



user guide

eversound connection package
instructions & technical information



important safety information

This symbol is to alert you to important operating or servicing instructions that may appear in the User Guide. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Your wireless headset system contains sophisticated electronic parts and should be treated with care.

- Do not immerse in water.
- Avoid getting moisture or water on the headset system. Do not use the headset outdoors in the rain, or handle with wet hands. Do not install near water, for example, near a sink.
- Unplug product from the wall outlet before cleaning.
- Clean your headset with a sanitizing wipe as required. Do not use liquid cleaners or aerosol cleaners.
- Avoid using this product during a thunderstorm. There may be a slight chance of electric shock from lightning.
- Keep all product cords and cables away from operating machinery.
- The power adapter is intended to be used in a vertical or floor mount position. Do not plug into a ceiling or an under-the-table outlet.
- Use only the power adapter provided with this product.
- Never allow children to play with the headset or base station. Small parts may be a choking hazard.
- All headphones contain magnets. Eversound Headphones contain strong magnets that may be harmful to pacemaker wearers. Keep headphones at least 5cm (2 in.) away from pacemakers or other implanted devices.

limited warranty & service policy

1. Eversound warrants that your product will be free from defects in material and workmanship for one (1) year and/or at any time while covered under the service policy of an Eversound Membership. If, during that period, your product fails to work due to a defect in material or workmanship, Eversound will repair or replace the product, at its election, free of charge. Without proof of purchase, the warranty period begins on the date of manufacture. Consumable components (for example, cushion, battery and fuse) are not included in this warranty.
2. Unless covered by an Eversound Membership, the foregoing limited warranty does not cover equipment failure attributable to accident, improper operation, misuse, abuse, or any cause other than defects in the materials or workmanship of Eversound's products.
3. Eversound's obligations under this warranty are limited to repair or replacement (at our option) of any defective part returned to Eversound at the customer's expense. Returned products require a Return Authorization that may be obtained by calling (855) 938-7686. Products returned to Eversound for repair under this warranty will be return shipped to the customer at Eversound's expense.
4. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. Some jurisdictions do not permit the exclusion of implied warranties and the foregoing exclusions may not apply to you.
5. In no event shall Eversound be responsible for any other damages whatsoever, including direct, indirect, special, incidental, consequential, or other damages for breach of this or any other warranty, express or implied.

introduction

welcome

Eversound's mission is to provide residents access to enriched experiences through enhanced hearing so that they can continue to live fulfilling lives. Since 2015, we have worked with senior living communities throughout the United States to break down communication barriers with our unique listening systems.

We are excited that you have chosen Eversound's Connection Package for your community. Enjoy the easy-to-use system that enables great visitation as well as TV or music, improved conversations with your loved ones and care staff, and enhances small group discussions or activities throughout the community. The possibilities are endless.

Thank you for making us a part of your community.



Jake Reisch
CEO & Co-Founder

what's inside

Your new Connection Package is designed specifically for senior living communities with features including:

- Lightweight headphones that are hearing-aid friendly and comfortable for extended listening sessions.
- Volume buttons on each set of headphones which ensures the user can listen with comfort and clarity.
- A compact, portable microphone-transmitter that allows individuals or small groups to speak and be amplified, and connects to any audio source including phones, TVs, radios, A/V systems, and more.

Follow the instructions in this booklet and contact us if you need support at (855) 938-7686 ext 2 or support@eversoundHQ.com.

ways to use your connection package

Eversound Listening Systems have been designed specifically for use in senior living communities. Here are a few ways that you can use Eversound to enhance your daily experience.

- Visits with family and friends
- Watching television or listening to music
- Small group gatherings (eg community book clubs & other activities)
- Meetings or sessions with community care staff or clinical staff
- Prospective resident tours

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what's included

- 2 Eversound 2-Headphone Charging Stations
- 4 Wireless Headphones
- 2 Microphone Transmitters (Mic - Transmitters)
- 2 Magnetic Lanyards

charging station

The Eversound Charging Stations offer built-in charging for the headphones and transmitters. For detailed instructions on properly docking the headphones for charging please see Page 10.

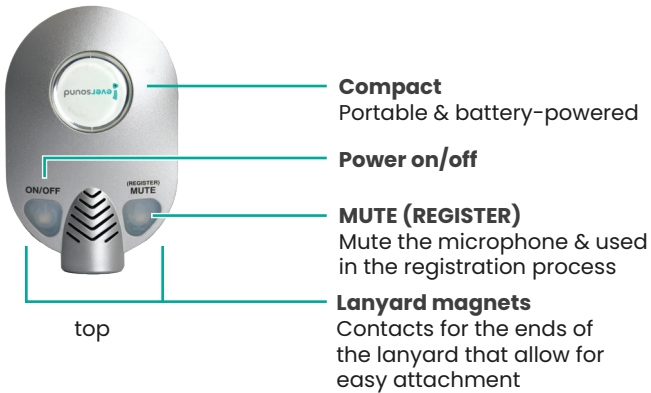
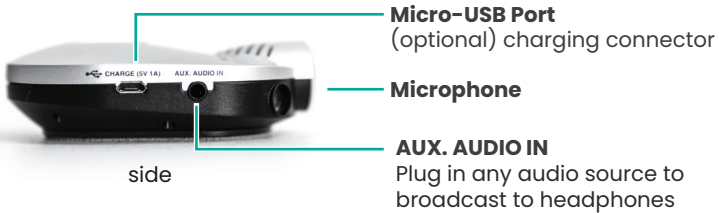


features

- Headphones attract magnetically to charging cups
- AC adapter connects to wall outlet
- Built-in charging

microphone transmitter

The Eversound Transmitter connects to any audio source and is powered by a rechargeable battery that enables portability and provides up to 3 hours of audio transmission per charge.



headphones

Eversound Headphones have features designed specifically for senior living and provide up to 5 hours of listening time per charge.



charging & care

powering the charging station

Connect the AC adapter from the charging station to a power outlet.

charging the headphones



Place the headphones in the charging cups with the volume buttons facing the side of the cup without magnets. The headphones will attract to the charging cups magnetically, you will feel a “click!”, and the charging LED will briefly blink red and orange.

The headphones will show red on the side without the volume buttons while they are charging, and the Mic Transmitter will show red on the ON/OFF button. The mic transmitter will turn green in about 2 hours and the headphones will take 3-4 hours to indicate that they are fully charged.

charging the mic transmitter

Connect one of the short Micro-USB cables from the charging station to the Micro-USB charging port on the mic transmitter. The red indicator light will appear on the ON/OFF button when the mic transmitter is charging. The indicator light will turn green within 2 hours to indicate the transmitter is fully charged. Any charging source with Micro-USB cable may also be used.



caring for the headphones

Eversound Headphones can be damaged if not cared for properly. Always use care when handling the headphones and avoid dropping them or bending them in extreme ways.

cleaning/sanitizing

To clean the Eversound System, simply wipe all components down with sanitizing/disinfecting wipes after each use. That includes the Mic Transmitter, headphones, and the black charging station before and after the headphones are placed back into it for storage or recharging.

Do not soak in liquid or spray directly with any kind of liquid. If using a spray bottle, spray a clean cloth with the sanitizer and wipe the system with the dampened cloth..

storing eversound

For protection, the Eversound Headphones should be stored in the charging station when not in use. All headphone headbands should be adjusted to their shortest length to fit properly in the charging station. Avoid subjecting any of the Eversound equipment to extreme hot or cold temperatures.

setting up

connecting the mic transmitter to your audio source

Eversound connects to any audio source including smartphones, tablets, computers, televisions, DVD players, A/V systems, radios, and more.

When connecting your audio source to the Eversound Mic Transmitter, keep the volume on your audio source at a medium level to maximize volume adjustment range. Verify sound quality with one of the Eversound Headphones.

Connecting to a smartphone/tablet/iPod/iPad/music player/radio

Use the included "Aux Cable" (3.5mm auxiliary cable) to connect the "Audio Out" or "Headphones Out" port on your music player to the "AUX. AUDIO IN" port on the side of the Eversound Mic Transmitter.



Connecting to a television (2 options)

The two setup configurations below are the most typical and simple to set up. If you cannot connect Eversound to your television with either of the options below, please call us at (855) 938-7686 or email us at support@eversoundhq.com with your TV model information found on the back of your TV and we will provide an alternate solution.

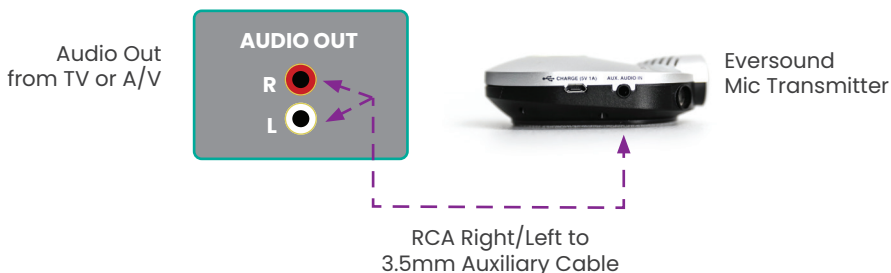
1. Connecting to the "Auxiliary Out" port on your television

This is the ideal way to connect Eversound to your television. Connect to the "Audio Out" port on the back of your television using the included "Aux Cable." Then, connect the other end of the "Aux Cable" to the "AUX. AUDIO IN" port on the side of the Eversound Mic Transmitter. Connecting to the "Audio Out" port on the back of your television will allow the TV speakers to play audio externally as they normally do, and play audio through Eversound headphones as well. If there is only one user, use the "Headphone Out" port to silence the TV speakers and minimize frustration to neighbors.



2. Connecting to the "RCA Right/Left Output" ports on your Television or Audio/Video system

With the included "RCA Aux Cable", connect the red and white plugs to the right and left audio output ports respectively on the back of your television or A/V system. Connect the auxiliary end of this cable to the "AUX. AUDIO IN" port on the side of the Eversound Mic Transmitter.



powering the mic transmitter on/off

To power on the Eversound Mic Transmitter, press the ON/OFF button. The (REGISTER) MUTE button will flash blue, then turn solid blue after the first headphone is powered on.

Press
ON/OFF
button



powering the headphones on/off

Once the transmitter is powered on, press any of the three buttons on the headphones to power them on. The "REG." button on the headphones will flash for a short duration and then turn solid blue once they've connected to the transmitter. Repeat this process for any headphones you wish to use.



Press any
button

Note: The Eversound Mic Transmitter must be powered on in order for the Eversound Headphones to power on and connect properly. If the headphones don't connect, they may be unregistered. Please refer to page 9 for those instructions.

When the Eversound Mic Transmitter is powered down, the Eversound Headphones will automatically power down after a short delay. The Eversound Headphones will also power down if inserted into the charging stations. To power down an individual headphone, press and hold both the up and down volume buttons simultaneously. The lights will turn off within 3 seconds to indicate the headphone is off.



personal mode

When hung vertically with the lanyard around the neck, the mic transmitter will be more effective for a single speaker.



To attach the lanyard, simply place the magnetic ends of the lanyard to the two metal circles on the front of the mic transmitter. They will click into place. Tug gently to remove the lanyard.



conference mode

When placed horizontally, the mic transmitter will have a broader area of effect for picking up audio to the front and sides for a group discussion. It is best to remove the lanyard in this mode to reduce noise caused by its movement.

Note: The microphone is sensitive to noise when it is touched or moved, so you may want to take actions to mitigate that noise for the listener, like muting the mic by pressing the (REGISTER) MUTE button when not speaking or when doing a lot of movement. This will mute the microphone only, and not the audio source plugged into the AUX. AUDIO IN port.

connecting T-coil equipped hearing aids

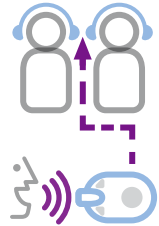
This special type of connection is available, but is not necessary for all hearing aid users. Insert the neck loop plug into the 3.5mm port on the bottom of the headphone on the side with the volume buttons. Position the neck loop around the neck.

grouping & positioning headphones

Each set is labeled with colored stickers to signify which transmitter sends a signal to which headphones. This can be used to identify which headphones go with each mic transmitter for a variety of uses.

1:1 or 1:2 Conversational Mode

- Used for non-distanced personal visits, caregiver sessions and small prospect tours
- Use either of the two sets of two headphones and one mic transmitter with matching colors.
- 2 pairs of headphones can be used independently of each other at the same time



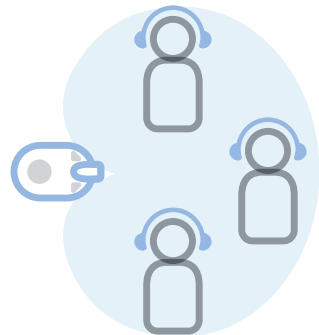
Distanced Visitation mode

- For 2 individuals or groups that are physically distant or separated by a window or other partition to communicate clearly across separation
- Switch headphones on either side of the partition so each side has different colored transmitter and headphone pairing.



Small group mode

- For a group using up to 4 headphones and one microphone
- Small group discussions require re-registration of one to two of the headphones to the opposite transmitter
- Refer to registration process on page 13.



not to scale

adjusting the fit of your headphones

Adjust the fit of the Eversound Headphones by holding the ear-cup with one hand and sliding the headband to the desired length for comfort and stability on the head.



adjusting the headphone volume

There are 4 major volume levels that correspond to color and flashing speed. Blue is the lowest, green is medium, yellow is high, and red is the highest. Within each major volume level, there are 4 clicks of the plus or minus buttons for the minor volume levels.

To increase the volume press the (+) button and to decrease the volume level, press the (-) button. Holding either of these buttons will change the volume quickly. The maximum volume has been reached when the lights are solid red, and the minimum volume has been reached when the lights are solid blue.



troubleshooting

I can't hear anything when I put the headphones on

Your headphone volume may be turned all the way down. Press the (+) button several times to turn up the volume on your headphones.

Ensure your transmitter is properly connected to your sound source and that your sound source is playing audio.

Your headphones or transmitter may be low on charge. Charge them and try again.

I can't figure out how to connect my [audio source] to the mic transmitter

Consult the instructions in this user guide on how to connect your sound source to the Eversound Transmitter (p.4)

I can't figure out how to connect the headphones to the charging station

The headphone may not be seated in the cup correctly. Gently wiggle the headphone until you hear a *click*. Also consult the instructions in this user guide that explains how to connect the headphones to the charging station for charging. (p.10)

My headphones aren't turning on when I press a button.

Your headphones may be out of charge. Charge your headphones in the charging station and try again.

Still not working? It's unlikely, but your headphones may be malfunctioning. Please call us at (855) 938-7686.

My mic transmitter won't turn on when I press the power button

Your mic transmitter may be out of charge. Charge your mic transmitter in the charging station and try again.

Still not working? It's unlikely, but your transmitter may be malfunctioning. Please call us at (855) 938-7686.

My headphone(s) don't connect to the transmitter (they blink blue but don't turn solid blue).

First, ensure that the mic transmitter is on before powering on the headphones. Alternatively, your headphones may not be registered with the transmitter you are using. Refer to the guide below to register the headphones to the mic transmitter.

registering additional headphones

Headphones will generally remain registered once initially registered and should not need to be re-registered unless you are replacing a headphone, replacing a mic transmitter, or changing the way headphones and mic transmitters are associated with each other (e.g., creating a “4 headphone” set from two 2-headphone sets.)

However, occasionally headphones and mic transmitters become unregistered. When this happens, follow this procedure to re-establish the association (registration) between the mic transmitter and headphones.

1. To register a headphone to the mic transmitter, ensure the mic transmitter and headphones are off. Press and hold the MUTE (REGISTER) button on the transmitter, press & release the ON/OFF button, and then release the (REGISTER) MUTE button. Wait a few seconds and the light will blink rapidly.
2. Hold the registration (REG.) button on the headphone above the (VOL+) button, press and release the (VOL+) button, then release the registration button. The headphone is registered when the flashing blue light turns solid, and then turns off. The flashing should be at the same rapid speed as the transmitter.
3. To exit registration mode, power off the mic transmitter. The mic transmitter will return to its normal mode once powered back on.



If you need further assistance, please visit [eversoundhq.com/support-center](https://www.eversoundhq.com/support-center), contact us by phone at (855) 938-7686, or contact us by email at supporteversoundHQ.com.

For replacement parts, contact us by email or phone.

FCC requirements

part 15

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.

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 radio or television off and on, the user is encouraged to try to correct interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the equipment and receiver.
3. Connect the equipment into an outlet on another circuit.
4. Consult the dealer or an experienced radio/TV technician for help.

exposure to radio frequency radiation

This device and its antenna must not be co-located or operated in conjunction with any other antenna or transmitter. To comply with FCC RF exposure requirements, only use the supplied antenna. The radiated output power of this internal wireless radio is far below the FCC radio frequency exposure limits. Nevertheless, the wireless radio shall be used as described in the guide. The internal wireless radio operates within guidelines found in radio frequency safety standards and recommendations, which reflect the consensus of the scientific community. Eversound therefore believes the internal wireless radio is safe for use by consumers. The level of energy emitted is far less than the electromagnetic energy emitted by wireless devices such as mobile phones. However, the use of wireless radios may be restricted in some situations or environments, such as aboard airplanes. If you are unsure of restrictions, you are encouraged to ask for authorization before turning on the wireless radio.

NOTE: Modifications not expressly approved by Eversound could void the user's authority to operate the equipment.

technical specifications

RF Frequency Band	1921.536 MHz – 1928.448 MHz DECT 6.0 System (Digital Enhanced Cordless Telecommunications)*
RF Channels	5 (encrypted, auto-selected by transmitter) Up to 128 headphones registered to one transmitter 64-bit encryption prevents eavesdropping by third parties
Operating Temperature	32°F – 122°F 0°C – 50°C
Charging station input voltage	100-240V AC 50/60 Hz 0.4 A
Headset charging voltage	5 V, 200 mA, 2 positions in charging station
Headset operating voltage	3.0 - 4.2 VDC Yellow low voltage warning LED will flash at 3.1 V
Transmitter charging voltage	5 V, 200 mA, charging station or micro-USB cable
Transmitter operating voltage	3.0 - 4.2 VDC Yellow low voltage warning LED will flash at 3.1 V

*No interference from or to WiFi, Bluetooth or 900 MHz FM wireless



To prevent a reduction in battery life, do not attempt to charge the Eversound Headphones or the Eversound Transmitter below 32°F or 0°C.



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