

LIMITED WARRANTY

Simolio provides a 12-month limited warranty from the date of purchase, covering manufacturing defects and functional failures under normal use. Damage from misuse, accidents, unauthorized modifications, commercial use, normal wear and tear, as well as accessories and consumables, is not covered. The warranty will not be extended if we repair or replace the product.

To request warranty service, contact Simolio Support with proof of purchase and a brief issue description. Depending on the case, we'll offer a free repair, replacement, or technical troubleshooting assistance.

Email: support@simolio.com (for US/CA/AU)
support_uk@simolio.com (for UK)

Response time: 2–24 hours (excluding holidays)

Need to register your warranty, get help with setup, or order extra parts?
Just email us or scan the QR code below — we're here to help!



Online FAQ



Accessories



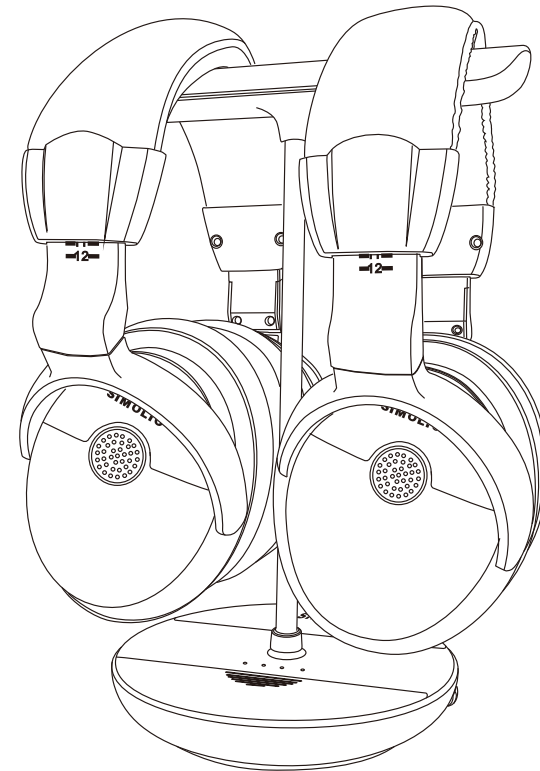
Warranty registration

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SIMOLIO**Wireless TV Headphones**

SM-829D2
(Plus Version)

**User Manual**

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



Thank you for choosing the SIMOLIO SM-829D2 wireless TV headphones. 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

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Simolio Audio



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IMPORTANT SAFETY INSTRUCTIONS

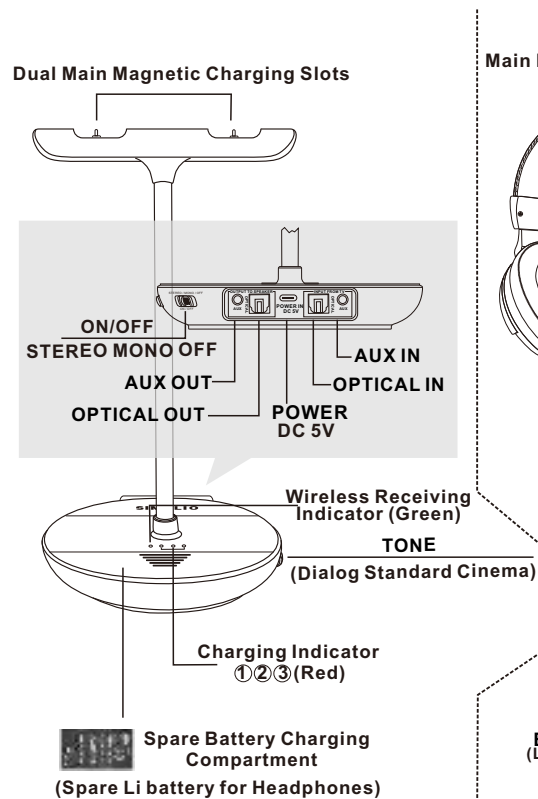
1. Please read this instruction manual carefully and completely before using the products. Keep this manual easily accessible at all times.
2. Always keep the product dry, and do not expose them to extreme temperatures.
3. **To take better care of the battery, charge the headphones in a timely manner when headphones say "low battery". Charge the headphones once every 3 months if not using for a long time.**
4. The headphones must keep the minimum volume before switching the unit on. High volume may cause hearing damage to persons with normal hearing, especially to children.
5. Keep devices away from liquid. Before cleaning the product and its accessories, disconnect the transmitter from the power source, and use only a slightly damp cloth to clean the devices.
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 headphones after use, and unplug the transmitter from power source when not using for a long time.
10. Only qualified person can provide services! Do not attempt to open the unit!
11. Product must not be placed closer than 6" (15cm) to a pacemaker. Consult your doctor or the manufacturer of the medical device before using the product.

Important Version Upgrade Tips:

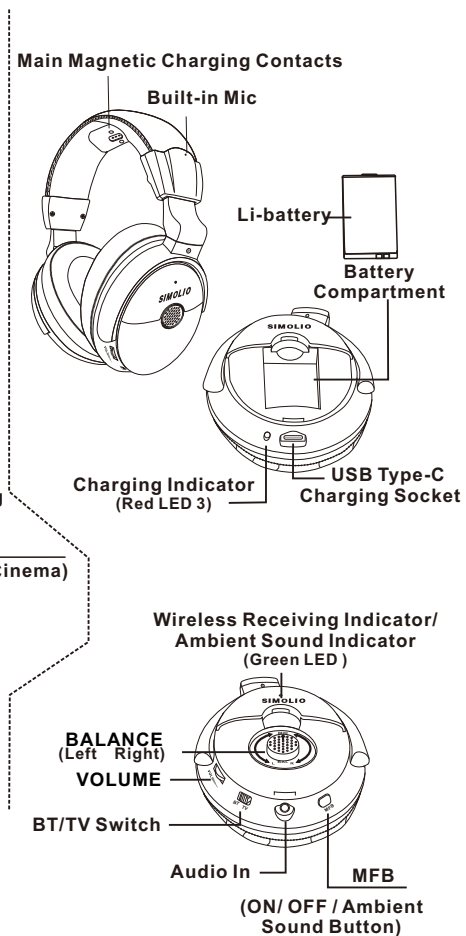
****Please Note:**** Upgraded 829D2 Plus version with both TV & BT modes are not compatible with older version. Do not mix or cross-use.

PRODUCT DIAGRAM

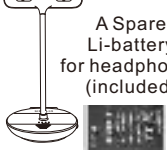
1. Transmitter



2. Headphones



PACKAGE CONTENTS

Headphones 	Wireless Transmitter  A Spare Li-battery for headphones (included)	Power Adapter for Transmitter 
USB Charging Cable for Headphones 	Optical Fiber Cable 	Ø3.5mm-RCA Audio Cable 
Ø3.5mm Audio Cable 	Quick Guide 	User Manual 

BUTTONS AND FUNCTIONS

Buttons and functions of the transmitter

Button	Function	Operation
STEREO / MONO / OFF Switch	Turn on transmitter	Slide the switch to MONO/ STEREO
	Turn off transmitter	Slide the switch to OFF
Dialog / Standard / Cinema Switch	Tone setting	Slide the Tone button to switch between Dialog / Standard / Cinema sound modes, you will hear "dialog / standard / cinema" sound

Buttons and functions of the headphones

Button	Function	Operation
MFB	Turn on headphones	Press and hold the MFB button for 3 seconds
	Turn off headphones	Press and hold the MFB button for 3 seconds
	Enter ambient sound amplifier mode (TV mode)	In TV mode, press the MFB button once for ambient sound amplification, then press it again to return to TV listening
	Enter pairing mode (BT mode)	Slide the switch to the "BT" position
	Play / Pause music (BT mode)	Press the MFB button once to play / pause audio (when being used with phone / tablet)
	Answer / End a call (BT mode)	Single click the MFB button
	Reject a call (BT mode)	Press and hold the MFB button for 2 seconds
	Clear pairing history in BT mode	Switch off the headphones, then press and hold the MFB button for 8~10 seconds until you hear a "Di" prompt sound
BT / TV Switch	Select TV / Bluetooth mode	Switch to "TV" to connect to the transmitter, you will hear "TV mode"
		Switch to "BT" to connect to one's phone / tablet, you will hear "Bluetooth mode"
 VOL	Volume up /down	Turn the volume knob to adjust the sound level

LED INDICATION

LED indicators of the transmitter

LED Status	Status Indication
Solid GREEN LED	Connected
GREEN LED flashes slowly	No audio signal within 10 minutes
Stable dark GREEN LED	Standby - No audio signal for more than 10 minutes
Charging indicator solid RED	Headphones charging by the base
RED charging indicator off	Charging completed

LED indicators of the headphones

LED Status	Status Indication
GREEN LED flashes slowly	In pairing mode / Disconnected
Solid GREEN LED	Connected
Solid RED LED with voice prompt "low battery"	Low battery
Solid RED LED	Headphones charging
RED LED off	Charging completed

HOW TO USE

1. How to Charge the Headphones

Method 1: Turn off the headphones and place them 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 1-1). Please remove the headphones from side of charging stand when using (Ref. Fig 1-2).

Note:

* Be sure to use the original AC adapter for the transmitter and insert the AC adapter plug firmly. Slide the STEREO / MONO / OFF switch to MONO or STEREO to power on the transmitter.

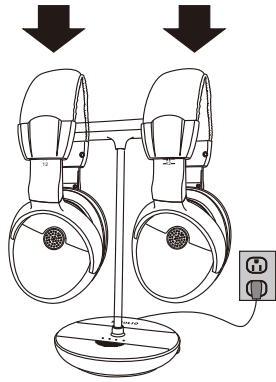


Fig 1-1

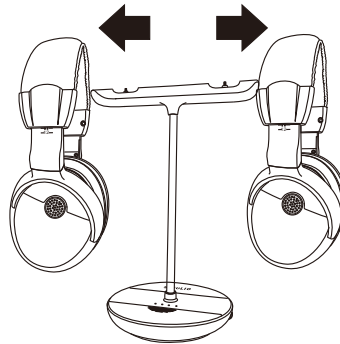


Fig 1-2

* 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.

Method 2: Plug the headphones into a USB wall charger (DC 5V/0.5-2A) using the included USB cable. While charging, the LED of the headphones will turn red and will turn off once charging is complete. Normally it will take about 3 hours to fully charge (Ref. Fig 1-3).

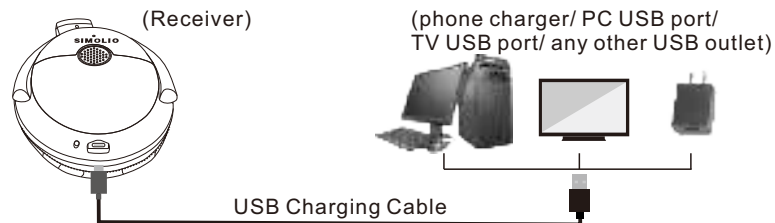


Fig 1-3

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 original 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 1-4).

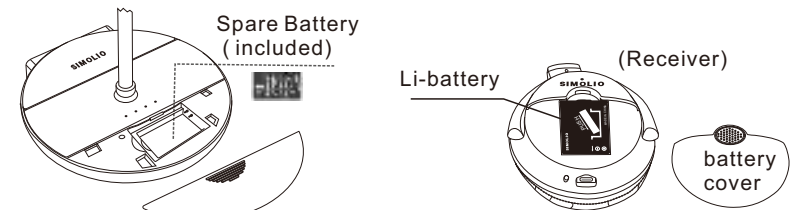


Fig 1-4

Note:

The charging time is approx. 3 hours. The headphones will last approx 20 hours on a full charge, but will last a lesser or greater amount of time depending on the average volume level of the headphones.

2. How to Connect the Transmitter to Your TV/Audio Source

2.1 Check Your TV / Audio Source Output Options before the Set up
SIMOLIO SM-829D2 is compatible with OPTICAL output, RCA (labeled "AUDIO OUT") and AUX 3.5mm output (Ref. Fig 2-1).

	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	2.3.1	2.3.2	N/A	2.3.3	2.3.5	2.3.5

Fig 2-1

Notes:

*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 no audio signal is received for 10 minutes, the transmitter will go into standby. After 20 minutes in standby, the headphones will automatically turn off.

2.2 Power on the Transmitter and Headphones**2.2.1 Power the Transmitter** (Ref. Fig 2-2).

Connect the transmitter to a wall outlet via the provided power adapter.

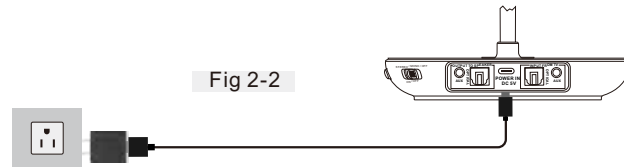


Fig 2-2

Slide **STEREO / MONO / OFF** switch to "**MONO**" or "**STEREO**" position.

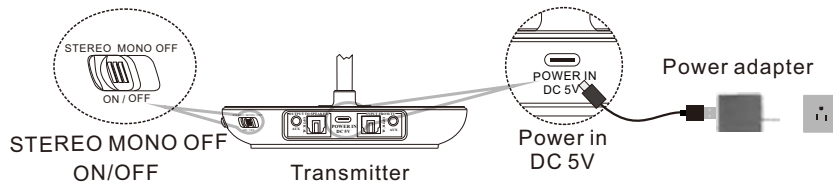


Fig 2-4

Fig 2-3

2.2.2 Turn on the Headphones (Ref. Fig 2-5A).

Press and hold the **MFB** button for 3 seconds to turn on headphones. Slide TV/BT switch to "TV" position, you will hear "TV mode" from the headphones, the transmitter and headphones will auto-connect. (Ref. Fig 2-5B).

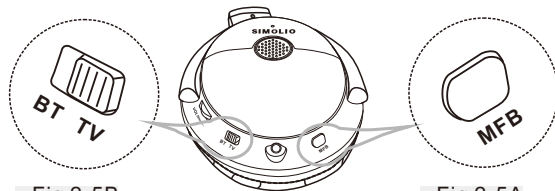


Fig 2-5B

Fig 2-5A

Note:

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

2.3 Connect and Set Up Your TV**Bear in mind before we start:**

(1) Set the volume on your TV and any connected TV boxes to a reasonable level to ensure steady and strong audio output. i.e. set the volume of TV & TV box $\geq 30\%$.

(2) If you want to mute the TV, use the "MUTE" button on the TV remote control or select "Audio Out" or "External Speakers" in the TV Sound Settings menu, rather than repeatedly pressing the "VOL-" button to lower the volume to Zero (Ref. Fig 2-6).

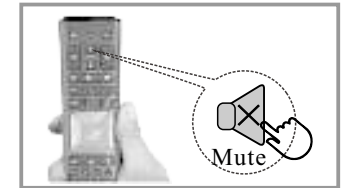


Fig 2-6

(3) You can select from several connection methods depending on your TV's available ports. For the best sound quality, we recommend using the optical connection.

(4) If you can't reach the back of your TV and are using a fixed TV box (cable / satellite / DVD), you can follow these instructions to install the system on your TV box.

(5) If you use multiple video / audio sources, such as a cable box, DVD, and streaming services (Netflix, Amazon Prime, etc.), connect the transmitter base directly to your TV's audio out port to hear sound from all devices.

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

2.3.1 Option 1 Digital Optical Connection (Recommended)

This part will instruct you on how to connect the SIMOLIO SM-829D2 transmitter to your television, satellite, or cable box using an optical digital audio cable.

Step 1. Hook up SIMOLIO to the Optical Audio Out Port of the TV/other Audio Device (Ref. Fig 2-7).

Plug one 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.

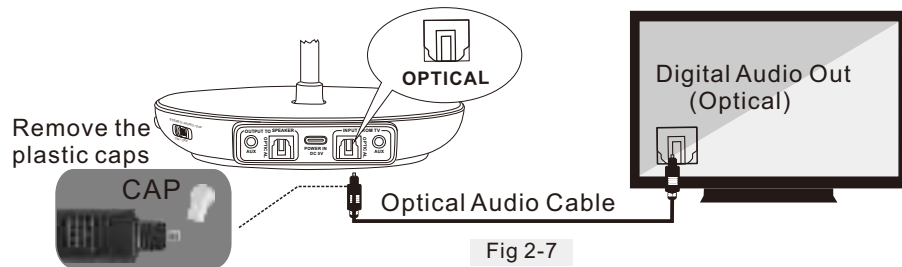


Fig 2-7

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 2-8).

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."

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 2-9). And for some newer Samsung TVs, you can enable this feature by selecting "TV Speaker" from the TV **Sound Output** lists.

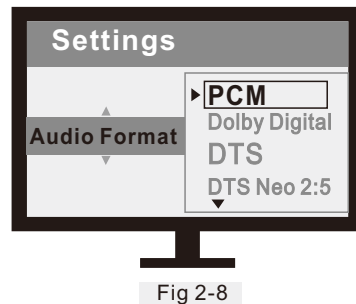


Fig 2-8



Fig 2-9

* 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 Speakers**". (Ref. Fig 2-10). 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.

Speakers

- ☐ Internal speakers
- ☒ External speakers
- ☐ Headset

Fig 2-10

2.3.2 Option 2 RCA Connection

This part is an alternative to 2.3.1 on page 9-10. This part will explain how to connect the transmitter to your television, satellite, or cable box using an RCA analog audio cable.

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 the "**INPUT FROM TV**" section on the back of the transmitter (Ref. Fig 2-11).

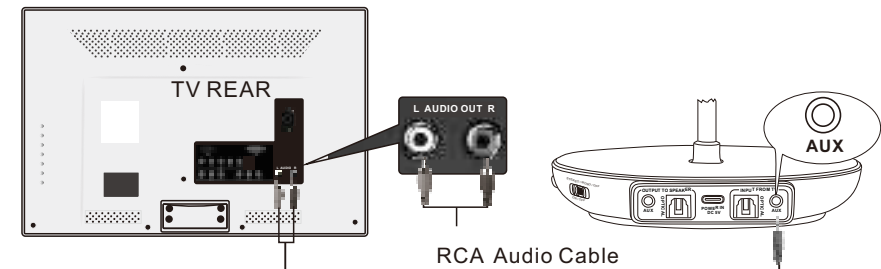


Fig 2-11

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 2-12).

- Use the RCA cable to plug the headphones into the RCA output of the TV to test if you can hear the TV sound. (Ref. Fig 2-13)

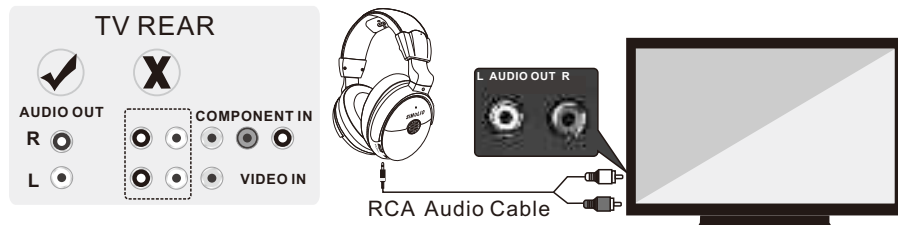


Fig 2-12

Fig 2-13

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 2-14). 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 Speakers"**. 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 2-10).



Fig 2-14

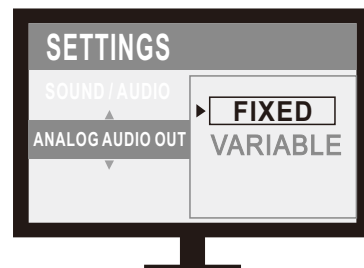


Fig 2-15

* 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 2-15).

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

2.3.3 Option 3 3.5mm/AUX Connection

This part is an alternative to 2.3.1 and 2.3.2 on page 9-12. 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 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 a headphone icon.

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 the **"INPUT FROM TV"** section on the back of the transmitter (Ref. Fig 2-16).

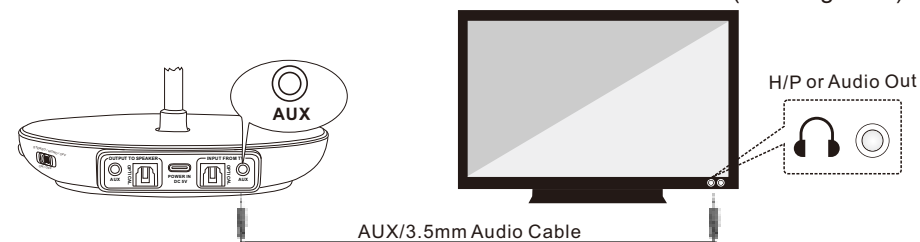


Fig 2-16

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 2-17).
- Use the AUX / 3.5mm cable to plug the headphones into the headphones/ 3.5mm audio output of the TV to test if you can hear the TV sound (Ref. Fig 2-18).

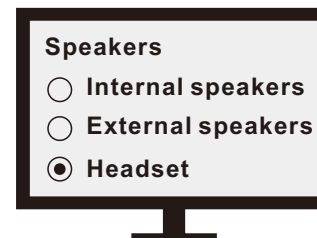


Fig 2-17

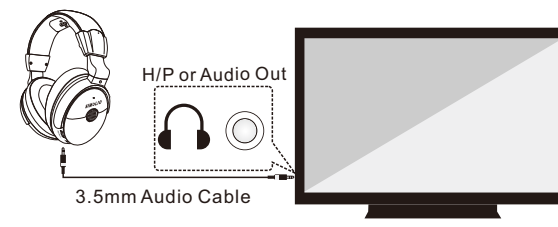


Fig 2-18

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.

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

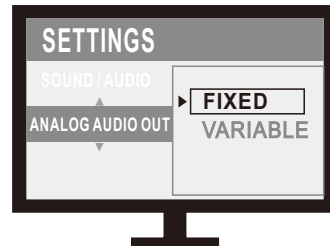


Fig 2-19

2.3.4 Option 4 Simultaneous Listening with a Soundbar

The bypass function allows you to listen through both the headphones and an external soundbar / stereo AVR simultaneously.

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

e.g., 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 2-20).

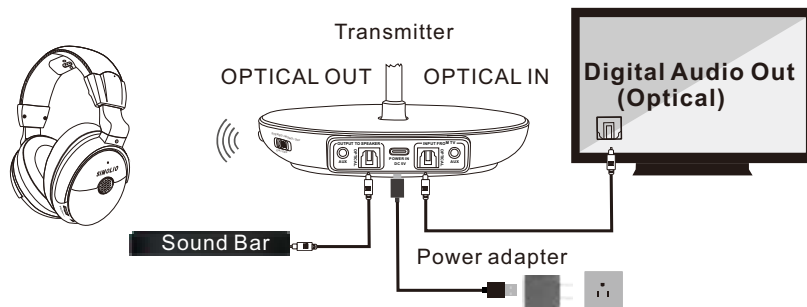


Fig 2-20

Notes:

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

* If you can not hear sound from your headphones after connecting, follow the part on page 9-13 to check your settings.

2.3.5 Other Options 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 2-21

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

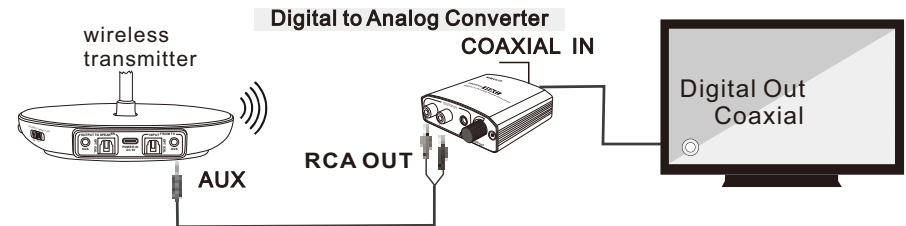


Fig 2-21

Step 2. Please follow the part of 2.3.1 on page 9-10 for TV audio format and speaker setting.

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

- Use the 3.5mm AUX cable to plug the headphones into the H/P port of the DAC to test if you can hear the TV sound (Ref. Fig 2-22).

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

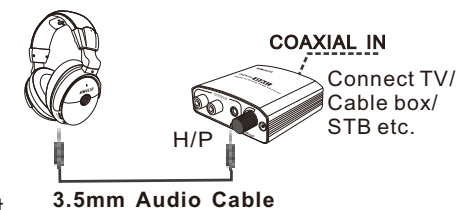


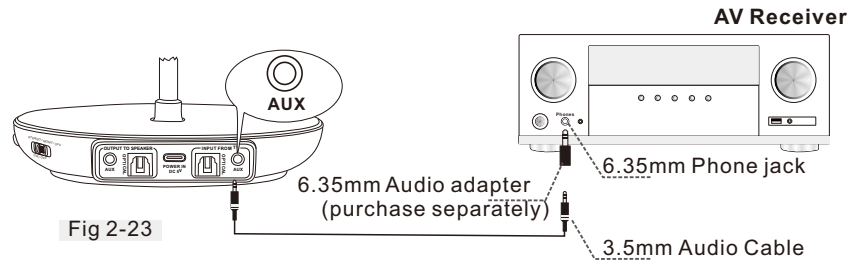
Fig 2-22

2 If You Want to Connect to Your AV Receiver

Step 1. Purchase a 6.35mm to 3.5mm Adapter and Set up as Shown in Fig 2-23

SIMOLIO SM-829D2 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).

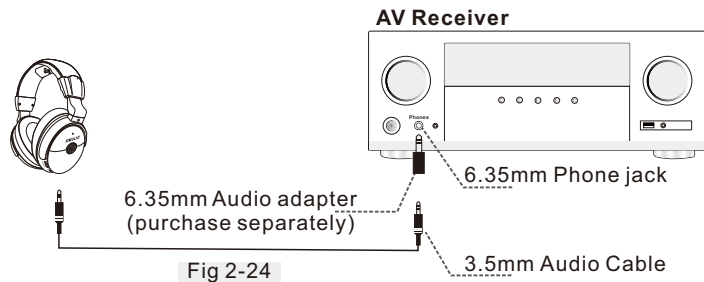
Note: This setup will mute your external speakers.



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

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 headphones into the port on AV receiver to check whether the sound is normal.

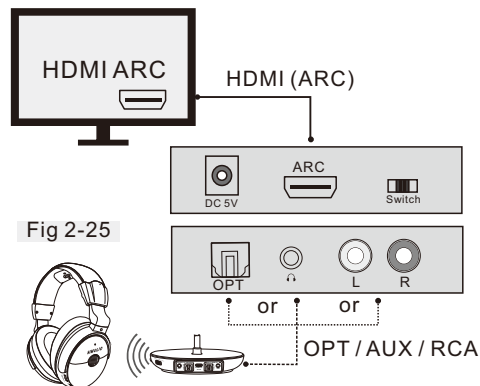


3 TV/Audio Source Only has HDMI (ARC) Port

If your TV / Audio Source only has an HDMI (ARC) port, you will need a HDMI ARC converter (purchase separately) for installation (Ref. Fig 2-25).

Step 1. Connect the HDMI ARC Converter to your TV:

Plug an HDMI cable (not included) into your TV's HDMI ARC port, then connect the other end to the HDMI ARC converter's HDMI ARC port.

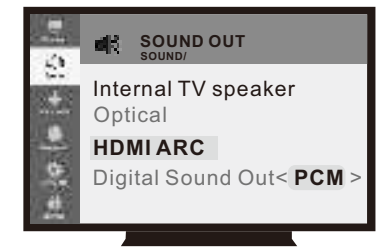
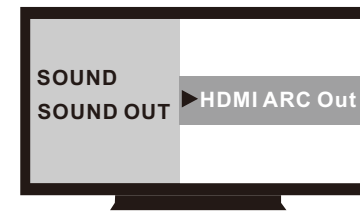


Step 2. Connect the Transmitter to the HDMI ARC Converter:

Plug the optical cable into the transmitter's Optical In port, and plug the other end to the HDMI ARC converter's Optical Out port.

Step 3. TV Audio Out Checking and Setting:

- The HDMI port only supports TV HDMI ports labeled "ARC".
- Please use the HDMI 2.0(19+1) cable (not included), because some brands of HDMI 1.4 cable omit the ARC core, resulting in no sound output.
- Set TV Sound Out to HDMI ARC Out (Ref. Fig 2-26).



- Set your TV's audio output to PCM: Using your TV remote, navigate to: **Settings > Audio > HDMI ARC > PCM**. (Ref. Fig 2-27).

- Volume control not working? Enable your TV's CEC function: By default, CEC is usually turned off. Turn it on via: **Settings > HDMI Settings > HDMI-CEC**.

*The setting menu may vary depending on your TV model.

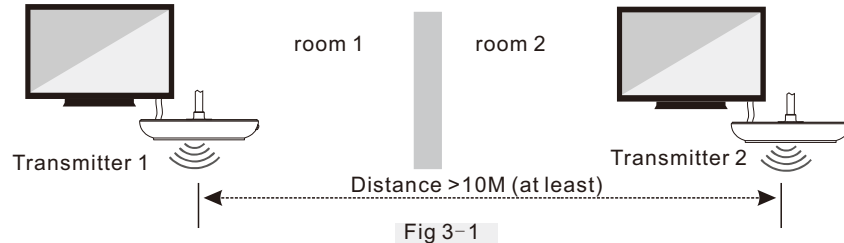
3. How to Use Two Sets of SM-829D2 in 2.4GHz TV Mode (Different Rooms)

If you plan to use two sets of wireless TV headphones in different rooms at the same time, we recommend choosing different models to prevent signal interference.

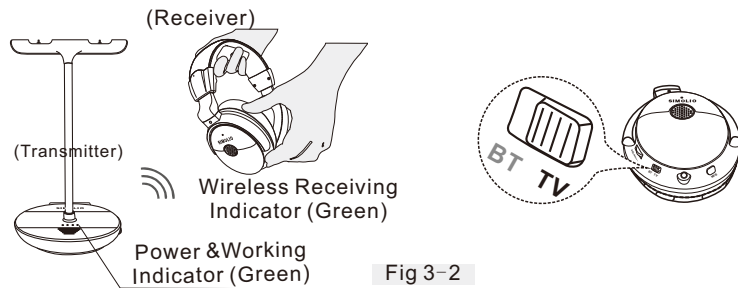
For example, using the SIMOLIO 829D in one room and the SIMOLIO 737D PLUS in another allows each to operate on a separate frequency, reducing the chance of conflict and ensuring stable performance.

If you're using two sets of SM-829D2 at the same time, follow these tips to reduce interference:

1. Keep transmitters at least 10 meters (33 ft) apart (Ref. Fig 3-1). You can place one transmitter in a drawer or cabinet to help block signal crossover.



2. Pair headphones in the correct room:



- ① Turn on the transmitter and play audio from the TV.
- ② Bring the headphones close to the corresponding transmitter.
- ③ Wait a few seconds for pairing. If not successful, switch the headphones to Bluetooth mode, then back to TV mode.
- ④ Repeat the switch 2-3 times if needed until the headphones connect.

This process helps each headphone connect to the correct transmitter and prevents signal mix-up between rooms.

4. How to Add More Headphones to the Transmitter

The transmitter supports multiple headphones simultaneously, so you can add more to your system for group TV viewing.

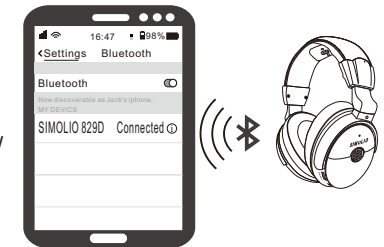
To add more headphones, just turn them on. They'll automatically connect to the transmitter without pairing, making it simple and convenient.

Note: The headset receiver is available in our store (to avoid compatibility issues, please search for the "Upgraded Plus Version" or scan the accessories QR code on the last page of this manual to get the right one.).

5. How to Use the Headphones Separately with Your Phone / Tablet

To use the headphones separately with your Bluetooth device, please follow the below steps:

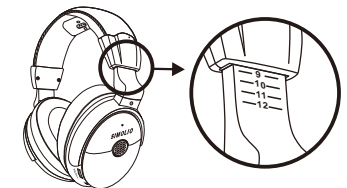
- 1) Ensure the transmitter is OFF.
- 2) Power on the headphones. Slide the switch on the headphones to the "BT" position and the headphones will enter to pairing mode automatically.
- 3) Turn on Bluetooth on your smart phone/tablet. Find & select "SIMOLIO 829D" to pair and connect. Once successfully paired, you will hear "Bluetooth Connected", and you can also check the pairing status on your phone/tablet.



6. How to Tailor the SM-829D2 to Your Needs

1) Please ensure that the headphones are worn correctly.

A. Each side of the headphones 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).



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).

You can only rotate it 90 degrees in a specific direction as above.



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 headphones and then rotate the BAL dial for right/left volume adjustment so that you hear equally well with both ears (Ref. Fig 6-3).

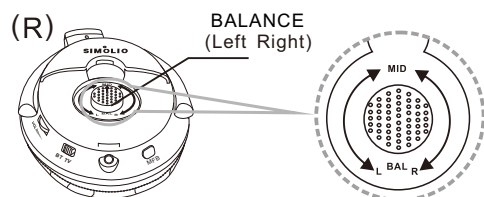


Fig 6-3

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

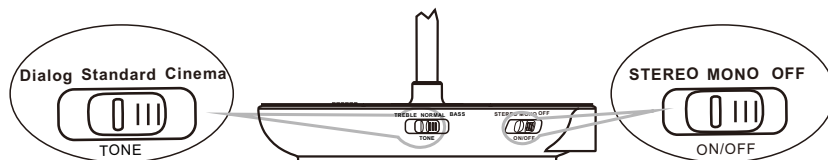


Fig 6-4

Transmitter

Fig 6-5

Important Notes for TONE Adjustment

☑ Always adjust TONE when the device is ON. The device remembers your last TONE setting even when powered off.

This means:

- If you change the TONE switch while the device is OFF, the change won't be saved — the previous setting stays active.
- Changes only take effect when made while the device is ON.

☑ For individuals with hearing loss or similar challenges, it's best to use **dialog mode** that enhances speech clarity and to avoid using the cinema mode with 7.1CH virtual surround sound.

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).

Reference Combinations for TONE and MONO/ STEREO Settings

Dialog 	+	Mono 	(Dialog + Mono Mode) Enhanced clarity for TV dialog.
Dialog 	+	Stereo 	(Dialog + Stereo Mode) Rich, clear audio for TV dialog.
Standard 	+	Stereo 	(Standard+Stereo) Balanced sound for music and general audio.
Cinema 	+	Stereo 	(Cinema + Stereo) Immersive surround sound for a cinematic experience.

5) Ambient Sound Amplifier Mode: In TV mode, press the MFB button once to enter ambient sound amplifier mode for enhanced awareness of your surroundings. Press the MFB button again to return to standard TV listening. (Ref. Fig 6-6).

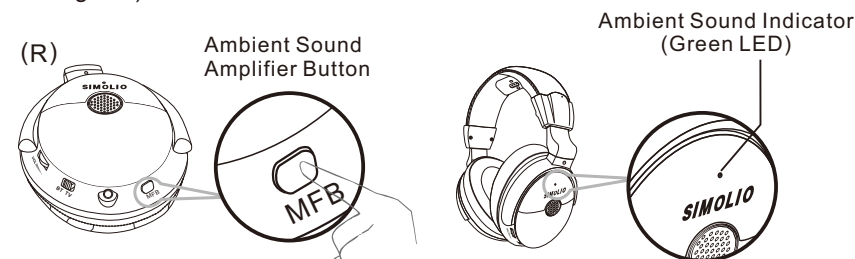


Fig 6-6

7. How to Clear Pairing History

Reset your headphones by clearing its pairing history if it isn't functioning properly in BT mode. To do this, turn off the headphones, press and hold the MFB button for 8~10 seconds until you hear a "Di" prompt sound. This indicates that the pairing history has been cleared, and the headphones will automatically enter pairing mode.

TROUBLESHOOTING

Part 1

Phenomena	Causes	Solutions
Not connected to the transmitter	The headphones are not set to TV mode.	Power on the headphones and then slide the switch to the "TV" position.
Not connected (BT mode)	The headphones are not set to BT mode.	Power on the headphones and then slide the switch to the "BT" position.
	Headphones are connected with other device.	Made sure your BT headphones are NOT linked to other device or just clear pairing history of the headphones and then re-pair.
Doesn't work, or no voice received (TV mode)	The transmitter or the headphones are not turned on.	Make sure the transmitter and headphones are turned on.
	The transmitter is not connected well.	Make sure the USB power cable 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 trying to streaming optical audio.	Unplug the analog audio cable from the AUX IN jack of the transmitter.
	The audio sources (TV and TV related AV devices) are not turned on or their volume is set too low.	Turn on the audio device, and set its volume properly.
	TV audio output is disabled or not activated.	Refer to your TV user manual to adjust the TV sound out or speaker settings to activate audio output.

Part 2

Phenomena	Causes	Solutions
Doesn't work, or no voice received (TV mode)	The audio out format of TV and TV related AV devices (e.g., Cable box, STB, DirecTV, etc.) is not set to PCM. (optical connection only).	Set it to PCM. For example: Settings > Sound > Digital Audio Out Format > Dolby/DTS/PCM. Menu depends on TV brands and models.
	Headphones turn off automatically after no signal in for 30 mins.	Reboot the headphones.
	The audio out port of the connected audio device is defective (no signal out).	Connect to another audio out port.
	TV volume is turned down to ZERO.	Adjust the TV volume properly. 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.
	There's something plugged into your TV's HDMI ARC port.	Make sure there's nothing in your TV's HDMI ARC. (it could be interfering)
	Set PCM before starting the Netflix/ Amazon prime program (optical connection only) .	Start your Netflix / Amazon prime program first, then change output format on your TV to PCM.
Sound cuts in and out or some noise is heard (TV mode)	Headphones are out of the transmitting range of the transmitter.	Move the headphones closer to the transmitter. Please note that work range can be affected by physical obstacles and wireless signals around the environment, like walls and wifi router, etc...
	Unstable connection.	Reboot both the transmitter and headphones.

Part 3

Phenomena	Causes	Solutions
Sound cuts in and out or some noise is heard (TV mode)	Physical obstacles or wireless signal interference.	Remove obstacles, and put the transmitter away from the interference sources, including Router / smart WiFi TV / TV sticks / WiFi TV box..., if any.
	Faulty audio out port.	Check by connecting the transmitter to another audio source, or check via wired headphones if you are using the AUX port for connection.
	Loose audio cable connection between TV and the transmitter.	Make sure the connection is firm between the transmitter and TV / other audio source.
	Faulty audio cable.	Check by using another audio cable.
	The headphones are 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.
Sound is heard only from one ear (TV mode)	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.
Headphones can not be charged successfully	One of the charging slots is defective.	Try charge the headphones on the other charging slot.
	The charging pins of the headphones are not aligned with the charging slot.	Make sure the charging pins of the headphones are aligned with the charging slot.
	Faulty charging stand.	Please try charging the headphones using the supplied charging cable.
	Faulty charging cable.	Please try charging the headphones with a different charging cable.

Part 4

Phenomena	Causes	Solutions
Transmitter cannot be powered successfully	Faulty USB power source.	Change to another power source like PC USB port, socket, different USB charger (5V/500mA-2A).
	Faulty USB power cable.	Please try another USB power cable.
No sound when streaming (Roku, Apple TV, Amazon Fire, etc.) (TV mode)	The transmitter is connected to the TV using the RCA or 3.5mm AUX cable.	Make sure you are using digital optical port as audio output.
	Your streaming TV's digital audio out format is not set to PCM.	Use your streaming device's remote and set it to PCM. Then adjust audio settings on your actual TV. (Samsung, LG, Sony... etc.)

TECHNICAL SPECIFICATIONS

Technical specifications of the transmitter

Wireless technology	2.4G RF & BT 5.3
Operating range	50m/164ft
Input voltage	DC 5V 1A

Technical specifications of the headphones

Battery life	Up to 20 hours
Input	DC 5V 1A
Charge time	3 hours