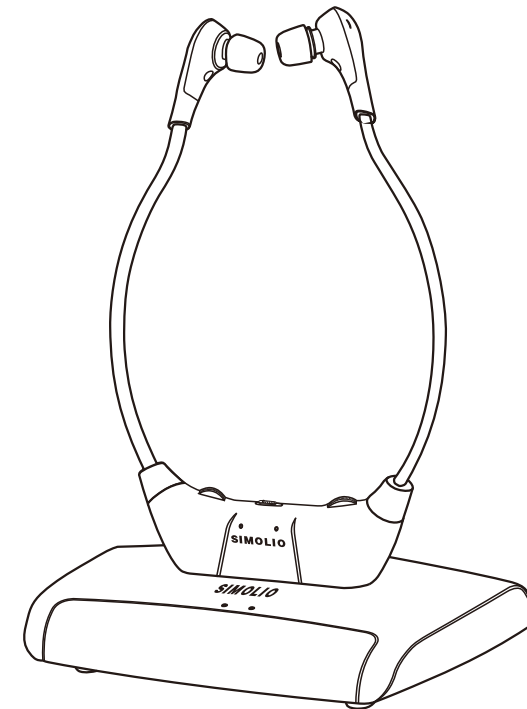
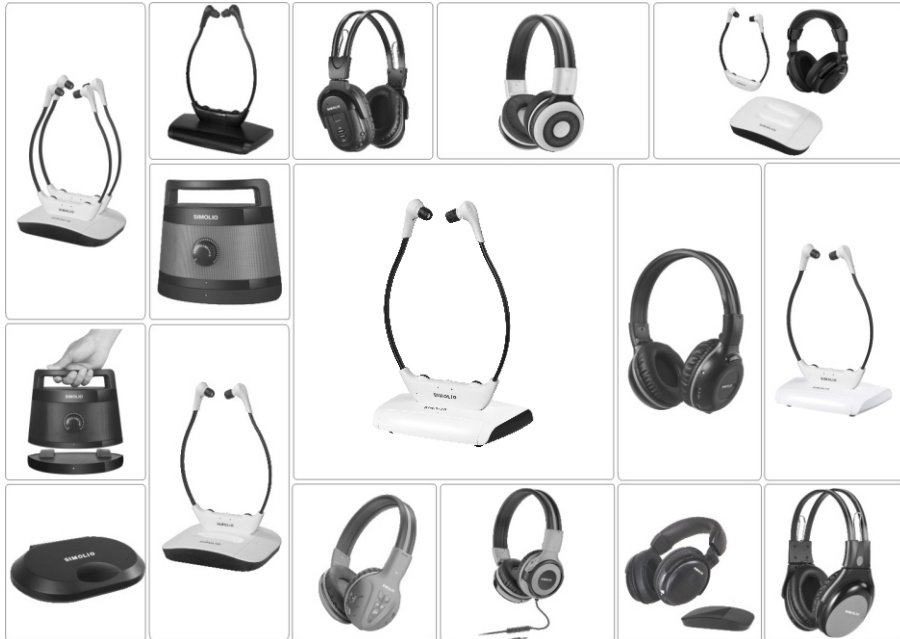


# SIMOLIO

## 2.4GHz Wireless TV Headsets

– Professional Personal Customized TV Hearing Protection & Assistance System

### SM-823D Pro



## User Manual

Sales & Support Email: [support@simolio.com](mailto:support@simolio.com) (for US/CA/AU)  
[support\\_uk@simolio.com](mailto:support_uk@simolio.com) (for UK)

Sales & Support Email: [support@simolio.com](mailto:support@simolio.com) (for US/CA/AU)  
[support\\_uk@simolio.com](mailto:support_uk@simolio.com) (for UK)

Thank you for choosing the SIMOLIO SM-823D Pro Wireless TV Headset. Please read this guide carefully and keep it in a safe place for future reference. If you need any further assistance, please contact our customer support team at:

[support@simolio.com](mailto:support@simolio.com) (NA/AU)

[support\\_uk@simolio.com](mailto:support_uk@simolio.com) (UK)

Response Time: 2-24h, excl. Holidays

Welcome to subscribe to our **YouTube** channel - “**Simolio Direct**” for more product information.

[www.simolio.com](http://www.simolio.com)    [www.amazon.com/simolio](http://www.amazon.com/simolio)

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## IMPORTANT SAFETY INSTRUCTIONS

1. Please read this instruction manual carefully and completely before using the products. Keep this manual easily accessible at all times.
2. Always keep the product dry, and do not expose them to extreme temperatures.
3. The receiver must keep the minimum volume before switching the unit on. High volume may cause hearing damage to persons with normal hearing, especially to children.
4. Keep devices away from liquid. Before cleaning the product and its accessories, disconnect the transmitter from the power adapter, and use only a slightly damp cloth to clean the devices.
5. Use only the supplied power adapter.
6. Use the products with care and set them up on a stable surface of a clean, dust-free environment.
7. The unit may get hot during use. Ensure the unit has adequate ventilation.
8. Please put the product far away from microwave oven, mobile phones, WiFi router etc. to avoid unnecessary electronic wave interference.
9. Please switch off the transmitter and receiver after use, and pull out the power adapter from the wall socket when not using for a long time.
10. Only qualified person can provide services! Do not attempt to open the unit!

### Pacemaker Safety:



**CAUTION!**

Before using this product with a pacemaker or other medical device, consult your physician or the manufacturer of your pacemaker or other medical device.

## OVERVIEW

Would you like to watch television with crystal-clear sound that won't disturb others in your family? Do you want to avoid hearing damage that could be caused by wearing normal wireless headphones for a long time? SIMOLIO SM-823D Pro wireless TV hearing assistance and protecting headset is just made for you.

Apply with the latest 2.4GHz Digital Automatic Frequency-Hopping Spread Spectrum (FHSS) technology, it gives you crystal-clear sound with the freedom of a wireless connection - up to 100 feet without obstacles. You can customize your listening at a most comfortable volume level, via balance and tone controls. Our voice highlighting and noise cancelling technology dynamically reduce TV background sounds and make TV dialogues stand out. At last you can easily understand the TV dialogues at a healthy volume without worrying about your hearing being damaged.

The SIMOLIO SM-823D Pro is especially helpful for hearing-impaired people. It overcomes the weakness of regular hearing aids, which amplify both speech and environmental background at the same time. Normal wireless headphones for TV watching don't help either, they also amplify everything together. What's more, over time you'll keep turning the volume up and up, and that can make your hearing worse and worse. Our hearing protecting headset solves these problems.

The unique "one-button push" sound amplifier function allows you to hear clearly what people are talking nearby without taking off the headsets.

It's compatible with both digital and analog audio output ports and suitable for almost all TVs and the set-top boxes on the market.

## FEATURES

### (1) Wireless TV Hearing Assistance and Hearing Protecting Function

Soften the background sound, make the TV conversation stand out, help the hearing impaired people to understand the TV clearly, solve the problem that regular hearing aid cannot do. The unique voice highlighting tech and customized tone adjustment allow people to enjoy TV programs in safe sounds, protecting people's hearing from the progressive hearing damage caused by watching TV with normal headphones for a long time.

### (2) Personal Sound Amplifier

A MIC button is designed as an additional & unique feature to help you to temporarily hear what people are talking to you when watching TV without taking off the headset.

### (3) Long Distance Transmission

Supported with the latest technology, you can have wireless freedom and crystal clear voice within a range of up to 100 feet.

### (4) Voice Highlighting Tech

Reduce background sound in TV to highlight the dialogues, so that words hard to hear can easily stand out, making television dialogues to be understood easily.

### (5) Noise Cancelling Tech (NCT)

Reduce the ambient noise to help the users to focus on listening to the dialogues in TV.

### (6) Automatic Signal Control (ASC)

Our special circuit design can adjust the sudden volume change and make the output volume stable. It will avoid strong signal hurting the users' hearing.

### (7) BALANCE Control

The balance control allows for right/left volume adjustment. Adjust the balance so that you hear equally well with both ears.

### (8) TONE Control

It is specially designed for people who have different sound frequency sensitiveness. They can select TONE (Treble/Normal/Bass) to find the optimum parameters, and hear the target audio source clearly.

### (9) MONO/STEREO Optional

You can switch to STEREO for enjoying Hi-Fi sound quality music or select MONO for enjoying more clear TV dialogues.

### (10) With Rechargeable & Replaceable Li-battery & Power Charging Dock Station

One full charge supports approx 5~7 hours continuous working depending on the average volume level of the headset.

### (11) Headset Designed with Auto Power Off Function for Power Saving

When no signal is received for 10 minutes, the headset will be powered off automatically.

### (12) One Transmitter Can Support Multiple Headsets

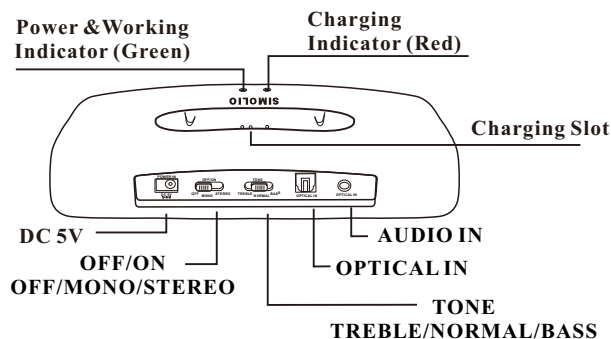
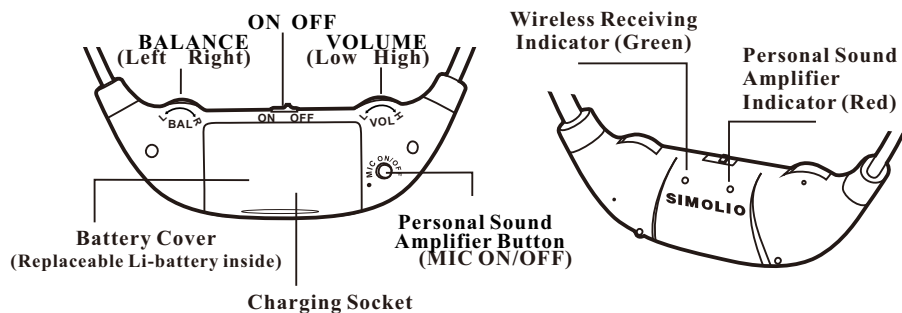
Additional SIMOLIO 2.4GHz wireless headset receivers can be added to the SM-823D Pro system, allowing multiple listeners to enjoy the same audio source.






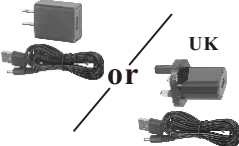
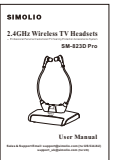

**(13) Good Compatibility**

Compatible with any brand of TV/Smart TV box/ Cable TV box/Set-top box/DVD/other audio device that has a Digital Optical, RCA or 3.5mm AUDIO OUT port(s).

**(14) Super-soft Memory Foam Ear tips**

The super-soft memory foam ear tips can reduce earphone irritation and fatigue, but we strongly suggest that you change your ear tips every 30 to 60 days, this will ensure comfort and cleanliness.

**PRODUCT DIAGRAM****1. Transmitter****2. Receiver****PACKAGE CONTENTS**

<b>Headset</b> 	<b>Transmitter</b> 	<b>Optical Fiber Cable</b> 	<b>Ø3.5mm Audio Cable</b> 
<b>Ø3.5mm- RCA Audio Cable</b> 	<b>Power Adapter</b> US OR UK 	<b>User Manual</b> 	<b>Quick Guide</b> 

**LED INDICATION****LED Indicators of the Transmitter**

LED Status	Transmitter Status
Green LED flashes slowly	No signal received within 5 minutes
Dark green LED lighting steadily	In standby mode (no audio signal in for more than 5 minutes)
Bright green LED lighting steadily	Wireless working mode
Red LED lighting steadily	Headset charging
Red LED off	Headset charging completed/no charging

**LED Indicators of the Headset**

LED Status	Headset Status
Green LED flashes slowly	No signal received
Green LED flashes quickly and headphone beeps every minute	Low power indication
Green LED lighting steadily	Wireless working mode
Red LED lighting steadily	Built-in MIC working mode
Red LED off	Built-in MIC off

**Note:**

The transmitter will automatically enter standby mode within 5 minutes of no signal input, and it will automatically restart when there is an audio signal input.

- The headphone will power off automatically after 10 minutes of no audio signal in. Using it again, you need to slide ON/OFF switch to “OFF” position, then slide to “ON”. Be aware, the headphone will not automatically power off in the personal sound amplifier mode unless the battery is dead.

**HOW TO USE****1. Check Your TV/Audio Source Output Options before the Set up**

SM-823D Pro is compatible with OPTICAL output, RCA (labeled “AUDIO OUT”) and AUX 3.5mm output.

Jack Options	Digital Optical AUDIO OUT	RCA jacks labeled AUDIO OUT	Other RCA jacks (usually audio in)	AUX/3.5mm	6.35mm Phone jack	Digital Coaxial AUDIO OUT
Natively supported?	✓	✓	✗	✓	✗ <small>(need extra 6.35mm to 3.5mm adapter, purchase separately)</small>	✗ <small>(need extra digital to analog converter, purchase separately)</small>
Please refer to Point	3.1	3.2	N/A	3.3	3.4	3.4

Fig 1-1

**Note:**

- Three different audio cables included: digital optical cable, RCA cable and 3.5mm cable. In the end, only one of these cables is needed to complete the installation.
- If your audio source device has an optical audio out port, please connect SIMOLIO to this port preferentially. If not, you can also connect SIMOLIO to the RCA or AUX/3.5mm or other audio out port of the audio source device.

**2. Turn on the Transmitter and Headset****2.1 Power the Transmitter** (Ref. Fig 2-1)

Plug the supplied AC adapter into a standard electrical outlet, plug the other end of the AC adapter into the port labeled “DC 5V” on the back of the transmitter.

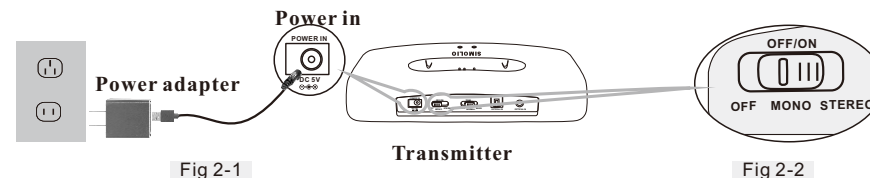


Fig 2-1



Fig 2-2

**2.2 Turn on the Transmitter** (Ref. Fig 2-2)

Slide OFF/MONO/STEREO switch to “MONO” or “STEREO” position.

**2.3 Turn on the Headset** (Ref. Fig 2-3).

Slide ON/OFF switch to “ON” position.

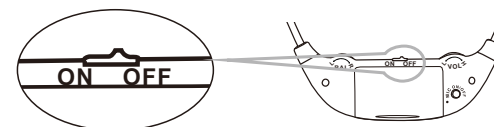


Fig 2-3

Note: Please charge the headset for 3 hours before using it for the first time.

**3. Connect the Transmitter to Your TV/Audio Source**

Set the audio output of your audio sources to a sufficient level to ensure the normal hearing level people can hear TV clearly.

i.e. set the TV box VOL 30% (Ref. Fig 3-1) & TV VOL 40% (Ref. Fig 3-2)

For watching TV quietly without disturbing others, the right way is: Mute your TV by pressing the MUTE button on the remote control or choose any speaker option other than TV Speaker in the TV Sound Output settings. (Ref. Fig 3-3)

- The above settings may differ from various TVs.

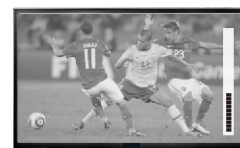


Fig 3-1

TV box VOL 30%

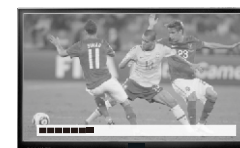


Fig 3-2

TV VOL 40%

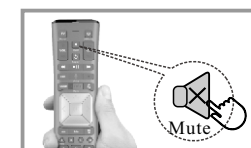


Fig 3-3

**3.1 Digital Optical Connection**

This part will instruct you on how to connect the SM-823D Pro transmitter to your television, satellite, or cable box using an optical digital audio cable.

- If you cannot get to the back of your TV and you only watch the programs through a fixed TV box (cable/satellite box/DVD etc.), you can also use these instructions to install the system to your TV box.

- Be aware that the base should be placed at least 4 feet away from your Router/ smart WiFi TV/TV sticks/WiFi TV box to avoid interference.

### Step 1. Hook up SIMOLIO to the Optical Audio Out Port of the TV/other Audio Device

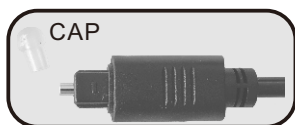


Fig 3-4

Remove the protective plastic caps from both ends of the optical digital audio cable.

Plug either end of the optical audio cable into the “**Digital Audio Out (Optical)**” port on the back of the TV. Plug the other end of the optical digital audio cable into the port on the back of the transmitter labeled “**OPTICAL IN**”.

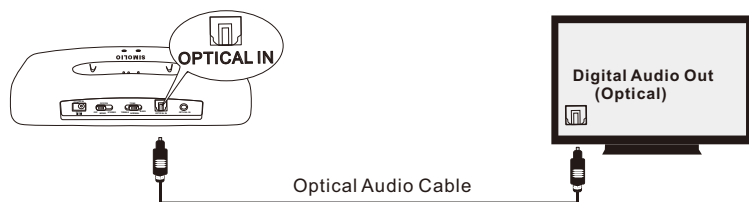


Fig 3-5

### Step 2. TV Audio Format and Speaker Setting (use TV remote control)

If you can not hear sound from your headsets after connecting:

- Ensure TV Audio Format is set to “PCM” or “Dolby/DTS” is OFF (This is IMPORTANT, Ref. Fig 3-6)

PS: for certain smart Samsung models, the TV is retaining separate settings for regular TV and internet TV setup. When you turn to the Smart Hub for Internet source, please use the TV remote to go to Settings > Sound > Expert Settings > Audio Format or Digital Output Audio Format, then select PCM.

- Ensure your TV speaker is set to “External Speakers”. (Ref. Fig 3-7)

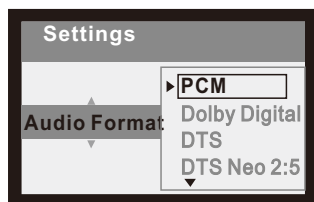


Fig 3-6

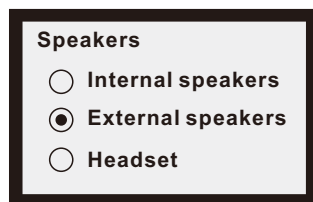


Fig 3-7

**Notes:** If your TV only support single sound out, the TV’s speakers will be either automatically muted when you plug something into an audio out port (Optical/AUX/RCA, etc.) or they become disabled once you choose “External Speakers” as your TV’s audio output. It depends on TV circuit design.

For most TVs, the TV’s internal speakers and an external audio device can work simultaneously. Such as, for some newer LG TVs, when do optical audio connection, you can set the “Sound Out” to “Internal TV Speaker + Audio Out (optical)”. And for some newer Samsung TVs, you can enable this feature by selecting “TV Speaker” from the TV Sound Output lists.

\* Setting menu may be different depending on different TV brands and models.

### 3.2 RCA Analog Connection

This Part is an alternative to 3.1 on page 8. This part will explain how to connect the SIMOLIO SM-823D Pro transmitter to your television, satellite, or cable box using an RCA analog audio cable.

- If you cannot get to the back of your TV and you only watch the programs through a fixed TV box (cable/satellite box/DVD etc.), you can also use these instructions to install the system to your TV box.

- Be aware that the base should be placed at least 4 feet away from your Router/ smart WiFi TV/TV sticks/WiFi TV box to avoid interference.

### Step 1. Hook up SIMOLIO to the RCA Audio Out Port of the TV/other Audio Device

Plug the red and white ends of the audio cable into the analog RCA Audio Out ports (red and white ports labeled “**AUDIO OUT**”) on the back of the TV. Plug the single end of the audio cable into the port labeled “**AUDIO IN**” on the back of the transmitter.

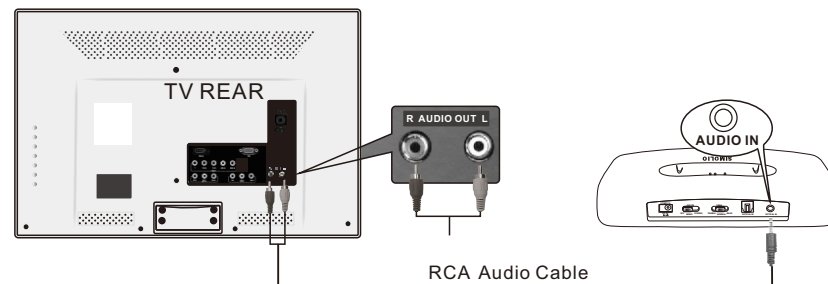


Fig 3-8

## Step 2. TV Audio Out Checking and TV Speaker Setting (use TV remote control)

If you can not hear sound from your headsets after connecting:

- Ensure use TV Red/White ports labeled “AUDIO OUT” or “OUTPUT”, other Red/White ports are incorrect. (Ref. Fig 3-9)
- Ensure your TV speaker is set to “External Speakers”. (Ref. Fig 3-10)

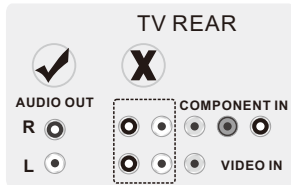


Fig 3-9

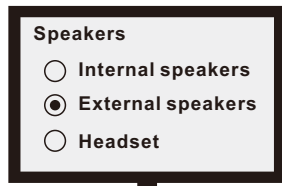


Fig 3-10

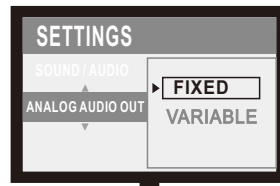


Fig 3-11

### Notes:

\* If your TV only support single sound out, the TV's speakers will be either automatically muted when you plug something into an audio out port (Optical/AUX/RCA, etc.) or they become disabled once you choose "External Speakers" as your TV's audio output. It depends on TV circuit design.

For most TVs, the TV's internal speakers and an external audio device can work simultaneously. Such as, for some newer LG TVs, when do analog RCA audio connection, you can set the “Sound Out” to “Internal TV Speaker + Headphones”. And for some newer Samsung TVs, you can enable this feature by selecting “TV Speaker” from the TV Sound Output lists.

\* Your TV's analog audio settings may be set to “Variable” or “Fixed”. If you want to be able to control your TV volume level separate from your SIMOLIO SM-823D Pro volume level, you will need to make sure your TV is set to “Fixed”. Contact your TV manufacturer for assistance. (Ref. Fig 3-11)

\*Setting menu may be different depending on different TV brands and models.

### 3.3 3.5mm/AUX Analog Connection

This part is an alternative to 3.1 and 3.2 on page 8-10. This part will explain how to connect the SIMOLIO SM-823D Pro transmitter to your television, satellite, or cable box using a 3.5mm/AUX analog audio cable.

• If you cannot get to the back of your TV and you only watch the programs through a fixed TV box (cable/satellite box/DVD etc.), you can also use these instructions to install the system to your TV box.

• If you connect the 3.5mm audio cable to the 3.5mm Audio Out port which is usually a Headphone port on your TV, your SIMOLIO SM-823D Pro will still function properly, but the sound to your TV internal speakers will be muted. The port is usually labeled with a headphone icon.

• Be aware that the base should be placed at least 4 feet away from your Router/smart WiFi TV/TV sticks/WiFi TV box to avoid interference.

## Step 1. Hook up SIMOLIO to the 3.5mm Audio Out Port of the TV/other Audio Device

Plug one end of the 3.5mm audio cable into the “Audio Out” port on the back of the TV. Plug the other end of the audio cable into the port labeled “AUDIO IN” on the back of the transmitter.

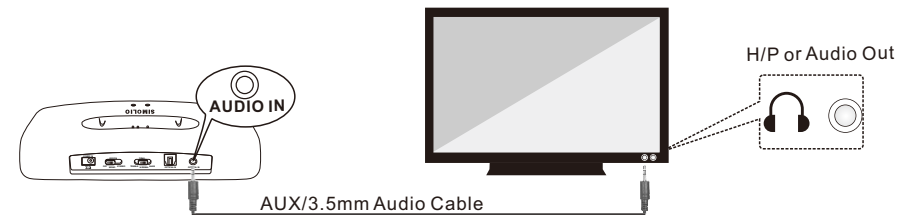


Fig 3-12

## Step 2. TV Audio Out / TV Speaker Setting (use TV remote control)

If you can not hear sound from your headsets after connecting:

- Ensure your TV speaker is set to “Headset”. (Ref. Fig 3-13)
- Plug a wired headphone/earphone into the 3.5mm audio out port of the TV to test if you can hear the TV sound. (Ref. Fig 3-14)

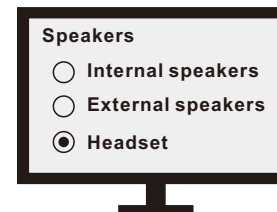


Fig 3-13

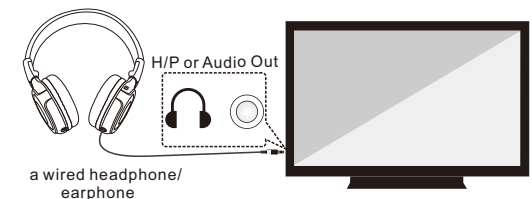


Fig 3-14

**Notes:**

\* Your TV's audio settings may be set to "Variable" or "Fixed". We recommend that you set your audio settings to "Fixed" for better audio quality when using this installation option. If you want to be able to control your TV volume level separate from your SIMOLIO SM-823D Pro volume level, you will need to make sure your TV is set to "Fixed". Contact your TV manufacturer for assistance.

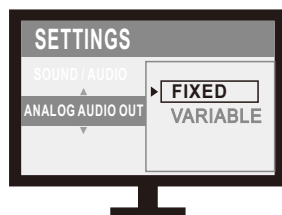


Fig 3-15

\* Setting menu may be different depending on different TV brands and models.

**3.4 Other Connections in Special Cases****1) TV/Audio Source only has Digital Coaxial Audio Out port****Step 1. Purchase a Digital to Analog Converter and Set up as Shown in Fig 3-16**

If your TV/Audio Source only has a digital coaxial audio out port, you will need a digital to analog converter (SIMOLIO SM-DAC01) for installation.

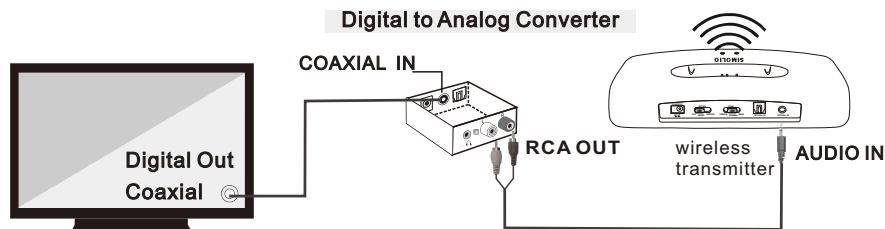


Fig 3-16

**Step 2. TV Audio Format and Speaker Setting (use TV remote control)**

If you can not hear sound from your headphones after connecting:

• Ensure TV Audio Format is set to "PCM" or "Dolby/DTS" is OFF (This is IMPORTANT, Ref. Fig 3-17)

PS: for certain smart Samsung models, the TV is retaining separate settings for regular TV and internet TV setup. When you turn to the Smart Hub for Internet source, please use the TV remote to go to Settings > Sound > Expert Settings > Audio Format or Digital Output Audio Format, then select PCM.

• Ensure your TV speaker is set to "External Speakers". (Ref. Fig 3-18)

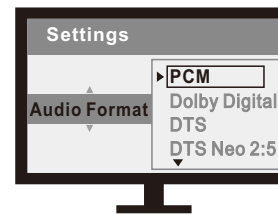


Fig 3-17

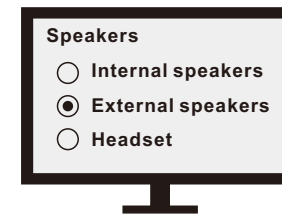


Fig 3-18

- Take turns to test RCA connection and 3.5mm /AUX connection.
- Use a wired headphone/earphone to plug into the H/P port or RCA output of the DAC to test if you can hear the TV sound. (Ref. Fig 3-19)

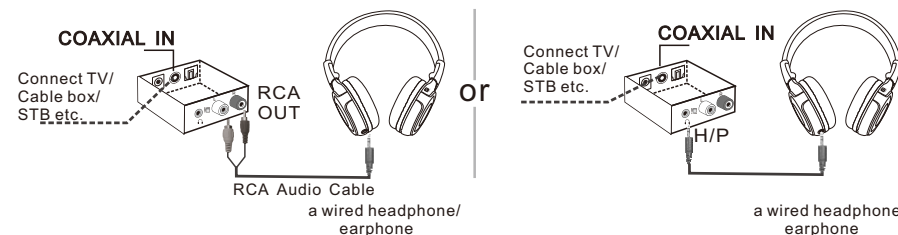


Fig 3-19

**Note:** Setting menu may be different depending on different TV brands and models.

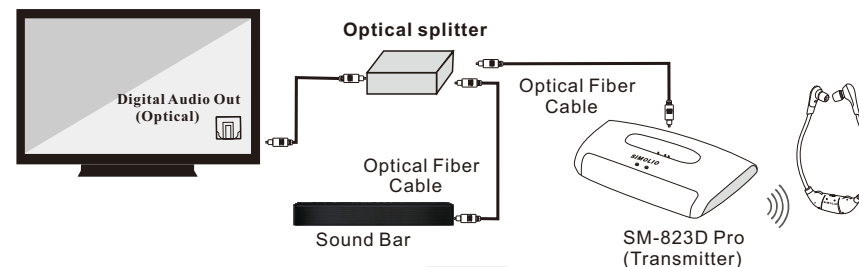
**2) If your TV/Audio Source's Digital Optical Audio Out port is occupied by soundbar, you will need an optical splitter for installation.****Step 1. Purchase an Optical Splitter and Set up as Shown in Fig 3-20**

Fig 3-20

**Step 2. If you can not hear sound from your headsets after connecting, follow the part of 3.1 on page 8-9 to check your settings.**

**3) Use SIMOLIO SM-823D Pro to your AV Receiver with 6.35mm PHONE jack**



### Step 1. Purchase a 6.35mm to 3.5mm Adapter and Set up as Shown in Fig 3-18

SM-823D Pro is not compatible with ANY RCA(L/R) ports on your AV Receiver, ONLY use the BIG 6.35mm PHONE OUT on front side of your AV Receiver with the 6.35mm to 3.5mm adapter (purchase separately).

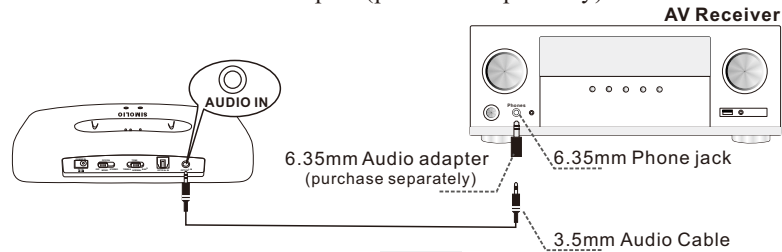


Fig 3-21

### Step 2. Check the Performance of the AV Receiver's Audio Output as Shown in Fig 3-19

If you can not hear sound from your headsets after connecting:

- Use the 6.35 to 3.5mm converter to plug a wired headphone/earphone into the port on AV receiver to check whether the sound is normal.

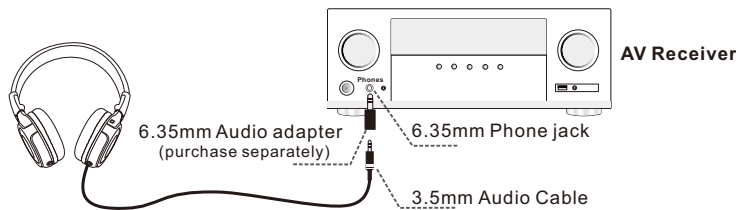


Fig 3-22

### 4. Use Two Sets of SIMOLIO 2.4GHz Wireless TV Headsets Simultaneously in the Same House

- The two sets of SIMOLIO SM-823D Pro should be put at least 10 meters away from each other when using them simultaneously.

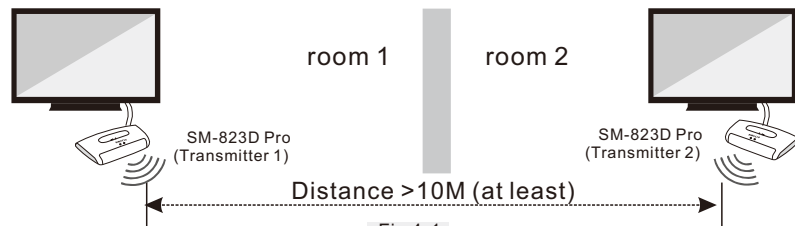


Fig 4-1

- Take the headset close to the transmitter, then turn on the transmitter and headset and make sure the green LED indicators are facing towards each other for about 5 seconds.

Note: If two headsets are used on the same TV, only one transmitter needs to be connected, because one transmitter supports multiple headsets to work simultaneously.

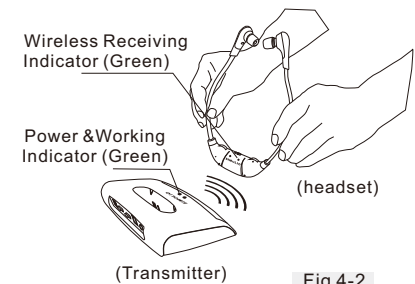


Fig 4-2

### 5. Charge the Headset

1) Connect the **original power adapter** with the transmitter and an electrical outlet, slide the OFF/MONO/STEREO switch to **MONO** or **STEREO** to power on the transmitter.

2) Slide the ON/OFF switch of the headset to "OFF". Put the headset into the charging slot of the transmitter vertically and carefully and be sure the front of the headset with the logo of "SIMOLIO" is facing towards the front of the transmitter with the logo of "SIMOLIO". The red charging indicator on the transmitter lights up and the headset starts charging. If not, please check and make sure the charging pins are fully inserted.

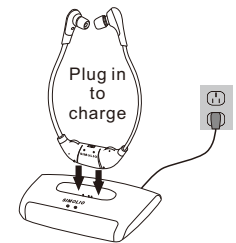


Fig 5-1

**Notes:** The charging time is approx. 3 hours. The headset will last approx 5~7 hours on a full charge, but will last a lesser or greater amount of time depending on the average volume level of the headset.

### 6. Customizing your SM-823D Pro

1) Please make sure the headsets are being worn properly. Each side of the headset has a letter to guide the wearer: "L" for left and "R" for right. The headset arms incorporate memory stainless steel strips which can be adjusted to a more comfortable wearing shape.

- Hold each side of the headset arms and evenly bend inwards to adjust the arms into a more comfortable shape.
- Repeat this process as necessary.

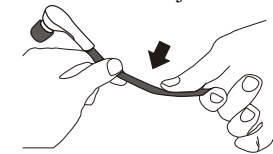


Fig 6-1

## 2) Hanger Loops Installation (if necessary)

You can attach the hanger loops (purchase separately) to the headset to help you better adapt to the weight of the under-chin headset. (Ref. Fig 6-2)

- Hook the decompression hanger loops on each side of the headset.
- Put the hanger loops on the ears, rotate them to best fit yourself.

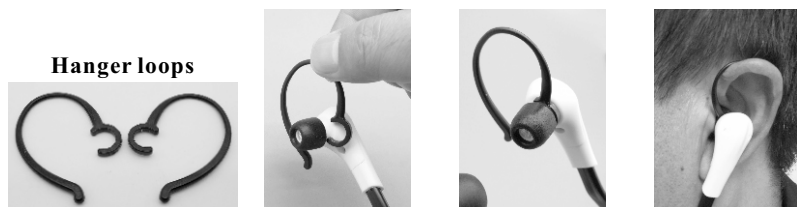


Fig 6-2

**3) Balance Control:** If the hearing abilities of two ears are not the same, you can rotate the BAL dial on the headset for right/left volume adjustment so that you hear equally well with both ears.

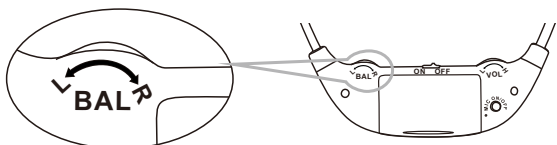


Fig 6-3

**4) Tone Control:** Select the TONE (TREBLE/NORMAL/BASS) at the rear of transmitter to find the best feature, make sure you can hear the TV voice clearly.

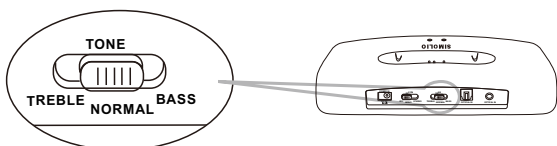


Fig 6-4

**5) Mono/Stereo Option:** You can switch to STEREO for enjoying Hi-Fi sound quality music or select MONO for enjoying more clear TV dialogues. If, despite a correct balance adjustment, you can hear the sound only with one ear: Set the STEREO/MONO switch on the transmitter to MONO.

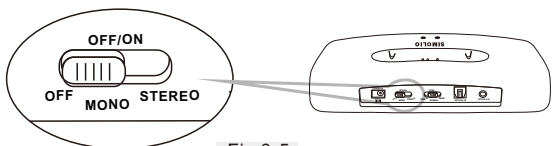


Fig 6-5

**6) Personal Sound Amplifier Function:** while listening wirelessly, press the MIC ON/OFF button at the rear of the headset, the personal sound amplifier indicator will be solid red, you can clearly hear what people's talking to you nearby. Press the MIC button again or switch off the headset and then on, it will be back to wireless listening, the personal sound amplifier indicator will be off, and the working indicator will be solid green. But if you press the MIC ON/OFF button by chance when listening wirelessly, the volume will be low with the ambient noise will be occurred.

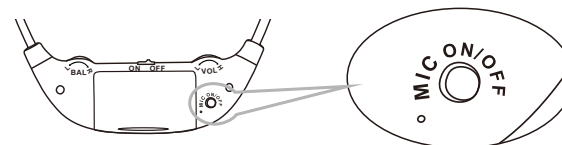


Fig 6-6

**7) Ear tips Replacement** as shown in Fig 6-7

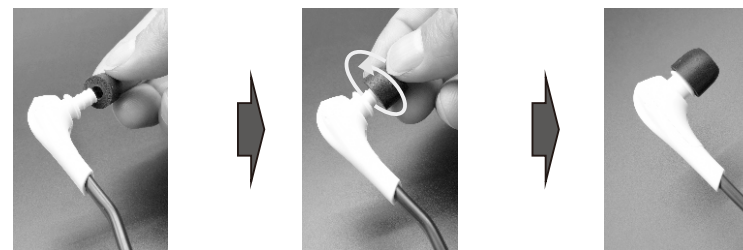


Fig 6-7

## TROUBLESHOOTING

### Part 1

Phenomena	Causes	Solutions
Headset doesn't work, or no voice received	The transmitter is not powered on.	Switch to MONO or STEREO to power the transmitter on.
	The transmitter is not connected well.	Make sure the AC adapter and the audio cable of the transmitter are plugged in place.
	The analog audio cable is plugged into the AUDIO IN jack of the transmitter when connecting with the optical cable.	Unplug the analog audio cable from the transmitter.
	The connection between the transmitter and the audio source is wrong.	Make sure the connection is correct and in place between the transmitter and the audio source.

## TROUBLESHOOTING

## Part 2

Phenomena	Causes	Solutions
<b>Headset doesn't work, or no voice received</b>	The audio sources (TV and TV related AV devices) are not turned on or their volume are set too low.	Turn on the audio source, and adjust its volume to a sufficient level.
	TV audio output is disabled or not activated.	Follow the instructions in your TV user manual to change the TV's AUDIO OUT setting to "External TV Speakers".
	The audio out format of TV and TV related AV devices (e.g., Cable box, STB, DirecTV, etc.) is not set to PCM.	Set it to <b>PCM</b> . For example: <b>Settings &gt; Sound &gt; Digital Audio Out Format &gt; Dolby/DTS/PCM</b> , menu depends on TVs.
	The headset is powered off automatically.	Switch the headset off, then on.
	The battery isn't inserted properly into the battery chamber or the battery is run out.	Insert the battery properly, or charge the battery fully.
	The audio out port of the connected audio device is defective ( <b>no signal out</b> ).	Connect to another audio out port .
	TV volume is turned down to <b>ZERO</b> .	Adjust the TV volume to a sufficient level. If you want to mute the TV, please click the MUTE key on the TV remote control or go to TV settings to OFF the Internal TV speaker.
	The headset is out of the transmitting range.	Move the headset closer to the transmitter.
<b>Sound cuts in and out or some noise is occurred</b>	The audio source's volume is set too low.	Adjust its volume properly.
	The headset is working on "personal sound amplifier" status with red LED on.	Press the MIC ON/OFF button again or turn the headset off then restart to return to the wireless TV listening status.
	The battery's power is too low.	Charge the battery fully.
	The transmitter is placed too close to metalworks or other electromagnetic wave objects.	Put the transmitter far away from the interference sources.
	The connection between the transmitter and the audio source is not <b>in place</b> .	Make sure the connection is <b>firm</b> between the transmitter and the audio source.

## Part 3

Phenomena	Causes	Solutions
<b>Sound cuts in and out or some noise is occurred</b>	The audio out function of the connected audio device is defective (poor signal out).	Connect to another audio out port .
	The headset is used for listening to streaming media (Netflix, Amazon Prime Video etc.)	Place the transmitter base at least 4 feet away from smart WiFi TV/WiFi TV box/TV sticks to avoid interference.
<b>The voice is heard only with one ear</b>	The balance is not adjusted properly.	Adjust the balance control properly.
	The audio out signal of audio source is mono, but the transmitter is switched to <b>STEREO</b> .	Switch the transmitter to <b>MONO</b> .
	If you are using RCA connection, the two ends of the RCA audio cable are not fully inserted into the RCA audio out port of the TV/other audio source.	Try waggling the RCA audio cable or re-inserting the RCA audio cable.
	Faulty cable/audio out port issue	Try another audio cable or another audio device.
	The transmitter is not switched on.	Switch on the transmitter.
<b>Headset can not be charged successfully</b>	The headset is not put into the charging slot properly or firmly.	Make sure the headset is put into the charging slot correctly and firmly, the front of the headset with the logo of "SIMOLIO" is facing towards the front of the transmitter with the logo of "SIMOLIO".
	The battery is not inserted into the battery compartment in the correct way resulting in the battery contacts distorted.	Replace with a new headset.(damage due to misuse, not covered by warranty)
	Faulty USB adapter.	Please unplug the faulty USB adapter and change another power source like PC USB port, socket, different USB charger (5V/500mA-2A).

**TECHNICAL SPECIFICATIONS**

Transmission mode	Automatic Frequency-Hopping Spread Spectrum		
Carrier frequency	2.4GHz ISM BAND		
Power Supply	Transmitter	output: DC 5V, 1A	input : 100~240V
	Headset	plug of power cable : 4.0*1.7mm built-in 350mAh Li Battery	
Frequency response	20 Hz – 20 KHz		
Distortion	$\leq 1\%$		
Signal-to-noise ratio	$\geq 70\text{dB}$		
Range	Up to 100 feet (without obstacles)		
Working time	approx 5~7 hours under wireless hearing mode		
Charging time	3 hours		

**LIMITED WARRANTY**

12 months limited warranty: The 12 months warranty will cover defects in manufacturing and product failure for a period of 12 months from the original date of purchase. The warranty period is not extended if we repair or replace a warranted product.

This warranty is provided at the discretion of Simolio Ltd. And does not cover cosmetic damage or damage due to acts of nature, accident, misuse, abuse, negligence, commercial use, or modification of or to any part of the product. Accessories such as audio cables, power adapter and perishable items such as ear tips and batteries are not covered under this warranty.

Please contact Simolio customer support team and provide your Amazon order ID to register the warranty.

**support@simolio.com (for US/AU/CA)**  
**support\_uk@simolio.com (for UK)**