

LIMITED WARRANTY

Simolio offers a 12-month limited warranty for brand-new purchases from authorized sellers and resellers. The 12 month 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 muffs and batteries are not covered under this warranty.

Please contact:

support@simolio.com (for US/CA/AU) or

support_uk@simolio.com (for UK)

for any questions or customer support.

Response Time: 2-24h, excl. Holidays

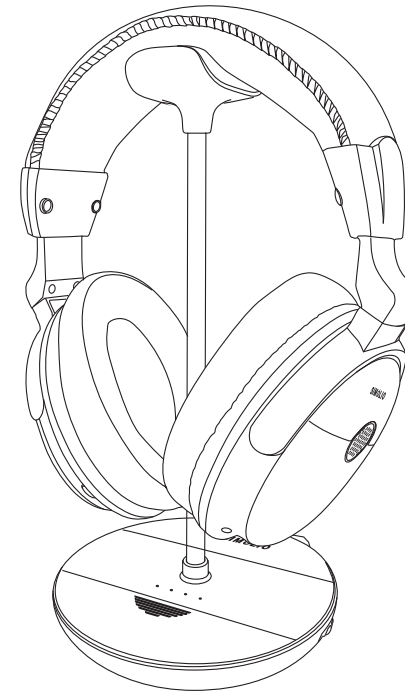
www.simolio.com **www.amazon.com/simolio**

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
	Headphone	built-in 500mAh Li Battery	
Frequency response	20 Hz – 20 KHz		
Distortion	≤1%		
Signal-to-noise ratio	≥70dB		
Range	Up to 100 feet (without obstacles)		
Working time	approx 10 hours		
Charging time	3 hours		

SIMOLIO**2.4GHz Wireless TV Headphone**

– Professional Personal Customized TV Hearing Protection & Assistance System

SM-829D1**User Manual**

Sales & Support Email: **support@simolio.com** (for US/CA/AU)

support_uk@simolio.com (for UK)



Thank you for choosing the SIMOLIO SM-829D1 wireless TV headphone. 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 (US/CA/AU)

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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 headphone for a long time? SIMOLIO SM-829D1 wireless TV hearing assistance and protecting headphone 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 clarity 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-829D1 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 headphone 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 headphone solves these problems. This unique "one-button push" sound amplifier function allows you to hear clearly what people are talking nearby without taking off the headphone.

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.

The magnetic charging stand allows you to place and charge the headphone conveniently.

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 can not do. The unique voice clarity 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 headphone for a long time.

(2) Ambient Sound Mode

A MIC button is designed as an additional & unique feature to help you to temporarily hear what people are talking to you when you watching TV.

(3) By-pass

The unique "by-pass" feature allows you to use the wireless TV headphone and Sound bar/audio system at the same time.

(4) 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.

(5) Voice Clarity 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.

(6) Noise Cancelling Tech

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

(7) Automatic Signal Control

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.

(8) BALANCE Control

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

(9) TONE Control

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

(10) MONO/STEREO Optional

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

(11) Multiple Charging Solutions

- Place the headphone on the magnetic charging stand for charging.
- Use the included USB charging cable to connect the headphone to a compatible USB charger for charging. You can use most mobile phone chargers on the market.
- There is a spare battery always ready in the battery charging compartment on the transmitter for replacement.

(12) Headphone Designed with Auto Power Off Function for Power Saving

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

(13) Audio Sharing Function

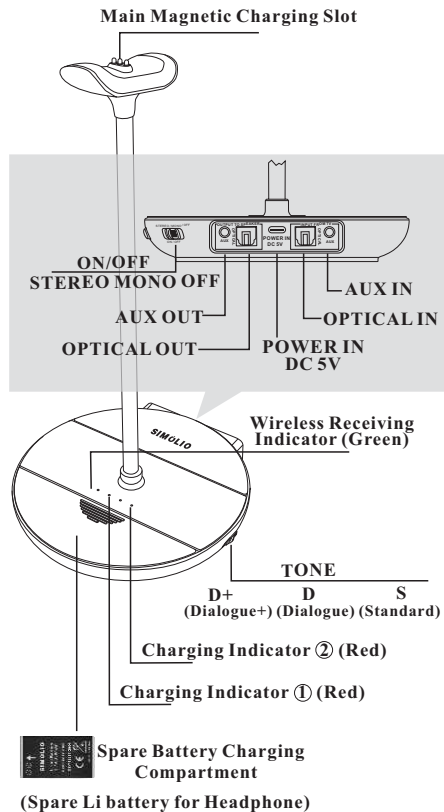
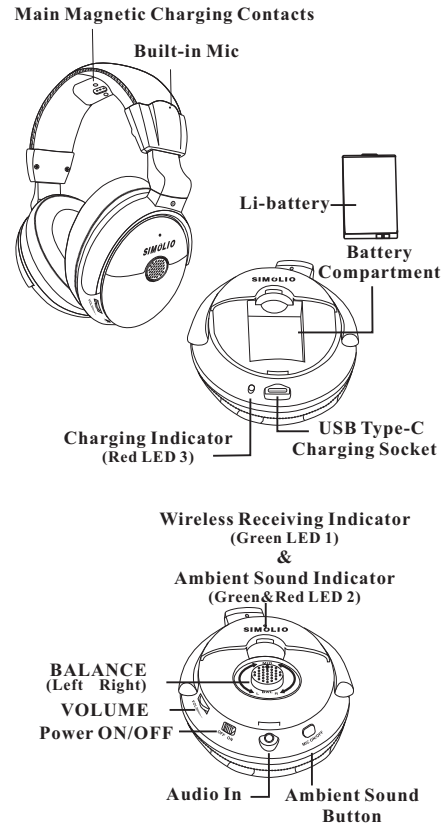
You can have another headphone plugged into the sharing port on the right side of the SIMOLIO headphone to share audio with your buddy.







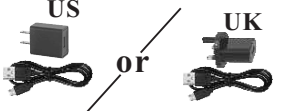


(14) One Transmitter Can Support Multiple Receivers

Additional SIMOLIO 2.4GHz wireless receivers can be added to the SM-829D1 system, allowing multiple listeners to enjoy the same audio source.

(15) Good Compatibility

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

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

 Headphone	 A Spare Li-battery for headphone (included)	 Optical Fiber Cable	 Ø3.5mm Audio Cable	 Ø3.5mm-RCA Audio Cable
 USB Charging Cable	 Power Adapter US or UK	 User Manual	 Quick Guide	

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 ① lighting steadily	Headphone charging
Red LED ② lighting steadily	Spare battery charging
Red LED off	Headphone charging completed/no charging

Indicators of the Headphone

LED Status	Headphone Status
Green LED flashes slowly (LED 1)	No signal received
Green LED flashes quickly and headphone beeps every minute (LED 1)	Low power indication
Green LED lighting steadily (LED 1)	Wireless working mode
LED flashing red and green alternately (LED 2)	Ambient sound mode working
Red LED on (LED 3)	Headphone charging
Red LED off (LED 3)	Headphone charging completed

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 ambient sound mode unless the battery is dead.

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

SM-829D1 is compatible with OPTICAL output, RCA (labeled “AUDIO OUT”) and AUX 3.5mm output (Ref. Fig 1-1).

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?	✓	✓	✗	✓	✗ (need extra 6.35mm to 3.5mm adapter, purchase separately)	✗ (need extra digital to analog converter, purchase separately)
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 Headphone**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.

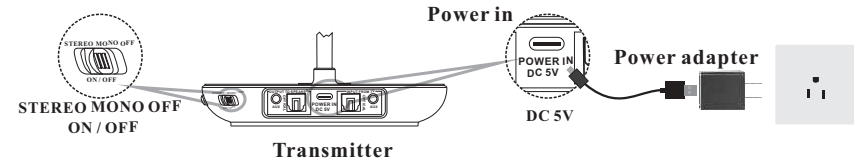


Fig 2-2

Fig 2-1

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

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

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

Slide ON/OFF switch to “ON” position.

Note:

Please charge the headphone for 3 hours before using it for the first time.

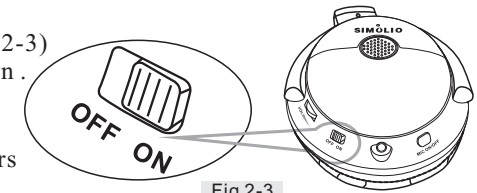


Fig 2-3

3. Connect the Transmitter to Your TV/ Audio Source

Set the volume of the audio source to a level sufficient for people with normal hearing to clearly listen to the TV to ensure stable audio output.

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

Fig 3-2

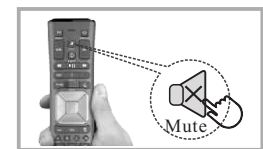
TV VOL \geq 40 %

Fig 3-3

3.1 Digital Optical Connection

This part will instruct you on how to connect the SIMOLIO SM-829D1 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 (Ref. Fig 3-4).

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**” (Ref. Fig 3-5).

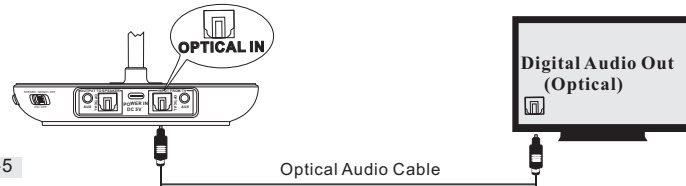


Fig 3-5

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

If you can not hear sound from your headphone 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).

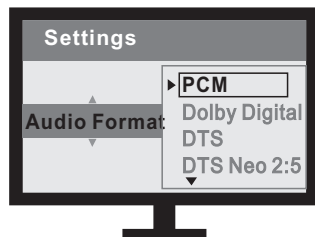


Fig 3-6

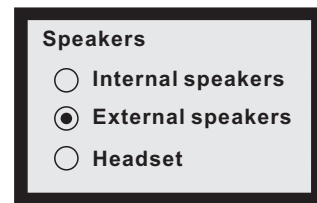


Fig 3-7

Note:

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-829D1 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 “**AUX IN**” on the back of the transmitter (Ref. Fig 3-8).

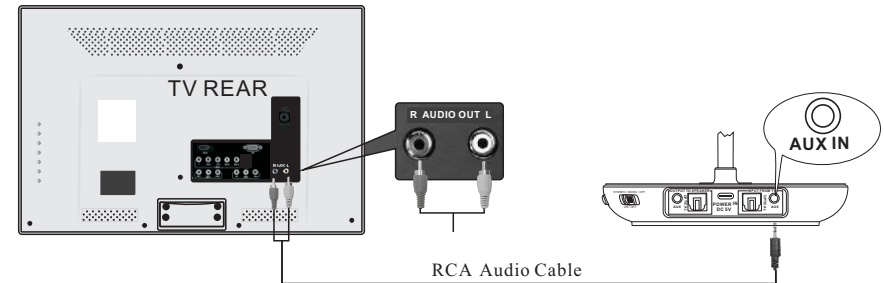


Fig 3-8

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

If you can not hear sound from your headphone 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).

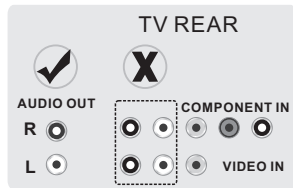


Fig 3-9

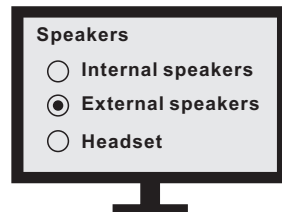


Fig 3-10

- Use the RCA cable to plug the headphone into the RCA output of the TV to test if you can hear the TV sound (Ref. Fig 3-11).

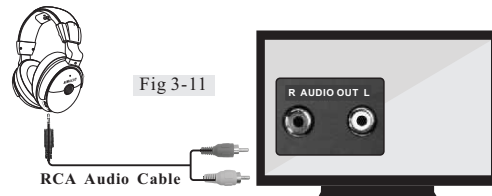


Fig 3-11

Note:

- * 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-829D1 volume level, you will need to make sure your TV is set to “Fixed”. Contact your TV manufacturer for assistance (Ref. Fig 3-12).

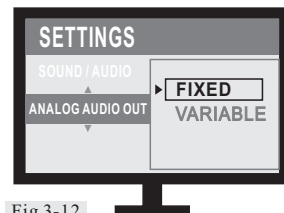


Fig 3-12

- * 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-829D1 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-829D1 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 “AUX IN” on the back of the transmitter (Ref. Fig 3-13).

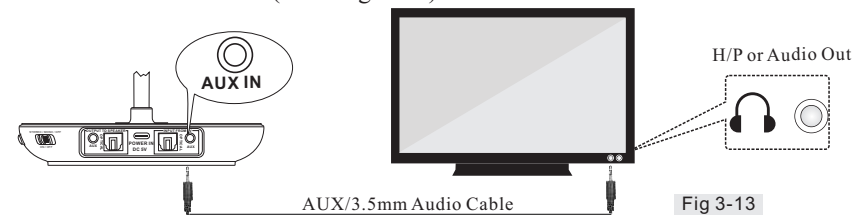


Fig 3-13

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

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

- Ensure your TV speaker is set to “Headset” (Ref. Fig 3-14).
- Use the RCA/3.5mm cable to plug the headphone into the headphone/3.5mm audio output of the TV to test if you can hear the TV sound (Ref. Fig 3-15).

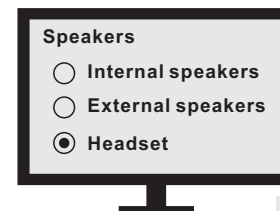


Fig 3-14

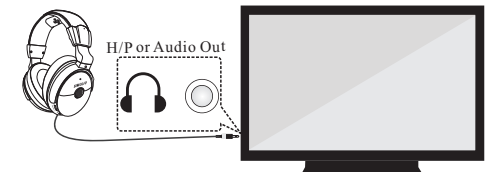


Fig 3-15

Note:

* 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-829D1 volume level, you will need to make sure your TV is set to "Fixed". Contact your TV manufacturer for assistance (Ref. Fig 3-16).

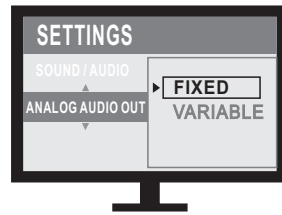


Fig 3-16

* 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 3-17**

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

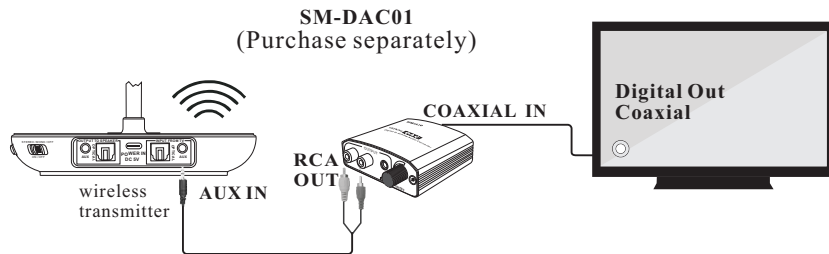


Fig 3-17

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

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

- Ensure TV Audio Format is set to "PCM" or "Dolby/DTS" is OFF (This is IMPORTANT, Ref. Fig 3-18)

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 3-19).
- Take turns to test RCA connection and 3.5mm /AUX connection.

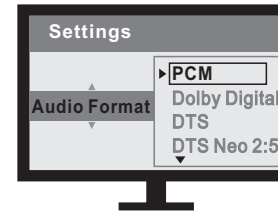


Fig 3-18

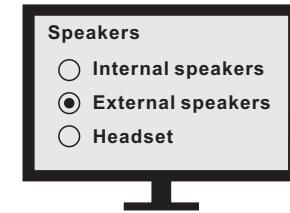


Fig 3-19

- Use the AUX/RCA cable to plug the headphone into the H/P port or RCA output of the SM-DAC01 (Purchase separately) to test if you can hear the TV sound (Ref. Fig 3-20).

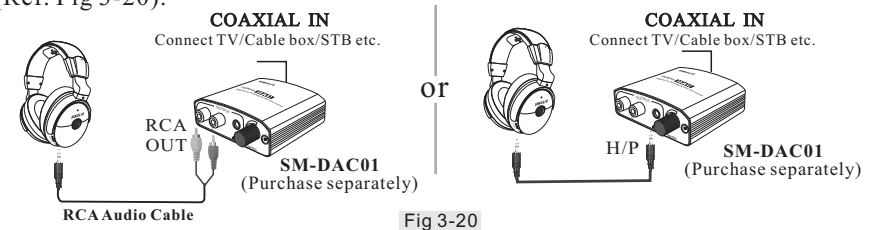


Fig 3-20

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 can use the by-pass feature.

Please make sure you use the same type of input/output.

A) If you're using optical cable to connect the wireless transmitter to TV, please use optical cable to connect to the sound system (Ref. Fig 3-21).

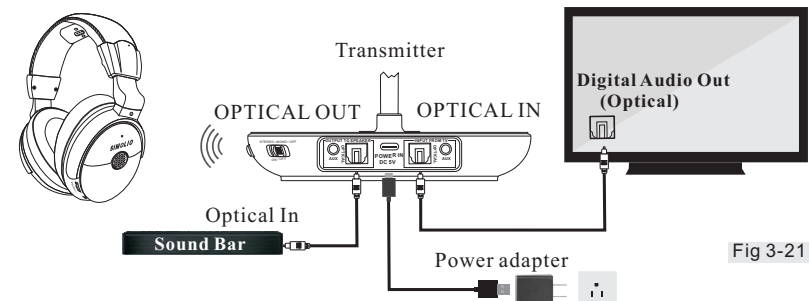


Fig 3-21

B) If you're using the AUX/RCA cable to connect the wireless transmitter to TV, please use AUX/ RCA cable to connect to sound system (Ref. Fig 3-22).

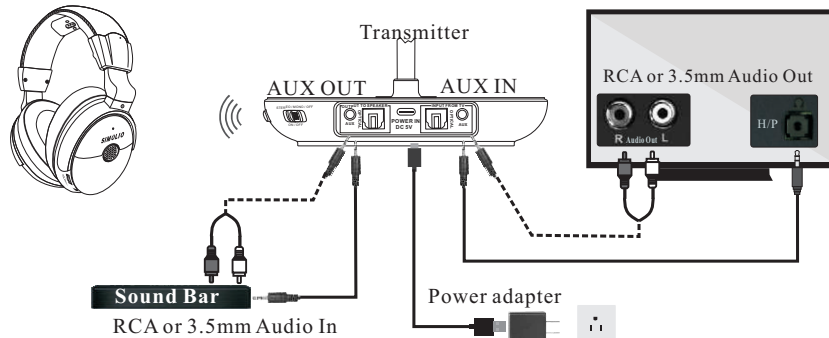


Fig 3-22

Note:

When you just want to listen to the audio from the wireless TV headphone, just turn off your sound system.

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

3) Use SIMOLIO SM-829D1 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 3-23

SM-829D1 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).

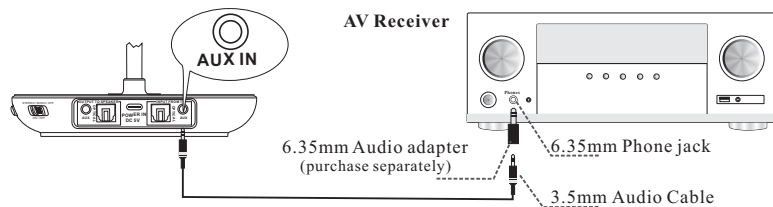


Fig 3-23

Step 2. Check the Performance of the AV Receiver's Audio Output as Shown in Fig 3-24

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

- Use the AUX cable and 6.35 to 3.5mm converter to plug the headphone into the port on AV receiver to check whether the sound is normal (Ref. Fig 3-24).

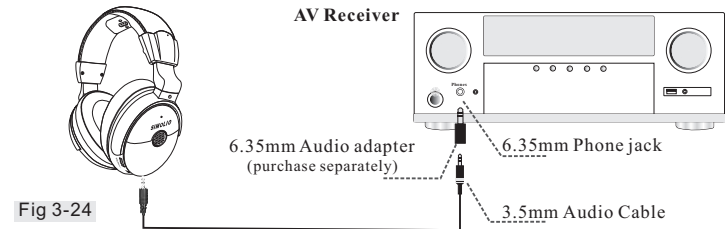


Fig 3-24

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

- The two sets of SIMOLIO SM-829D1 should be put at least 10 meters away from each other when using them simultaneously (Ref. Fig 4-1).

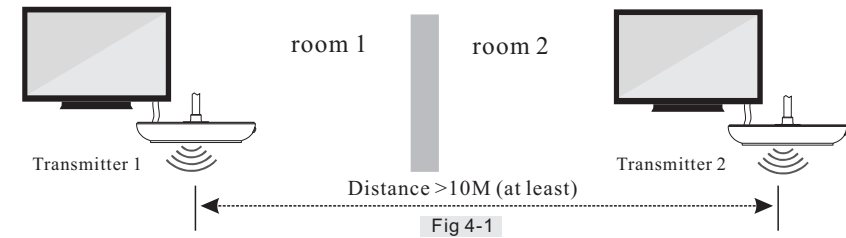


Fig 4-1

- Take the headphone close to the transmitter, then turn on the transmitter and headphone and make sure the green LED indicators are facing towards each other for about 5 seconds (Ref. Fig 4-2).

Note:

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

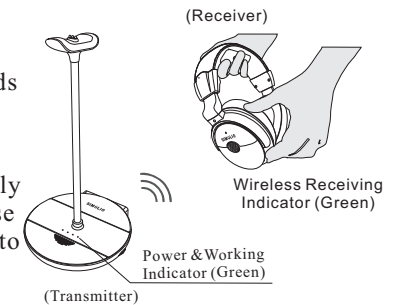


Fig 4-2

5. Charge the Headphone

Method 1: Turn off the headphone and place it onto the magnetic charging stand for recharging, the LED charging indicator on the stand will stay solid red while charging and turn off when charging is complete. (Ref. Fig 5-1) Please remove the headphone from side of charging stand when using (Ref. Fig 5-2).

Notes:

- * Be sure to use the original AC adapter for the transmitter and insert the AC adapter plug firmly. Slide the MONO/STEREO/OFF switch to MONO or STEREO to power on the transmitter.
- * Please align the charging socket with the charging pins to ensure successful charging.
- * Do not touch the contact pins of the transmitter. If the contact pins become dirty, charging may not be possible.

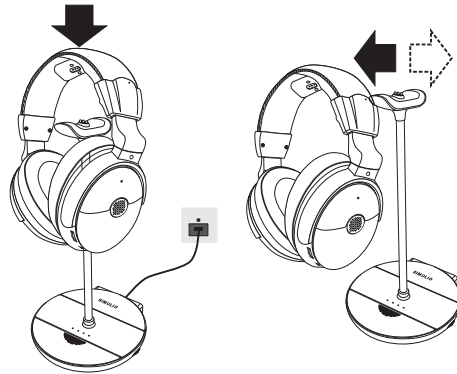


Fig 5-1

Fig 5-2

Method 2: Plug the headphone into a USB wall charger (DC 5V/0.5-2A) using the included USB cable. While charging, the headphone's LED will turn red and will turn off once charging is complete. Normally it will take about 3 hours to fully charge (Ref. Fig 5-3).

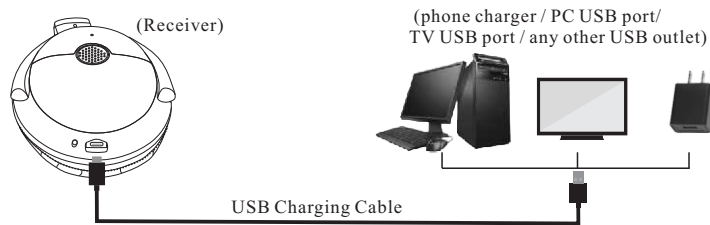


Fig 5-3

Method 3: Through the battery charging compartment in the base. A spare battery in the battery charging compartment at the side of the transmitter is always ready. When the headphone battery is low power, pull the spare battery out of the battery charging compartment for replacement, and the discharged battery can be put into the compartment for recharging (Ref. Fig 5-4).

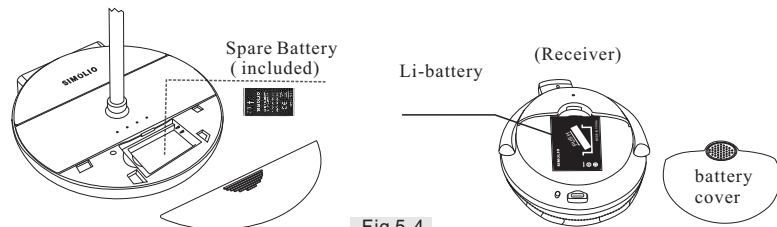


Fig 5-4

Note:

The charging time is approx. 3 hours. The headphone will last approx 10 hours on a full charge, but will last a lesser or greater amount of time depending on the average volume level of the headphone.

6. Customizing your SM-829D1**1) Please make sure the headphone are being worn properly.**

A. Each side of the headphone has a letter to guide the wearer: "L" for left and "R" for right. You can adjust the retractable headband to fit you better (Ref. Fig 6-1).

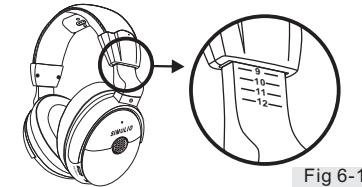


Fig 6-1

B. It's a 90-degree rotation design that can't be folded up. If you experience resistance while rotating, please check and change to the correct rotation direction (Ref. Fig 6-2).



Fig 6-2

2) Balance Control: If the hearing abilities of two ears are not the same, you can open the decorative cover on the right side of the headphone and then rotate the BAL dial for right/left volume adjustment so that you hear equally well with both ears (Ref. Fig 6-3).

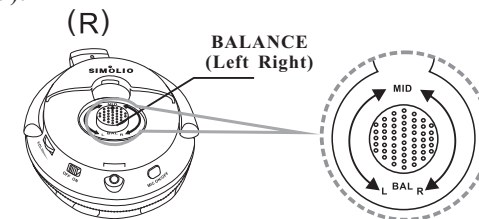
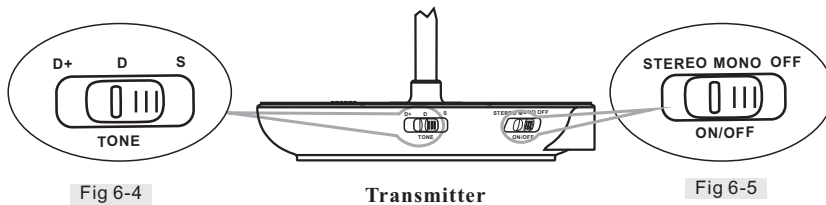


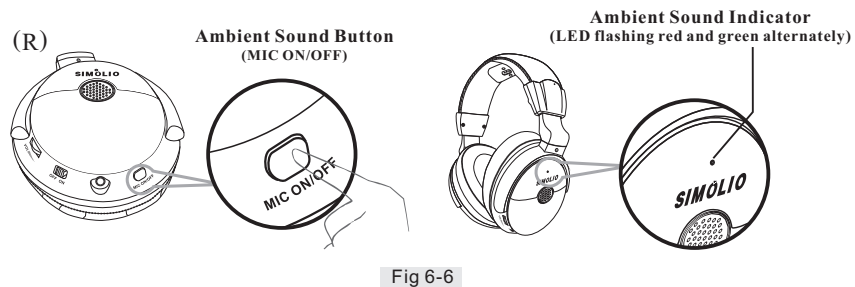
Fig 6-3

3) **Tone Control:** Select the TONE (D+ /D/ S) at the rear of transmitter to find the best feature, make sure you can hear the TV voice clearly (Ref. Fig 6-4).



4) **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 (Ref. Fig 6-5).

5) **Ambient Sound Function:** while listening wirelessly, press the MIC ON/OFF button at the bottom of the right side headphone, the ambient sound indicator will flash red and green alternately, you can clearly hear what people saying to you nearby. Press the MIC button again or switch off the headphone and then on, it will be back to wireless listening, the ambient sound 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 (Ref. Fig 6-6).



TROUBLESHOOTING

Part 1

Phenomena	Causes	Solutions
Headphone 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 AUX 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.
	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 PCM. For example: Settings > Sound > Digital Audio Out Format > Dolby/DTS/PCM , menu depends on TVs.
	The headphone is powered off automatically.	Switch the headphone 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 (no signal out).	Connect to another audio out port.

Part 2

Phenomena	Causes	Solutions
Headphone doesn't work, or no voice received	TV volume is turned down to ZERO .	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 headphone is out of the transmitting range.	Move the headphone closer to the transmitter.
Sound cuts in and out or some noise is occurred	The audio source's volume is set too low.	Adjust its volume properly.
	The headphone is working on "ambient sound" status with LED flashing red and green alternately.	Press the MIC ON/OFF button again or turn the headphone 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 in place .	Make sure the connection is firm between the transmitter and the audio source.
	The audio out function of the connected audio device is defective (poor signal out).	Connect to another audio out port.
	The headphone 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.
The voice is heard only with one ear	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 STEREO .	Switch the transmitter to MONO .

Part 3

Phenomena	Causes	Solutions
The voice is heard only with one ear	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.
Headphone can not be charged successfully	The transmitter is not switched on.	Switch on the transmitter.
	The charging slot is defective.	Charge the headphone by the USB cable.
	The battery is not inserted into the battery compartment in the correct way resulting in the battery contacts distorted.	Replace with a new headphone. (damage due to misuse, not covered by warranty)
	The charging pins of the headphone are not aligned with the charging slot.	Make sure the charging pins of the headphone are aligned with the charging slot.
	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).
	Faulty USB charging cable	Please try another USB charging cable.
	No sound when using by-pass feature	Incorrect input/output connection.
If you're using the AUX/RCA cable to connect the wireless transmitter to TV, please use AUX/ RCA cable to connect to sound system.		