

## Part 3

Phenomena	Causes	Solutions
Headphone can not be charged successfully	Faulty USB charging cable.	Please change another workable USB charging cable to see if it works.
	Faulty Power source.	Please change another power source like PC USB port, socket, different USB charger (5V/500mA-2A).

**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.

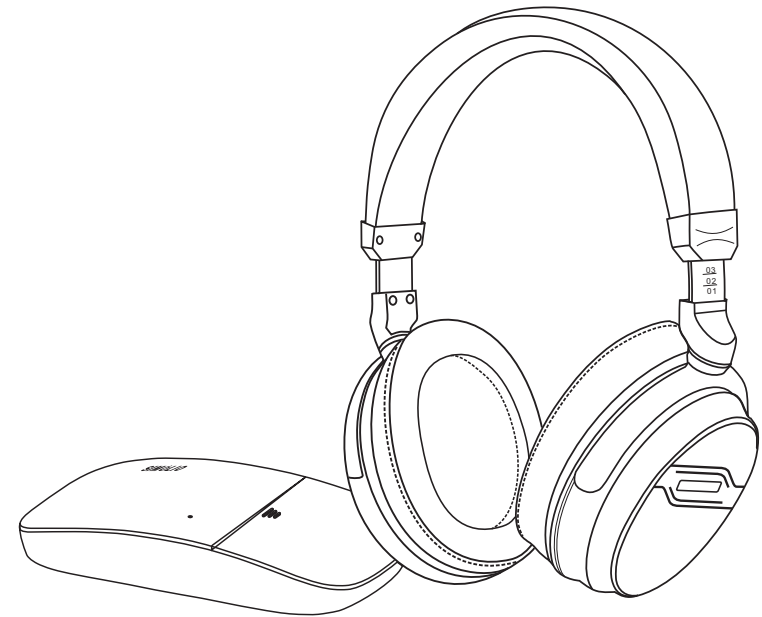
Please contact: support@simolio.com (for NA/AU) or support\_uk@simolio.com (for UK) and provide your Amazon order ID to register the warranty.

**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 plug of power cable : 4.0*1.7mm
	Headphone	built-in 500mAh Li-ion Battery USB charging cable
Frequency response	20 Hz – 20 KHz	
Distortion	≤1%	
Signal-to-noise ratio	≥70dB	
Range:	Up to 100 feet (without obstacles)	
Working time	10 hours under wireless hearing mode	
Charging time	3 hours	

**SIMOLIO****2.4GHz Wireless TV Headphones**

– Professional Personal Customized TV Hearing Protection System

**SM-826D****User Manual**

Sales & Support Email: support@simolio.com (for NA/AU)  
support\_uk@simolio.com (for UK)

Thank you for choosing the SIMOLIO SM-826D 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** (NA/AU)

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

Response Time: 2-24h, excl. Holidays

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

<b>Safety Instruction</b> .....	01
<b>Overview</b> .....	02
<b>Features</b> .....	02
<b>Product Diagram</b> .....	03
<b>Package Contents</b> .....	04
<b>LED Indication</b> .....	05
<b>How to Use</b>	
1. Check Your TV/Audio Source Output Options before the Set up ...	05
2. Turn on the Transmitter and Headphone .....	06
2.1 Power the Transmitter .....	06
2.2 Turn on the Transmitter .....	06
2.3 Turn on the Headphone .....	06
3. Connect the Transmitter to Your TV/Audio Source .....	07
3.1 Digital Optical Connection .....	07
3.2 RCA Analog Connection .....	08
3.3 3.5mm/AUX Analog Connection .....	10
3.4 Other Connections in Special Cases .....	11
4. Use Two Sets of SIMOLIO 2.4GHz Wireless TV Headphones	
Simultaneously in the Same House .....	14
5. Charge the Headphone .....	14
6. Customizing your SM-826D .....	15
<b>Troubleshooting</b> .....	16
<b>Limited Warranty</b> .....	18
<b>Technical Specifications</b> .....	18

## 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-826D wireless TV hearing 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 tone controls and MONO/STEREO function. 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.

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) Hearing Protection Function

Soften the background sounds, make the TV conversations stand out, help people enjoy TV programs in safe voices, protect people's hearing from the progressive hearing damage caused by watching TV for a long time with normal headphones.

### (2) 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.

### (3) Voice Highlighting Tech

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

### (4) Noise Cancelling Tech (NCT)

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

### (5) 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.

### (6) 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.

### (7) MONO/STEREO Optional

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

### (8) 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).

### (9) Convenient Charging Methods

The headphone is recharged by the supplied Micro USB cable into a compatible USB charger (transmitter USB port/PC or TV USB port). It is ok to use most mobile phone chargers on market.

### (10) 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.

### (11) Audio Sharing Function

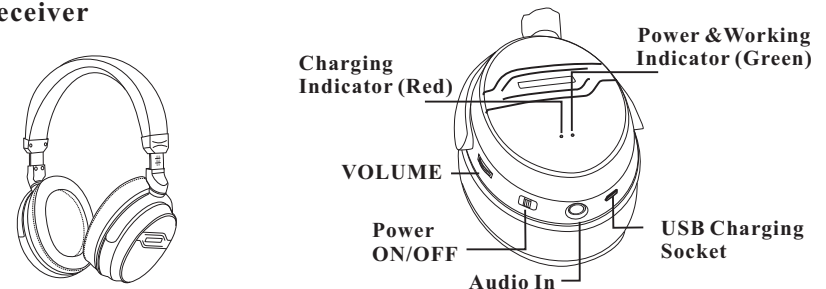
You can have another headphone plug into the sharing port on the right side of the SIMOLIO headphone to share audio with your buddy .

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

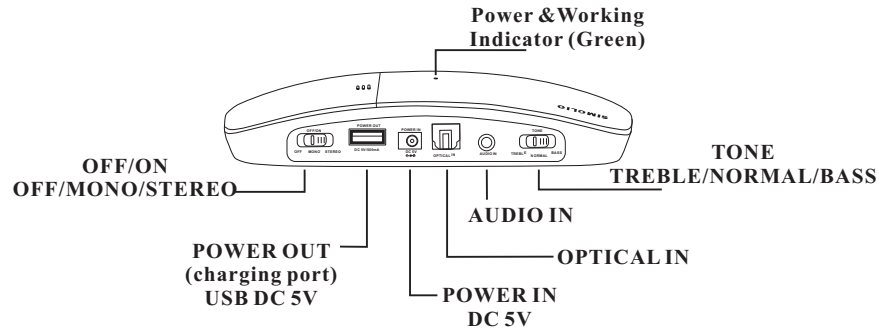
Additional SIMOLIO 2.4GHz wireless headphone receivers can be added to the SM-826D system, allowing multiple listeners to enjoy the same audio source.

## PRODUCT DIAGRAM


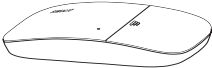







### 1. Receiver



## 2. Transmitter



## PACKAGE CONTENTS

<b>Headphone</b> 	<b>Transmitter</b> 	<b>Optical Fiber Cable</b> 
<b>Ø3.5mm- RCA Audio Cable</b> 	<b>Ø3.5mm Audio Cable</b> 	<b>Micro USB Charging Cable</b>  (for headphone)
<b>Power Adapter</b> USA 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 audio signal in 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

## LED Indicators of the Headphone

LED Status	Headphone 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 on	Headphone charging
Red LED off	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”.

## HOW TO USE

## 1. Check Your TV/Audio Source Output Options before the Set up

SM-826D is compatible with OPTICAL output, AUX 3.5mm output, and RCA (labeled “AUDIO OUT”) (Ref. 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.

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

• 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.

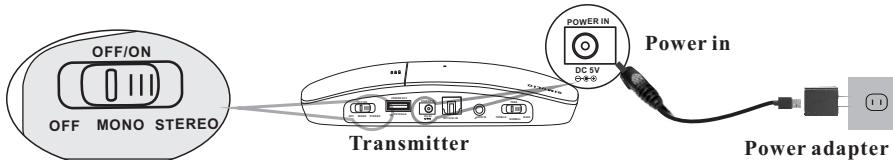


Fig 2-2

Fig 2-1

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

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

### 2.3 Turn on the Headphone

Slide ON/OFF switch to “ON” position.

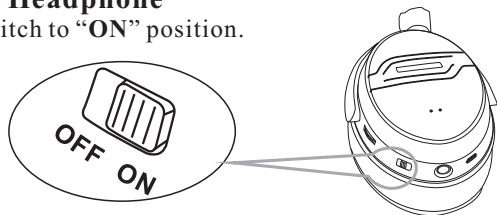


Fig 2-3

## 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  $\geq 40\%$

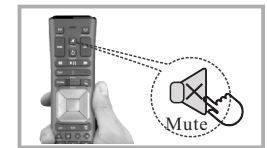


Fig 3-3

### 3.1 Digital Optical Connection

This part will instruct you on how to connect the SIMOLIO SM-826D 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.

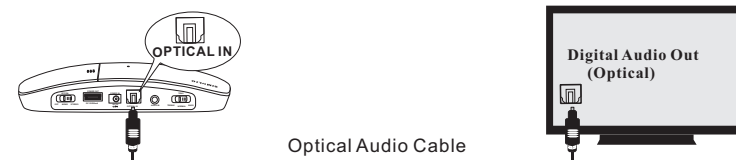
#### Step 1. Hook up SIMOLIO to the Optical Audio Out Port of the TV/other Audio Device

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



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”.



Optical Audio Cable

Fig 3-5

**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 3-6)

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)

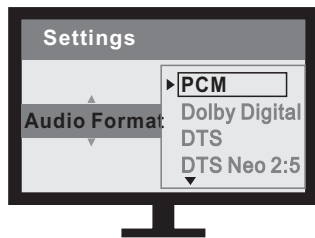


Fig 3-6

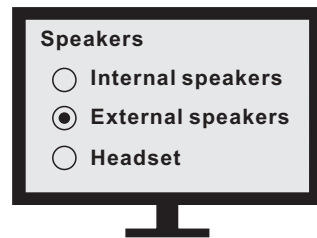


Fig 3-7

**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 7. This part will explain how to connect the SIMOLIO SM-826D 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.

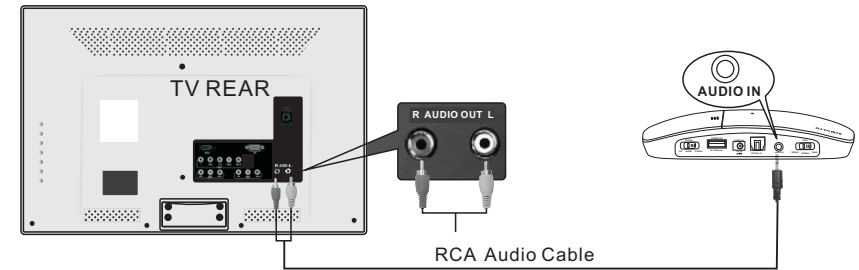


Fig 3-8

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

If you can not hear sound from your headphones 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

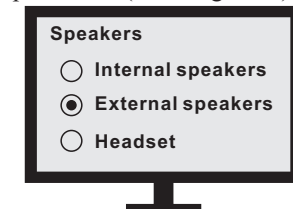


Fig 3-10

- 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)

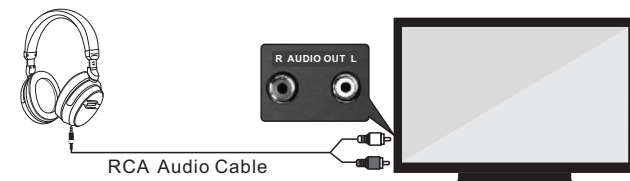


Fig 3-11

**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-826D 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.

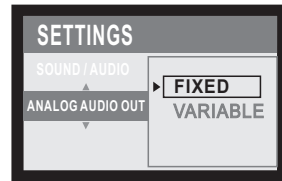


Fig 3-12

**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-826D 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-826D 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.

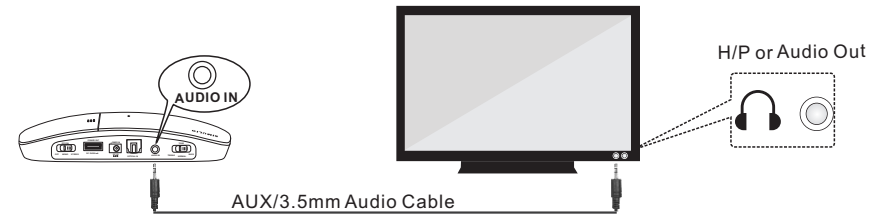


Fig 3-13

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

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

- Ensure your TV speaker is set to "Headset". (Ref. Fig 3-14)
- Use the AUX/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)

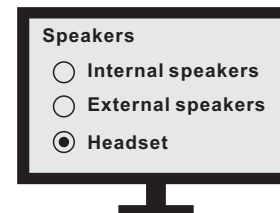


Fig 3-14

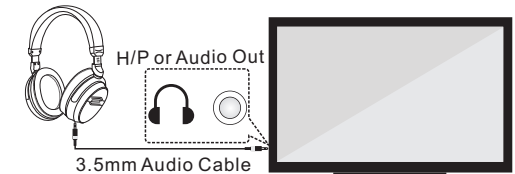


Fig 3-15

**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-826D volume level, you will need to make sure your TV is set to "Fixed". Contact your TV manufacturer for assistance.

\* 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****Step1. 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 (DAC) for installation.

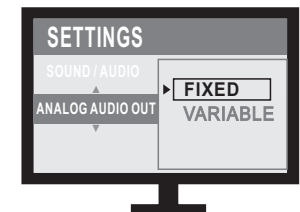


Fig 3-16

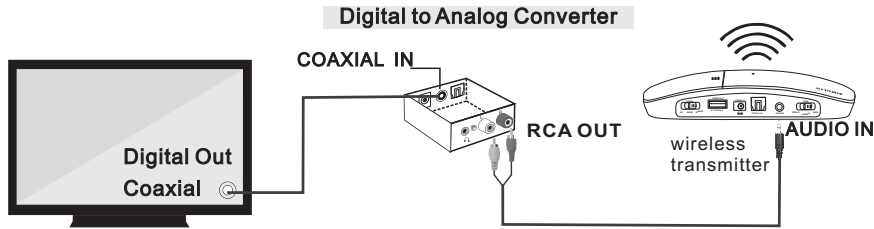


Fig 3-17

**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 3-18)

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)

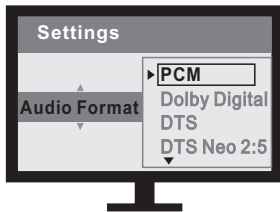


Fig 3-18

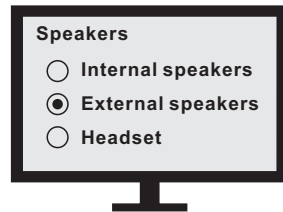


Fig 3-19

- Take turns to test RCA connection and 3.5mm headphone connection.
- Use the AUX/RCA cable to plug the headphone into the headphone or RCA output of the DAC 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 will need an optical splitter for installation.

Step 1. Purchase an Optical Splitter and Set up as Shown in Fig 3-21

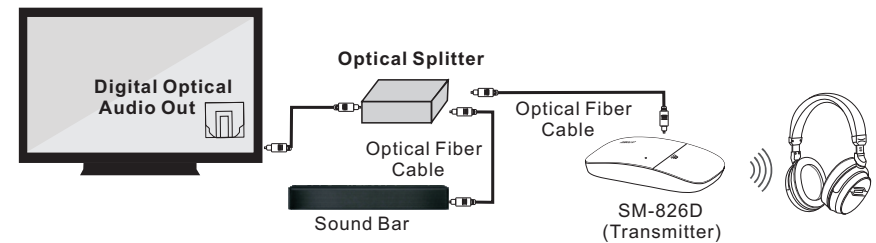


Fig 3-21

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

3) Connect SIMOLIO SM-826D 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 3-22

SM-826D 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).

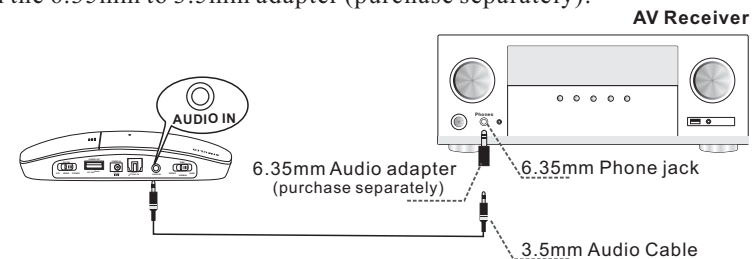


Fig 3-22

Step 2. Check the Performance of the AV Receiver's Audio Output as Shown in Fig 3-23

If you can not hear sound from your headphones 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.



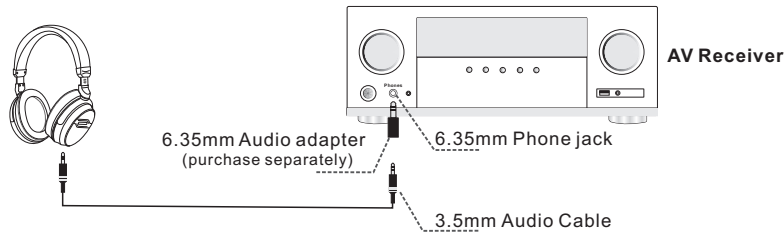


Fig 3-23

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

- The two sets of SIMOLIO 2.4GHz units should be put at least 10 meters away from each other when using them simultaneously.

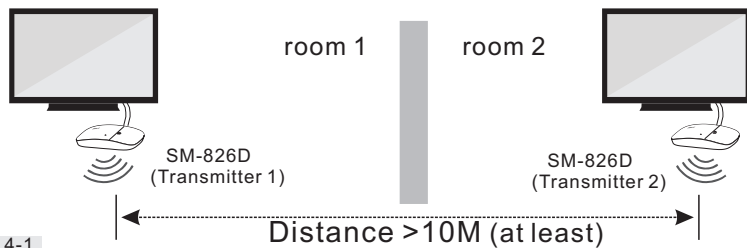


Fig 4-1

- 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.

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

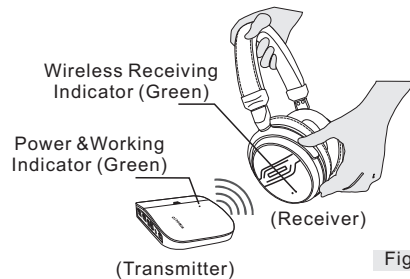


Fig 4-2

#### 5. Charge the Headphone

##### A: Through the USB charging port on the rear of the transmitter base

You can use the included micro USB charging cable to connect the headphone to the USB charging port on the rear of the transmitter base for charging. (make sure the transmitter base is powered on)

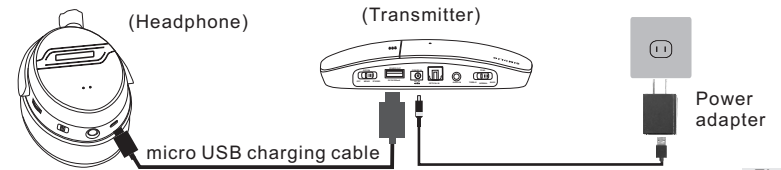


Fig 5-1

##### B: Through the universal USB charger/outlet

You can charge your headphone by plugging the micro USB power cable into a phone charger (5V/500mA-2A output), PC USB port, TV USB port or any other USB outlet. You don't need to go back to the transmitter base next to the TV to charge. It takes about 3 hours to fully charge the headphones. The LED will turn RED during charging and turn off once charging is completed.

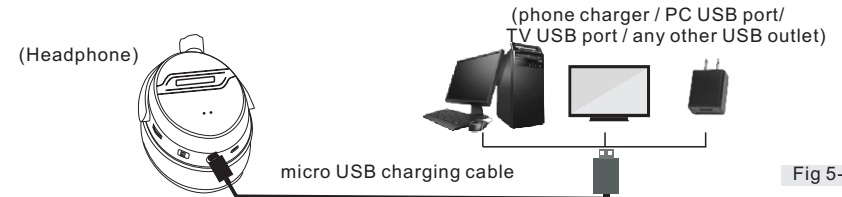


Fig 5-2

**Notes:** The charging time is approx. 3 hours. Before using the spare rechargeable battery for the first time, charge it for at least 3 hours. The headphone battery will last around 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-826D

1) Please make sure the headphones are being worn properly. 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.

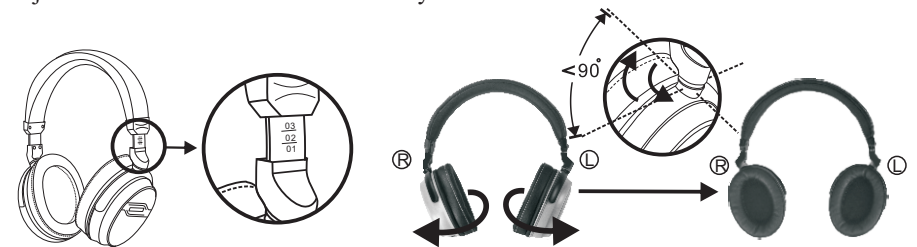


Fig 6-1

2) **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.

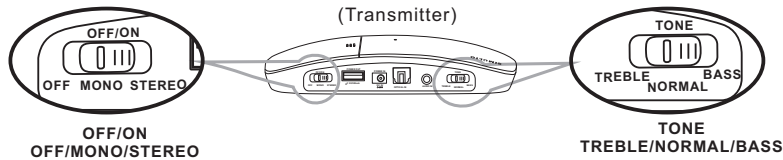


Fig 6-3

Fig 6-2

3) **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 6-3)

## 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 <b>AUDIO IN</b> 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: <b>Settings &gt; Sound &gt; Digital Audio Out Format &gt; Dolby/DTS/PCM</b> , menu depends on TVs.

### Part 2

Phenomena	Causes	Solutions
Headphone doesn't work, or no voice received	The headphone is powered off automatically.	Switch the headphone off, then on.
	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 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 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 voice is heard only with one ear	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.
	If you are using RCA connection, the RCA audio cable connecting the transmitter and your TV/audio source is NOT FULLY plugged at BOTH ends.	Try to wiggle the audio cable or unplug and plug the audio cable from both the ends on TV/audio source and the transmitter .
	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> .
	Faulty cable/audio out port issue	Try another audio cable or another audio device.