

Model No.: CH-211

Ensemble  
User Manual

If you have any questions regarding product quality, operation, or if it is beyond the 30-day free return window, please feel free to contact us at: [service@iswiitech.com](mailto:service@iswiitech.com)

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What's in the Box?

Bluetooth Headphones x 1

Transmitter Base x 1

Type-C USB Charging Cable x 1

Optical Cable x 1

USB Adapter x 1

RCA Cable x 1

3.5mm AUX Cable x 1

User Manual x 1

Product Overview

HEADPHONE:

- Charging Contacts
- Microphone
- Volume Up/ Previous Song
- Multi-function Button (MFB)
- Volume Down/ Next Song
- USB-C Charging Port
- ON/OFF Button
- LED Indicator

TRANSMITTER CHARGING DOCK:

- Multi-function Button (MFB)
- ON/OFF Button
- USB-C Power Port
- Optical Audio Input
- AUX Input Port
- LED Indicator

Basic Button Operation

Button	Function	Operation Instruction
ON/OFF Button	Power On	When powered off: Slide the switch to ON to power on; it will auto-enter pairing mode with a "Power On" prompt.
	Power Off	When powered on: Slide the switch to OFF to power off; it will auto-enter pairing mode with a "Power Off" prompt.
Enter Pairing Mode	Play / Pause	Single-click the MFB to play/pause headphone audio.
	Voice Assistant	When Connected: Press and hold the "MFB" for 1.2s, then release. (Only supported when connected to a Phone/Tablet)
	Answer/hang up Call	Short press the "MFB" button. (Only supported when connected to a Phone/Tablet)
Reject a call	Volume Up	Long press the "MFB" button for 2 seconds. (Only supported when connected to a Phone/Tablet)
	Next Song	Short press.
Volume +	Volume Down	Long press for 1 second. (Only supported when connected to a Phone/Tablet)
	Previous Song	Long press for 1 second. (Only supported when connected to a Phone/Tablet)
Volume -	Talking	Long press the "Volume-" button for 2 seconds to mute or unmute the microphone.
	Clear pairing record	When powered on: Press and hold both "Volume +" and "Volume-" for 5s. Purple indicator light stays 2 seconds.

**Notes:** When the headphones are powered on, they will automatically reconnect to the transmitter by default.

Transmitter

Button	Function	Operation Instruction
Power Button	Power On	Plug in the charging cable and slide the power switch to ON.
	Power Off	Unplug the charging cable and slide the power switch to OFF.
MFB	Clear the base pairing record	When not connected, press the MFB for 5 seconds to enter pairing mode - LED flashes warm white and blue alternately. Then double-click it; LED glows purple for 3s, meaning the transmitter's pairing history is cleared successfully.

**Set Up**

→ Three ways to connect the transmitter to your TV

The transmitter must be connected to a power source to function properly. Use the included USB adapter and USB-C cable to plug it into a nearby wall outlet.

Method One: Optical Port Connection (recommended)

Step 1: Connect the USB-C cable to the transmitter, then slide the power switch to "ON". The blue indicator light will start flashing.

Step 2: Plug one end of the optical cable into your TV's digital audio output port, and the other end into the transmitter's optical input port.

Step 3:

On your headphones, slide the power switch to the "ON" position. The headphones will automatically enter pairing mode, accompanied by the voice prompt "Power On." You will then hear the voice prompt "Pairing." When you hear "Your headset is connected," it means the pairing is successful. At this point, the LED indicator on the headphones will flash blue.

Step 4:

Once the headphones successfully pair with the transmitter, the transmitter's indicator light will stay solid warm white.

Step 5:

Turn on your TV, navigate to the audio settings menu, and select Optical Output as the audio output option. (For detailed steps, refer to pages 8-11.)

Method Two: AUX In Port Connection:

Plug the included 3.5mm AUX cable into your TV's AUX output port, then connect the other end to the 3.5mm "AUX IN" port on the transmitter.

Method Three: RCA Port Connection

Connect the RCA adapter to the 3.5mm AUX audio cable. Plug the red and white RCA plugs into the matching audio output ports on your TV, then insert the 3.5mm end of the cable into the "AUX IN" port on the transmitter.

Important:

Set your TV's audio output to "PCM" mode, and make sure to select a wired audio output option.

Settings

TV sound output Settings

Below are the common audio output settings for three TV brands. If your brand is not listed here, please refer to your TV's user manual for detailed instructions. If the issue persists, feel free to contact our support team at: [service@iswiitech.com](mailto:service@iswiitech.com)

SAMSUNG TV:

LG TV:

LG TV:

LED Indicator

Function	LED Indicator
Power On	Blue LED flashes 2 times
Power Off	Red LED flashes 2 times
Pairing Mode	Red & Blue LED flash alternately
Connected standby mode	Blue LED flashes once every 10 seconds
Playing Music	Blue LED flashes 2 times every 10 seconds
Talking	Blue LED flashes once every 10 seconds
Clear the pair record	Purple LED flashes once 2 second
Charging	Steady Red LED
Fully Charged	Steady Blue LED
Low Battery	Red LED Flashes

**Base Indicator**

Function	LED Indicator
Pairing Mode	Warm white & Blue LED flash alternately
Reconnect Mode	Blue LED flashes once every 1 seconds
Connected	Warm White
Charging	Warm white flash slowly
Fully Charged	Steady Blue LED

**Voice Prompt**

Status	Voice Prompt
Power On	Power On
Power Off	Power Off
Enter Pairing Mode	Pairing
Bluetooth connect success	Your headset is connected
Bluetooth disconnect	Your headset is disconnected
Low power prompt	Low battery, please charge
Microphone Mute ON	Mute on
Microphone Mute OFF	Mute off

Charging Method

**Charging Method 1: Headphone Charging**

Charge the CH-211 immediately when the red LED starts flashing.

**Connection Steps:** Plug the Type-C USB cable into the CH-211. Connect the other end to a USB power source (e.g., car charger, power bank, or PC).

**Charging Time:** A full charge takes approximately 2 hours.

**Charging Status Indicator:** The red LED will turn off once charging is complete.

**Charging Method 2: Base Charging**

1. Connect the Type-C end of the charging cable to the charging port on the base. Connect the USB end to the included USB adapter, and then plug it into a wall outlet. (Alternatively, you may connect it to other USB power sources such as a car charger, power bank, or computer.)

2. Place the headphones onto the charging dock to begin charging. When the base displays a steady blue light, the headphones are fully charged.

Battery Usage Notes

There is a risk of explosion if the battery is replaced incorrectly. Only replace it with the same or an equivalent type of battery. **Unauthorized battery replacement is not recommended.** Please contact the manufacturer for service or replacement.

**Note:** The headphones will connect automatically. A voice prompt saying "Paired" and a steady warm white LED on the transmitter indicate a successful connection.

Product Specification

Headphone	
Bluetooth Version	V5.3
Operation Range	15 meters/49 feet
Bluetooth Protocols	HSP, HFP, AVRCP, A2DP
CODEC Code	SBC, AAC
Battery Capacity	600mAh/3.7V
Charging Time	About 2 hours
Working Time (Connected with transmitter)	About 40 hours (70% volume)
Working Time (Connected with headphones separately)	About 60 hours (70% volume)
Dimensions	193*186*78mm

Transmitter	
Bluetooth version	V5.0
Operation Range	Up to 30 meters/100 feet
Bluetooth Protocols	AVRCP, A2DP
CODEC Code	SBC
Dimensions	175*193*42mm

Using the Headphones with Your Phone/Tablet

**Bluetooth Pairing Steps:**

**Step 1: Turn off the transmitter**

First, turn off the transmitter or directly unplug its power cord.

**Step 2: Activate the headphone pairing mode**

Slide the headphone switch to the "ON" position. The indicator light will flash red and blue alternately, signaling that the headphones have entered pairing mode.

**Step 3: Complete the device connection**

Enable Bluetooth on your phone or tablet, find "CH-211" in the list of available devices, and tap to connect.

Once connected, the LED will turn blue and begin slow flashing. If the device does not detect the signal, turn Bluetooth off and on again, and repeat the search.

**Toggle Between Transmitter and Bluetooth Headphones**

**Switching from Phone/Tablet to TV Transmitter**

Turn off the Bluetooth of your current device, then turn on the transmitter, which will automatically connect to the headphones.

**Switching from Transmitter to Phone/Tablet**

Turn off or unplug the transmitter, then find and tap [CH-211] in your device's Bluetooth paired list to connect to the headphones.

Rebinding the Transmitter to New Headphones?

**The headphones and base are pre-paired at the factory.** Once successfully paired, they will automatically connect when powered on—no additional steps are needed.

If you need to pair the base with a different CH-211 headset, follow the steps below to unbind the original headphones and bind the new ones.

**Step 1: Clear the base station's pairing history**

With the base station powered on but not connected, press and hold the multi-function button for 5 seconds to enter pairing mode. While in pairing mode, double-click the multi-function button. The warm white and blue LEDs will stay on for 3 seconds, indicating all pairing history has been cleared.

The base will then automatically re-enter pairing mode.

**Step 2: Pair the base with the new headphones**

After clearing, the base is now in pairing mode. Turn on the new headphones and put them into pairing mode as well. The base and headphones will pair automatically. Once pairing is successful, the base's warm white LED will remain steadily on.

**Step 3: Bind the base to the new headphones**

After successful pairing, double-click the multi-function button on the base again. The warm white and blue LEDs will flash alternately 5 times, confirming that the binding process is complete.

FAQs

**Q 1: How do I know if my headphones are charged?**

A: Checking Charge Status

**While charging:** headphone LED = solid red; base LED = flashing warm white

**Fully charged:** both headphone and base LEDs = solid blue

**If Charging Fails:** If the base LED stays solid warm white after placing the headphones, they may not be charging. Remove and reposition the headphones to ensure the charging contacts are aligned and clean.

**Q 2: What should I do if my TV transmitter cannot be paired with headphones?**

A: **Reset the transmitter and rebind the headphones:**

- Turn off headphones, turn on the transmitter.
- Press and hold the MFB on the base for 5 seconds until the LED flashes warm white and blue alternately.
- Double-click the MFB; the LED turns solid purple for 3 seconds (pairing record cleared).
- Turn on the headphones — they will pair automatically. The base LED will show solid warm white when paired.
- Double-click the MFB again. The LED will flash purple 5 times, indicating successful binding.

Q 3: Can I hear audio from both my TV speakers and Bluetooth headphones at the same time?

A: That depends on whether your TV supports dual audio output. You can test this with the following steps:

- Go to your TV's "Sound Output" settings and select "Optical/External Speaker".
- Wait for the audio to play through your headphones.
- Then go back and switch the setting to "TV Speaker".
- If sound plays through both, your TV supports simultaneous audio output.

**Q 4: My TV has only one optical port. How can I connect both my soundbar and headphones?**

A: To use both a soundbar and the CH-211 transmitter via the same optical port, please check whether your soundbar supports audio passthrough or output. If unsure, consult the soundbar's user manual or customer support.

If your soundbar only supports audio input, you can use an optical splitter. Connect the splitter to the TV's optical port, then connect both the soundbar and the transmitter to the splitter. This allows the TV to send audio to two optical devices at the same time.

Q 5: How do I select between SPDIF and AUX modes?

A: The transmitter defaults to optical (SPDIF) mode. When a 3.5mm AUX cable is plugged in, it automatically switches to AUX mode—no manual setting needed.

**Q 6: Why won't my headphones connect to the TV via the transmitter?**

A: Some smart TVs (especially Samsung/LG) automatically connect to any available Bluetooth device, which can interfere with CH-211's transmitter pairing. Follow these steps to fix it:

- Reject Bluetooth Connection Prompts**
- If a pop-up appears asking whether to allow or block the connection, select "Reject" or "Block" to prevent the TV from taking over the headphones.
- Remove Existing Pairing**
- Go to: **Settings > General > External Device Manager > Device Connection Manager > Device List > Edit > Select all devices > Delete**
- Note: The menu path may differ slightly depending on your TV brand/model.
- Turn Off the TV Completely**
- Use the power button on the TV itself or unplug it directly.
- Remote controls often only put the TV into standby mode, which can still allow background connections.

Q 7: My headphones are making a buzzing sound. What should I do?

A: Unplug the audio cable and reconnect it. Make sure no power cords are near or wrapped around the transmitter, as they may cause signal interference.

**Q 8: Why can't I control the volume?**

A: The volume buttons only adjust the headphone's own sound level. They do not change the TV's volume, so the TV volume bar won't move. Please set the TV volume first, then adjust the headphone volume as needed.

**Q 9: Which devices can I use to charge the headphones?**

A: You can use any 5V DC power source that provides at least 500mA of current, such as a car charger, power bank, PC, or wall adapter. For best performance, we recommend using the CH-211 charging base included in the package.

**Q 10: What should I do if the headphones or transmitter aren't working properly?**

A: Try the following steps:

- Power off and restart both the headphones and transmitter
- Clear the pairing history and reconnect

If the issue persists, please contact our technical support team.

Email: [service@iswiitech.com](mailto:service@iswiitech.com)

Avoid Harsh Environments:

Keep the device away from humidity, dust, steam, direct sunlight, and enclosed hot spaces (e.g. inside cars). This product is not waterproof—avoid contact with water, wet hands, or use in rain/snow.

Safety & Hearing Protection:

Avoid listening at high volumes to prevent hearing damage. Do not use while driving, biking, or in environments where hearing surrounding sounds is important (e.g. crossings, construction sites).

Handling & Storage:

Avoid heavy pressure, bending, or impacts. Clean only with a soft, dry cloth.

Discomfort:

Stop using the device immediately if you feel any discomfort. For support, contact us at: [service@iswiitech.com](mailto:service@iswiitech.com)

FCC STATEMENT

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure conditions without restriction.

**TV Headphones-FCC ID: 2A6Y3-CH-211**  
**Transmitter Charging Dock-FCC ID: 2A6Y3-CH-211A**  
**Made In China**

Need any help?

If you have any questions regarding product quality, operation, or if it is beyond the 30-day free return window, please feel free to contact us at: [service@iswiitech.com](mailto:service@iswiitech.com)