RS 275 TV Headphones

Wireless TV headphones & transmitter
Model: RS 275, HDR 275, BTA1, HZS1



Frequently asked questions (FAQ)

Content

“Product Overview”
“Setup & General Use”
“Sound & Hearing Enhancement”
“Power & Charging”
“Bluetooth & Connectivity”
“Reset, Firmware and Maintenance”
“Controls”
“App & PC Integration”
“Troubleshooting (If a problem occurs...)”

Use the search function to get an answer to your question.

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Product Overview

What makes the RS 275 TV Headphones so unique?

The TV headphones were specially designed for long-form watching, giving you a **fully immersive audio experience without disturbing others in the room**. Unlike conventional headphones, they combine a dedicated feature set tailored specifically for use with televisions: **stable long-range transmission, clear speech enhancement, low-latency audio for perfect lip-sync, and easy plug-and-play connectivity**. This combination ensures that you can enjoy your content in high quality and with complete comfort, while keeping the environment around you quiet.

What are the key features of RS 275 TV Headphones?

- **Virtual Surround Sound** – Creates a spacious, cinema-like listening experience.
- **Speech Clarity** – Enhances dialogue so voices are easier to understand.
- **Hearing Profiles** – Customize the sound to suit your individual hearing needs.
- **Perfect Lip-Sync** – Low-latency audio keeps sound and image seamlessly aligned.
- **Reliable Connection for up to 50 m** – Stable performance with long range, optimized for TV viewing.
- **Up to 50 Hours Battery Life** – Enjoy multiple TV sessions without recharging.
- **All-Day Comfort** – Lightweight design and soft ear cushions ensure enjoyable long-form viewing.
- **Multi-Connectivity via Bluetooth Classic** – The headphones connect effortlessly to TVs, tablets, mobile phones, and other Bluetooth devices.
- **Auracast™ Broadcast Support** – Transmit audio to an unlimited number of Auracast™-enabled headphones for shared or group listening.

How loud do the TV Headphones get?

The maximum volume depends on how you use the headphones.

When connected **via Bluetooth Classic** (e.g., to a smartphone or tablet), the headphones follow the standard Bluetooth output limit of **up to 100 dB**. However, when connected to the **BTA1 TV Transmitter**, the system can deliver **up to 106 dB**.

This is a significant increase, as sound pressure does not increase linearly, but rather the decibel scale is exponential. This means that 106 dB is perceived as significantly louder than 100 dB, providing plenty of headroom for users who need higher volume levels.

What specific features does the product offer if I have some kind of hearing challenges?

- **Hearing Profiles** – Choose from four optimized profiles tailored to common hearing challenges, helping you to find the sound that fits your personal needs and preferences. Everyone hears a little differently; some people struggle with soft voices, others have trouble with high-pitched sounds, and some need loud sounds made gentler. Hearing profiles help to fix that.
- **Noise Suppression** – Reduces distracting background noise by blending stereo into mono, making dialogue clearer and easier to follow.
- **Speech Clarity** – Enhances voices and amplifies dialogue while maintaining full stereo sound, ensuring improved intelligibility without losing the immersive experience.
- **High Maximum Volume (up to 106 dB)** – Provides extra volume headroom when used with the transmitter, supporting users who require higher listening levels.
- **Left/Right Balance Control** – Adjust the audio levels for each ear individually to match your personal listening preferences.

Can I use the RS 275 TV Headphones without the Sennheiser Smart Control Plus app?

Yes, absolutely.

The headphones work perfectly right out of the box—no app required.

However, the app unlocks several **valuable additional features**, including:

- Hearing profiles
- Noise suppression
- Left/right balance adjustment
- Privacy encryption settings
- Additional customization options

The app is also essential for keeping both **the headphones and the transmitter up to date**, as **firmware updates can only be installed through the app**.

So, while the headphones work on their own, the app provides the full feature set and the best possible experience.

Can other people listen to the TV while I am connected and listening to the TV with the RS 275 TV Headphones?

Yes, you can choose between two options.

- **Private listening:**
  You can mute the TV speakers and listen only through your headphones. In this mode, you control the volume directly on the headphones, so you can watch TV without disturbing others.
- **Shared listening:**
  You can also leave the TV speakers on. In this case, the volume of the TV speakers and the volume of the headphones are completely independent of each other, so others can listen at their preferred volume while you can freely adjust your volume.

This flexibility makes the system ideal for both watching TV alone and watching TV together. If the TV speakers do not remain on, refer to the troubleshooting guide here.

What is the difference between RS 275 and RS 255?

The bundle of the RS 275 TV headphones also includes a headphone stand.

Can I buy the headphones without transmitter?

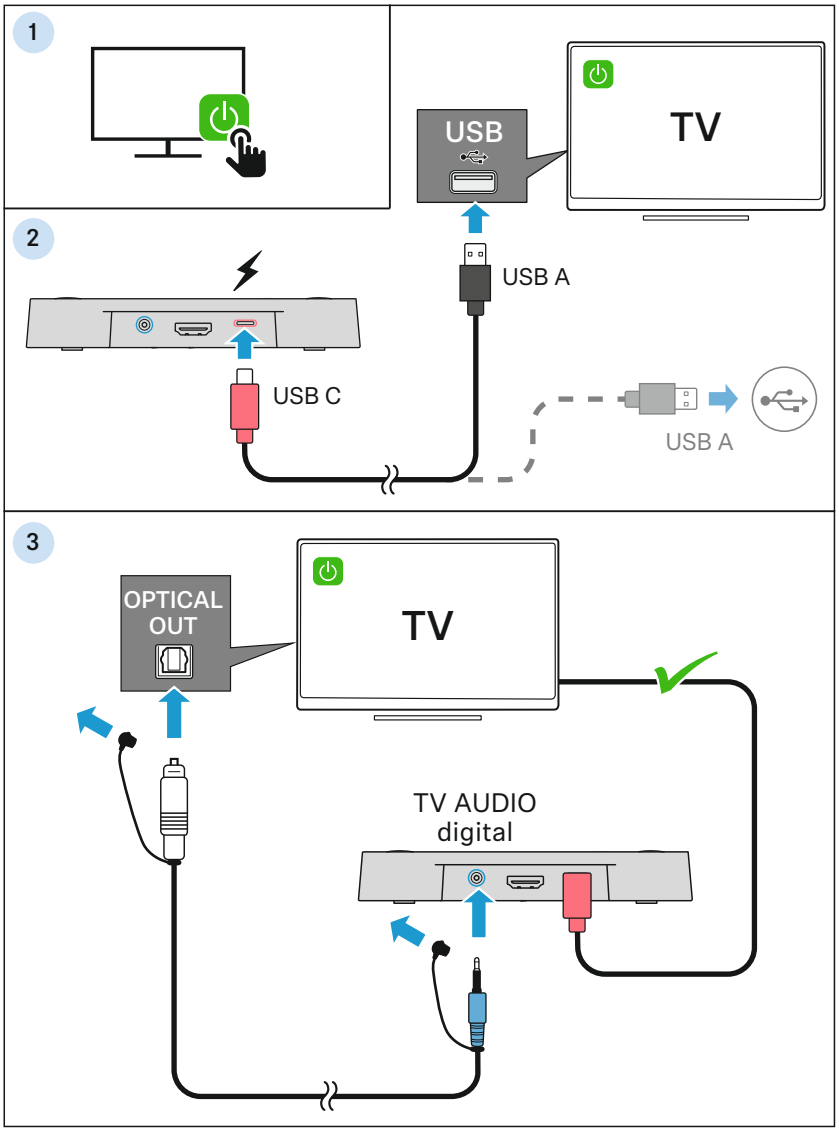
Yes, supplemental headphones (= HDR 275 TV Headphones) are available in the accessories section: https://eu.sennheiser-hearing.com/collections/sennheiser-spare-parts-and-accessories

Please note that for the best possible TV experience, we recommend using the headphones with the included transmitter. Additional headphones are ideal if you want to connect multiple headphones to a single transmitter.

Setup & General Use

How to connect the transmitter?

1. Turn on your TV. It needs to be powered on before you start.
2. Power on the transmitter. Connect it to your TV (or another USB power source) using the USB C to USB A cable.
3. Establish the audio connection. Use the optical cable to link the transmitter's Optical In to your TV's Optical Out.
   No optical output? Use the included analog cable or your own HDMI cable, depending on what your TV supports.



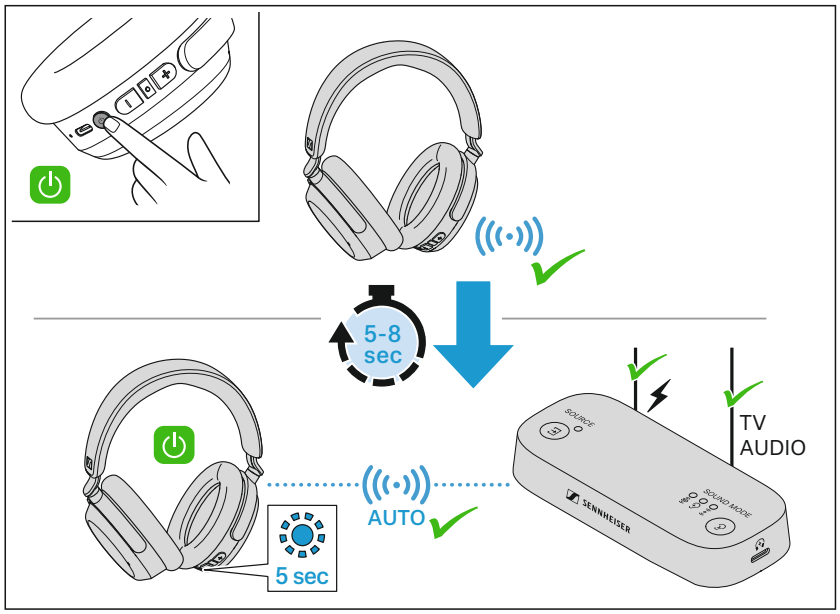
How to connect my own headphones to the transmitter?

▷ **Make sure the TV transmitter is powered on and receiving an audio signal.**
The SOURCE LED should be solid (not flashing) and may appear blue, white, or orange depending on the audio source.

▷ **Then follow the pairing instructions for your headphones.** This is usually done via app or the Bluetooth settings.

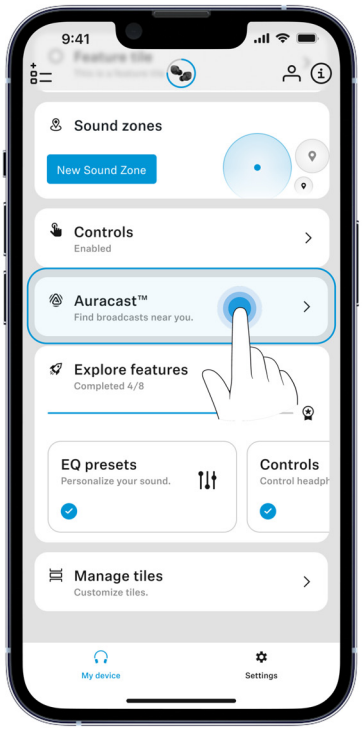
How to connect the HDR 275 TV Headphones?

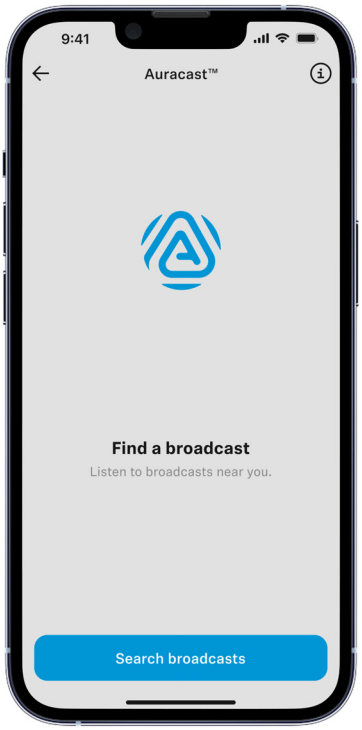
- ▷ Connect the transmitter to your TV (power + audio) as shown in the instructions here.
- ▷ Turn on the headphones using the power button.
- ▷ Wait 5-8 seconds. Both devices will automatically search for each other and pair.
- ▷ Wait for the voice prompt “Connected” to confirm a successful connection.
- ▷ If the connection fails, please refer to the troubleshooting guide here.



How to connect compatible Sennheiser headphones with the BTA1 TV Transmitter?

- ▷ **Connect your headphones:** Make sure your headphones are paired with your smartphone via Bluetooth.
- ▷ **Install and open the app:** Download and open the Sennheiser Smart Control Plus app on your smartphone.
- ▷ **Access Auracast:** Go to the “My Device” tab and find the “Auracast” tile. Tap it to open the wizard and manage your connection.
- ▷ **Select a transmitter:** You can select the desired transmitter from the list.
- ▷ **Encrypted streams:** If a stream password has been set (recommended), a lock symbol is displayed on each encrypted stream.







What is included in the packaging? Do I need extra cables which are not provided?



The cables included in the box are **sufficient for the majority of TVs**.

You can set up power and audio using the provided **USB A to USB C cable**, **optical cable**, and **analog cable.**

If you prefer to connect the transmitter via **HDMI-ARC**, this is also possible, as the transmitter has an HDMI port. However, **an HDMI-ARC compatible cable is not included**.

HDMI-ARC Cable Information

- Only cables labeled **“with Ethernet”** support ARC.
- For best performance, we recommend a **“Premium high-speed HDMI cable with Ethernet”**.

External USB Power (Optional)

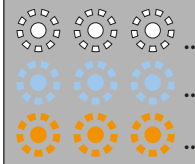
- The transmitter can be powered directly from any **USB port on your TV** using the included cable.
- You may also use an external USB power adapter with a **5 V output**, but it's not required.

Can I manually switch from one Auracast™ transmitter to another one?

The RS 275 TV Headphones will automatically connect to the first previously known BTA1 TV Transmitter. To switch to a different transmitter, use the Auracast™ wizard in the Sennheiser Smart Control Plus App.

What do the different LED colors and behaviors (e.g., flashing) mean?

For BTA1 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)
 3 x	Flashes white 3x	Audio source HDMI-ARC selected
	Lights up white	Audio source HDMI-ARC active
 3 x	Flashes light blue 3x	Audio source TV AUDIO (analog/digital) selected
	Lights up light blue	Audio source TV AUDIO (analog/digital) active
 3 x	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
	Lights up red	Unsupported codec
	Flashes red	Error while charging headphones
 1 sec	Lights up white for 1 second	Reset to factory default settings

For the TV headphones (HDR 275):

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 alternatively for 120 seconds	Pairing mode

LED		Operating state
 5 sec	Lights up blue for 5 seconds	Pairing successful Connection to Bluetooth device established
 1x	Flashes red and white alternatively 1x	Pairing failed
 2x	Flashes red 2x	Connection to Bluetooth device lost
 10x ...	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%
 3x	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%

What is the best way to connect my TV headphones if I already have a soundbar connected?

You can connect the BTA1 TV Transmitter via any other available audio output on your TV. Make sure to select the correct output in your TV's audio settings. Some TV and soundbar combinations automatically prioritize the HDMI-ARC connection. In this case, we recommend connecting the TV transmitter to the HDMI-ARC port and the soundbar to the digital optical output.

How can I connect to my PC?

Most PCs can be connected using either a USB cable or a 3.5 mm analog audio cable. Your computer will recognize the TV transmitter as an additional audio device.

How can I connect to my AV receiver?

You can connect the transmitter to your AV receiver using one of the following methods:

- Digital Audio (recommended):
  Use an optical TOSLINK cable to connect the AV receiver's Optical Out to the transmitter's Optical In.
- Analog Audio:
  Use a 3.5 mm analog audio cable from the transmitter to the headphone output or analog audio output of the AV receiver.

If your AV receiver uses RCA outputs:

Some receivers only provide red/white RCA audio outputs. In this case, you will need an RCA-to-3.5 mm converter, which can be purchased separately.

How many transmitters can I use in parallel?

Each transmitter uses Frequency Hopping Spread Spectrum (FHSS) technology to ensure coexistence with Wi-Fi and other Bluetooth devices. In practical terms, around 10 to 20 transmitters can be used in parallel without any noticeable interference or audio dropouts.

How many headphones can I use with one BTA1 TV Transmitter?

Theoretically, an unlimited number of Auracast™ headphones can be connected to a single TV transmitter. In practice, a transmitter can typically support between 200 and 500 headphones while maintaining good performance.

Can I connect my generic Bluetooth headphones with the BTA1 TV Transmitter?

No, only Auracast™-capable headphones are compatible with the BTA1 TV Transmitter.

Are the RS 275 TV Headphones compatible with every TV?

Yes, the RS 275 TV Headphones are compatible with virtually every TV. The package includes a digital optical cable (TOSLINK) and an analog 3.5 mm audio cable (AUX), allowing you to connect to the most common audio outputs. The BTA1 TV Transmitter also has an HDMI-ARC port for TVs that support it. Please note, however, that an HDMI-ARC cable is not included.

What is the range of the RS 275 TV Headphones?

The range is up to 50 meters. Actual performance may vary depending on the environment—for example, obstacles such as walls or furniture, as well as a large number of Wi-Fi devices in the vicinity, can reduce the effective range.

Can I connect the BTA1 TV Transmitter with my TV via HDMI-ARC?

The BTA1 TV Transmitter is certified to the HDMI 1.4b standard, including ARC capabilities. TVs with HDMI 1.4b certification or higher are compatible.

Sound & Hearing Enhancement

What sound personalization options do the RS 275 TV Headphones offer?

- **Speech Clarity** – Enhances vocal frequencies so that spoken words in dialogues, podcasts, calls, or videos are easier to understand.
- **Hearing Profiles** – Choose from four optimized profiles tailored to common hearing challenges, helping you to find the sound that fits your personal needs and preferences.
- **Noise Suppression** – Reduces background noise such as humming, fan noise, or ambient noise to produce a clearer audio signal.
- **Left/Right Balance Control** – Allows you to shift the audio level between the left and right channels to match your preferred stereo balance.
- **Mono Downmix** – Combines stereo channels into a single mono signal so that all audio content is equally audible from both sides.
- **Equalizer** – Allows you to adjust specific frequency bands (bass, midrange, treble) to tailor the sound to your preferences.

What is the difference between the TV transmitter's Sound Modes and the TV headphone features?

The **transmitter's sound modes** adjust the sound for all connected devices and shape the overall sound **for all listeners**. For example, you can choose **"Virtual Surround Sound"** for an immersive experience, **"Speech Clarity"** to highlight dialogue, or a **Combination Mode** that combines both.

In contrast, the **headphone modes** allow each listener to **customize their own sound** without affecting others. Using the app, you can fine-tune your experience with **hearing profiles, equalizer settings, speech clarity, noise suppression**, and other features to make the sound pleasant and clear for you personally.

How does the Speech Clarity feature make the dialogue clearer?

This feature improves the intelligibility of dialogue by emphasizing the frequency ranges of human speech. An equalizer amplifies the parts of the audio signal where voices are most clearly audible, while keeping the overall sound balanced and immersive so you can still enjoy the full richness of music, effects, and ambience.

Why don't the Sound Modes work when connected via USB C audio?

When using USB C audio, the connection focuses on PC audio, where no additional processing may be required. For this reason, sound modes and digital signal processing are bypassed in this mode.

What can I do if the volume is too low or too high?

If the sound doesn't feel quite right, try the following:

- ▷ Adjust the volume directly on your headphones to your preferred level.
- ▷ If necessary, also adjust the volume on your TV.
- ▷ Open the audio settings of your TV and make sure that the “Audio Volume” is set to 80 %
- ▷ Open the Smart Control Plus app and check the TV transmitter's “Normalize Volume” setting. Turn it on or off to find the optimal volume.

Can I only use the headphones for the TV? Or can they also be used for other purposes, such as listening to music or making phone calls?

The HDR 275 headphones can be connect to a variety of devices, such as mobile phones, tablets, or computers via Bluetooth Classic. This allows you to use them not only with your TV, but also for listening to music, making phone calls, or other audio applications, just like any regular Bluetooth headphones.

Power & Charging

How long does the headphone battery last?

When fully charged, you can enjoy **up to 50 hours of playback time**. Actual battery runtime may vary depending on volume, activated functions, and the connected device (e.g., iPhone, Android phone, PC, or TV transmitter).

Why don’t my HDR 275 headphones reach the specified playback time of 50 hours?

The headphones offer **up to 50 hours of playback**, but the actual battery runtime depends on the volume, activated functions, and the connected device (e.g., iPhone, Android phone, PC, or TV transmitter).

If you've owned your headphones for several years, the battery may hold less charge over time. Don’t worry: the batteries of the HDR 275 TV Headphones are replaceable, so you can easily refresh your headphones–click here for more info.

How long does it take to fully charge the battery?

When using a charger at full capacity, it takes approximately 2 hours to fully charge the headphones.

How do I know that the TV transmitter and the TV headphones are on?

TV transmitter:

- If **one or more LEDs are lit**, the transmitter is switched on.
- If n**o LEDs are lit**, make sure that the transmitter is connected to the power supply and that your TV is switched on. Press any button on the transmitter to wake it up.

TV headphones:

- **Briefly press the power button**.
  - If the LED flashes white, the headphones are now switched on.
  - If **nothing happens** or the LED lights up purple, the headphones are already switched on.
- If you still cannot hear any sound, **make sure that the headphones are charged**.

For information on connection problems, please refer to the troubleshooting guide here.

Does charging via USB depend on the USB power supply?

Yes. If your USB power adapter doesn't provide enough power, your headphones will simply charge more slowly.

The good news: Almost all modern chargers for smartphones, tablets, and laptops provide **more than enough power for full-speed charging.**

Minimum requirements:

- Current: **at least** 400 mA (0.4 A)
- Voltage: **between** 5.0 V and 5.5 V

Examples of compatible chargers:

- 5.1 V, 1500 mA (1.5 A)
- 5.0 V, 2 A
- 5.0 V, 1.2 A
- 5.0 V, 1 A
- 5.2–5.3 V, 2 A
- 5 V, 4.5 A

All of these meet the requirements, as they can supply more than 0.4 A and remain within the range of 5.0 to 5.5 V.

Can I charge devices other than my headphones via the USB C output on the TV transmitter?

Yes, but with a limitation:

The USB C output provides **less than 500 mA of current**, so **not all devices can be charged properly or at all.**

It works best for **low-power devices**, such as headphones or small accessories, but **smartphones or tablets may charge very slowly or not at all.**

How do I check the battery level of the headphones?

To check the battery level, **double-press the power button.** The headphones will then indicate the current charge level.

Are there any special instructions for caring for the battery?

You can **safely charge your headphones overnight**, as charging process stops automatically once the battery is fully charged.

However, **avoid storing the headphones for long periods of time with the battery completely discharged**, as this can affect the battery's service life.

Which rechargeable batteries can be used to operate the headphones?

The battery model is called **BA 275** and can be purchased on our accessories website: https://eu.sennheiser-hearing.com/collections/sennheiser-spare-parts-and-accessories

Can the headphone stand be used to charge the headphones?

No, the headphone stand is for storage only. **Charging is done via the USB cable**, which provides a convenient and reliable way to charge your headphones.

Why might my headphones not be charging as usual?

Several factors can affect charging:

- **Changed USB port:** If you have changed the USB port on the TV transmitter, it may be supplying less power. Try using the original port or power supply.
- **Heavily discharged battery:** If the headphones' battery was completely discharged, charging may take longer than usual.
- **Aging battery:** Older batteries may charge more slowly and have a shorter runtime. Consider replacing the battery if necessary.
- **Charging cable:** Using a different cable may affect charging. Use the USB cable provided.

Bluetooth & Connectivity

What is the benefit of the new Bluetooth Auracast™? How does it differ from Bluetooth Classic?

Bluetooth Auracast™ allows you to broadcast audio from your TV or other devices to multiple headphones or earbuds at the same time, making it perfect for shared listening. In contrast, Bluetooth Classic only connects to one device at a time, which is ideal for personal use such as listening to music or making calls.

For more details, you can read an article about Auracast™ here.

How many devices can I connect to the Auracast™ stream?

Theoretically, an unlimited number of Auracast™ headphones can be connected to a single TV transmitter/Auracast™ stream. In practice, a transmitter can typically support between 200 and 500 headphones while maintaining good performance.

Which headphones can I connect to the Auracast™ stream?

You can connect **any headphones or earbuds that support Bluetooth Auracast™**. Standard Bluetooth Classic headphones will **not** work with the Auracast™ broadcast.

How do I know that the Auracast™ stream is active?

The TV transmitter automatically starts broadcasting as soon as it is powered on. You can verify that audio is being transmitted by checking the SOURCE LED on the transmitter—if it is lit continuously (not flashing), the audio stream is active.

How can I name my Auracast™ Stream? And why should I name it?

You can rename your Auracast™ stream using the **Smart Control Plus app**. Simply connect your transmitter with the app and update the name in the *Broadcast Settings* menu. The name you choose will appear in your Auracast™ assistant, making it easier to identify your stream. Especially when multiple broadcasts are available nearby.

How can I encrypt my Auracast™ stream and how secure is my stream after encryption?

You can enable stream encryption through the **Smart Control Plus app**. Simply connect your transmitter with the app, go to the *Broadcast Settings* menu, and activate **encryption**, then set a password. The security of your stream depends on the strength of the password you choose. The Smart Control Plus app also includes a feature to generate a strong, random password for increased protection.

Although encryption improves data protection, the Auracast™ password is not unbreakable, and absolute security against offline brute force attacks to recover the key cannot be guaranteed.

Can I connect my hearing aids to the transmitter?

Yes, provided your hearing aids support Auracast™. Please note that the TV transmitter's Auracast™ stream is set to high quality with a sampling rate of 48 kHz by default. Some Auracast™ devices, including certain hearing aids, may not support this setting. Using the Smart Control Plus app, you can select a lower sampling rate to ensure full compatibility with any Auracast™-enabled devices.

What is the transmission range?

- With the TV transmitter (Auracast™): up to **50 meters**
- With Bluetooth Classic: up to **25 meters**

The actual range may vary depending on the environment—for example, walls, furniture, or a large number of Wi-Fi devices can reduce the effective distance.

Can I start several streams at the same time?

No, a single transmitter can only stream **one audio source at a time**.

However, you **can use multiple TV transmitters** to stream different sources simultaneously.

What is the system latency?

The system latency is approximately **50 ms**.

Latency is the slight delay between an audio signal entering the system and the moment you actually hear the sound. For most users, a latency of 50 ms is so low that it is imperceptible. During normal TV operation, audio and video should remain synchronized.

Can I connect the headphones to my mobile phone?

Yes! The headphones can be connected to any mobile phone that supports Bluetooth Classic, allowing you to listen to music, watch videos, or make phone calls.

Can I use the headphones to make phone calls?

Yes! The headphones support phone calls when connected to a mobile device via Bluetooth Classic, allowing you to make hands-free calls while enjoying your audio.

Can I connect the BTA1 TV Transmitter to my Bluetooth speaker?

Yes, please note that the BTA1 is only compatible with Bluetooth speakers that support Auracast™ technology. You may need an interface or app for the speaker to search for Auracast™ streams and select the BTA1. Please refer to your speaker's user manual for more information.

Do the RS 275 TV Headphones support codecs other than LC3?

Yes, the headphones support the following codecs:

- SBC
- AAC
- aptX™
- aptX™ Adaptive
- LC3

Important: The TV transmitter only uses Bluetooth Low Energy (LE) audio with the LC3 codec. Therefore, when you connect the headphones to the transmitter, only LC3 will be used.

Reset, Firmware and Maintenance

How to replace the batteries? Where to purchase the required batteries?

ATTENTION

Replacing with a non-compatible battery can defeat safeguard!

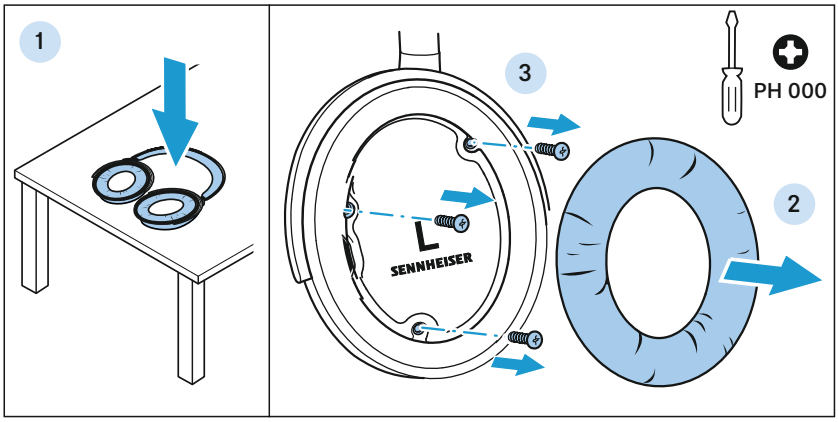
The use of non-compatible rechargeable third-party batteries can lead to a limited operating time of the headphones or damage to the product.

- ▷ 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 and are approved to local regulation(s).

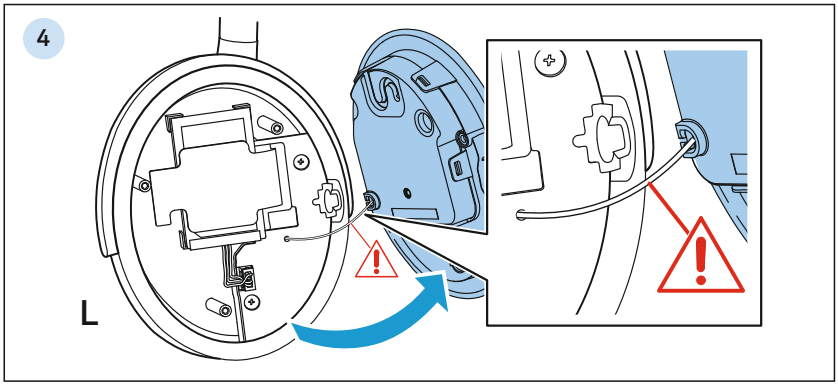
The compatible Sennheiser battery is **BA 275**. It will be available in the EU and further selected countries. Check https://eu.sennheiser-hearing.com/collections/tv-hearing/products/rs-275 for online availability or contact the Customer Service for further information: www.sennheiser-hearing.com/service-support

Removing the rechargeable battery

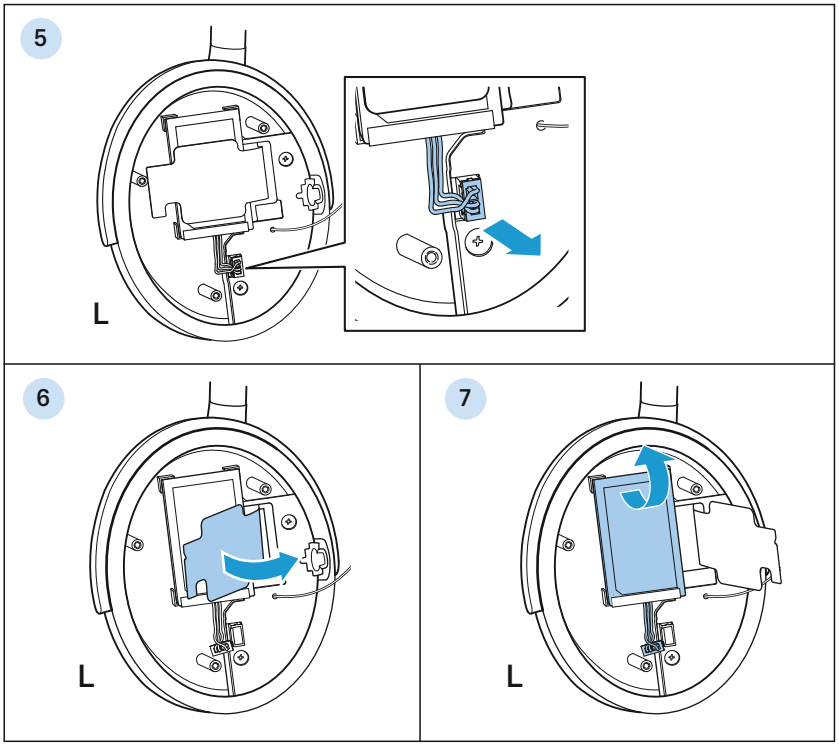
Tools required: Phillips screwdriver PH000



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 here for instructions).
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.



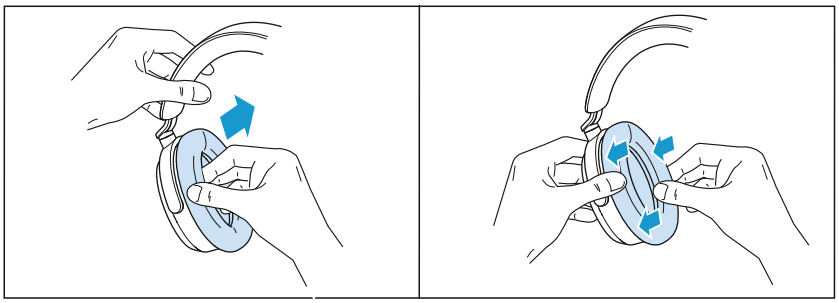
5. Disconnect the battery cable plug from the main circuit board.
6. Open the rubber lid that covers the rechargeable battery.
7. Remove the rechargeable battery.

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 here for instructions).

How to replace the earpads? Where to purchase the required earpads?

For reasons of hygiene, you should replace your ear pads from time to time. Spare ear pads are available at https://eu.sennheiser-hearing.com/collections/tv-hearing/products/rs-275 (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.

Which spare parts are available for the RS 275 TV Headphones?

- Additional receiver (= HDR 275 TV Headphones)
- Ear pads
- Replaceable battery
- Headphone stand

How can I update my TV headphones and TV transmitter with the latest firmware?

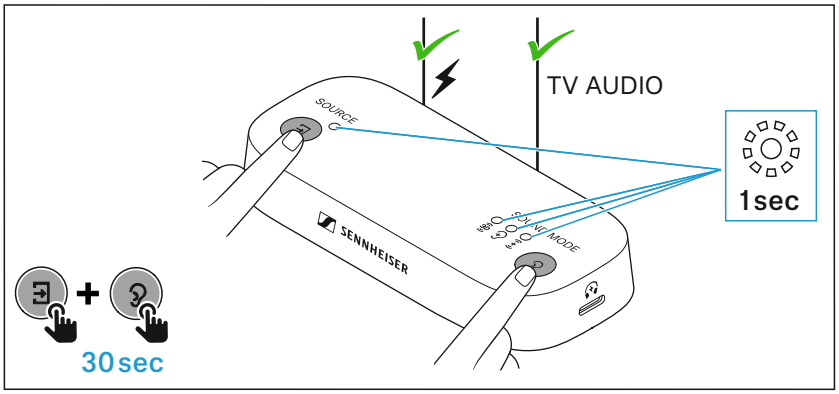
Firmware updates can be downloaded free of charge from the Internet using the Sennheiser Smart Control Plus app. For more details, please refer to the RS 275 TV Headphones manual in the chapter “Installing firmware updates”.

How can I reset my TV transmitter?

If the function of the TV transmitter is disturbed and interrupting the power supply (hardware reset) 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.



How can I reset my headphones?

Press and hold the middle button (between the volume buttons) for about 15 seconds.

The status LED will flash red once.

You will hear the power-on tone, confirming the factory reset is complete.

Controls

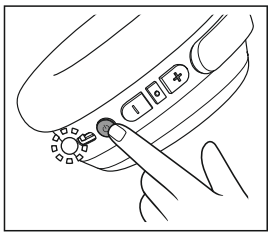
How do I operate the headphones?

You can operate the headphones in various ways:

- **On the headphones:** Use the physical buttons for functions such as play, pause, volume up, and volume down.
- **Smart Control Plus app:** Offers additional settings and control options.
- **Media control via Bluetooth device:** Some functions (play, pause, volume) can also be controlled directly via your device, e.g., smartphone.

How do I activate the hearing enhancement feature I have set up in the app?

You can save your hearing enhancement settings (i.e., hearing profiles, speech clarity, noise suppression) in the app. By briefly pressing the power button on your headphones, you can access the hearing enhancement feature and the Graphic Equalizer, see details below.



If Hearing Enhancement and Graphic EQ are activated:

Hearing Enhancement ⟷ Graphic EQ

If only Hearing Enhancement is activated:

Hearing Enhancement ON ⟷ Hearing Enhancement OFF

How do I operate the TV transmitter?

The transmitter has two buttons:

- **SOURCE:** Switch between different audio inputs.
- **SOUND MODE:** Switch between three sound modes or turn the sound off completely.

For additional settings and more convenient control, you can also use the Smart Control Plus app.

App & PC Integration

Why should I download the Sennheiser Smart Control app? What are the benefits?

The Sennheiser Smart Control Plus app gives you full control over your headphones and transmitter. Here are three key benefits:

- **Firmware updates** – keep your headphones and transmitter up to date with the latest features and improvements.
- **Personalized hearing enhancements** – adjust hearing profiles, noise suppression, and the balance between the left and right channels (only available in the app).
- **Secure Auracast™ streaming** – enable encryption for your audio streams.

The app ensures you get the best performance, a personalized experience, and the latest features for your devices.

How can I connect the TV transmitter to the Sennheiser Smart Control Plus app?

▷ Activate Bluetooth on your smartphone with the Smart Control Plus app installed.

▷ On the TV transmitter, simultaneously press and hold the SOURCE and SOUND MODE buttons for 5 seconds. The SOURCE LED will start flashing green, indicating the transmitter is ready to connect.

▷ Open the Smart Control Plus app on your smartphone, tap the “+” icon on the start screen to add a new device, and select the TV transmitter from the list.

▷ When your smartphone prompts you to allow pairing with a new device, approve the connection.

▷ Once pairing is successful, the TV transmitter will appear in the list of connected devices. Select “**BTA1 TV Transmitter**” to establish the connection.

Why can't I connect to the TV transmitter using my smartphone’s native Bluetooth settings?

The TV transmitter only connects to your smartphone to configure settings via the Smart Control Plus app. A standard Bluetooth connection, such as the one used for headphones, is not required and is therefore not supported for this purpose.

Why does the TV transmitter disconnect from the app when the app is closed?

The TV transmitter connects to Smart Control Plus via Bluetooth Low Energy (BLE). On most smartphones, BLE connections can be restricted or interrupted when an app is closed or running in the background. This is normal behavior designed to conserve battery power and system resources.

Therefore, the transmitter may appear disconnected when the app is not active. As soon as you re-open the app, it will automatically attempt to re-establish the connection. To maintain an active connection, leave the Smart Control Plus app open and running in the foreground.

How can I connect the headphones to the Sennheiser Smart Control app?

Step 1: Pair with your smartphone via Bluetooth

▷ Make sure that there are **no TV transmitters nearby or powered on.** The headphones may automatically connect to them during the pairing process.

▷ Press and hold the **power button** on the headphones for approximately **5 seconds.**
The headphones are in **pairing mode** when the LED flashes **blue and white alternately**.

▷ On your smartphone:
- Go to the **Bluetooth settings** and activate Bluetooth.
- Search for a new device named **“HDR 275”**.
- Select it and accept/connect if prompted.

Step 2: Connect via the Smart Control Plus app

▷ Open the **Smart Control Plus app.**

▷ Your headphones **(HDR 275)** should be detected automatically.
If this is not the case, tap the **“*” icon** in the upper left corner to search for connected devices.

▷ Select **HDR 275** from the list to establish the connection.

Can I also use the RS 275 TV Headphones with my PC or laptop?

Yes, you can use the TV headphones with your PC or laptop. There are several ways to connect them:

- TV headphones connected directly to your laptop/PC via USB
- TV headphones connected to your laptop/PC via Bluetooth Classic
- TV transmitter connected to your laptop/PC via USB, streaming Auracast™ to the TV headphones

Please note that the connection via the TV transmitter does not support an audio return channel. Therefore, telephony function is not available in this configuration.

Troubleshooting (If a problem occurs...)

What can I do if the headphones and transmitter won't connect?

Try the following:

- ▷ Make sure the TV transmitter is powered on and receiving an audio signal.
  You can check this by making sure that the SOURCE LED is lit blue, orange, or white (not flashing).
- ▷ Check the cable connections between the transmitter and your TV.
- ▷ Make sure that the TV is actually playing audio.
- ▷ Make sure that the headphones are switched on.
- ▷ If the SOURCE LED is flashing, please check the TV settings and make sure that the correct audio output is selected.

If they still won't connect:

- ▷ Pair the headphones again:
  - – Press and hold the power button for about 5 seconds until the LED flashes blue and white alternately.
  - – If the transmitter is streaming and the headphones are nearby, they should automatically reconnect.

How do I get sound only from the headphones and not through the speakers?

The sound from the transmitter is independent of the TV speakers.

If you only want to hear sound through the headphones, simply

- – mute the TV speakers, or
- – turn the TV volume down to 0.

The headphones will continue to receive the audio signal normally, regardless of the volume settings of the TV speakers.

How do I get sound from **BOTH** the TV and headphones at the same time?

To play audio through both the TV speakers and the headphones:

- ▷ Use the **TV's digital audio output** (optical/TOSLINK) if available. On many TVs, the optical output remains active while the TV speakers are turned on, allowing for dual audio output.
- ▷ Check your TV's audio settings for options such as:
  - – "TV speakers + optical out"
  - – "Audio output: TV + external device"
  - – "Multi-output audio"

If your TV does not offer this feature, it may not be possible to play sound through both outputs at the same time.

Why is there reverb or echo when using the headphones with my TV?

This happens because **both the TV speakers and the headphones are playing sound at the same time**, and the headphones have a slight audio delay. The two signals overlap and create an echo or reverberation effect.

To fix this, we recommend **muting the TV speakers** or reducing the TV volume to 0 so that the **sound only comes from the headphones**.

What can I do if the volume is very low?

Try the following:

- ▷ Increase the volume on the headphones by pressing the volume-up button several times.
- ▷ In the Smart Control Plus app, check the transmitter settings: Make sure that “Normalize Volume” is set to “Slow” or “Fast” (not off).
- ▷ Go to your TV's audio settings and set the TV volume to about 60-80 % to provide a strong audio signal to the transmitter.

Why is the sound from the headphones slightly behind the video image or speaker sound?

The audio signal sent to the headphones has a slight delay of about 50 ms. In most cases, this delay is so slight that it's not noticeable.

However, if you do notice it, many TVs offer sound delay/lip-sync settings that allow you to adjust the timing so that the sound better matches the picture.

What should I do if the RS 275 TV Headphones suddenly stop working?

Try the following:

- ▷ **Switch the TV transmitter off and on again:** Turn it off, wait a few seconds, and then turn it back on.
- ▷ **Reset both devices to factory settings:** Perform a factory reset on the **TV transmitter** and the **headphones**. Further information on resetting to factory settings can be found here and here.

This usually resolves unexpected problems and restores normal operation.

What should I do if the sound on my RS 275 TV Headphones keeps cutting out?

Try the following:

- ▷ **Switch the headphones off and on again** to reset the connection.
- ▷ **Move closer to the TV transmitter** to improve signal strength.
- ▷ **Reduce interference** by keeping other wireless devices (Wi-Fi routers, cordless phones, smartphones, or other Bluetooth devices) away from the transmitter and headphones.

What can I do if there is interference from radio signals (or Wi-Fi)?

Remove or turn off other wireless devices near the headphones and TV transmitter, such as:

- Wi-Fi routers
- Cordless phones
- Smartphones
- Other Bluetooth devices

Reducing the number of radio signals in the environment can improve the connection and reduce interference.

Why does my TV switch back to HDMI-ARC when I try to select the optical output?

Some TVs prioritize HDMI-ARC as the default audio output over other connections. In addition, certain soundbars connected via HDMI-ARC may automatically override the TV's audio output settings.

A possible workaround is to connect the TV transmitter via HDMI-ARC and your other device via the optical output. In most cases, the BTA1 TV Transmitter will only follow the HDMI output when it is actively in use.

Why does the transmitter's SOURCE LED light up blue when I connect the analog cable?

The transmitter automatically detects when a cable is connected to the analog input and switches to that input, which is indicated by a solid blue SOURCE LED. If the cable is not connected at the other end, the transmitter may detect ambient noise as an audio signal, which can cause streaming interference or unintended sound.

Why do I hear noise or static when streaming audio via USB C (via a docking station or USB dongle)?

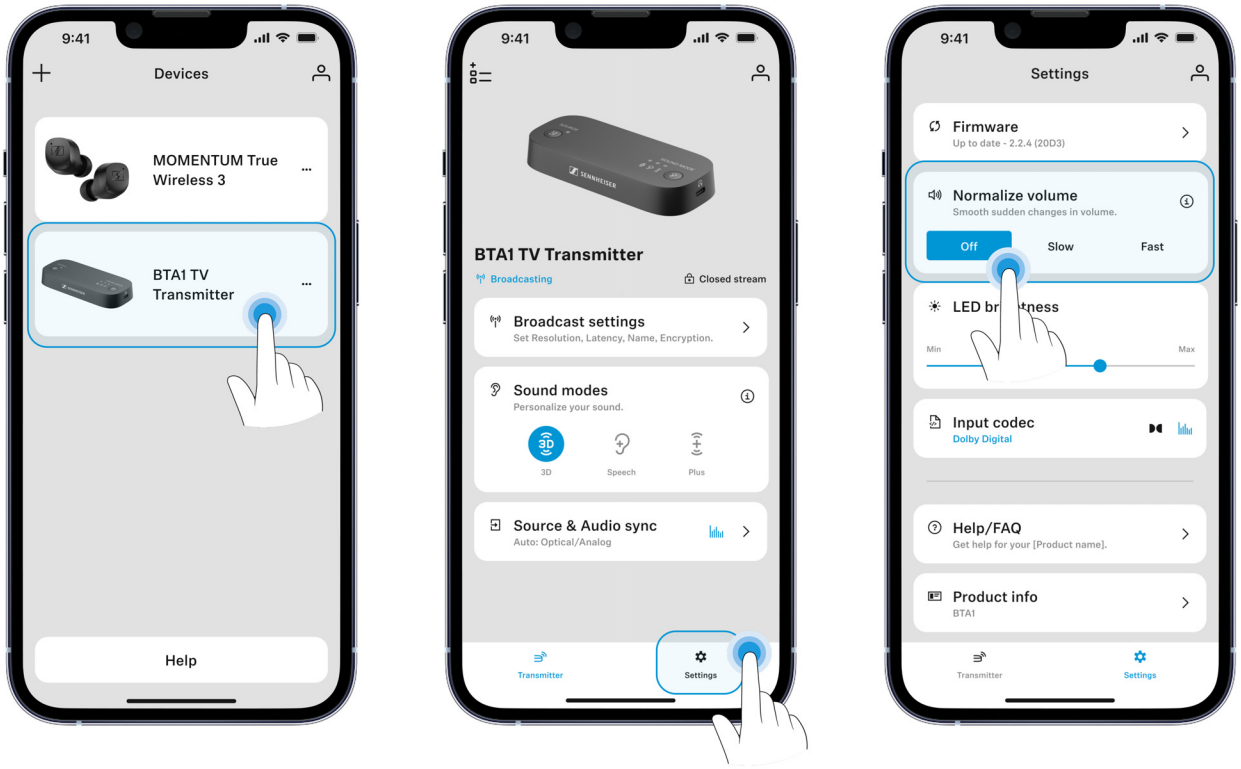
Some USB controllers can cause audio quality issues, such as noise or static. To resolve this, connect the transmitter to a different USB port or directly to the device, bypassing hubs or docking stations if possible.

Why does the volume seem to fluctuate on its own when watching TV?

This may be because some TVs do not respond to the “Normalize Volume” function as intended.

The “Normalize Volume” function is designed to improve listening comfort by amplifying quieter sounds and reducing sections that might otherwise be too loud. On some TVs or set-top boxes, these adjustments can be more pronounced and occur quickly, which can lead to noticeable volume fluctuations.

To prevent this effect, disable the function “Normalize Volume” in the Smart Control Plus app.



Why does the SOURCE LED light up red when the optical cable is connected?

A red SOURCE LED indicates an unknown or unsupported audio codec on the optical input. This can happen if the optical output is not selected as the TV’s audio output.

- ▷ If you are using the TV transmitter and the optical output is selected, change your TV‘s audio codec to a supported format (e.g., Dolby Digital).
- ▷ If another device, such as a soundbar, is currently using a different TV output, you can ignore the red LED. It simply indicates that there is no valid audio signal on the optical connection.