

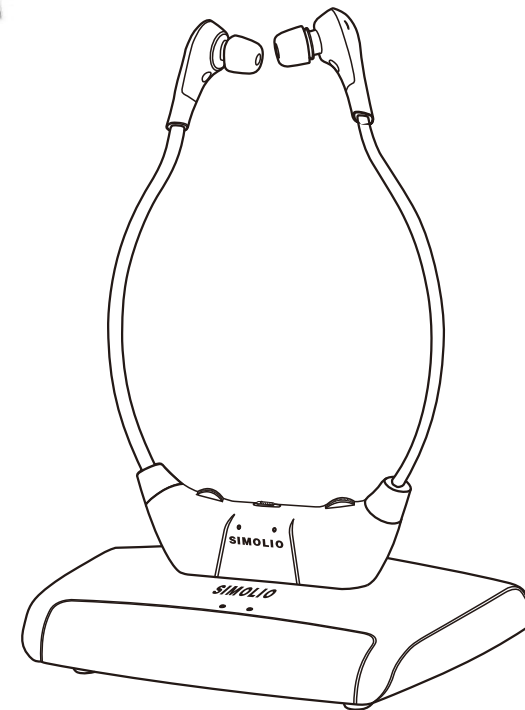
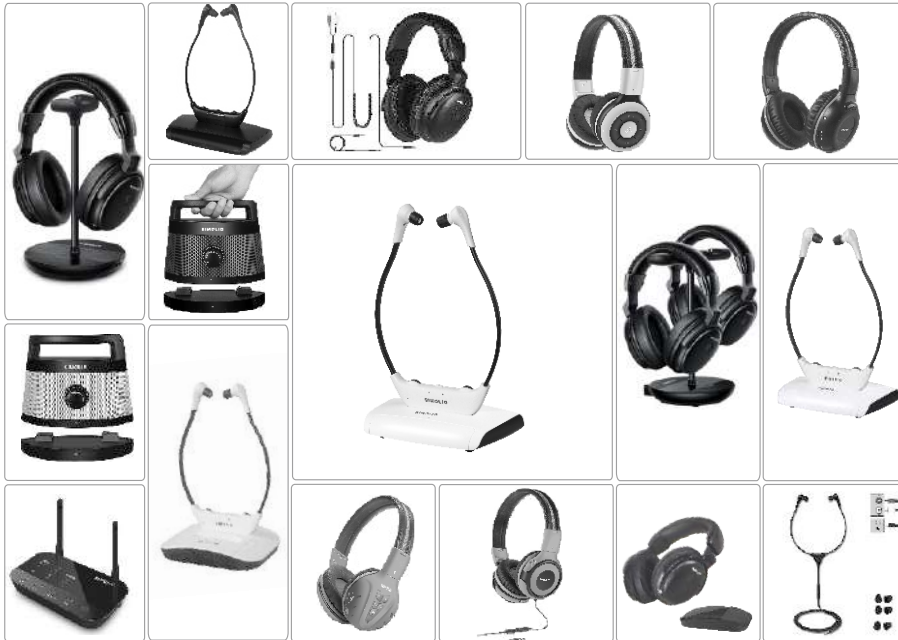
# SIMOLIO

## PRO 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** (US/CA/AU)

**support\_uk@simolio.com** (UK)

Response Time: 2-24h, excl. Holidays

Welcome to subscribe to our **YouTUBE** channel and social media for more product information.



Simolio

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



Simolio

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



Simolio Audio



simolio\_audio

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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. Fully charge the battery every 2-3 months if battery or product is not used for long time.
10. Only qualified person can provide services! Do not attempt to open the unit!



**CAUTION!**

### Pacemaker Safety:

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

### Important Version Upgrade Tips:

**\*\*Please Note:\*\*** The upgraded PRO 2.4G Wireless TV Headset with Bypass and Cinema Mode is not compatible with older versions. To purchase a spare or replacement headset, visit [www.simolio.com](http://www.simolio.com) or search for "B0DGG9PB9D" on Amazon.

## 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 50m/164 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-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" ambient 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 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 headphones for a long time.

### (2) Ambient 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 50m/164.

### (4) 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.

### (5) Noise Cancelling Tech

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

### (6) 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.

### (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 (**Dialog Clear/Standard/Cinema**) 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) Audio By-pass

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

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

One full charge supports approx 14 hours continuous working depending on the average volume level of the headset.

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

When no signal is received for 30 minutes, the headset will be powered off automatically.

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

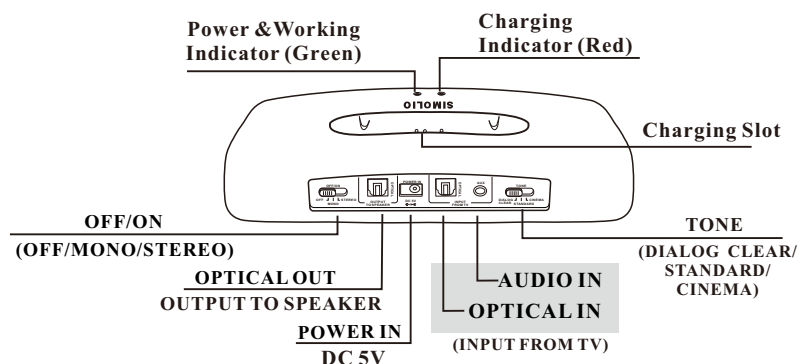
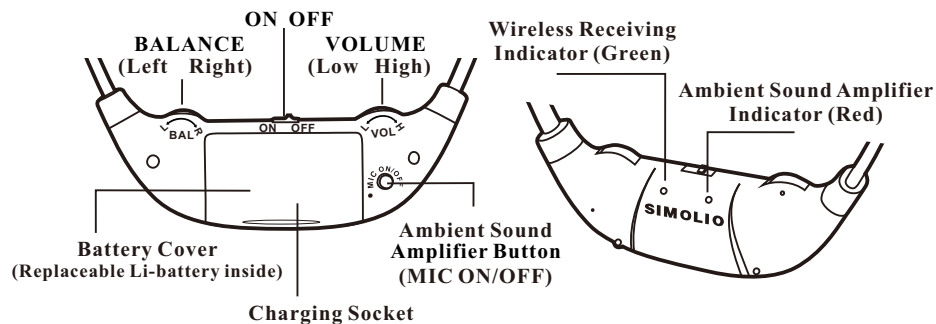
Additional upgraded SIMOLIO 2.4GHz wireless headset receivers can be added to the SM-823D Pro system, allowing multiple listeners to enjoy the same audio source.






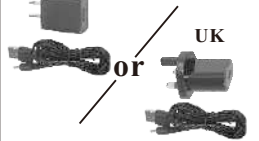


**(14) Good Compatibility**

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).

**(15) 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
Dark green LED lighting steadily	In standby mode (no audio signal in for more than 10 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	Transmitter is off or in standby mode
Red LED flashes slowly and voice prompts "Low battery, please charge" every 5 minutes.	Low power indication
Green LED lighting steadily	Wireless working mode
Red LED lighting steadily	Ambient sound amplifier working mode
Red LED off	Ambient sound amplifier off

**Note:**

- The transmitter will automatically enter standby mode after 10 minutes of no signal input, and it will automatically restart when there is an audio signal input.
- The headphone will power off automatically after 30 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.

	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
Jack Options						
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

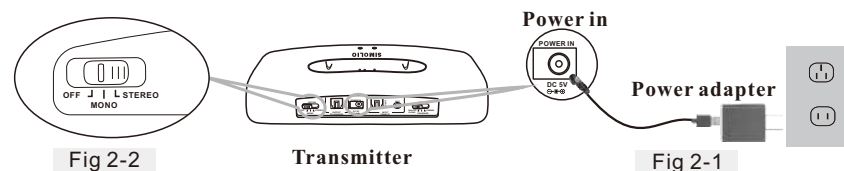
Fig 1-1

**Note:**

- Only one of the three audio cables is needed to complete the installation.

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

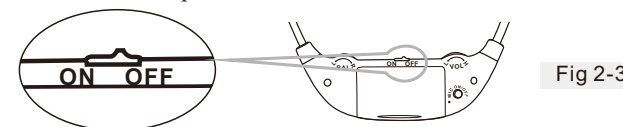
Plug the supplied AC adapter into a standard electrical outlet, plug the other end of the AC adapter into the port labeled “DC 5V” on the back of the transmitter.

**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 .



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

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

First, set the volume on your TV and any connected TV boxes to a reasonable level to ensure steady and strong audio output.

**Note:**

To mute the TV, use the "MUTE" button on the TV remote control or select "Audio Output" or "External Speakers" in the Sound Settings menu, instead of repeatedly pressing the "VOL-" button to lower the volume to Zero.(Ref. Fig 3-1/3-2)

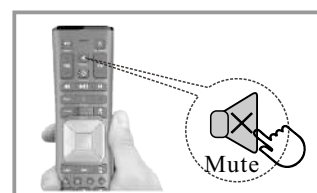


Fig 3-1

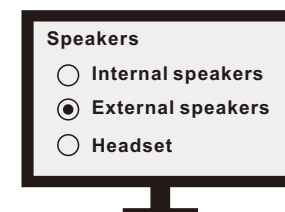


Fig 3-2

- The above settings may differ from various TVs.

Choose a connection method based on your TV's audio output ports, with optical being the preferred option for best sound quality.

**3.1 Digital Optical Connection (Recommended)**

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

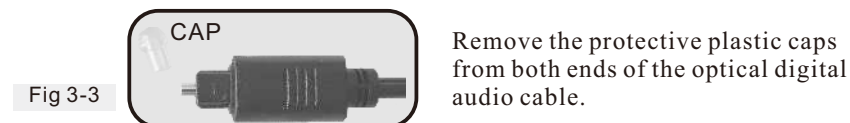


Fig 3-3

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 into the port labeled “**OPTICAL**” in the “**INPUT FROM TV**” section on the back of the transmitter.

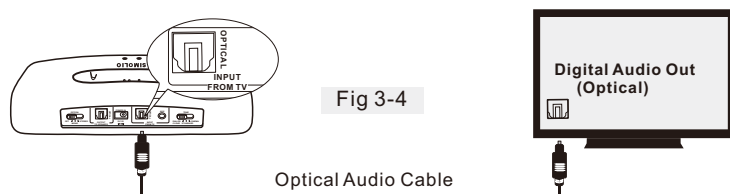


Fig 3-4

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

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

- Ensure your TV HDMI ARC port is NOT connected.
- Start your Netflix / Amazon Prime Program first before changing to PCM.
- Ensure TV Audio Format is set to “PCM” or “Dolby/DTS” is OFF (This is IMPORTANT, Ref. Fig 3-5)

#### PS:

1. 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.

2. Smart TVs automatically reset their settings after system updates. Make sure your audio output / input format is set to “PCM” and NOT “AUTO” or “Dolby.”

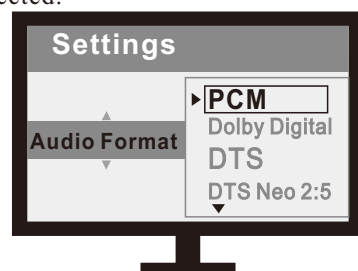


Fig 3-5

#### Notes:

\* 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)” (Ref. Fig 3-6). And for some newer Samsung TVs, you can enable this feature by selecting “TV Speaker” from the TV Sound Output lists.



Fig 3-6

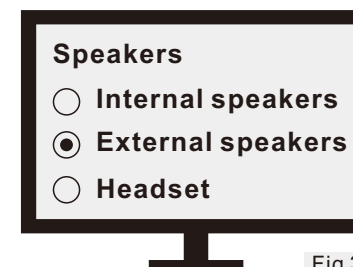


Fig 3-7

\* If your TV only supports single sound out (either the internal TV speakers or an external audio device), be sure to set the speaker to “**External Speaker.**” (Ref. Fig 3-7). And the internal TV 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.

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

### 3.2 Analog RCA Connection

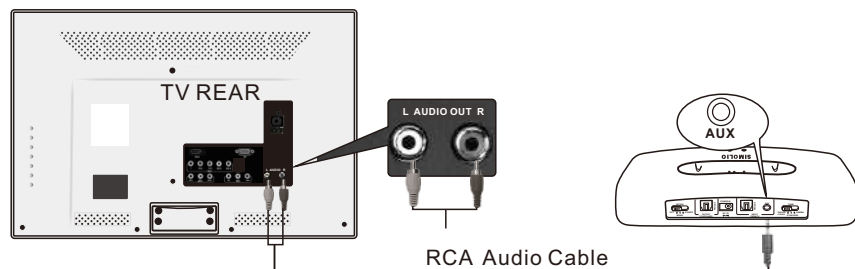
This Part is an alternative to 3.1 on page 8. This part will explain how to connect the SIMOLIO transmitter to your television, satellite, or cable box using an RCA analog audio cable.

• 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 other end into the port labeled “**AUX**” in the “**INPUT FROM TV**” section on the back of the transmitter.



RCA Audio Cable

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 headphones after connecting:

- Ensure use TV Red/White ports labeled "AUDIO OUT" or "OUTPUT", other Red/White ports are incorrect. (Ref. Fig 3-9)
- 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 3-10)

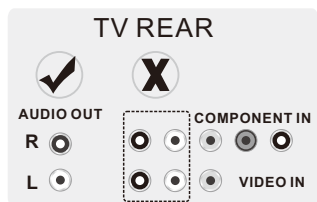


Fig 3-9

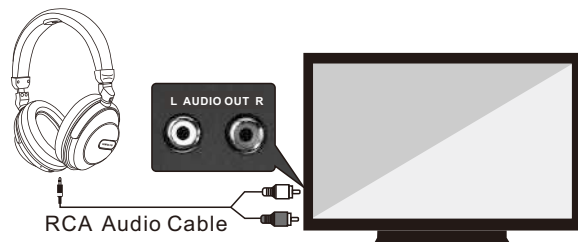


Fig 3-10

#### Notes:

\* 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" (Ref. Fig 3-11). And for some newer Samsung TVs, you can enable this feature by selecting "TV Speaker" from the TV Sound Output lists.

\* If your TV only supports single sound out (either the internal TV speakers or an external audio device), be sure to set the speaker to "External Speaker." And the internal TV 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. (Ref. Fig 3-7)

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

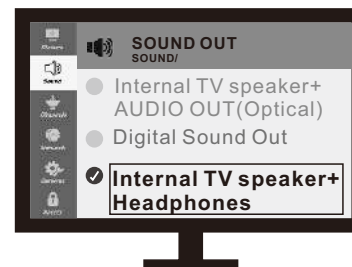


Fig 3-11

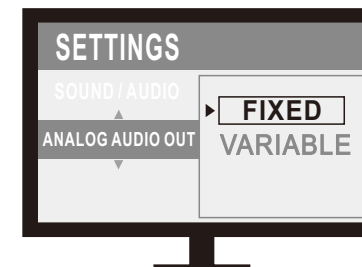


Fig 3-12

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

### 3.3 Analog 3.5mm/AUX Connection

This part is an alternative to 3.1 and 3.2 on page 8-10. This part will explain how to connect the 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 will still function properly, but the sound to your TV internal speakers will be muted. The port is usually labeled with an 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 into the port labeled "AUX" in the "INPUT FROM TV" section on the back of the transmitter. (Ref. Fig 3-13)

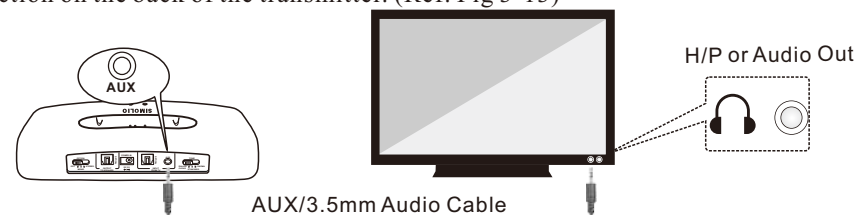


Fig 3-13

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

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

- Set the TV sound out or speakers to **"Headset"** if available. (Ref. Fig 3-14)
- Use the AUX/3.5mm cable to plug a wired headphone into the headphone/3.5mm audio output of the TV to test if you can hear the TV sound. (Ref. Fig 3-15)

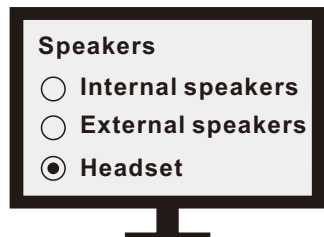


Fig 3-14

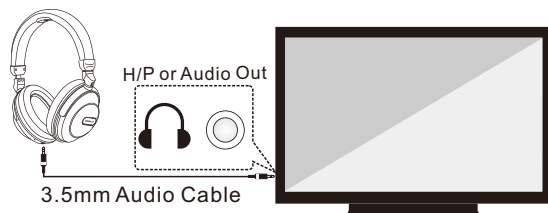


Fig 3-15

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

\* 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 (SM-DAC01 Purchase separately) for installation.

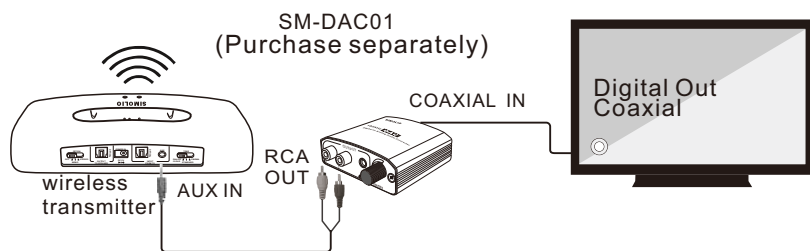


Fig 3-16

Step 2. Please follow the part of 3.1 on page 8-9 for TV audio format and speaker setting.

- If you can not hear sound from your headphones after connecting:
- Use the AUX/RCA cable to plug the headphone into the H/P port or RCA output of the DAC to test if you can hear the TV sound. (Ref. Fig 3-17)

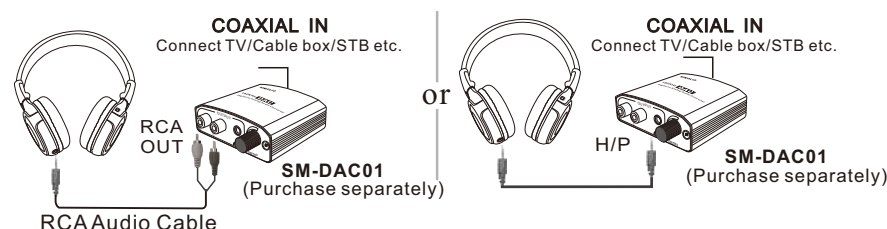


Fig 3-17

**Note:**

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

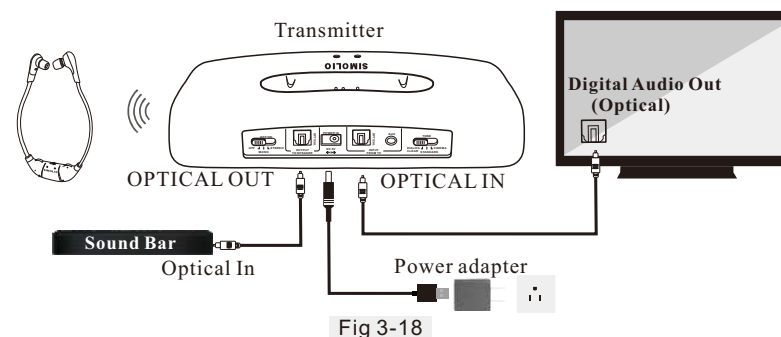
**2 If your TV/Audio Source's Digital Optical Audio Out port is occupied by soundbar, you can use the by-pass feature. (Ref. Fig 3-18).**

Fig 3-18

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 3-19

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).

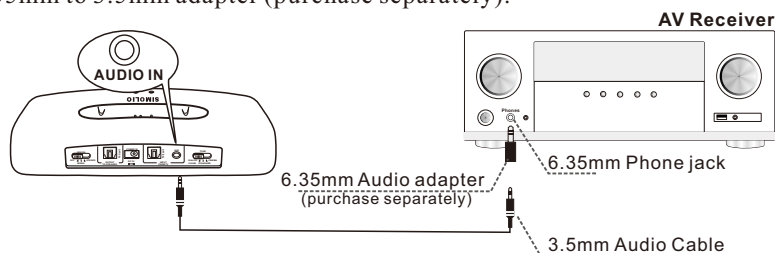


Fig 3-19

### Step 2. Check the Performance of the AV Receiver's Audio Output as Shown in Fig 3-20

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.

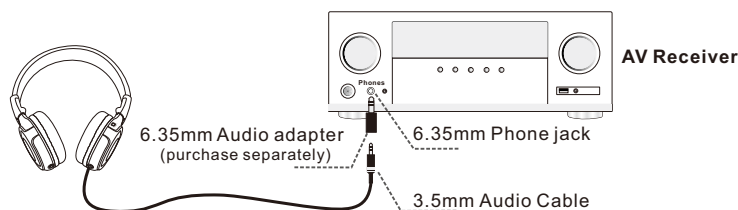


Fig 3-20

### 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.

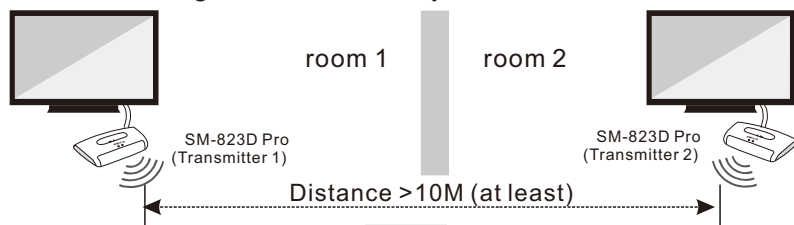


Fig 4-1

- 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.

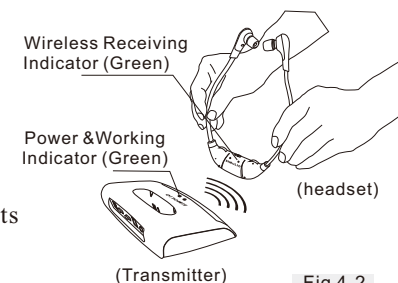


Fig 4-2

### 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 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.

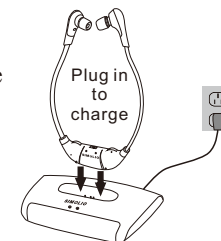


Fig 5-1

#### Notes:

1. The charging time is approx. 3 hours. The headset will last approx 14 hours on a full charge, but will last a lesser or greater amount of time depending on the average volume level of the headset.
2. Fully charge the battery every 2-3 months if battery or product is not used for long time.

### 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.

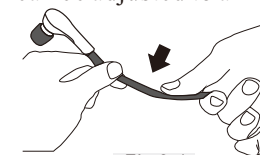


Fig 6-1

### 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.

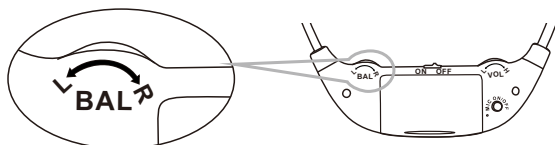


Fig 6-3

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

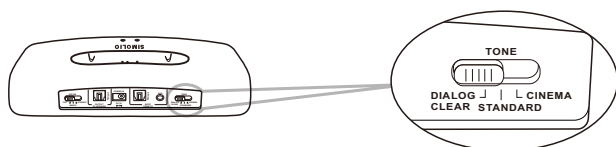


Fig 6-4

**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) Ambient Sound Amplifier Function:** while listening wirelessly, press the MIC ON/OFF button at the rear of the headset, the **ambient** 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 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.

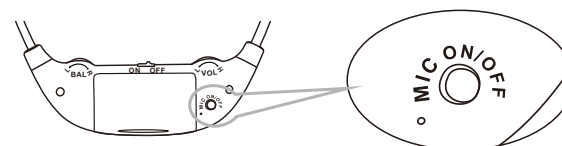


Fig 6-6

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

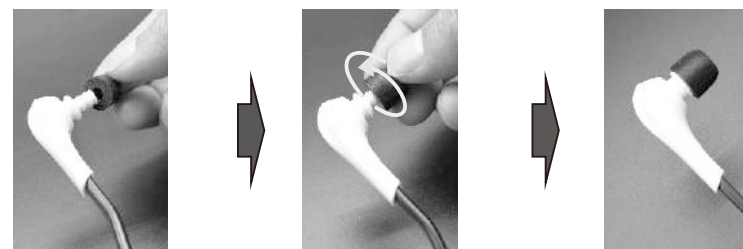


Fig 6-7

## TROUBLESHOOTING

### Part 1

Phenomena	Causes	Solutions
<b>Headset doesn't work, or no voice received</b>	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 lugged into the <b>AUDIO IN</b> jack of the transmitter when connecting with the optical cable.	Unplug the analog audio cable from the transmitter.

## Part 2

Phenomena	Causes	Solutions
<b>Headset doesn't work, or no voice received</b>	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 <b>PCM</b> .	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.
<b>Sound cuts in and out or some noise is occurred</b>	The headset is out of the transmitting range.	Move the headset closer to the transmitter.
	The audio source's volume is set too low.	Adjust its volume properly.
<b>Sound cuts in and out or some noise is occurred</b>	The headset is working on "ambient 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.

## Part 3

Phenomena	Causes	Solutions
<b>Sound cuts in and out or some noise is occurred</b>	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.
	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".

## Part 4

Phenomena	Causes	Solutions
Headset can not be charged successfully	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).
	Battery voltage may fall below 2.2V.	Test battery voltage. Replace the battery if it's below 2.2V.

## TECHINICAL SPECIFICATIONS

Transmission mode	Automatic Frequency-Hopping Spread Spectrum		
Carrier frequency	2.4GHz ISM BAND		
Power Supply	Transmitter	output: DC 5V, 1A	input: 100~240V
		plug of power cable: 4.0*1.7mm	
	Headset	built-in 350mAh Li Battery	
Frequency response	20 Hz – 20 KHz		
Distortion	≤1%		
Signal-to-noise ratio	≥70dB		
Range	Up to 164 feet (without obstacles)		
Working time	approx 14 hours under wireless hearing mode		
Charging time	3 hours		

## LIMITED WARRANTY

This warranty covers manufacturing defects and product failure for 12 months from the date of purchase. The warranty will not be extended if we repair or replace the product. If the product fails to function properly due to a defect within one year of original purchase, return it (freight prepaid) with proof of purchase and a brief description of the problem to Simolio. Simolio will repair or replace the unit and return it to you free of charge.

This warranty does not cover cosmetic damage, damage due to accidents, misuse, abuse, negligence, commercial use, or modifications. Accessories and perishable items are not covered.

To upgrade to 24-month coverage, register your product within **ONE** month of purchase. 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**

To view and purchase SIMOLIO TV listening device accessories, please visit:

**www.simolio.com/collections/tv-accessories**



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