

AirCast

—— User Manual ——

High Performance Auracast Audio Streamer



www.venucast.com

Table Of Content

1. Introduction.....	4
1.1. Product Overview.....	4
1.2. What's In the Box.....	4
1.3. Key Features.....	4
2. Buttons & Indicators.....	5
2.1. Front Panel – Buttons & Controls.....	5
2.2. Rear Panel – Connectors.....	6
2.3. LED Status Guide.....	6
3. Setup & Operation.....	7
3.1. System Overview.....	7
3.2. Connect Audio Source.....	7
3.3. Power On & Start Broadcasting.....	9
3.4. Test the Broadcast.....	10
3.5. Adjust Input Gain.....	10
3.6. Audio Setup Checklist.....	10
4. Connect Your Listening Devices.....	11
4.1. Auracast Hearing Aids.....	11
4.2. Auracast Receivers.....	12
4.3. Auracast Headphones & Earbuds.....	12
4.4. Existing Bluetooth Devices (via Aura C).....	13
5. Installation & Placement.....	13
5.1. Coverage Optimization.....	13
5.2. Installation & Placement Options.....	14
5.3. Wall Mount.....	15
5.4. Tripod Mount (Accessory Coming Soon).....	15
5.5. Rack Mount (Accessory Coming Soon).....	15
6. Configuration & Firmware.....	16
6.1. Preparation.....	16
6.2. Change Broadcast Name.....	16
6.3. Change Encryption Password.....	17
6.4. Synchronize Password to Venucast Receivers (Future Update).....	17
6.5. Group Multiple AirCast Units (Future Update).....	18
6.6. Firmware Update.....	18
6.7. Other Settings.....	18
7. Specifications.....	19
7.1. Radio And Audio.....	19
7.2. Inputs & Outputs.....	19
7.3. Operating Range.....	19

7.4.	Power Requirements.....	20
7.5.	Physical Specifications.....	20
8.	Deployment Best Practices.....	20
8.1.	Onboarding Guide	20
8.2.	Hearing Aid Connection Resources	20
8.3.	Signage Packs	20
8.4.	Listening Needs Survey	21
9.	Help People Find Your Venue (HearFinder)	21
10.	FAQ & Troubleshooting	22
11.	Warranty.....	23
11.1.	Warranty Coverage & Limitations.....	23
11.2.	Returns.....	23
12.	Contact Support.....	23
	Appendix A – Full Connection Reference Guide.....	24

1. Introduction

1.1. Product Overview

AirCast is a professional Auracast™ audio transmitter for venue audio broadcasting. It delivers wireless audio to compatible Auracast™ listening devices, including hearing aids, receivers, headphones, earbuds, and speakers, for churches, theaters, lecture halls, and other public venues.

1.2. What's In the Box

- AirCast Transmitter
- USB-A to USB-C Cable (1.5m, power and PC configuration)
- 3.5mm AUX Audio Cable (1.5m)
- XLR Male to Female Audio Cable (1m) x2
- USB Power Adapter (5V / 1A)
- Mounting Screws x2 (φ3mm * 30mm)
- Plastic Wall Anchors x2 (φ6mm * 30mm)

Note:

Early production batches may **not include the XLR cable**.

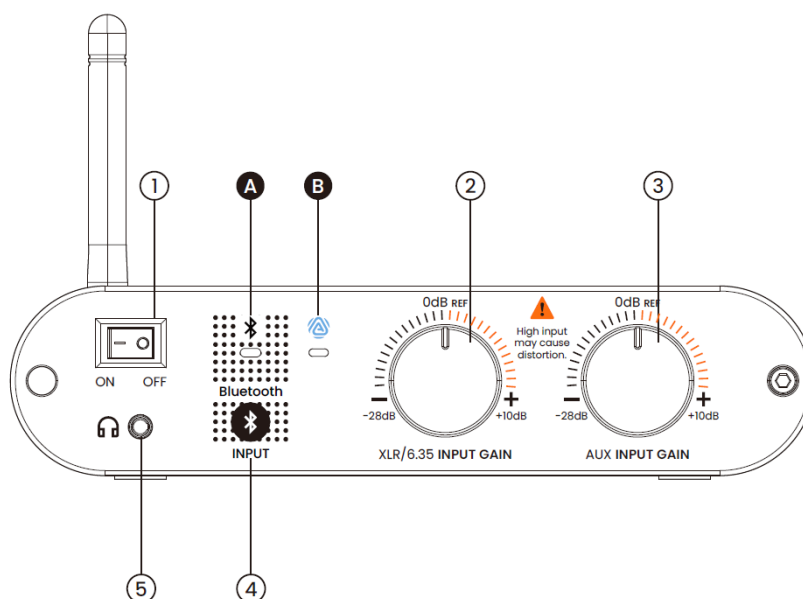
If needed, please contact support@venucast.com to request the cable.

1.3. Key Features

- Professional Auracast broadcast transmitter for venue deployment
- Broadcast audio to unlimited Auracast™ listening devices, including hearing aids, headphones, earbuds, speakers, and receivers
- Supports multi-source audio input (XLR / 6.35mm / AUX / Bluetooth)
- Simultaneous audio mixing (multiple inputs active together)
- Independent gain control for line and auxiliary inputs
- Built-in headphone monitor output for audio check
- Configurable broadcast name and system settings
- Scalable design for small to large venues
- Long-range Auracast™ broadcasting with up to 500 ft (150 m) line-of-sight coverage

2. Buttons & Indicators

2.1. Front Panel – Buttons & Controls

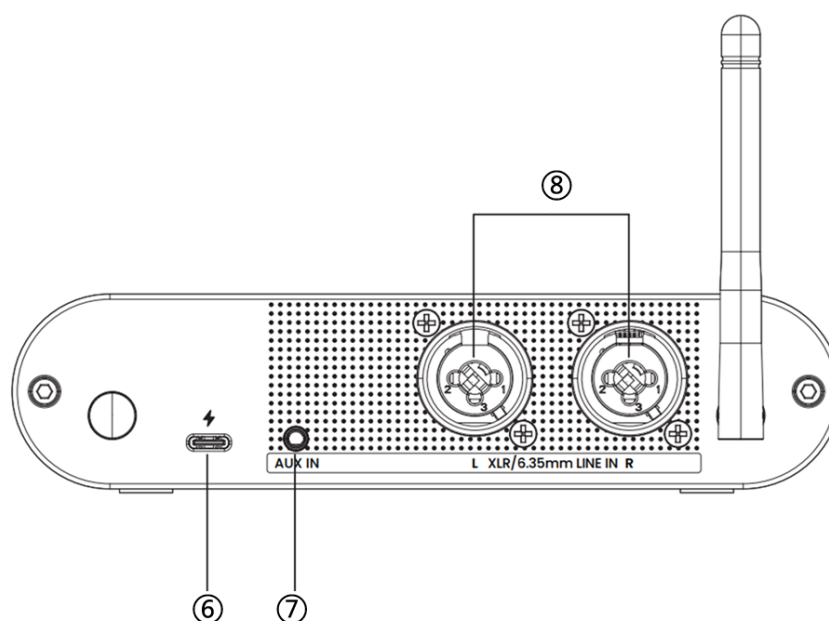


- ① **Power Switch** – Turns device ON / OFF.
- ② **XLR/6.35mm Input Gain Knob** – Adjusts the input gain stage for XLR / 6.35mm input.
 - For mixer / AV system, etc.
 - Recommended: 0 dB (center)
- ③ **AUX Input Gain Knob** – Adjusts the input gain stage for 3.5mm AUX input.
 - For secondary line-level sources such as computers, mobile devices, or wireless mic receivers (line output)
 - Adjust source volume first, then fine-tune gain
- ④ **Bluetooth Button** – Bluetooth audio input control:
 - Enter pairing mode: press and hold for 2 seconds
 - Reconnect to last device: short press once
 - Clear pairing history: press and hold for 8 seconds
- ⑤ **Headphone Monitor Output** – 3.5mm output for real-time audio monitoring.
 - Used for checking input audio before broadcasting
 - Not affected by Auracast broadcast output settings

Note: All active inputs (XLR / 6.35mm, AUX, and Bluetooth) are mixed internally and broadcast simultaneously via Auracast.

For details about ① **Bluetooth LED** and ② **Auracast LED** please refer to “[2.3 LED Status Guide](#)”

2.2. Rear Panel – Connectors



⑥ **USB-C (Power Input / DFU):**

- 5V DC power input
- Firmware update and system configuration via PC tool

⑦ **AUX IN (3.5mm)** – Unbalanced stereo **line** input.

⑧ **XLR/6.35mm LINE IN** – **balanced** audio input (line level).

- Supports XLR input or 6.35mm TRS input
- Both connectors share the same input channel

2.3. LED Status Guide

Status	Indicator	Meaning
Ⓐ Bluetooth LED		
Pairing mode	Red and blue flashing alternately	Bluetooth pairing active
Reconnecting	Blue flashing (1s interval)	Reconnecting to last device
Connected	Solid blue	Connected
Idle	LED OFF	No active connection
Pairing reset confirmation	Solid red and blue (3 seconds)	Pairing history cleared
Ⓑ Auracast LED		
Broadcasting	Solid white	Auracast transmission active

3. Setup & Operation

3.1. System Overview

AirCast receives audio from multiple sources and broadcasts via Auracast™ to unlimited compatible receiving devices.

Supported input sources:

- XLR / 6.35mm (balanced line input)
- 3.5mm AUX (unbalanced line input)
- Bluetooth audio input



All active inputs are mixed internally and broadcast simultaneously.

3.2. Connect Audio Source

Connect your audio source to AirCast using the appropriate input method based on your existing audio system. For professional AV installations, a balanced line input is recommended whenever available.

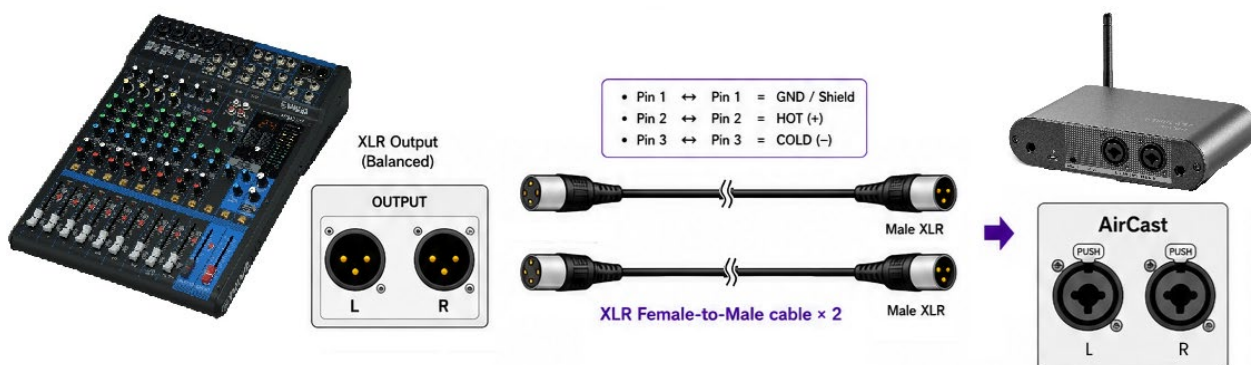
Note: The connections shown in this section are recommended configurations for typical deployments. If your existing AV system uses different output types or cannot match the recommended setup, please refer to [Appendix A: Full Connection Reference Guide](#) for alternative connection methods.

3.2.1. Professional Audio System (Mixer / Av System)

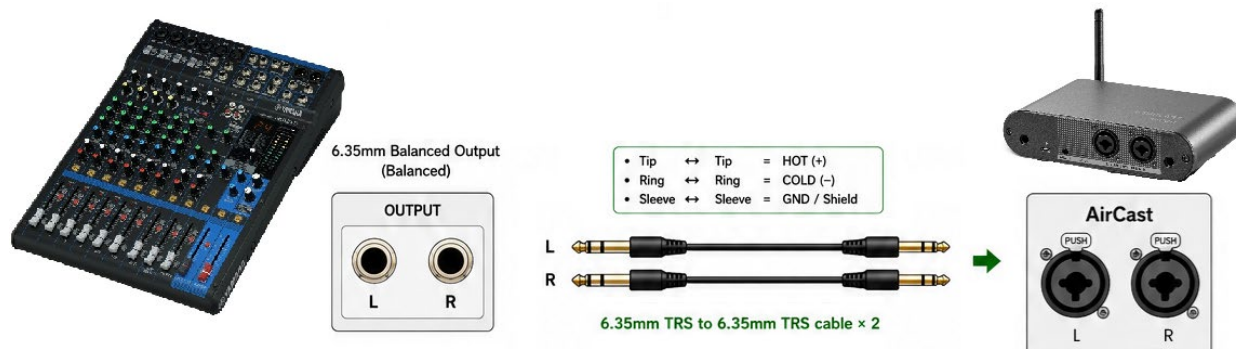
Recommended: connect via XLR or 6.35mm input

- Use **balanced line-level** output from the mixer or AV system
- XLR is recommended for stable professional installation

Via XLR:



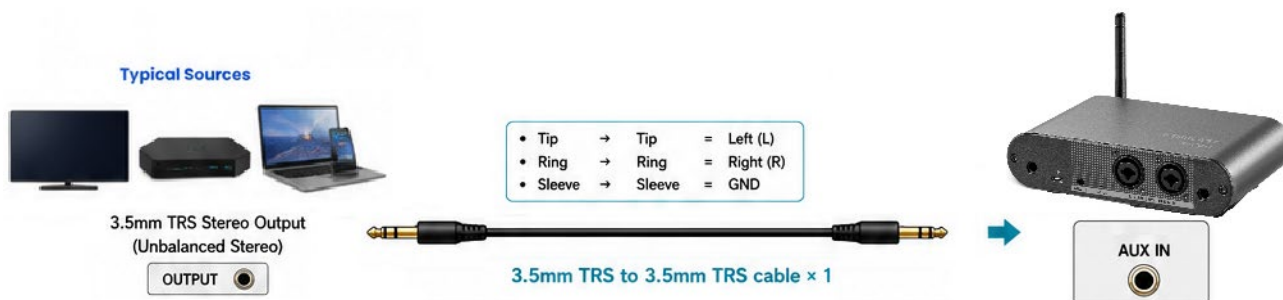
Via 6.35mm:



3.2.2. TV / PC / Mobile Device

Recommended: connect via 3.5mm AUX input

- Use headphone or line output from the device
- Adjust source volume to avoid distortion
- Keep cable length as short as possible (≤ 3 m recommended)



Note: Some audio sources may output low-level background noise when idle. If this is audible through the receiver, switch off the transmitter until audio playback resumes.

3.2.3. Bluetooth Audio Source

Step 1. Enter AirCast pairing mode:

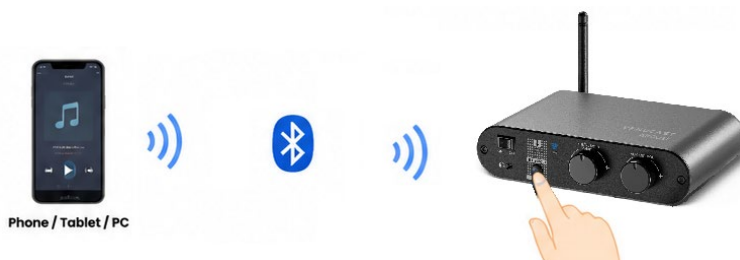
- ① Press and hold Bluetooth button for 2 seconds
- ② Bluetooth LED will flash red and blue alternately

Step 2. On the audio source device:

- ① Turn on Bluetooth function
- ② Search and select “**Venucast AirCast**” to connect

Step 3. Once connected: Bluetooth LED on AirCast turns solid blue.

Step 4. Reconnection: Short press the Bluetooth button to reconnect to the last paired device.



Notes:

- Recommended for background music only
- Keep device **within 30m** range for stable connection
- Avoid using Bluetooth for speech reinforcement or critical audio applications
- AirCast does not provide input gain control for Bluetooth sources. Adjust volume on the source device only.

3.3. Power On & Start Broadcasting

Step 1. Connect the transmitter to the included adapter using the included USB-C cable.

Step 2. Turn ON the power switch.

Step 3. Auracast broadcast starts automatically.

System behavior

These are factory default settings applied at power-on.

Default Broadcast Settings:	
Name	Venucast AirCast
Access	Open (no password)
Sample Rate	Default 24K

Note:

When powering AirCast with a USB power bank, use a dual-output power bank and connect another low-power device, such as a phone, to the second output. Some power banks may shut off automatically if AirCast is the only connected device because the operating current is too low.

Use a power bank with stable **5V output** and sufficient current for all connected devices.

3.4. Test the Broadcast

Verify that AirCast is broadcasting audio correctly.

Step 1. Confirm the Auracast LED is solid white, indicating that broadcasting is active.

Step 2. Use any compatible Auracast listening device to verify audio output.

Step 3. Confirm clear audio reception within the intended listening area.

For detailed connection instructions, refer to [Chapter 4: Connect Your Listening Devices](#)

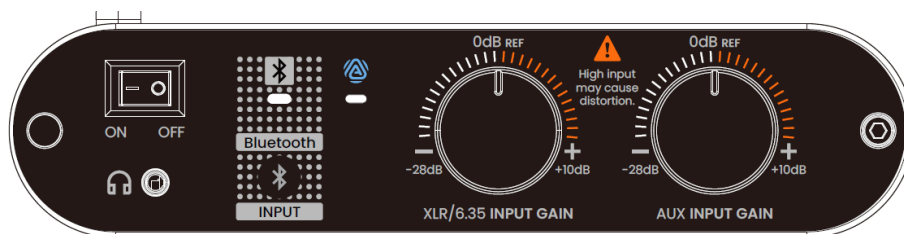
3.5. Adjust Input Gain

Adjust input gain in the following order:

Step 1. Set gain knobs to 0 dB (reference position)

Step 2. Adjust source output level first (mixer / device)

Step 3. Fine-tune gain on AirCast if needed



Gain Reference

- 0dB (REF) – Reference level. Recommend start here.
- Turn clockwise – Increase input gain.

Tips:

- Use 0 dB as reference level
- Increase gain only when input level is insufficient
- Reduce gain if distortion occurs
- Avoid simultaneous high input levels from multiple sources to prevent clipping

3.6. Audio Setup Checklist

Use this checklist to verify the AirCast audio setup before deployment.

- Audio source is connected correctly.
- AirCast is powered on and broadcasting.
- Broadcast can be detected by compatible devices.
- Audio level is adjusted correctly.

4. Connect Your Listening Devices

After AirCast is powered on and broadcasting, listeners can join the Auracast broadcast using compatible hearing aids, Auracast receivers, Auracast headphones or earbuds, or supported Bluetooth listening devices with Aura C.

Choose the listening option that matches the listener device.

Connection methods vary by device type, brand, model, firmware, and app support.

4.1. Auracast Hearing Aids

Auracast-enabled hearing aids can join AirCast broadcasts through **their companion app** or supported Auracast Assistant. Connection steps may vary depending on the hearing aid model, firmware version, and mobile app support.



Hearing Aids

Audibel (App required): Aris 24, Vitality AI 24

Beltone (App required): Commence, Envision, Serene

Bernafon (App required): Encanta (APP version ≥ 1.6.1)

Cochlear (App required): Baha 7 Sound Processor

GN (App required): Danalogic Extend

Jabra (App required): Enhance Pro 20, Enhance Pro 30, Enhance Select 500 (Works with Auracast Assistant), Enhance Select 700

Nuear (App required): Noble AI 24

Oticon (App required): Intent (firmware ≥ 1.4.0 & with latest Companion app) , Zeal

Philips (App required): Hearlink 9050

Resound (App required): Enzo IA, Nexia, Savi, Vivica

Soundgear (App required): Edge AI (firmware ≥ 10.3.1)

Starkey (App required): Edge AI, Omega AI

Widex (Assistant* required): Allure (firmware ≥ 5.1.20)

For the latest compatibility information, visit: <https://venucast.com/pages/auracast-compatibility-checker>

How to Connect

- Step 1. Update the hearing aids and their mobile app to the latest available version.
- Step 2. Open the hearing aid app or supported Auracast Assistant.
- Step 3. Scan for available Auracast broadcasts.
- Step 4. Select the Auracast broadcast name configured for your venue.
- Step 5. Enter the encryption password if required.

Scan the QR code or select your hearing aid brand below for **detailed connection instructions**.

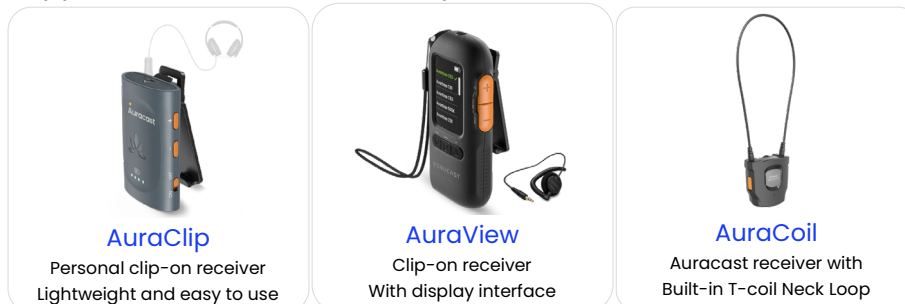


<https://iug.venucast.com/auracast-listening/EN/>

4.2. Auracast Receivers

Auracast receivers provide an easy way to listen to AirCast broadcasts using wired headphones, earbuds, T-coil neck loops, or other hearing accessories.

Supported Venucast receiver options include:



How to Connect

Step 1. Turn on the Venucast receiver.

Step 2. The receiver automatically scans for available Auracast broadcasts:

- AuraClip and AuraCoil automatically join an available **public** broadcast.
- On AuraView, use the ↑ or ↓ button to select the broadcast you want to join.

Step 3. Connect the appropriate listening device or accessory:

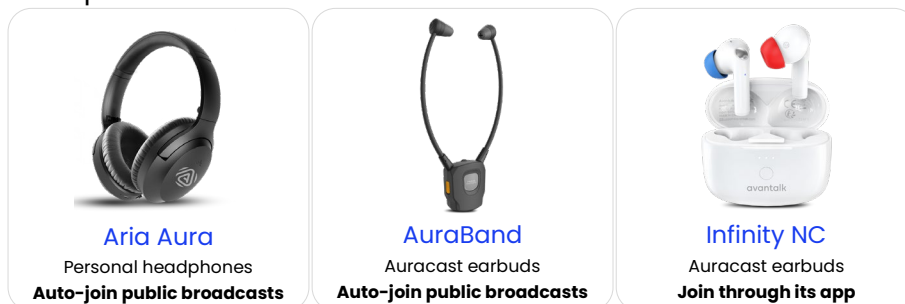
- Connect AuraClip and AuraView to wired earbuds / headphones.
- For AuraCoil, wear the neck loop and switch the hearing aids to the T-coil mode.

For encrypted broadcasts or model-specific operations, please refer to the receiver user manual.

4.3. Auracast Headphones & Earbuds

Auracast headphones and earbuds may connect differently depending on the device model. Some devices can automatically join available public broadcasts, while others require a companion app to search and connect.

Example Devices:



How to Connect –

A. **Auto Join Devices** – e.g. Aria Aura, AuraBand

Turn on the headphones or earbuds. They will automatically scan and join an available **public** broadcast.

B. **App-Based Devices** – e.g. Infinity NC

Requires a companion app. Make sure your earbuds are connected to your smartphone and the app is installed before joining an AirCast broadcast.

Step 1. Open the companion app and select Auracast or Broadcast Audio mode.

Step 2. Scan for available Auracast broadcasts.

Step 3. Select the AirCast broadcast name to join.

Step 4. Enter the password if required.

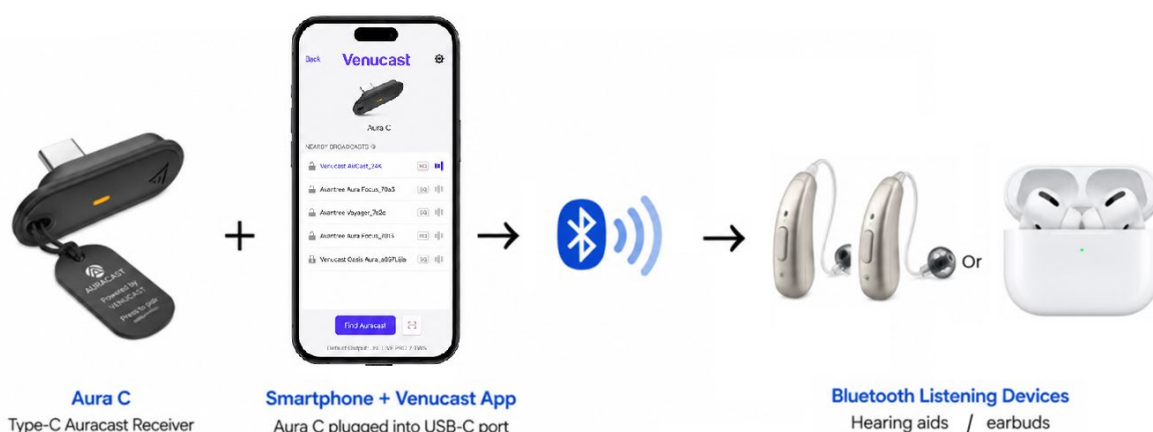
For detailed connection instructions, please refer to the user manual of your headphones or earbuds.

4.4. Existing Bluetooth Devices (via Aura C)

Conventional Bluetooth headphones and hearing aids cannot receive Auracast broadcasts directly. By using the **Venucast app** with Aura C, supported Bluetooth listening devices can receive Auracast audio through a smartphone Bluetooth connection.

How It Works

[Aura C](#) + Venucast App Connects Auracast to Existing Bluetooth Devices



How to Connect

Step 1. Make sure your Bluetooth headphones or hearing aids are connected to your smartphone via Bluetooth.

Step 2. Install and open the Venucast app.

Step 3. Connect Aura C to the smartphone USB-C port.

Step 4. Use the app to search for available Auracast broadcasts.

Step 5. Select the broadcast name and enter the encryption password if required.

Step 6. Confirm that the broadcast audio is playing through the connected Bluetooth headphones or hearing aids.

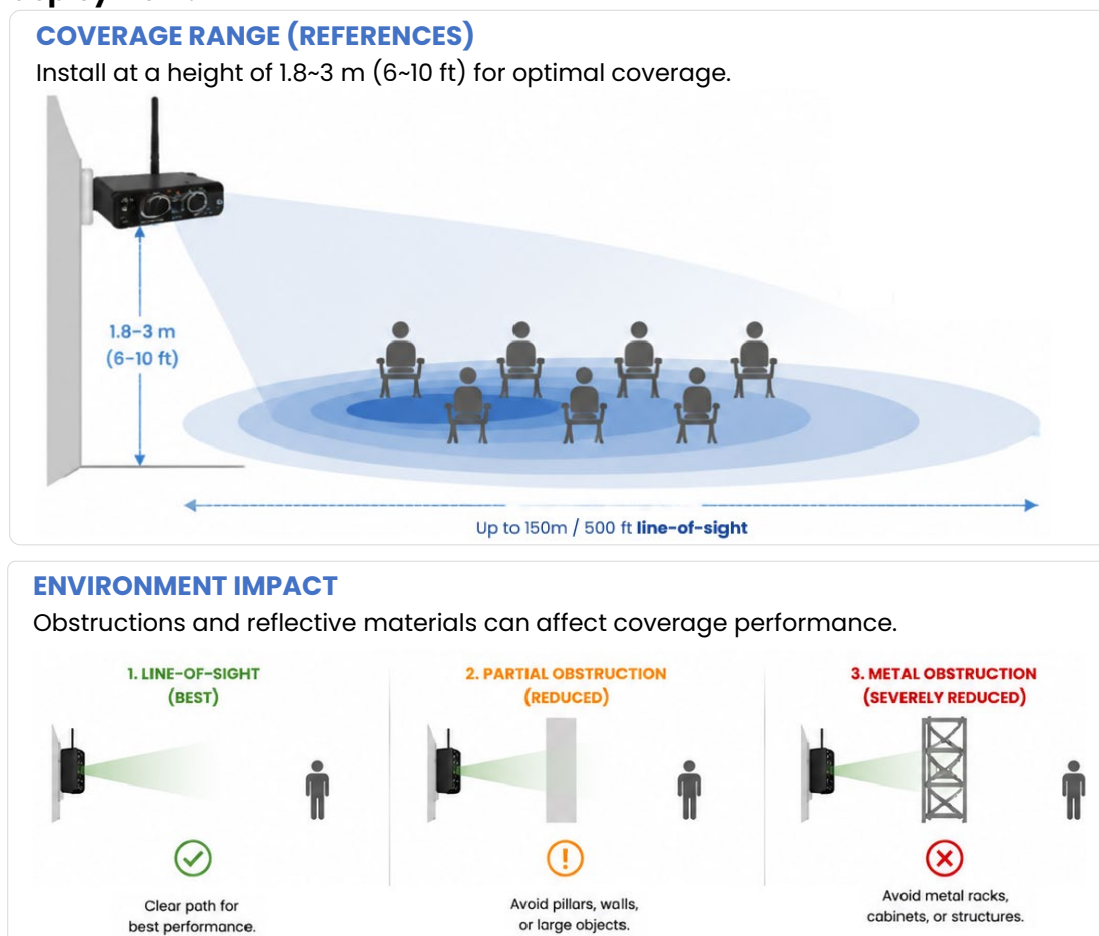
5. Installation & Placement

5.1. Coverage Optimization

For best Auracast™ coverage performance, follow these recommendations:

- Install AirCast at **a height of 1.8–3 m (6–10 ft)** when possible.
- Position the transmitter facing the audience or listening area.
- Maintain a clear line-of-sight between transmitter and receivers.
- Avoid placing AirCast behind metal objects, racks, or large obstructions.
- Actual coverage may vary depending on room layout, building materials, and receiver sensitivity.

Coverage range depends on installation height, environment, and receiver position. **After installation, test the broadcast throughout the listening area to verify stable reception before deployment.**



5.2. Installation & Placement Options

AirCast supports multiple installation methods to fit different venue layouts and deployment needs:

- **Desktop Placement:** Suitable for temporary setups, testing, small rooms, meeting rooms, or AV carts.
- **Wall Mount:** Recommended for fixed venue installations requiring stable placement and better coverage.
- **Tripod Mount (Coming Soon):** Suitable for temporary events and flexible venue layouts.
- **Rack Mount (Coming Soon):** Designed for AV racks, control rooms, and professional

system installations.

5.3. Wall Mount

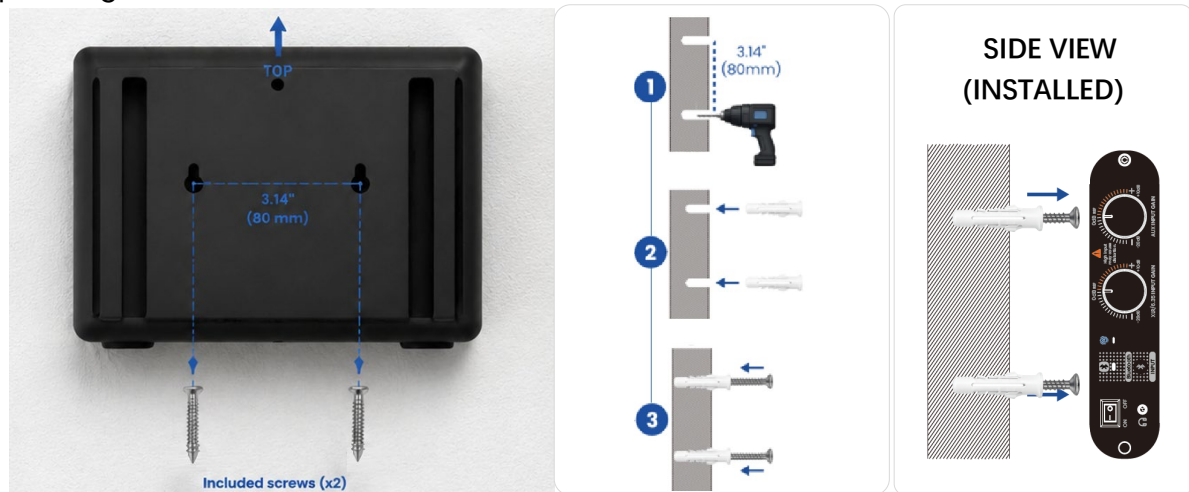
AirCast can be mounted using the two integrated mounting holes located on the bottom of the device.

Install Steps:

Step 1. Drill two holes in the wall with **3.14" (80 mm) spacing**.

Step 2. Insert the plastic wall anchors into the holes.

Step 3. Align the device and secure with the included screws.



5.4. Tripod Mount (Accessory Coming Soon)

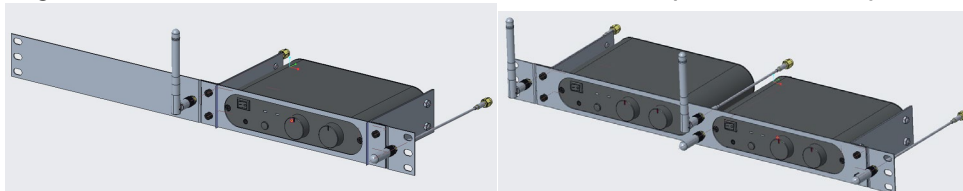
Tripod mounting provides flexible placement for temporary venue deployments.

Placement Guidelines:

- Position the tripod where AirCast has a clear path to the listening area.
- Keep the transmitter above nearby furniture, people, or temporary equipment.
- Ensure the tripod is stable and away from high-traffic areas.

5.5. Rack Mount (Accessory Coming Soon)

Rack mounting is intended for AV racks, control rooms, and professional system installations.



Placement Guidelines:

- Avoid enclosing the transmitter antenna inside a closed metal rack.
- Place the transmitter antenna outside heavy metal obstructions when possible.
- Verify coverage after installation, as metal structures may reduce wireless range.

6. Configuration & Firmware

AirCast can be configured using the official PC Configuration Tool. Installers can use the tool to customize the broadcast name, set an encryption password, update firmware, and more. (If needed, click here to see the [Video Guide for Configuration Tool](#).)

Note: The PC Configuration Tool will be available soon. Some advanced features require future software updates and may not be available in the initial release.

6.1. Preparation

Before using the PC Configuration Tool, prepare the following items:

- A Windows or macOS computer
- AirCast transmitter
- USB-C data cable

Note: The supplied USB-A to USB-C cable can be used for PC connection and firmware update.

Step 1. **Download and install** the PC Configuration Tool:

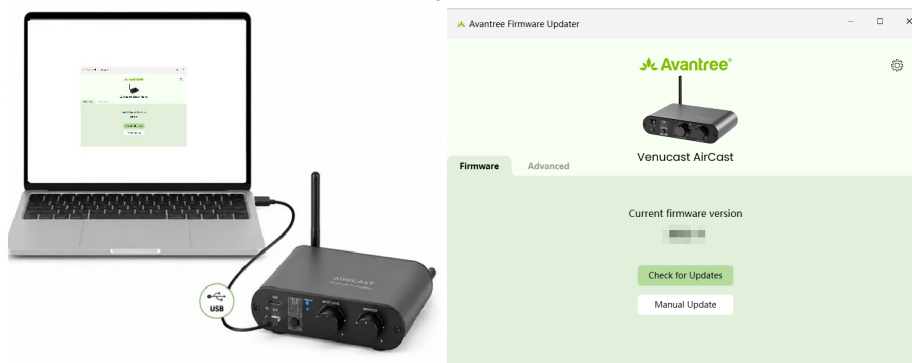
- ① Visit the official DFU page(venucast.com/dfu/aircast) or click below icons to download the PC Tool.



- ② Install the tool by following the on-screen instructions.
- ③ Open the PC Configuration Tool.

Step 2. Connect AirCast to the tool:

- ① Connect AirCast to the computer using the USB-C data cable.
- ② Wait until AirCast is detected by the tool.



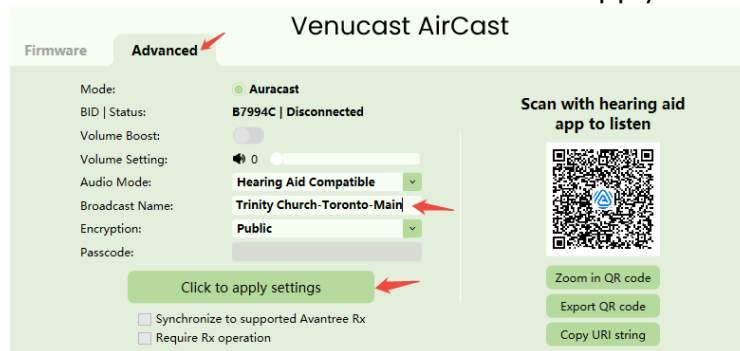
6.2. Change Broadcast Name

The broadcast name is shown when users scan available Auracast broadcasts.

- Recommended format: **"Organization Name-City-Room"**
(Example: Trinity Church-Toronto-Main)
- The broadcast name should contain fewer than **30 characters**

To change the broadcast name:

Open the **Advanced** tab → Edit “Broadcast Name” → Click Apply Settings



6.3. Change Encryption Password

AirCast can be configured as an **open** broadcast or an **encrypted**(password-protected) broadcast.

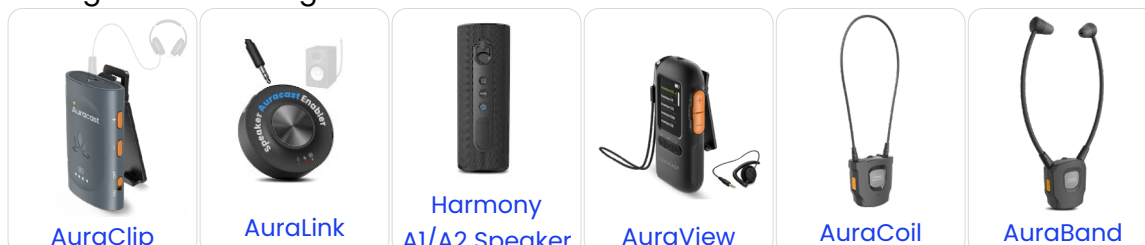
To change the encryption password:

- Step 1. In the Advanced tab, change the “Encryption” to “**Encrypted (User-defined)**”.
- Step 2. Enter the password and click Apply Settings.

Note: After encryption is enabled, listeners may need the correct password to join the broadcast. Make sure venue staff know the password and can provide it to authorized users when needed.

6.4. Synchronize Password to Venucast Receivers (Future Update)

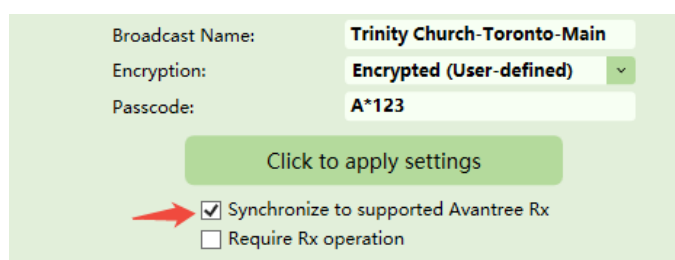
For the supported Venucast receivers below, the broadcast password can be synchronized through the PC Configuration Tool.



Note: Supported receiver models may vary by firmware version and product version.

To synchronize the password:

- Step 1. Connect AirCast to the PC tool and ensure the **Encryption mode is “Public”**.
- Step 2. Turn on all receivers and connect them to the current AirCast broadcast.
- Step 3. Set encryption mode to “**Encrypted (User-defined)**” and enter the password.
- Step 4. Select “**Synchronize to supported Avantree RX**”.



- Step 5. Click the Apply Settings button, AirCast will automatically restart.
- Step 6. Wait for 10 seconds the receivers to update.
- Step 7. Test several receivers (turn off and turn on again) to confirm that they can automatically join the encrypted broadcast.

6.5. Group Multiple AirCast Units (Future Update)

Multiple AirCast units with supported receivers (listed in Section 6.4) can be configured for different rooms or audio zones using different broadcast names and encryption passwords.

To configure multiple AirCast groups:

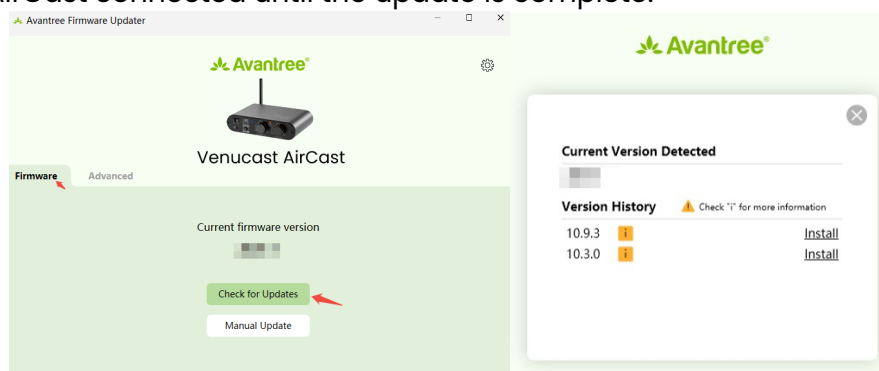
- Step 1. Set a unique broadcast name and encryption password for each AirCast group.
- Step 2. Synchronize the password to supported receivers as described in [Section 6.4](#).
- Step 3. For each use, power on AirCast transmitters first, then turn on receivers.
- Step 4. Label receivers by broadcast group, room, or area for easy identification and distribution.

6.6. Firmware Update

Firmware updates improve performance, compatibility, and stability.

To update firmware:

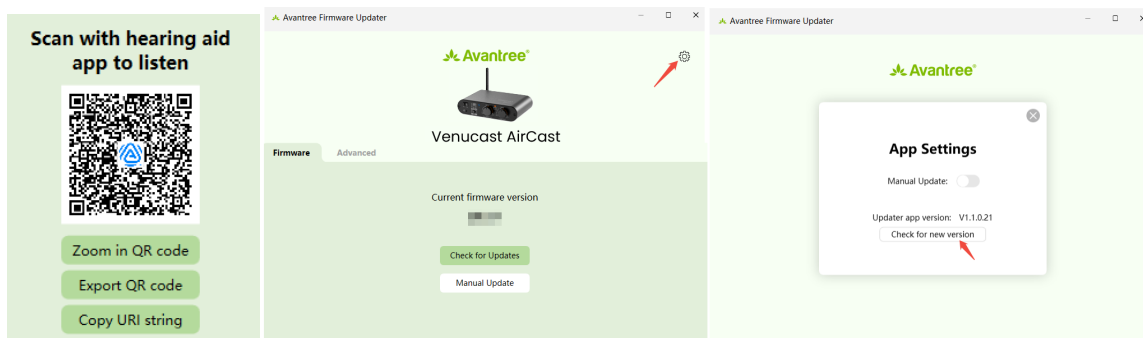
- Step 1. Open the “**Firmware**” tab.
- Step 2. Click “Check for Updates” to detect the current firmware version.
- Step 3. Select the latest version to click “**Install**” to update.
- Step 4. Keep AirCast connected until the update is complete.



6.7. Other Settings

Additional settings supported by the PC Configuration Tool include:

- **Audio Mode Setting (Future Update)**
 - Hearing Aids Compatible: hearing aids can join.
 - High quality: only for headphones, earbuds, speakers (hearing aids cannot join)
- **QR Code Display (Future Update)**
 - Export QR code for visitors to quickly join the broadcast.
 - A new QR code must be generated after changing the broadcast name or password.
- **PC Tool Software Update**



Note: Available settings may vary depending on firmware and software versions.

7. Specifications

7.1. Radio And Audio

Bluetooth Version	V5.4
Bluetooth Profiles	PBP, A2DP
Operating Mode	Supports Auracast broadcast (LC3 codec) and Bluetooth audio input
Maximum Output Power	+20 dBm
Supported Audio Codecs	Bluetooth receiving: SBC; Auracast broadcast: LC3
Encryption / Password	Customized password access supported
Supported Formats	Stereo input
Sample Rate	24 kHz / 48 kHz (depending on system configuration, 16 kHz will be supported later)
Audio Latency	Typical Auracast (LC3) latency: 40–70 ms
Paired Devices / Listeners	One-to-many Auracast broadcast; unlimited compatible Auracast listeners
Mic + Background Audio	Supported when microphone/background audio are routed through a mixer or soundboard
System Management	PC Tool; QR access with name, password, and settings control

7.2. Inputs & Outputs

Audio Input	XLR / 6.35 mm (Balanced), 3.5 mm AUX (unbalanced), Bluetooth (A2DP only)
Input Level	Line Level, -10 dBu to +4 dBu
Headphone Monitor Output	20mW @32Ω, 1KHZ

7.3. Operating Range

Operating Range to Receivers	Up to 500 ft / 150 m line-of-sight
Operating Range from Phone/PC	Up to 100 ft / approximately 30 m

7.4. Power Requirements

Input Voltage / Current	DC 5V / 1A
Power Supply	USB-C

7.5. Physical Specifications

Dimensions	6.7 x 4.3 x 1.5 in (170 x 110 x 37 mm)
Weight	1.7 lbs (800 g)

8. Deployment Best Practices

To help venues promote Auracast accessibility and improve visitor awareness, Venucast provides a set of structured marketing and onboarding resources. These materials are designed to support both installation teams and venue operators in communicating Auracast availability clearly and professionally.

All materials can be downloaded from the official resource center:

<https://venucast.com/pages/auracast-setup-resource-center-downloads>

In addition, Venucast is developing a physical venue marketing kit, including entrance stands, tabletop displays, and wall-mounted posters to support on-site visitor communication.

8.1. Onboarding Guide

Helps venue staff prepare the system, assist visitors, and maintain daily operation.

The guide includes:

- **Know Your Kit**
Understand system components and basic operation
- **Pre-Event Preparation**
Prepare and verify the system before events
- **Visitor Assistance**
How to help visitors connect hearing aids and receivers
- **Post-Event Checklist**
Follow daily operation and maintenance steps
- ...

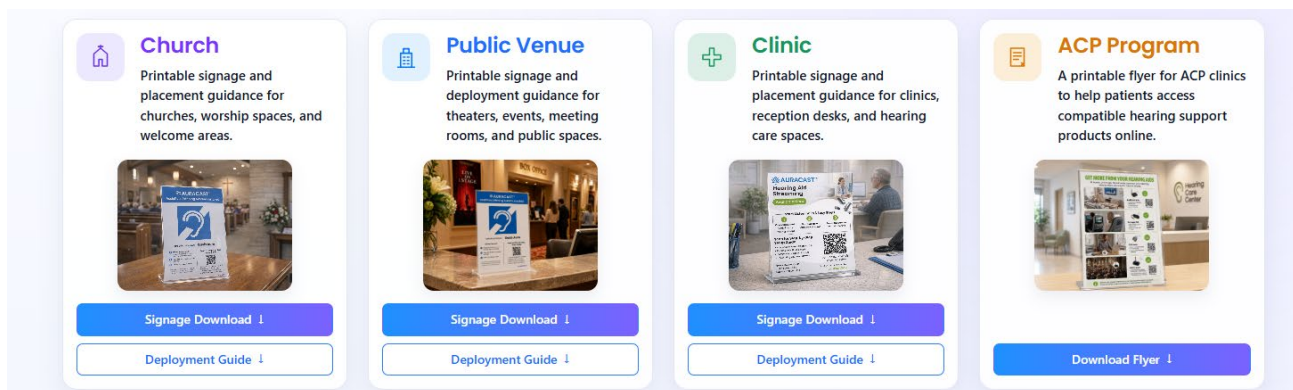


8.2. Hearing Aid Connection Resources

Provides downloadable hearing aid connection resources to help venue staff assist visitors.

8.3. Signage Packs

Help visitors recognize Auracast availability before and during their visit.



8.4. Listening Needs Survey

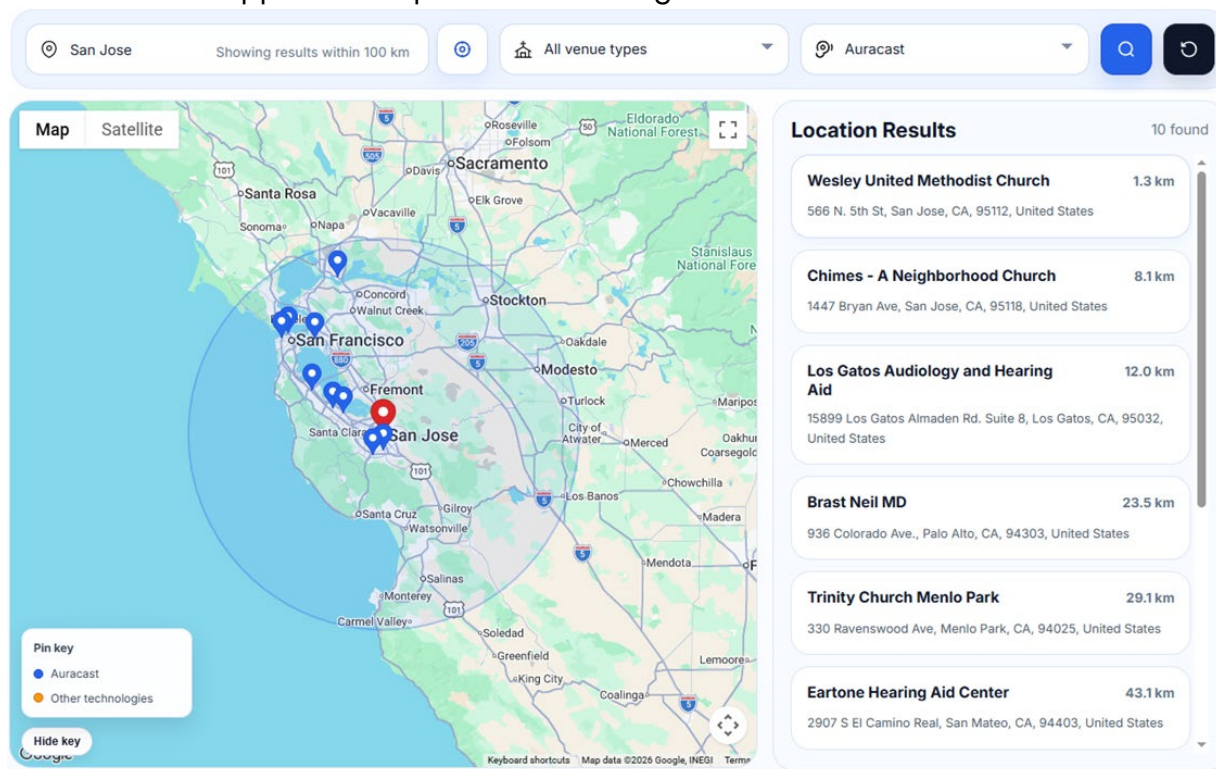
A simple assessment tool to help venues understand audience accessibility requirements and optimize deployment.

9. Help People Find Your Venue (HearFinder)

Adding your venue to hearfinder.com makes it visible in the **Auracast ecosystem map**, helping users discover your location when looking for Auracast-enabled spaces:

- Visibility in Auracast-enabled ecosystem maps
- Easier discovery for visitors with hearing devices
- Increased awareness of your venue's accessibility services

Your venue will appear in maps like below image once added.



Register your venue here: hearfinder.com/pages/add-location.

10. FAQ & Troubleshooting

1) Why can't I find the AirCast broadcast?

- Ensure AirCast is powered on (Auracast LED solid white)
- Verify input source is active and audio level is present.
- Restart device if necessary

2) Why do I hear an echo or delay when using hearing aids with Auracast?

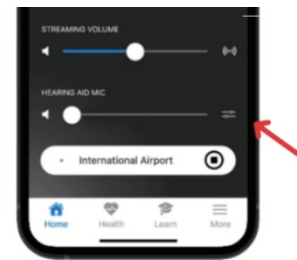
Echo or delay may occur when hearing aid microphone is still active while joining Auracast broadcast.

This creates overlapping sound from:

- Hearing aid microphone (ambient sound)
- Auracast stream (with 40–70ms delay)

Solution:

Open your hearing aid app and turn OFF the microphone when connected to Auracast.



3) Why is the broadcast volume too low?

- Increase source output level first (mixer preferred)
- Ensure input gain knobs are not set too low
- Check both source output level and AirCast input gain to avoid double attenuation.

4) Why is the broadcast audio distorted?

- Input level too high (clipping)
- Reduce mixer output or AirCast gain
- Ensure line-level input is used (not mic output)

5) Why can't my hearing aids connect to the Auracast broadcast?

- Ensure Auracast is supported and enabled on the hearing aid
- Make sure hearing aid app and firmware are updated to the latest version
- Use manufacturer app to search and select available Auracast broadcasts
- Move closer to the transmitter during scan

6) Why can't I update the AirCast firmware?

- Use official Venucast DFU tool only
- Use a data-capable USB cable
- Do not disconnect during update
- Restart device after update

7) How do I reset AirCast to factory settings?

- Hold Bluetooth button for 8 seconds until LED indicates reset state.

11. Warranty

11.1. Warranty Coverage & Limitations

AirCast is covered by a limited manufacturer warranty from the date of shipment, covering defects in materials and workmanship under normal professional use.

Warranty does not cover damage caused by:

- Incorrect installation or wiring
- Improper input level or signal clipping
- Physical damage, moisture, or environmental exposure
- Unauthorized modification or firmware changes
- Third-party system or equipment issues

11.2. Returns

All warranty claims require prior RMA authorization.

- Contact support before returning any unit
- Return instructions must be followed
- Products will be inspected before repair or replacement approval

Policy: <https://venucast.com/pages/warranty-returns>

12. Contact Support

Need further assistance, our support team is here to help.



Email support

For general inquiries and technical support, please email us at:
Support@Venucast.com



Response Time

We typically respond within
1-2 business days.



Website

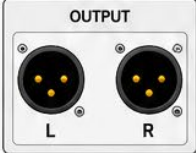
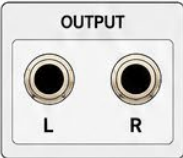
Product info, manuals, FAQs, and more are available at:
www.venucast.com



Phone Support

USA / CA	+1 888 464 0168 (9am–6pm PST, Mon–Fri)
UK	+44 20 8068 2023 (9am–6pm, GMT, Mon–Sat)
DE	+49 32221097297 (2pm–10pm, CET, Mon–Sat)
IT	+39 06 9480 3330 (2pm–10pm, CET, Mon–Sat)
FR	+33 176340312 (2pm–10pm, CET, Mon–Sat)
ES	+34 931786261 (2pm–10pm, CET, Mon–Sat)
PL	+48 22 307 25 37 (2pm–10pm, CET, Mon–Sat)
AU	+61 2 8310 9897 (11am–8pm, Sydney Time, Mon–Fri)

Appendix A – Full Connection Reference Guide

A. XLR Output Mixer XLR Output (Balanced) 	1 Female XLR (to Mixer) 2 Female XLR (to Mixer) XLR Female-to-Male cable × 2  Male XLR (to AirCast) Male XLR (to AirCast) - Pin 1 ↔ Pin 1 = GND / Shield - Pin 2 ↔ Pin 2 = HOT (+) - Pin 3 ↔ Pin 3 = COLD (-)	 Use inputs 1 & 2
B. 6.35mm Balanced Output Mixer 6.35mm Balanced Output (Balanced) 	1 Recommended 6.35mm TRS to 6.35mm TRS cable × 2  - Tip ↔ Tip = HOT (+) - Ring ↔ Ring = COLD (-) - Sleeve ↔ Sleeve = GND / Shield 2 dual 6.35mm TRS to 3.5mm TRS cable × 1  - L Tip → 3.5 Tip = Left (L) - R Tip → 3.5 Ring = Right (R) - L/R Sleeve → 3.5 Sleeve = GND / Shield - Rings not connected	 Use inputs 1 & 2  Use AUX IN
C. 6.35mm TRS Stereo Output (Unbalanced Stereo) Mixer 6.35mm TRS Stereo Output (Unbalanced Stereo) 	1 Recommended 6.35mm TRS to 3.5mm TRS cable × 1  - Tip → Tip = Left (L) - Ring → Ring = Right (R) - Sleeve → Sleeve = GND OR 6.35mm TRS to dual 6.35mm TS cable × 1  To Input 1 (Left) To Input 2 (Right) - To Input 1 (Left): - Tip → TS Tip = Left (L) - Sleeve → TS Sleeve = GND - To Input 2 (Right): - Ring → TS Tip = Right (R) - Sleeve → TS Sleeve = GND	 Use AUX IN  Use inputs 1 & 2
D. 3.5mm TRS Stereo Output (Unbalanced Stereo) TV / Device 3.5mm TRS Stereo Output (Unbalanced Stereo) 	3.5mm TRS to 3.5mm TRS cable × 1  - Tip → Tip = Left (L) - Ring → Ring = Right (R) - Sleeve → Sleeve = GND	 Use AUX IN
E. RCA Output (Unbalanced Stereo) TV / Media Player RCA Audio Out (Unbalanced Stereo) 	1 Recommended RCA to 3.5mm TRS cable × 1  - White (L) → 3.5 Tip = Left (L) - Red (R) → 3.5 Ring = Right (R) - Shield ↔ 3.5 Sleeve = GND 2 RCA to dual 6.35mm TS cable × 1  To Input 1 (Left) To Input 2 (Right) - To Input 1 (Left): - White center → TS Tip = Left (L) - White shield → TS Sleeve = GND - To Input 2 (Right): - Red center → TS Tip = Right (R) - Red shield → TS Sleeve = GND	 Use AUX IN  Use inputs 1 & 2



- Recommended cable length ≤ 1.5 m (5 ft) for unbalanced or AUX connections.
- Balanced connections (XLR / TRS) can support longer cable runs.