

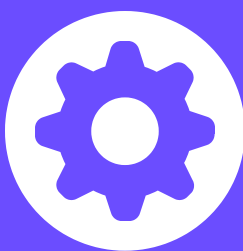
# AuraPlex MX / M3

## Auracast Assistive Listening System



## Interactive User Guide

Version 2.4.5



| Start Setup



| Firmware Update

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# Main Menu

1. Connect Audio Source

2. Listen With Receiver

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- Broadcast Name & Password
- Switch Broadcast (Receiver)
- Deployment Tips
- Add Venue to Map

7. Troubleshooting

8. Register & Support



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# 1. Connect Audio Source

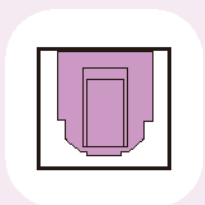
- 1 Place the transmitter near your audio source. Keep it away from walls or metal objects
- 2 Plug into a USB-C power source.
- 3 Choose a connection method:



**AUX (3.5mm)**  
**Mixer**



**Bluetooth**  
**Phone**



**Optical**  
**TV**



[Contact us](#) if you need an extra power adapter.

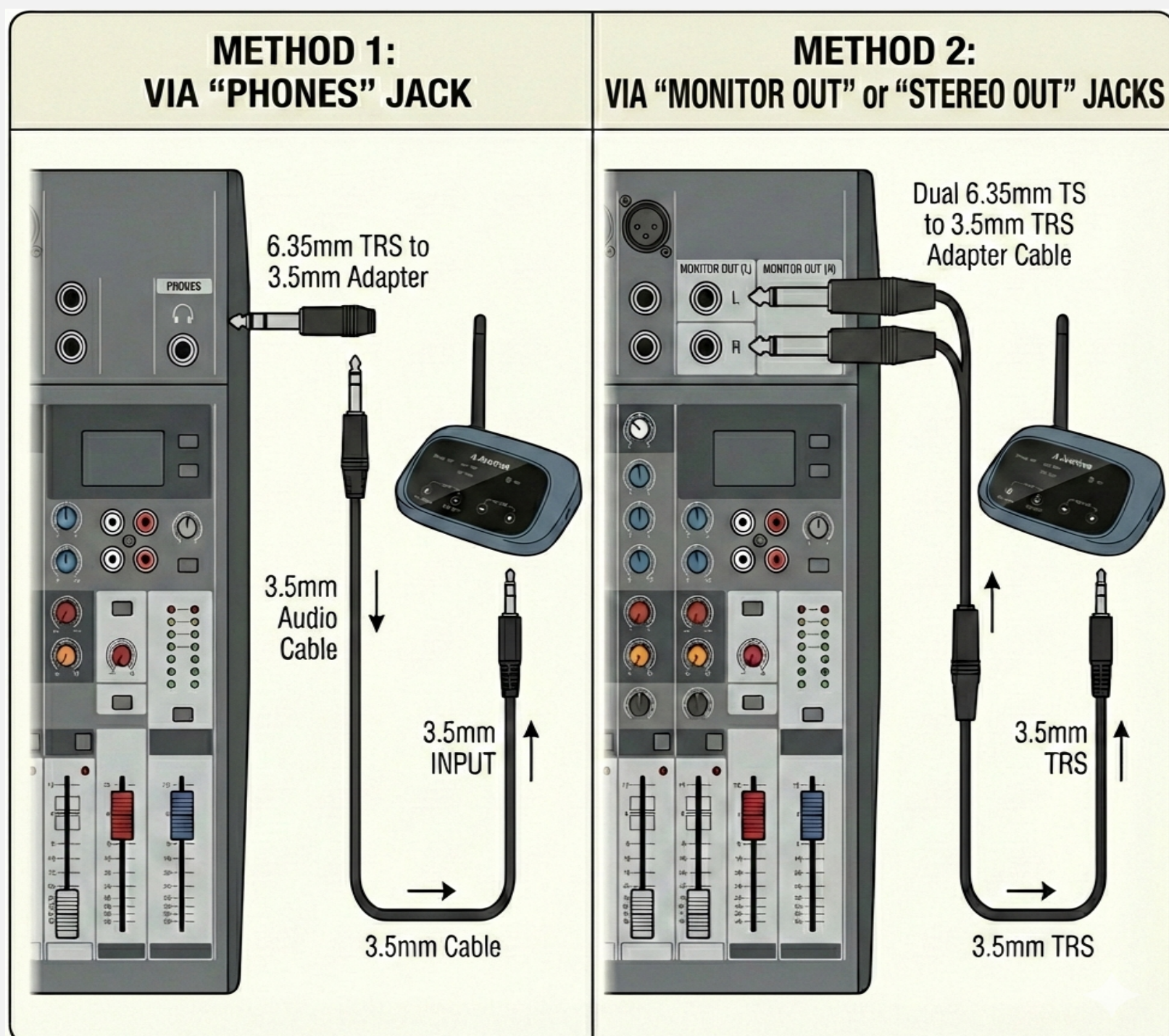


## A. Connect Using AUX

- 1 Turn on the transmitter. → LED "AUX" blinks **red**. *(If not, press )*
- 2 Plug in the AUX cable.

### Example: mixer

Use a dual 6.35mm TS to 3.5mm TRS adapter. [Contact us](#) for a free one.



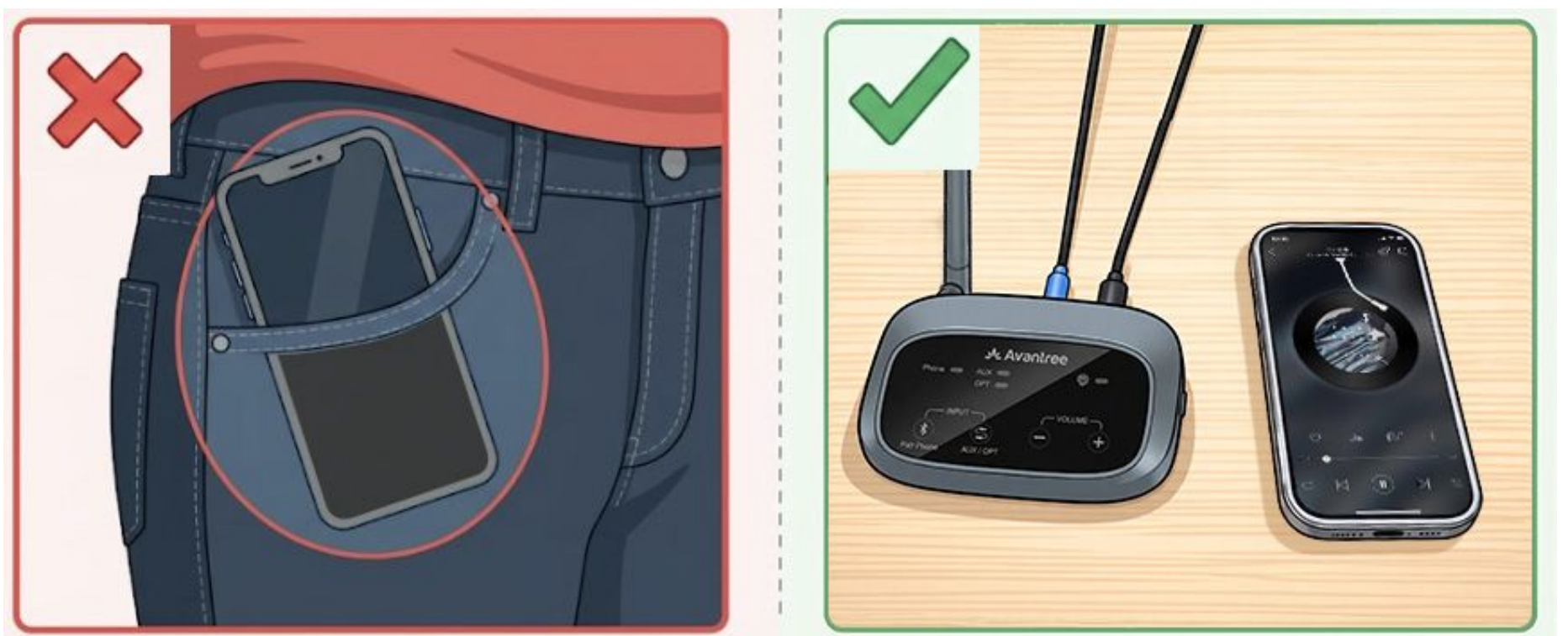
*Adjust mixer settings/volume if audio does not sound right.*



## B. Connect Using Bluetooth

**Keep your phone near the transmitter.**

- 1 Turn on transmitter and press  → LED "**Phone**" blinks **red** & **blue**.  
(If not, hold  for 3s.)
- 2 Pair with your device.
- 3 Play audio.



### Better Experience

- Use wired audio input for best stability
- Bluetooth range: **10–15 m (30–50 ft)**

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## C.1 Connect Using Optical

- 1 Turn on transmitter and press   
→ LED “**OPT**” blinks **red**.  
*(If not, press  again.)*
- 2 Plug in the optical cable.

## C.2 Set TV Audio to PCM



Use your **TV remote**



On your TV:

- 1  Press Settings
- 2  Go to Sound / Audio
- 3 Select:

✓ Audio Output: **Optical**

✓ Digital Format: **PCM (Must Use)**



- Not set to PCM? → NO SOUND
- Need help setting PCM?  
→ [Choose your TV brand](#)

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## Select your TV to see exact steps

Samsung



LG



Sony



TCL



Hisense



VIZIO



Panasonic



Philips



Roku



Sharp



*Not seeing your TV brand?  
Search or ask AI: TV brand+ model set  
PCM*

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## 2. Listen With Receiver

- 1 Plug in 3.5mm headphones /hearing loop.



- 2 Turn on receivers.

✓ **Joined:** LED solid orange.

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## 3. Listen With Own Device



**Auracast  
Hearing Aids**



**Auracast  
Headphones**



**Bluetooth  
Headphones**  
**coming soon...**





## a. Auracast Hearing Aids

Select your brand to see how to join Auracast.

ReSound GN

danalogic GN

oticon

Jabra GN



NUEAR

WIDEX



Beltone

Bernafon  
THE SOUND EXPERIENCE

PHILIPS



- *You'll open a new guide.  
Come back here when finished.*
- *Don't see your brand?  
[Try another listening option.](#) ↗*

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## b. Auracast Headphones

Listen directly with **Auracast headphones / earbuds.**

Supported by major brands, including:

- Sony
- JBL
- Venucast / Avantree  
*(examples below)*



[Aria Aura](#)



[Infinity Series](#)



[Pebble Aura](#)

How to join:

- ✓ • **Avantree devices**  
Just turn on and listen.
- ✓ • **Other brands** (JBL, Samsung, etc.)  
use their companion app.

Next

## c. Bluetooth Headphones

Coming soon...

**Good news:** Bluetooth headphones will soon be able to join Auracast.

Plug a **USB-C Auracast enabler** into the phone, then open the Venucast app to join the broadcast.

A simple way to use existing Bluetooth headphones.

→ [Learn more](#)



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## 4. Power & Charging

Use the **included** charger and USB-C cable.

### Transmitter



- Must be plugged in to work.  
(5V, 1-2.4A)

### Receivers



- Use the charging dock
- Low battery: LED blinks **red**
- Charging: LED blinks **white**
- Fully charged: LED off (~1.5 hrs)
- Playtime: Up to 16 hrs



[Contact us](#) if you need an extra power adapter.

# Buttons & Indicators

## Transmitter



- **Transmitter Input LED**

**A**  
**AUX / OPT**

- Solid → Valid signal
- Blinking → No signal

**B**  
**Phone**

- Solid → Connected to Bluetooth audio source
- Blinking **red** & **blue** → Pairing mode

- **Input Switch:**



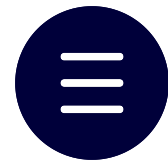
- Bluetooth audio



- OPT/AUX input

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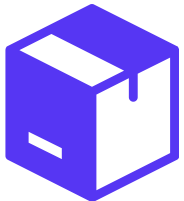
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## 5. Firmware Update

### Keep Your System Up To Date



#### Latest Firmware

V0.2.9



**Customize broadcast name  
and passcode**

Takes about 1 minute



**Update**

→ [View full version history](#)



#### Get Future Update Alerts

- Compatibility improvements
- New features
- No promotions. Ever.

**Notify Me**

**Next**



## 6. Advanced Settings

### 6.1 Broadcast Name & Password

Customize your broadcast name and password to:



#### **Manage Access**

Add a password to control who can join your broadcast and prevent unwanted access.



#### **Organize Groups**

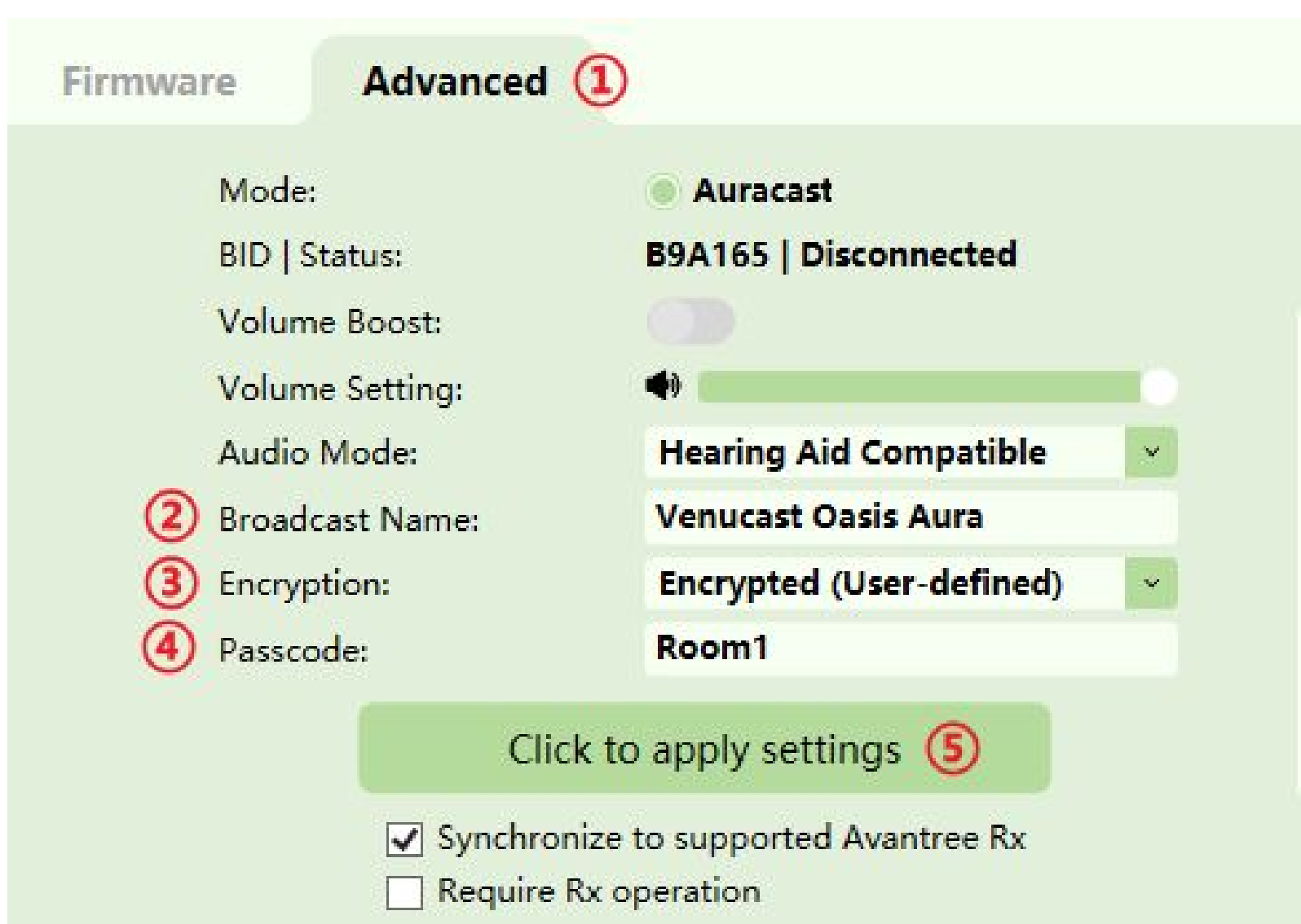
Use unique names for different rooms, languages, or zones so listeners can easily find the right channel.

[Next up:](#) Set up in DFU tool

[Next](#)

## Set Up in DFU Tool:

- 1 Connect transmitter to your PC and power it on.
- 2 → [Download and install \*\*Avantree Updater\*\*](#) (Windows / Mac).
- 3 Open the updater and confirm:  
Firmware version  $\geq$  20.4.2  
**Note:** [Reset transmitter](#) after update.
- 4 Open "Advanced" tab to set the name and password.



Firmware Advanced ①

Mode: ☒ Auracast

BID | Status: B9A165 | Disconnected

Volume Boost: ☐

Volume Setting: 

Audio Mode: Hearing Aid Compatible ▾

② Broadcast Name: Venucast Oasis Aura

③ Encryption: Encrypted (User-defined) ▾

④ Passcode: Room1

Click to apply settings ⑤

☒ Synchronize to supported Avantree Rx

☐ Require Rx operation

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## 6.2 Switch Broadcast (Receiver)

The receiver auto-joins the strongest broadcast on power on.

Stores **up to 3** broadcasts per session

### How to Switch

Hold the **MFB** for 3s

### LED status

Blinking orange → switching

Solid orange → joined



*If Group is enabled, the receiver is*



*locked to a specific transmitter and cannot switch broadcasts.*

## 6.3 Deployment Tips

### Signage

Use the signage to help users quickly find and join your Auracast broadcast.

Place signs at entrances, seating areas, or near screens.

→ [Download the signage](#)

### Coverage & Range

- **Range**

Keep transmitter and receiver within 100 m / 328 ft (line of sight)

- **Bluetooth Source**

Keep your phone close to the transmitter (<30 ft / 10 m)

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## 6.4 Add Venue to Map

Help people nearby discover and join your Auracast broadcast.

Increase visibility for:



Churches



Theaters



Public Venues

Listed venues can be discovered through the Auracast Map.

→ [Add your Venue](#)



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## 7. Troubleshooting

### Common Issues

---

- [Audio delay ↗](#)
- [Hearing Aids Clarity ↗](#)
- [Fix Audio Cutting With Phone ↗](#)

 [More FAQ & Help ↗](#)

 *Still need help?* [Contact support ↗](#)

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# 8. Register & Support

## Register Your Product

Extended warranty & get updates.

Get 24M Warranty

## Need help? Contact Us



Email

support@venucast.com



Call



USA (Toll Free)

+1 888 464 0168



Other Regions



Chat



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**Did this guide help you?**

Your feedback goes directly to our team.

It helps us improve future guides and products.

Takes less than 10 seconds.



Helpful



It's OK



Need Help



Thank you for helping us improve.