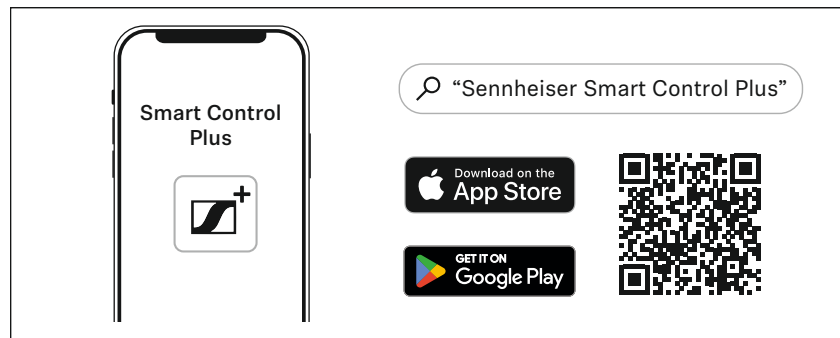
If the operation differs from the steps mentioned, also refer to the instruction manual of the Bluetooth device you are using.

Installing the Smart Control Plus app

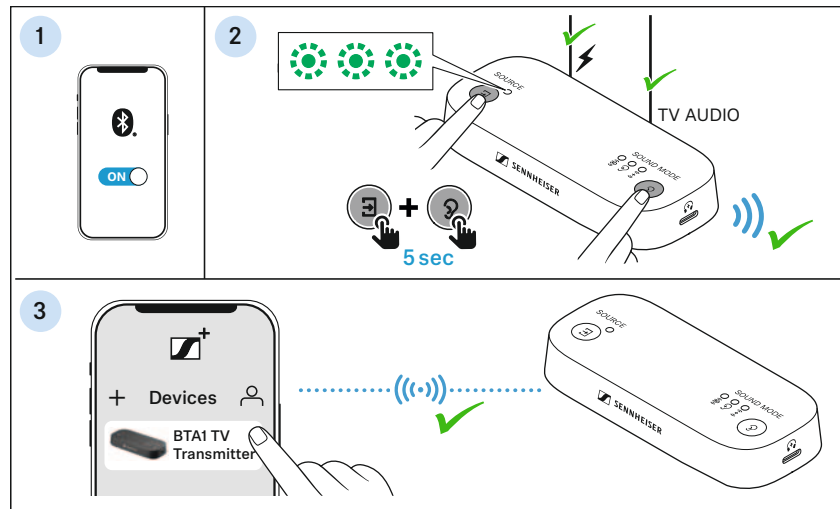
- ▷ Download the app from the Apple App Store or Google Play and install it on your smartphone.
 - Google Play: [click](#)
 - Apple App Store: [click](#)

Alternatively, you can use your smartphone to scan the following QR code or to call up the following Internet site:

<https://www.sennheiser-hearing.com/smart-control-plus-app>



Pairing the TV transmitter with a Bluetooth device



1. Activate Bluetooth on your Bluetooth device.
 2. On the TV transmitter, simultaneously touch and hold the buttons **SOURCE** and **SOUND MODE** for 5 seconds.
The **SOURCE** LED flashes green.
 3. On your Bluetooth device, start the Smart Control Plus app and tap on the “+” icon on the start screen to add a new device.
If pairing was successful, the TV transmitter is listed in the list of connected devices.
- ▷ Select the “BTA1 TV Transmitter”.

i If no connection is established within 2 minutes, pairing mode is terminated. If necessary, repeat the steps described above.

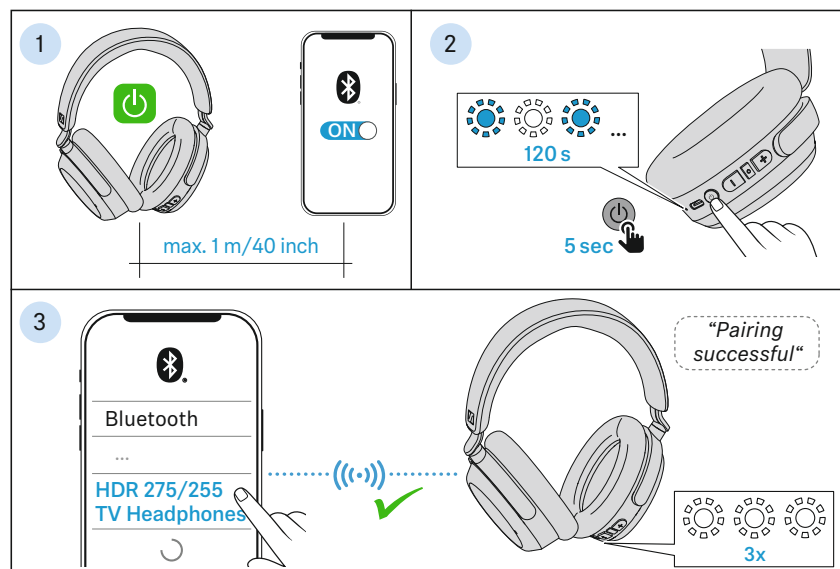
Disconnecting the TV transmitter from a Bluetooth device

- ▷ Via the menu of your Bluetooth device, disconnect the connection to the TV transmitter.
The TV transmitter is disconnected from the Bluetooth device.

Connecting the TV headphones to the Smart Control Plus app

For additional settings such as hearing profiles or adjusting the volume limit, we recommend to connect the TV headphones to the Sennheiser **Smart Control Plus** app. This allows you to use all functions and settings of the product (see page 37).

Pairing the TV headphones with a Bluetooth device (e.g. smartphone, tablet)



1. Switch the TV headphones on and activate Bluetooth on your Bluetooth device. Make sure that the distance between your TV headphones and the Bluetooth device does not exceed 40"/1 m.
2. Press and hold the multi-function button on the right ear cup for 5 seconds.
The status LED flashes blue and white for 2 minutes.
The TV headphones are in pairing mode.

3. Via the menu of your Bluetooth device, start the search for new Bluetooth devices.

All active Bluetooth devices in the proximity of your device are displayed.

From the list of found Bluetooth devices, select “HDR 275/255 TV Headphones”.

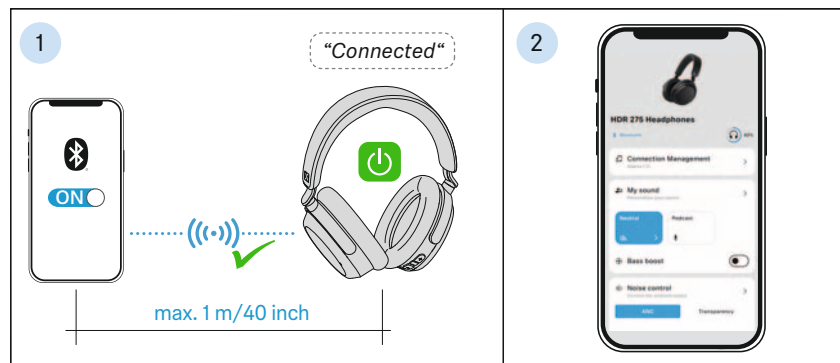
If pairing was successful, you hear the voice prompt “Pairing successful” and the status LED of the TV headphones flashes white 3x.

- i** If no connection is established within 2 minutes, pairing mode is terminated and the TV headphones switch to idle mode. If necessary, repeat the steps described above.

If the TV headphones are not paired with any Bluetooth device (the pairing list is empty), pairing mode is permanently active.

Connecting the TV headphones to the Smart Control Plus app

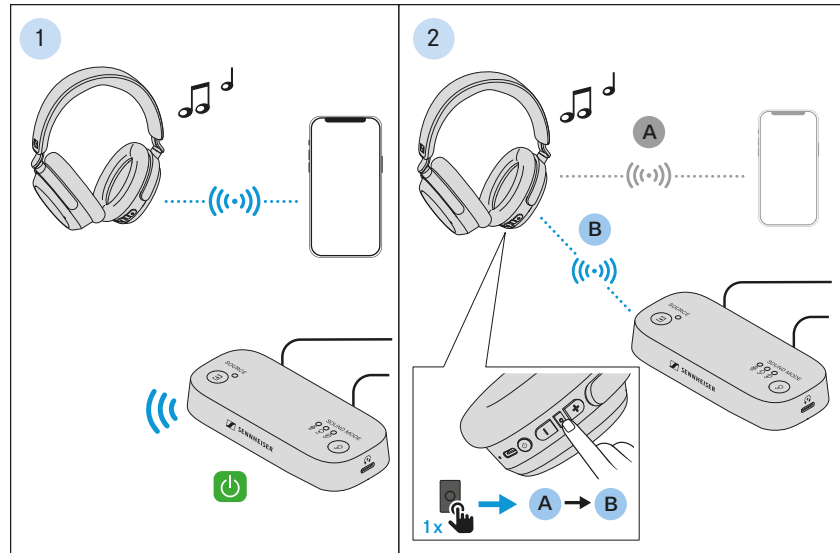
- ▷ Make sure that the TV headphones and your Bluetooth device are paired (see previous chapter).
- ▷ Install the Smart Control Plus app (see page 26).



1. Switch the TV headphones on and activate Bluetooth on your Bluetooth device. Make sure that the distance between your TV headphones and the Bluetooth device does not exceed 40"/1 m.
The TV headphones and the device automatically establish a Bluetooth connection.
You hear the voice prompt “Connected”.
2. On your Bluetooth device, start the Smart Control Plus app.
If the Bluetooth connection has been successfully established, the main menu for the “HDR 275/255 TV Headphones” will be displayed in the app.

Quick-switching the Bluetooth connection of HDR 275 to the TV transmitter

During playback from a Bluetooth device, the TV headphones can be quickly connected to the TV transmitter at the touch of a button. The TV transmitter must be in streaming mode.



1. Make sure that the TV headphones are in playback mode.
Make sure that the TV transmitter is connected to the power supply (see page 15) and is receiving an audio signal from the desired audio source (see page 33).
2. Press the control button of the TV headphones 1x.
The TV headphones switch the connection from the Bluetooth device to the TV transmitter and start audio playback.

i If the Bluetooth connection between the TV transmitter and the TV headphones cannot be established automatically, the audio playback on the TV headphones is paused when pressing the control button (see page 31).

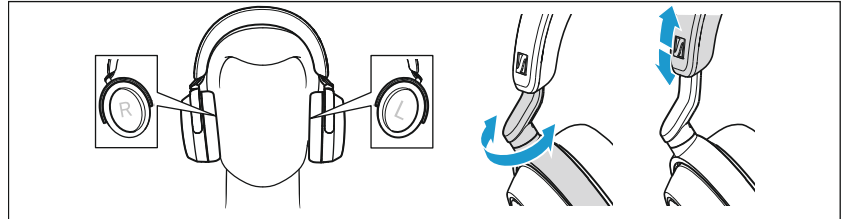
- Check if the TV transmitter is in standby mode and wake it up from standby mode if necessary (see page 23).
- Repeat the steps described above.

To switch the connection from the TV transmitter back to the Bluetooth device:

- ▷ Start audio playback on the Bluetooth device.
- ▷ Press the control button of the TV headphones 1x.
The TV headphones switch the connection from the TV transmitter to the Bluetooth device and start audio playback.

Putting the TV headphones on and adjusting the headband

For good sound quality and the best possible wearing comfort, the headband of the TV headphones can be adjusted to properly fit your head.



- ▷ Wear the headphones so that the headband runs over the top of your head. The markings for the right side (R) and for the left side (L) can be found on the inside of the ear cups.
- ▷ Move the ear cups up or down the headband slider until
 - your ears are comfortably covered by the ear pads,
 - you feel even, gentle pressure around your ears,
 - a snug fit of the headband on the head is ensured.For optimal sound quality, the ear pads must completely surround your ears.

Controlling the TV headphones

Adjusting the volume



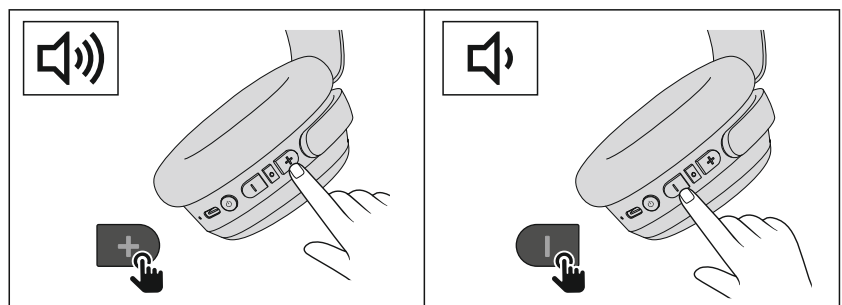
WARNING

Danger due to high volume levels!


Listening at high volume levels can lead to permanent hearing defects. Toggling between the audio sources may cause enormous volume jumps that can permanently damage your hearing.

- ▷ Before putting the headphones on and before toggling between audio sources, adjust the volume to a low level.
- ▷ Do not continuously expose yourself to high volume levels.


You can adjust the playback volume for audio streaming and for phone calls.




To increase the volume:

- ▷ Press the Volume up button ().

To reduce the volume:

- ▷ Press the Volume down button ().


When the maximum or minimum volume is reached, you hear the voice prompt “Volume max” or “Volume min”.


 You can also adjust the volume using the connected Bluetooth device.

Controlling audio playback



To play or pause audio playback:

- ▷ Press the control button () 1x.

 Skipping music tracks is only possible if the TV headphones are streaming music and are connected to a Bluetooth device. If the TV headphones are connected to the BTA1 TV transmitter, the playback can only be paused.



To play the next track:

- ▷ Press the control button () 2x.




To play the previous track:

- ▷ Press the control button () 3x.



Hearing Enhancement features (e.g. hearing profiles, Speech Clarity mode or noise suppression) can only be activated via the TV headphones if they have been set up in the Smart Control Plus app beforehand (see page 37).

To activate or deactivate the preset hearing enhancement features:

- ▷ Press the multi-function button () 1x.

Making phone calls

The call functions are only available when the TV headphones are connected with your smartphone. Some smartphones and telephony apps (e.g. WhatsApp, MS Teams, WeChat) may not support all call control functions.

To make a call:

- ▷ Dial the desired phone number.
If your Bluetooth device does not automatically transfer the call to the TV headphones, select “HDR 275/255 TV Headphones” as the output device on your smartphone (see the instruction manual of your device if necessary).



To accept or end a call:

- ▷ Press the control button () 1x.



To put a call on hold and switch to a second call:

- ▷ Press the control button () 2x.



To mute or unmute the microphone during a call:

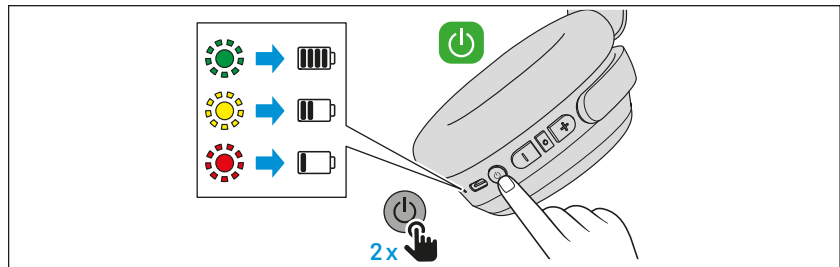
- ▷ Press the multi-function button () 1x.

Displaying the battery charge status




When the TV headphones are connected to a Bluetooth device, e.g. your smartphone (see page 27), the battery charge status can be displayed on the screen of your smartphone (depending on the device and operating system used).

The Smart Control Plus app also displays the battery charge status.

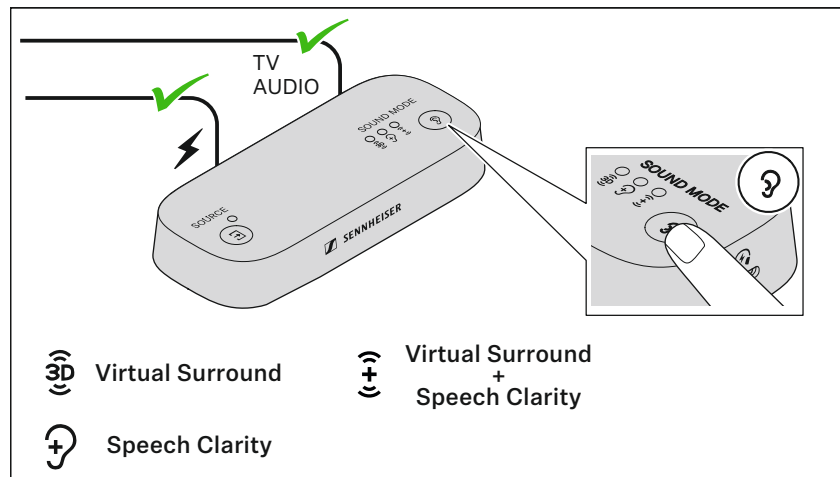
On the TV headphones, you can retrieve information on the battery charge level via the LED display (also possible while listening to music or talking on the phone, as long as you have the TV headphones on):



- ▷ Press the multi-function button 2x.
The status LED lights up depending on the battery status.

LED		Meaning
	Lights up red	Battery charge 0% to 10%
	Lights up yellow	Battery charge 10% to 60%
	Lights up green	Battery charge 60% to 100%

Changing the sound mode



- To switch through the sound modes, press the **SOUND MODE** button.

The sound mode is changed in the following order:

- Sound modes deactivated (neutral)
- Virtual Surround
- Speech Clarity
- Virtual Surround + Speech Clarity

The corresponding **SOUND MODE** LED lights up. If no sound mode is selected, the **SOUND MODE** LEDs remain off.

i You can also adjust the sound mode using the Smart Control Plus app, see page 37.

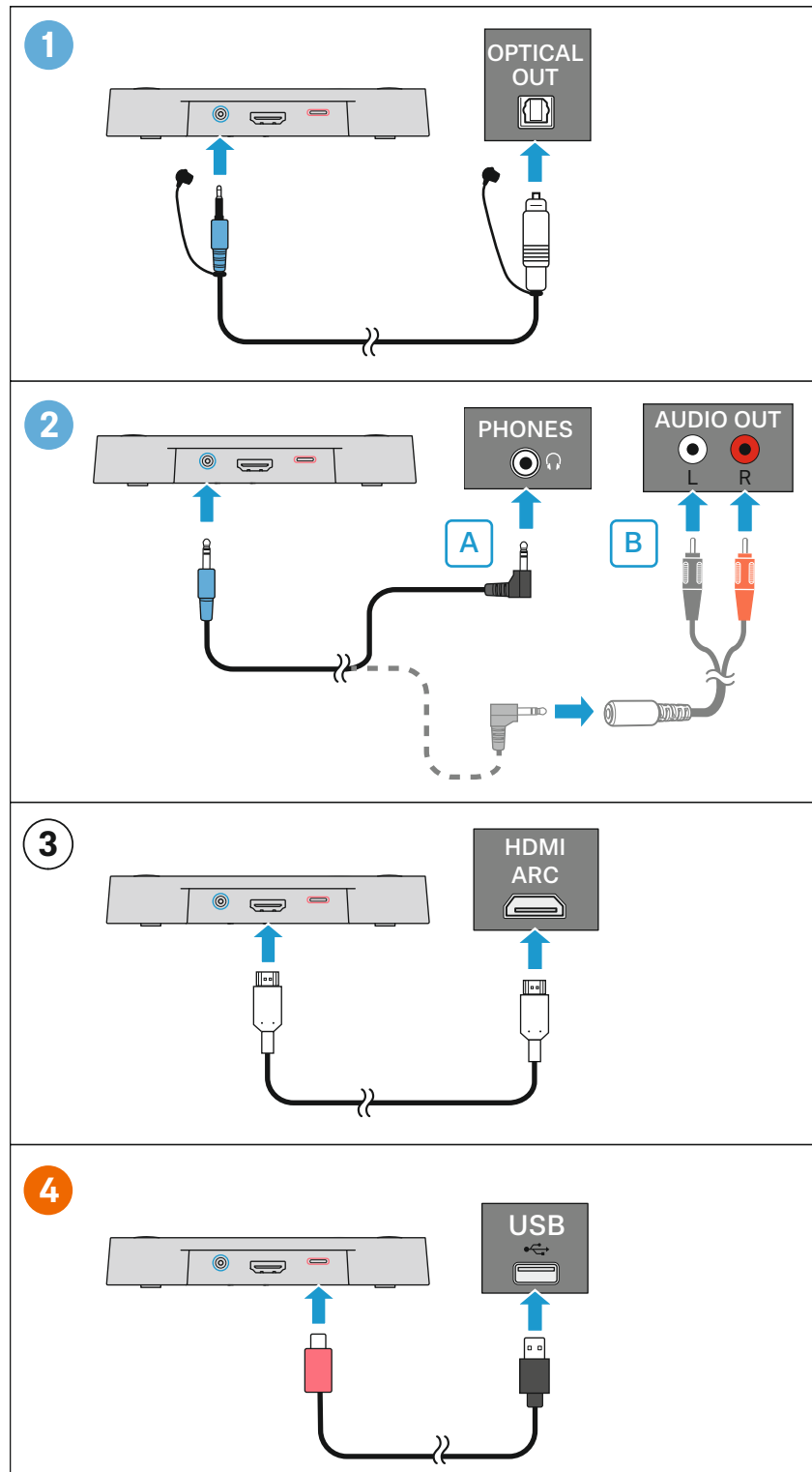
Connecting the TV transmitter via alternative connection types

The TV transmitter can be connected to two different audio sources at the same time, e.g., TVs, hi-fi systems, PCs or home cinemas. In this case, you can switch between the audio sources using the **SOURCE** button (see page 36).

To ensure the best possible quality for audio transmission, we recommend audio connection via audio digital cable from the scope of delivery (TOSLINK optical connector to 3.5 mm mini TOSLINK).

The TV transmitter can be connected to audio sources via the following connection types:

Cable type		Connectors	Connection type
1		Audio digital cable	TOSLINK optical to 3.5 mm mini TOSLINK
2	A	Audio analog cable	2x 3.5 mm jack plug
	B	Audio analog cable and RCA adapter cable (not included in the scope of delivery)	3.5 mm jack plug to RCA plugs (via RCA adapter, not included)
3		HDMI cable with Ethernet (not included in the scope of delivery)	2x HDMI
4		USB cable	USB A to USB C



Connecting the TV transmitter via audio analog cable

2 **A**

Option A: Connection via jack socket (headphone output)

- ▷ Switch on the TV. Connect the blue 3.5 mm jack plug of the audio analog cable to the **TV AUDIO** socket of the TV transmitter.
- ▷ Connect the black 3.5 mm jack plug of the audio cable to the jack socket (headphone output) of your TV. The TV transmitter is connected to the TV via analog audio connection. The **SOURCE** LED lights up blue.

- i** Some TV models automatically mute the speakers when you connect the TV transmitter to the 3.5 mm jack socket (headphone output). Other TV models have a menu for setting the volume of the headphone output.

For detailed information, please refer to the instruction manual of your TV.

- ▷ Use the TV menu to disable the mute function or set the volume of the headphone output.
- ▷ If possible, set the volume of the headphone output to at least a medium level. This improves the quality of wireless audio transmission.
- ▷ Alternatively, connect the TV transmitter using another connection option (optical or HDMI).

2 B

Option B: Connection via RCA sockets

If you want to connect the TV transmitter via the audio analog cable but cannot use the jack plug (e.g., if your TV does not have a headphone output), you can also connect the analog cable to the RCA sockets on your TV using an RCA adapter cable (not included).

- i** Appropriate RCA adapter cables are available at standard electronics stores.

- ▷ Switch on the TV. Connect the blue 3.5 mm jack plug of the audio analog cable to the **TV AUDIO** socket of the TV transmitter.
 - ▷ Connect the black 3.5 mm jack plug of the audio cable to the jack socket of the RCA adapter cable.
 - ▷ Connect the RCA plugs of the adapter cable to the RCA sockets on your TV (usually marked with “AUDIO OUT”):
 - the red plug to the red socket (right audio channel, R)
 - the black plug to the black or white socket (left audio channel, L)
- The TV transmitter is connected to the TV via analog audio connection.

The **SOURCE** LED lights up blue.

4

Connecting the TV transmitter via USB (e.g. to a laptop)

- i** The USB C audio use case focuses on the PC audio experience, bypassing audio processing. Therefore, the “3D”, “Speech Clarity” & “3D+ Speech Clarity” sound modes do not work.

- ▷ Make sure that the audio source can output audio via USB.
 - ▷ Connect the red USB C plug of the USB cable to the red marked USB C socket of the TV transmitter.
 - ▷ Connect the black USB A plug of the USB cable to the USB A socket of your audio source.
- The TV transmitter is connected to the audio source via digital USB connection.

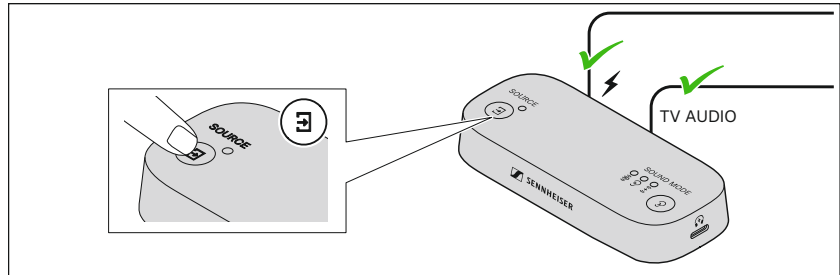
The **SOURCE** LED lights up orange.

Switching between audio sources (via button press)




i You can also switch the audio source using the Smart Control Plus app, see page 38.

i The TV transmitter has an automatic audio source selection function that detects audio signals from newly connected audio sources and automatically switches to them.

The automatic audio source selection can be disabled via Smart Control Plus app (see page 38). In this case, the audio source can only be switched manually via button press or via Smart Control Plus app (see page 38).



▷ Press the **SOURCE** button.
The audio sources can be selected one after the other in the following order:

- Optical/AUX
The **SOURCE** LED lights up blue .
- HDMI
The **SOURCE** LED lights up white .
- USB audio
The **SOURCE** LED lights up orange .

If an audio source is connected to the corresponding input and sends audio data, the TV transmitter starts transmitting the audio playback from the selected audio source.

Adjusting settings of the TV headphones and TV transmitter via Smart Control Plus app

To be able to adjust the settings of the TV headphones and the TV transmitter to your individual needs, you require the free Sennheiser **Smart Control Plus** app on your Bluetooth device (see chapter “Installing the Smart Control Plus app”).

The following functions are available in the app.

For the TV transmitter:

- Firmware updates
- Encryption of the audio stream for privacy
- Broadcast name change
- Source & audio synchronization
- Normalize volume
- Setting the type of the listening device (e.g. for Auracast™ connection with hearing aids)
- See the current input codec
- Change the LED brightness
- Change the transmitter name
- Perform a factory reset

For the TV headphones:

- Enhanced Hearing with
 - Hearing profiles
 - Speech Clarity
 - Noise suppression
- Left/right balance
- Volume limit
- Mono audio

Adjusting Auracast™ Broadcast settings for the TV transmitter

- ▷ Start the app and chose the “BTA1 TV Transmitter”.
- ▷ On the start screen, select the menu entry “Broadcast settings”.
- ▷ Assign a name or password for Auracast™ audio streams or specify the stream quality.

Establishing connection to other Auracast™ transmitters with the TV headphones

The “Auracast” function in the Sennheiser Smart Control Plus app allows you to select and change the connection to an Auracast™ transmitter, e.g. the BTA1 TV transmitter.

You can connect to several Auracast™ transmitters at the same time. The transmitter that is currently transmitting audio data is automatically played through your TV headphones.

- ▷ Make sure you are within the range of an Auracast™ transmitter.
- ▷ Make sure that your TV headphones are connected to the Smart Control Plus app (see page 27).
- ▷ Start the app and chose the “HDR 275 TV Headphones”.
- ▷ On the start screen, tap the “Auracast” section.
The transmitter search menu opens.

Changing the sound mode

i You can also switch between the sound modes via the **SOUND MODE** button on the TV transmitter, see page 33.

- ▷ Start the app and chose the “BTA1 TV Transmitter”.
- ▷ On the start screen, select the menu entry “Sound modes”.
- ▷ Tap on the sound mode you want to select.
The corresponding **SOUND MODE** LED lights up. If no sound mode is selected, the **SOUND MODE** LEDs remain off.

Switching between audio sources (via Smart Control Plus app)

i The TV transmitter has an automatic audio source selection function that detects audio signals from newly connected audio sources and automatically switches to them.

The automatic audio source selection can be disabled via Smart Control Plus app (see page 38). In this case, the audio source can only be switched manually via app or via button press (see page 36).

- ▷ Start the app and chose the “BTA1 TV Transmitter”.
- ▷ On the start screen, select the menu entry “Source input”.
- ▷ Tap on the audio source you want to select.
If an audio source is connected to the corresponding input and sends audio data, the TV transmitter starts transmitting the audio playback from the selected audio source.
The **SOURCE** LED lights up in the color that corresponds to the audio source connection:
 - Optical/AUX: Blue
 - HDMI-ARC: White
 - USB audio: Orange

i If the automatic audio source selection is enabled, BTA1 will **not** switch to inputs where no signal is detected.

Disabling the automatic audio source selection

As soon as a new audio source is connected to one of the inputs of the TV transmitter, this input is automatically selected for audio transmission.

This function is preset by the factory.

i If the automatic audio source selection is disabled, the standby mode is also deactivated (see page 23).

Please note that the power consumption of the TV transmitter will increase if it does not switch to standby mode when not in active operation.

To disable the automatic audio source selection:

- ▷ Start the app and chose the “BTA1 TV Transmitter”.
- ▷ On the start screen, select the menu entry “Source input”.
- ▷ Tap on the slider “Auto-Source input” to deactivate the automatic audio source selection.

Customizing the control functions of the TV headphones

The app allows you to customize the control functions and other commands of the TV headphones, to select preset control functions or to switch off the control functions. Some basic functions cannot be changed.

Storing the RS 275 TV Headphones

ATTENTION


Moisture and dirt can damage the electronics of the products!


If moisture and dirt get inside the products, this can impair their functions.

- ▷ Always store the products in a clean, dry and dust-free environment.
- ▷ Disconnect the power cable of the TV transmitter from the wall socket during thunderstorms or if the product will not be used for a longer period of time.
- ▷ Place the TV transmitter on a flat surface.
- ▷ Do not place the products on delicate surfaces.
- ▷ It is recommended to place the TV transmitter on a non-slip pad to avoid potential staining of furniture. Varnish or furniture polish may degrade the feet of the TV transmitter, which could stain your furniture.
- ▷ When the TV headphones are not in use, it is recommended to place them on the headphone stand (see below). The headphone stand protects the TV headphones from damage caused by falling or being placed on hard surfaces.

Storing the devices on the headphone stand HZS 1 (only included with the RS 275)

To keep your TV headphones, the TV transmitter and the cables safe and organized, we recommend to use the headphone stand HZS 1. The stand protects the devices from damage and provides a permanent place where your devices are always within reach. Storing your TV headphones on the HZS 1 relieves pressure on the ear pads, ensuring a better fit and longer use.

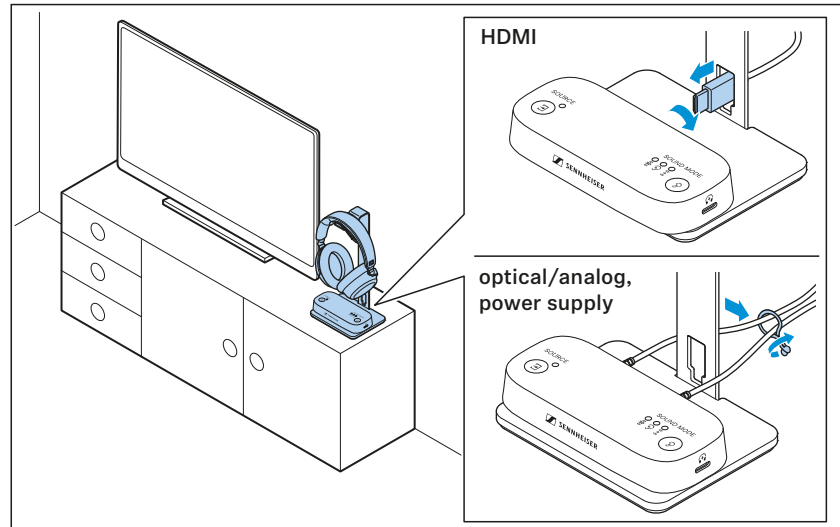
 Information on assembling the headphone stand can be found on page 19.

 For information on the correct cable connections of the TV transmitter and the TV headphones, see page 15 and following.

We recommend two different options to place the headphone stand.

A

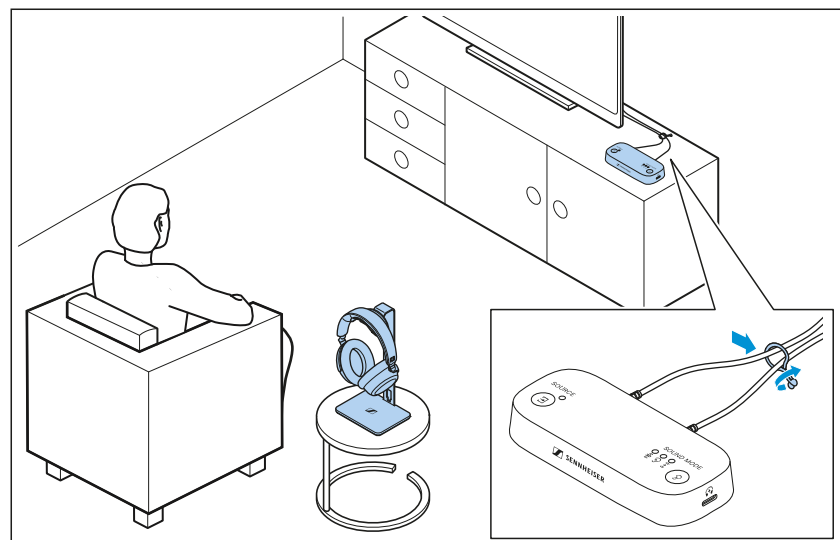
Option A: Close to the TV



- ▷ Place the headphone stand next to your TV on a flat, stable surface.
- ▷ Place the TV transmitter on the base plate of the headphone stand and make all necessary cable connections (see page 15 and following).
 - When using an HDMI cable, route the cable through the cable feed-through of the headphone stand. Ensure that the HDMI plug is aligned vertically before passing it through.
 - Use the supplied cable clips to organize the cables running from the TV to the TV transmitter.
- ▷ Place the TV headphones on the headphone cradle of the stand. Your RS 275 TV Headphones are ready for use.

B

Option B: Close to your seat



- ▷ Place the TV transmitter next to your TV and make all the necessary cable connections (see page 15 and following).
- ▷ Use the supplied cable clips to organize the cables running from the TV to the TV transmitter.
- ▷ Place the headphone stand next to your seat on a flat, stable surface.
- ▷ Place the TV headphones on the headphone cradle of the stand. Your RS 275 TV Headphones are ready for use.

Care and maintenance

ATTENTION

Liquids can damage the electronics of the products!

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

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

Cleaning the products

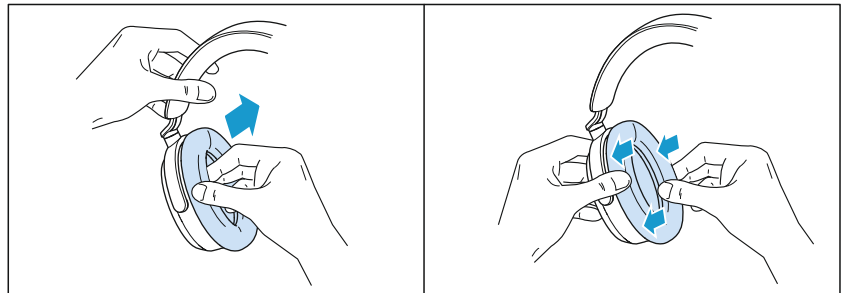
- ▷ Clean the products only with a soft, dry cloth.

To clean the charging socket of the TV headphones:

- ▷ Blow vigorously over the charging socket.
- ▷ If necessary, carefully remove any stuck dirt from the charging socket using a dry, soft brush or a dry interdental brush. Only apply gentle pressure when doing so.

Replacing the ear pads of the TV headphones

For reasons of hygiene, you should replace your ear pads from time to time. Spare ear pads are available at www.sennheiser-hearing.com/rs275 (to purchase online or contact your local Sonova Consumer Hearing partner: www.sennheiser-hearing.com/service-support).



- ▷ Grasp the ear pad and loosen the edges all the way around until you can remove the ear pad completely.
- ▷ Place the new ear pad onto the ear cup so that they are well aligned.
- ▷ Slide the edges of the ear pad into the groove all around the ear cup.

Replacing the rechargeable battery of the TV headphones

To extend the service life of the product, the TV headphones have a rechargeable battery that can be replaced.

ATTENTION

Replacing with a non-compatible battery can defeat safeguard!

The use of non-compatible rechargeable third-party batteries can lead to a limited operating time of the headphones or damage to the product.

- ▷ Only use rechargeable spare batteries supplied or recommended by Sonova Consumer Hearing. We recommend to use original Sennheiser batteries.
- ▷ If you consider to use batteries from third-party providers, you need to ensure that the batteries comply with all technical specifications as shown in the chapter “Specifications” and are approved to local regulation(s).

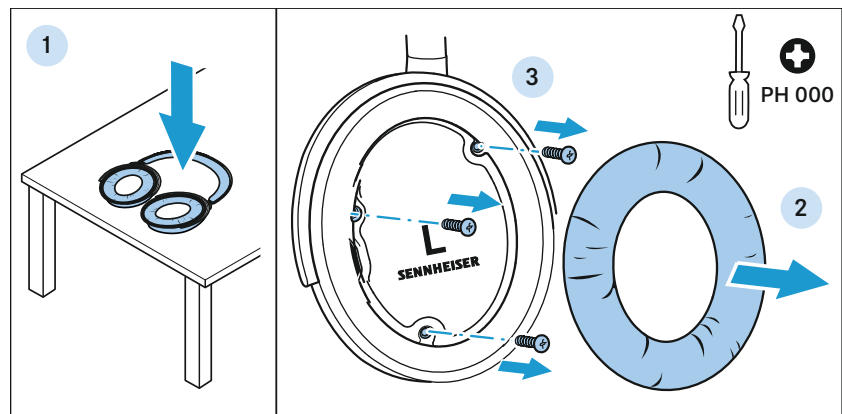
The compatible Sennheiser battery is BA 275. It will be available in the EU and further selected countries.

Check www.sennheiser-hearing.com/rs275 for online availability or contact the Customer Service for further information:
www.sennheiser-hearing.com/service-support

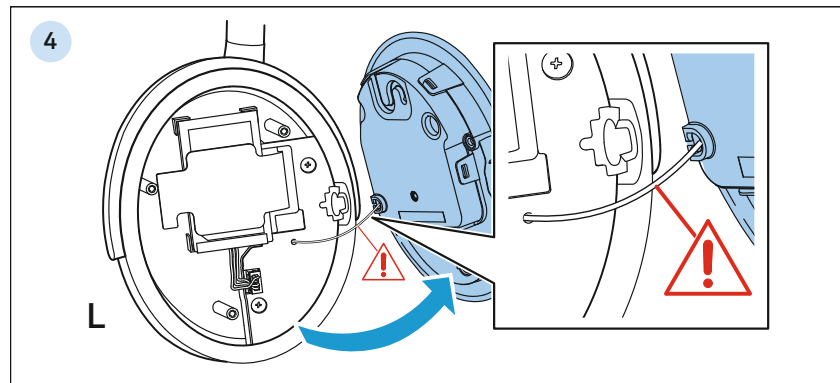
Removing the rechargeable battery

Tools required:

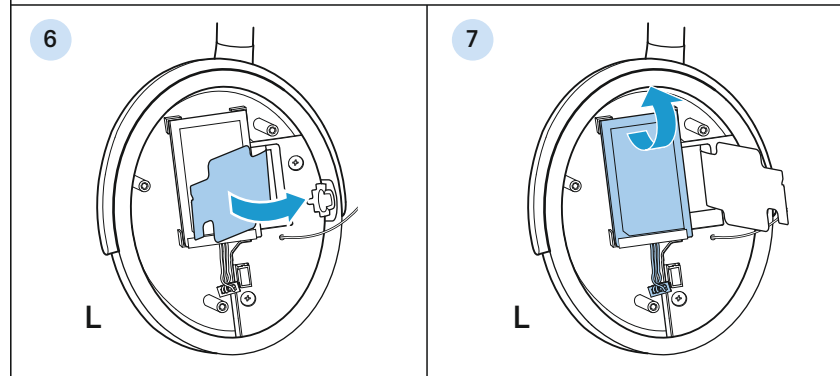
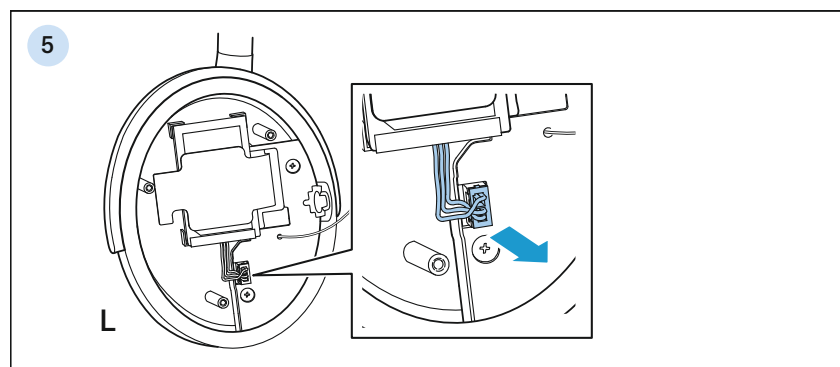
- Phillips screwdriver PH000



1. Place the TV headphones on a flat, stable surface, such as a table.
2. Remove the ear pad from the left ear cup to protect it from damage (see page 41).
3. Remove the three Philips head screws from the left ear cup with the screwdriver.



4. **Attention! Risk of damage to the speaker cable. Do not pull the acoustic unit off too far and remove it carefully.**
Open the left ear cup by pulling the acoustic unit upwards.



5. Disconnect the battery cable plug from the main circuit board.
6. Open the rubber lid that covers the rechargeable battery.
7. Remove the rechargeable battery.

Inserting the new rechargeable battery

- ▷ Place the rechargeable battery into the holder.
- ▷ Close the rubber lid.
- ▷ Connect the battery cable plug to the main circuit board.
- ▷ Close the ear cup by putting on the acoustic unit.
- ▷ Attach the acoustic unit by tightening the three Philips head screws.
- ▷ Reattach the ear pad back onto the ear cup (see page 41).

Installing firmware updates

Firmware updates can be downloaded free of charge from the Internet using the Sennheiser Smart Control Plus app.

- ▷ Make sure that the TV transmitter is connected to the power supply (see page 15) and not in the standby mode (see page 23).
- ▷ Make sure that the rechargeable battery of the TV headphones is fully charged before updating (see page 20).
- ▷ Connect the TV transmitter and/or your TV headphones to your smartphone using the Smart Control Plus app (> see page 26 and page 27).

The app provides information on available firmware updates and guides you through the installation process.

- ▷ Avoid disconnecting the power supply or the Bluetooth connection during the update process.

FAQ/If a problem occurs...

If a problem has occurred, proceed in the following order until the problem is solved and you can use the products again:

1. See the table “Troubleshooting” below.
1. Perform a hardware reset of the TV headphones (see “Resetting the TV headphones”) and/or the TV transmitter (see “Resetting the TV transmitter”).
2. Reset the TV headphones and/or the TV transmitter to the factory default settings (see page 47).
3. Check the list of frequently asked questions to see if there is a solution to the problem (see page 47).
4. Contact your Sonova Consumer Hearing partner to solve the problem (see page 48).

Troubleshooting

Problem	Solution	See page
No sound is transmitted.	Ensure that the audio source is switched on.	–
	Ensure that the TV transmitter is connected to the power supply.	15
	In the TV menu, make sure that the correct audio output is selected.	–
	Increase the volume of the headphones.	30
	Ensure that your TV is set to the correct volume.	–
	Ensure that the headphones are not muted.	31
	Ensure that the headphone battery is sufficiently charged.	20
	Ensure that the headphones are paired and connected to the TV transmitter (especially if you are using additional headphones).	17
	If you are using an HDMI connection, make sure that the HDMI cable is connected with the HDMI ARC port of your TV. Other HDMI outputs cannot send data.	–
	If you are using an HDMI connection, make sure that you are using an HDMI ARC-compatible cable. We recommend using a “Premium High Speed HDMI Cable with Ethernet”.	–
There are occasional sound dropouts.	Disconnect any external soundbars from your TV.	–
	Ensure that the audio cable is not defective.	–
	Ensure that you are within the Bluetooth transmission range of the TV transmitter with your headphones.	48
No sound is transmitted and the SOURCE LED lights up red.	Ensure that the Bluetooth signal between the TV transmitter and the headphones is not shielded, for example by walls or radio interference (e.g. from a Wi-Fi router). <ul style="list-style-type: none"> • If necessary, change the position of the TV transmitter or the headphones. • Separate the TV transmitter from other wireless devices by at least 50 cm/20”. 	–
	Indication of unsupported codec. Change the codec of the TV output to PCM or Dolby Digital.	–
	If you are using an HDMI connection, make sure that the HDMI Passthrough function is not activated.	–

Problem	Solution	See page
No sound or low sound is audible during a call.	Make sure that the TV headphones are placed correctly on your head: <ul style="list-style-type: none"> The right and left ear cups are placed on the corresponding ear (see “R/L” markings). The microphone is located on one side only. 	30
You hear echoes and sound coming from the TV speakers when using the headphones with a TV.	Adjust the latency of the headphones using the Smart Control Plus app.	27
	On some TVs, a delay or latency can be set for the digital audio output signal. Check the audio output settings of your TV and set the latency to “0”.	–
Switching between sound modes does not work when the TV transmitter is connected via USB.	Connect the TV transmitter via a different connection type: Optical, AUX or HDMI ARC.	33
The TV transmitter does not work.	Make sure that the TV transmitter is not in standby mode.	23
	Make sure that the TV transmitter is connected to the power supply and is receiving an audio signal from the desired audio source. If the SOURCE LED flashes white, blue or orange, there is no active audio signal.	15, 33
The TV headphones do not switch on.	Ensure that the headphone battery is sufficiently charged.	20
The operating time of the TV headphones decreases.	The rechargeable battery is exhausted. Replace the rechargeable battery of the TV headphones.	42
The headphones cannot be connected to the TV transmitter.	Ensure that you are within the Bluetooth transmission range of the TV transmitter with your headphones.	48
	Ensure that the headphones are paired with the TV transmitter (especially if you are using additional headphones).	17
	Ensure that your headphones are compatible with the TV transmitter (Auracast™-enabled headphones only). We recommend using the Sennheiser HDR 275.	17
The SOURCE LED flashes red.	Charging port overload indication. Disconnect the device connected to the USB C charging socket. The SOURCE LED will stop blinking red within 30 seconds.	–

Resetting the TV headphones

If the function of the TV headphones is disturbed, perform a reset. Individual settings such as the pairing settings are not deleted.

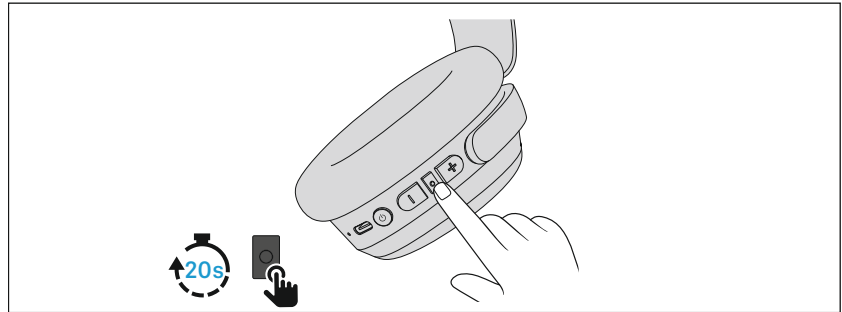
- ▷ Press and hold the multi-function button for 30 seconds.
The TV headphones switch off.
- ▷ Switch the TV headphones on again.


Resetting the TV transmitter

- ▷ Disconnect the TV transmitter from the power supply and the audio source. Reconnect both (see page 15).

Resetting the TV headphones to the factory default settings

If the function of the TV headphones is disturbed and a hardware reset does not improve, perform a factory reset. In this case, individual settings such as the pairing settings will be deleted.



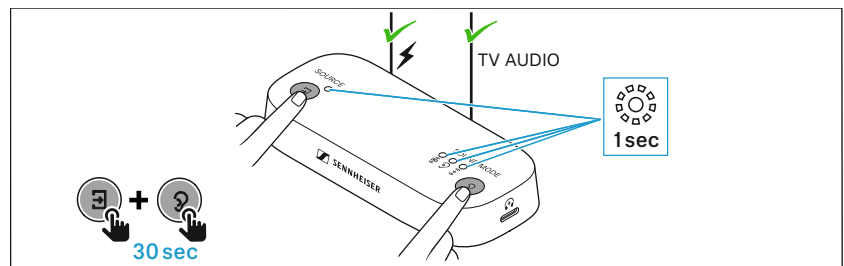
- ▷ Switch on the TV headphones (see page 24).
- ▷ Press and hold the control button () for 20 seconds. The TV headphones are reset.

It is also possible to reset the TV headphones to the factory default settings via the Smart Control Plus app (see page 26):

- ▷ Switch on the TV headphones (see page 24) and connect them to a Bluetooth device on which the Smart Control Plus app is available.
- ▷ Select the “Factory default settings” function in the app settings.
- ▷ Follow the instructions in the app.

Resetting the TV transmitter to the factory default settings

If the function of the TV transmitter is disturbed and interrupting the power supply does not improve, reset the TV transmitter to the factory default settings.



- ▷ Press and hold both **SOURCE** and **SOUND MODE** buttons for approx. 30 seconds. All LEDs of the TV transmitter light up white for one second. The TV transmitter is successfully reset to the factory settings.
- ▷ Reconnect your TV transmitter to your headphones and your Bluetooth device (see page 26).

Current list of frequently asked questions (FAQ)

Visit the RS 275 TV Headphones product page at www.sennheiser-hearing.com

There you will find a current list of frequently asked questions (FAQ) and suggested solutions.



Your question has not been answered or the problem persists?

If a problem occurs that is not listed in the FAQ section or if the problem cannot be solved with the proposed solutions, please contact your Sonova Consumer Hearing partner for assistance.

To find a partner in your country search at

www.sennheiser-hearing.com/service-support

Leaving the Bluetooth transmission range

Streaming is only possible in the Bluetooth transmission range of the products. The transmission range largely depends on environmental conditions such as wall thickness, wall composition etc. With a free line of sight, the transmission range of most headphones and Bluetooth devices is up to 10 meters, while the HDR 275 headphones have a range of up to 50 meters.

If you, and therefore your TV headphones, leave the Bluetooth transmission range of the TV transmitter, the sound quality deteriorates increasingly until the connection breaks down completely. If you immediately re-enter the Bluetooth transmission range of the TV transmitter, the connection is automatically re-established. If this is not the case, connect your Auracast™ device manually with the TV transmitter (see page 26).

Specifications

BTA1 TV transmitter

Model: BTA1

Power supply	<i>Input:</i> 5 V \pm 5%, 1000 mA max. (USB power via TV or external USB source) <i>Output:</i> 5 V \pm 5%, 500 mA max. (USB port for charging headphones)
Inputs	<i>Digital input:</i> Optical mini Toslink <i>Supported data streams:</i> Stereo PCM 44.1 – 48 kHz/16 – 24 bit, AC-3 (Dolby Digital) max. bit rate: 640 kbps <i>Digital input:</i> HDMI ARC <i>Supported data streams:</i> Stereo PCM 44.1 – 48 kHz/16 – 24 bit, AC-3 (Dolby Digital) max. bit rate: 640 kbps <i>Analog input:</i> 3.5 mm stereo jack socket
Temperature range	<i>operation:</i> 0 to +40°C <i>storage:</i> –20 to +60°C
Relative humidity	<i>operation:</i> 10 to 80%, non condensing <i>storage:</i> 10 to 90%
Weight	approx. 100 g
Dimensions	approx. 129.9 x 20.4 x 55.9 mm (W x H x D)

Bluetooth

Version	Bluetooth 5.4 certified, class 1
Transmission frequency	<i>BLE 1M:</i> 2,402 MHz to 2,480 MHz <i>BLE 2M:</i> 2,404 MHz to 2,478 MHz (without 2,426 MHz)
Profiles	BAP, PBP
Output power	10 mW (max.)
Codec	LC3
Device name	BTA1 TV Transmitter
Number of active connections	Broadcast audio: Recommended less than 250
Modulation	BLE: GFSK

HDR 275 TV headphones

Model: HDR 275

Wearing style	wireless headband
Ear coupling	over-ear
Acoustic principle	closed
Connectivity	Bluetooth Auracast™, Bluetooth 5.4, USB
Transducer principle	dynamic
Transducer	37 mm
Frequency response	6 Hz to 22 kHz (–10 dB)
Sound pressure level (SPL)	104 dB SPL (1 kHz/0 dBFS)
THD	<0.3% (1 kHz/100 dB SPL)
Microphone principle	MEMS
Microphone frequency response	50 Hz to 10,000 Hz (–3 dB)
Microphone pick-up pattern (speech audio)	2 omni-directional microphones
Power supply	replaceable, rechargeable lithium-polymer battery: 3.7 V ^{nom} , 420 mAh, 1.554 Wh USB charging via USB C socket: 5 V ^{nom} , 500 mA max.
Charging time of rechargeable battery	approx. 2 hrs
Operating time	up to 50 hrs (music playback via Bluetooth, AAC codec, medium volume level)
Temperature range	<i>operation:</i> 0°C to +40°C <i>charging:</i> +5°C to +40°C <i>storage:</i> –20°C to +60°C
Relative humidity (non condensing)	<i>operation:</i> 10 to 80% <i>storage:</i> 10 to 90%
Weight	approx. 195 g
Magnetic field strength	1.9 mT

Bluetooth

Version	Bluetooth 5.4 certified, class 1
Transmission frequency	<i>Classic BDR/EDR and BLE 1M:</i> 2,402 MHz to 2,480 MHz <i>BLE 2M:</i> 2,404 MHz to 2,478 MHz (without 2,426 MHz)
Modulation	<i>BLE:</i> GFSK <i>BT Classic BR & EDR:</i> GFSK, $\pi/4$ DQPSK, 8DPSK
Profiles	A2DP, AVRCP, HFP, HSP, GATT, PBP, BAP
Output power (RF)	10 mW (max.)

Audio codec	LC3, aptX™, aptX™ Adaptive, SBC, AAC
Device name	HDR 275
Number of active connections	2

Compatible battery (BA 275)

Nominal voltage	3.7 V ---
Minimum capacity	420 mAh
Discharge current	0.2 C
Discharge cut-off voltage	3.0 V
Discharge temperature range	-20 to 60°C
Charging end voltage	4.2 V
Charging current (3.0 – 4.2 V)	1.0 C (15 – 45°C), 0.2 C (0 – 15°C)
Charging current (<3.0 V)	0.2 C
Charge cut-off current	0.05 C
Charge temperature range	0 to 45°C
Mechanical dimensions	41.0 mm (±0.2 mm) x 24.0 mm (±0.2 mm) x 8.8 mm (±0.2 mm)
PCM - Protection Circuit Module	integrated
NTC	10 K ±1 %, B = 3435 K
Housing flammability	Metal/UL94V1 or above
Plug	Hirose DF13-4S-1.25C, pin 1: positive pole, pin 2: NTC, pin 3: unused, pin 4: negative pole

Manufacturer declarations

Warranty

Sonova Consumer Hearing GmbH gives a warranty of 12 months on this product.

For the current warranty conditions, please visit our website at www.sennheiser-hearing.com/warranty or contact your Sonova Consumer Hearing partner.

LIMITED AVAILABILITY OF REPLACEMENT PARTS AND REPAIR SERVICES

Most Products are covered by a 2-year Limited Warranty. Please see our full warranty terms and conditions here, which also include a list of the Products the warranty applies to:

www.sennheiser-hearing.com/warranty-conditions.

Beyond the terms of the Limited Warranty, Sonova Consumer Hearing GmbH does not warrant or guarantee the availability of, and hereby disclaims any implied, statutory or other warranty or guarantee of availability of, any spare or replacement parts, repair services or information necessary for the maintenance or repair of the Products offered for sale at www.sennheiser-hearing.com by Sonova Consumer Hearing GmbH.

We recommend to use original Sennheiser batteries. The compatible Sennheiser battery is BA 275. It will be available in the EU and further selected countries. Check www.sennheiser-hearing.com/rs275 for online availability or contact the Customer Service for further information. If you consider to use batteries from third-party providers, you need to ensure that the batteries comply with all technical specifications as shown in the chapter “Specifications” (see page 49) and are approved to local regulation(s).

Important note: Sonova does not assume any warranty for malfunctions or damages to the product caused by non-compatible or defective batteries from third-party providers. Replacing with a non-compatible battery can defeat safeguard.

In compliance with the following requirements

- General Product Safety Regulation (EU) 2023/988
- Compliant to **Sound Pressure Limits** according to country specific requirements.

EU declaration of conformity



- Battery Regulation (EU) 2023/1542
- RoHS Directive (2011/65/EU)

Hereby, Sonova Consumer Hearing GmbH declares that the radio equipment types RS 255 (HDR 275, BTA1) and RS 275 (HDR 275, BTA1, HZS 1) are in compliance with the Radio Equipment Directive (2014/53/EU).

The full text of the EU declaration of conformity is available at the following Internet address: www.sennheiser-hearing.com/download

UK declaration of conformity

- RoHS Regulations (2012)
- Radio Equipment Regulations (2017)



Notes on disposal

- EU: WEEE Directive (2012/19/EU)
- EU: Battery Directive (2006/66/EC & 2013/56/EU)
- UK: WEEE Regulations (2013)
- UK: Battery Regulations (2015)

The symbol of the crossed-out wheeled bin on the product, the battery/rechargeable battery (if applicable) and/or the packaging indicates that these products must not be disposed of with normal household waste, but must be disposed of separately at the end of their operational lifetime. For packaging disposal, observe the legal regulations on waste segregation applicable in your country. Improper disposal of packaging materials can harm your health and the environment.

The separate collection of waste electrical and electronic equipment, batteries/rechargeable batteries (if applicable) and packaging is used to promote the reuse and recycling and to prevent negative effects on your health and the environment, e.g. caused by potentially hazardous substances contained in these products. Recycle electrical and electronic equipment and batteries/rechargeable batteries at the end of their operational lifetime in order to make contained recyclable materials usable and to avoid littering the environment.

If batteries/rechargeable batteries can be removed without damaging them, you are obliged to dispose of them separately (for the safe removal of batteries/rechargeable batteries, see the instruction manual of the product). Handle lithium-containing batteries/rechargeable batteries with special care, as they pose particular risks, such as the risk of fire and/or the risk of ingestion in the case of coin batteries. Reduce the generation of battery waste as much as possible by using longer-life batteries or rechargeable batteries.

Further information on the recycling of these products can be obtained from your municipal administration, from the municipal collection points, or from your Sonova Consumer Hearing partner. You can also return electrical or electronic equipment to distributors who have a take-back obligation. Herewith you make an important contribution to the protection of the environment and public health.

Trademarks

Apple®, iPad, iPhone, the Apple logo and Siri are trademarks of Apple Inc., registered in the U.S. and other countries. App Store® is a service mark of Apple Inc., registered in the U.S. and other countries and regions. The trademark “iPhone” is used in Japan with a license from Aiphone K.K. Android and Google play are registered trademarks of Google Inc.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The Auracast™ word mark and logos are trademarks owned by the Bluetooth SIG, Inc. Any use of such marks by Sonova Consumer Hearing GmbH is under license.

Dolby, Dolby Audio, Dolby Digital, and the double-D symbol are trademarks of Dolby Laboratories Licensing Corporation. Manufactured under license from Dolby Laboratories. Confidential unpublished works. Copyright [1992-2014] Dolby Laboratories. All rights reserved.

The terms HDMI, HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc.

Manufacturer declarations

Qualcomm® aptX™ is a product of Qualcomm Technologies International, Ltd. Qualcomm is a trademark of Qualcomm Incorporated, registered in the United States and other countries, used with permission. aptX™ is a trademark of Qualcomm Technologies International, Ltd., registered in the United States and other countries, used with permission.

Sennheiser is a brand licensed by Sonova.

Other company and product names mentioned in the user documentation may be the trademarks or registered trademarks of their respective holders.