

FAQ's

C120 Wireless TV Amplifier



TECHNOLOGY / PARTS

1. What is IR (Infrared)?

IR stands for infrared. This is a basic technology that is used to send signals wirelessly between multiple products. For example, this technology is used commonly in remote controls. Therefore, this product has the same constraints as a remote control (must be line of sight, will not work in a separate room, etc).

2. Will my C120 work with a plasma television?

Plasma televisions cause interference with all types of TV listening devices that use infrared. The two technologies are not compatible with each other. Like all other infrared audio devices, the C120 will work, but there will be a lot of static a noise heard in the headset.

3. What is the screwdriver for?

The screwdriver is included with the C120 to be used when adjusting the tone and balance controls on the back of the headset.

INSTALLATION

4. How do I plug the unit into my television?

Look for any port on the television that is labeled "Audio Out." If there is not one, look for one labeled "Headphone." Using the appropriate included cord, the C120 can be connected to either type of port. Most of the time, these ports will be located either on the back or the side of a television.

PUBLIC IR SYSTEMS

5. Can I take this product to use at the movie theater or other public event?

Yes. The C120 headset is also compatible with most public infrared systems that commonly transmit sound at a 95kHz frequency. To check its compatibility with public systems, please contact the site administration (theater or concert hall customer service).

LISTENING

6. How do I turn on the headset?

The C120 has an automatic "on/off" switch. The headset automatically turns on when placed on the head and turns off when removed. This design conserves battery power when the product is not being used.

7. How do I wear the headset?

The headset is designed to be worn by placing the earbuds in the ears and the body of the headset hanging below chin. The Clarity logo must also be facing forward so it will receive the signal from the base.

8. What is the range of the headset?

Depending on the environment the range for the C120 is typically between 35 and 45 feet. However, remember that IR is line of sight, so there must not be anything in between the headset and base and the headset will not work in a room separate from the base.

9. Why does the headset sometimes stop working if I move or change positions?

The C120 uses infrared technology which is a line of sight technology. This means that the headset must be able to “see” the base. There cannot be anything in between the base and headset, and the headset must also be facing the base at all times.

10. Why don't I hear any sound while wearing my headset?

The headset must have the side with the Clarity logo facing toward the base. This is the only way the headset will be able to receive the wireless signal from the base.

11. Can I use the C120 with products other than a television?

The C120 can be used to listen to any product that headphones can be used with. For example, this includes CD players, MP3 players, stereos, and surround sound systems. Use the 3.5mm cord to connect to these audio device. Plug the 3.5mm connector into the alternate device's headset port.

12. Can more than one person use the C120 at the same time?

Yes. The C120 allows for multiple people to use the product at the same time. Only one base is needed to provide support for several headsets. However, only one base should be used in the same room at a time.

13. Can I use two bases in the same room at the same time?

No. The base transmitter works using infrared light (IR). If two IR transmitters are operating in the same room, the light beams will interfere with each other. You will not receive any sound to the headset.

14. Are additional headsets available for purchase?

Yes. Additional headsets can be purchased. For more information please contact the place of purchase or contact Clarity Customer Service toll free at 1-800-426-3738.

TELEPHONE RING NOTIFICATION

15. What is telephone ring notification?

While listening to the headset, the C120 has the ability to notify you when your phone is ringing. If the included phone line is plugged into the base, there will be a ringing alert in the headphones when the phone rings, enabling the user to not miss a call while using the product.

16. Can I answer a call on my C120?

No. The C120 can only notify you that the phone is ringing and cannot be used to carry on a conversation over the phone.

CHARGING/BATTERY

17. Does the headset charge when I put it in the base?

Yes. Every time the headset is placed back in the base, it begins to charge the battery immediately.

18. How many batteries can I charge at the same time?

The C120 has the ability to charge up to three (3) batteries at the same time. There is the main charging dock where the headset is placed, and two additional battery docks on the sides.

19. How long is the battery life?

The charge will last between 4-6 hrs depending on the volume the headset is set to. The louder the volume, the more power it uses, resulting in a shorter battery life (closer to the 4hr estimate).

20. How long does it take the battery to charge?

It will take 4 hours for the battery to be charged fully. The base has the capability of charging three batteries at one time.

21. How many batteries are included?

There are two batteries included with the C120 Wireless TV Amplifier.

22. Is it possible to buy more batteries?

Additional batteries can be purchased. For more information please contact the place of purchase or contact Clarity Customer Service toll free at 1-800-426-3738.