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Setup and troubleshooting procedure for
T130U(4nd Gen T130) Wireless Tour Guide
System



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1.Unboxing and Initial Setup

1.1. Check

Please check if your package contains all parts listed in the package detail list.

1.2. Turn on/off

1.2.1 Transmitter:

Press and hold the **【⏻】** button for 2 seconds to power on or off.

1.2.2 Receiver

Press and hold the **【⏻】** button for 2 seconds to power on or off.

1.3. Daily Use

Transmitter Functions Introduction

1.3.1 Power On/Off

Press and hold the **【⏻】** button for 2 seconds to power on or off.

1.3.2 Unlock Setting

Long press the **【+】** button for 3 seconds. The **【🔒】** symbol on the display will disappear, and the device will automatically lock after approximately 10 seconds of inactivity.

1.3.3 Channel Adjustment/One-Button Pairing

After unlocking, press the **【+】** or **【-】** button. The screen will display the **【CHS】** symbol, indicating channel auto-follow is enabled. Receivers within approximately 6 meters will automatically pair. The pairing process will automatically exit after about 10 seconds, the **【CHS】** symbol will disappear, and the screen will automatically lock.

1.3.4 MIC Volume Adjustment

After unlocking, press the **【🔊】** button to adjust the microphone gain level, which can be set to levels 1-4 based on actual conditions.

It is recommended to keep the microphone approximately 15cm away from your mouth, with adjustments based on actual performance.

1.3.5 Microphone Mute Function

In normal operating mode, long press the **【4x】** button for 2 seconds. The display will show the **【🔊】** symbol, indicating mute mode is activated.

1.3.6 One-Button Power Off

In the locked state, long press the **【-】** button for about 5 seconds. The screen will display **【All Off】**, indicating all paired receivers are turned off. Press any button to exit this mode.

1.3.7 Bluetooth Connection

In the locked state, long press the **【SET】** button for about 3 seconds to turn Bluetooth on or off. When Bluetooth is off, the green indicator light will stay on. After Bluetooth is turned on, the screen will display the **【BT】** symbol, and the blue indicator light will flash quickly. Open your phone's Bluetooth function and search for T130U to pair and connect. Once connected, the blue indicator light will flash slowly. This device has Bluetooth memory function. After successful pairing, if Bluetooth is not turned off, it will default to on the next time the device is powered on. After enabling Bluetooth on your phone, the device can automatically connect without re-pairing.

1.3.8 Charging Indication

When the battery is low, the battery icon on the display will indicate **【🔋】** prompting immediate charging. The red indicator light will stay on during charging and turn off when the battery is fully charged.

Receiver Functions Introduction

1.3.9 Power On/Off

Press and hold the **【⏻】** button for 2 seconds to power on or off.

1.3.10 Unlock Setting

In the off state, first press and hold the **【VOL+】** button, then press and hold the **【⏻】** button to power on. The **【🔒】** symbol on the display will disappear, and the device will automatically lock after approximately 5 seconds of inactivity.

1.3.11 Volume Adjustment

In the locked state, press the **【VOL+】** or **【VOL-】** button to adjust the volume. The volume has 10 levels from 0 to 9, and the screen will display the current volume level.

1.3.12 Channel Adjustment

After unlocking, press the **【VOL+】** or **【VOL-】** button. The screen will display the current channel based on your adjustment.

1.3.13 Automatic Search

In the off state, first press and hold the **【VOL-】** button, then press and hold the **【⏻】** button to power on. The device will enter automatic search mode upon startup, with the blue light flashing. It will automatically exit search mode after about 12 seconds. The green light will stay on if a signal is received, and the blue light will stay on if no signal is received.

1.3.14 Charging Indication

When the battery is low, the battery icon on the display will indicate **【🔋】** prompting immediate charging. The red indicator light will stay on during charging and turn off when the battery is fully charged.

2. Troubleshooting

2.1 The T130U keeps disconnecting, or it can't communicate with other devices even though they are on the same channel.

1) T130U is divided into American frequency and European frequency.

You can distinguish the transmitter and receiver of American frequency and European frequency by the number of channels.

The American frequency has 50 channels and the European frequency has 19 channels.

The two frequency versions of the product cannot be mixed and cannot communicate with each other.

Because the operating frequency ranges of the transmitters and receivers of European and American frequencies are different:

European frequency: 823-832/863-865MHz

American frequency: 902-928MHz

2) It is guessed that you accidentally switched to the European and American frequency.

Could you please check whether the USA or EU is displayed on the screen?

If there is EU, could you try to switch to the USA using the following steps?

Could you try to switch to the USA by pressing the power button and the red mark in the figure below at the same time?

You need to make sure all transmitters or receivers are tuned to USA or EU.

Here is a video, I hope it helps.

<https://tinyurl.com/29ejv9ha>

2.2 Transmitters are stuck on the lock position and no button is working to unlock them.

----We consulted our engineers, and they confirmed it's a button issue.

For this, we can replace the transmitter for you.

Could you please share your full delivery address with us?

2.3 The transmitter and receiver are not working properly.

---Is it a charging problem, a pairing problem, or a noise issue?

Could you please tell us how many transmitter/receiver batteries are not charging?

2.4 My transmitter cannot connect to the receiver.

----To address the issue, please follow these steps:

1. Re-pair the Devices:

Unlock the transmitter by pressing and holding the [+] button for 3 seconds.

2. Press the [+] or [-] button until the [CHS] symbol appears on the screen. This enables channel auto-follow, and receivers within approximately 6 meters will automatically pair.

3. The pairing process will exit automatically after about 10 seconds, and the [CHS] symbol will disappear.

4. Check Frequency Settings:

Ensure that both the transmitter and receivers are set to the same frequency band (European or American frequency).

5. To check and adjust the frequency:

Transmitter: While powered off, press and hold the [+] and [SET] buttons, then press the [Power] button. The display will show either [EU] (European frequency) or [USA] (American frequency). Ensure it is set to [EU].

6. Receiver: While powered off, press and hold the [VOL-] and the upper button (similar to the transmitter's [SET] button), then press the [Power] button. The display will show either [EU] or [USA]. Ensure it is set to [EU].

7. After ensuring all devices are on the same frequency, re-pair the transmitter and receivers.

8. Verify Microphone and Headphones:

During the pairing process, ensure the microphone and headphones are properly plugged in, as the microphone acts as an antenna.

9. Additional Resources:

You can view a demonstration video for pairing here: tinyurl-dot-com/5n85exyc (replace "-dot-" with a ".").

2.5 Is the 4th generation (T130U) compatible with the 1st or 2nd

(T130S/T130P)generation receiver?

----1. At present, all products can be used at the same time on the premise that the products have the same operating frequency and channel.

Unfortunately, the current product models are different, and the operating frequency will also be different.

For example, your T130U has an operating American Frequency: 902-928MHz
T130S has an operating frequency range of 195mhz-216mhz Therefore, the receivers of the two products cannot be used at the same time.

2. However, our T130 series products are compatible. For example, if you buy T130S, you can buy T130/T130P receivers.

3. Contact Manufacturer

If none of the above steps resolve the issue, contact the manufacturer for repair or replacement.

We provides a warranty period of up to 3 years for the Wireless Tour Guide System, even if the product is out of warranty, we will provide appropriate support.