

# QUICK GUIDE

## - 2.4GHz Wireless TV Hearing Devices

Thank you for choosing us! Any questions when setting up this unit, please contact our customer support team at:  
**support@simolio.com (US/CA/AU) support\_uk@simolio.com (UK) support\_eu@simolio.com (DE/FR/IT/ES)**  
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### Important tips you need to pay attention to before connecting:

- Set the audio output of your audio sources to a sufficient level to ensure the normal hearing level people can hear TV clearly. **We suggest to set the TV box VOL  $\geq$  30 % (Ref. Fig 1) & TV VOL  $\geq$  40% (Ref. Fig 2)**

If the audio output signal is too weak, it will cause the following problems:

1. no sound from the headset.
2. the sound of the headset cuts in and out.
3. the headset automatically shuts off every few minutes.

For watching TV quietly without disturbing others, the right way is: Mute your TV by pressing the **MUTE** button on the remote control (Ref. Fig 3) or choose any speaker option other than **TV Speaker** in the **TV Sound Output** settings.(Ref. Fig 4)

The above settings may differ from various TVs.



**TV box VOL  $\geq$  30 %**

Fig 1



**TV VOL  $\geq$  40 %**

Fig 2

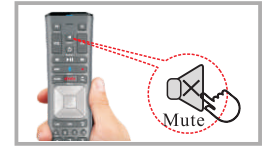


Fig 3



Fig 4

- 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 enjoy programs from multi-video/audio sources, such as a Cable box, DVD as well as streaming media (Netflix, Amazon prime video etc), you must hook up the transmitter base to your TV's audio out port(s) directly for hearing the sound from all the devices connected to the TV.
- Be aware that the transmitter base should be placed as far away as possible (at least 4 feet away) from your Router/smart WiFi TV/WiFi TV box/router etc. to avoid interference.
- Three different audio cables included (for digital model only), in the end, only one of these cables is needed to complete the installation.

### Method 1:

#### »» Digital Optical Connection (for digital model only)

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

- Ensure remove the protective plastic caps from both ends of the optical digital audio cable. (Ref. Fig 5)



Fig 5

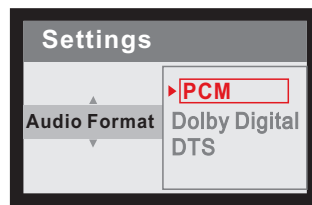


Fig 6

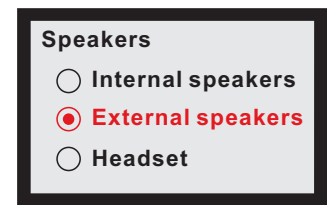


Fig 7

- Ensure TV Audio Format is set to "PCM" or "Dolby/DTS" is OFF (This is IMPORTANT, Ref. Fig 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 7)

### Notes:

\* If your TV only supports single sound output, 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.

\* If your TV has AUTO and Dolby options but no PCM, your SIMOLIO system may not work while listening to streaming medias (i.e. Netflix), depending on your TV design.

\* Some TVs may not be able to decode or convert the Digital Dolby format of streaming media to PCM. Even if you set the TV to standard PCM audio format, you can only hear regular TV programs, not Internet programs. In this case, you will need to consult your TV dealer/manufacturer for more details.

\* If you has a sound bar/HiFi need to be connected with, we suggest to buy an optical splitter, so you can connect your sound bar/HiFi and the transmitter to your TV at the same time, (Ref. Fig 8)

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

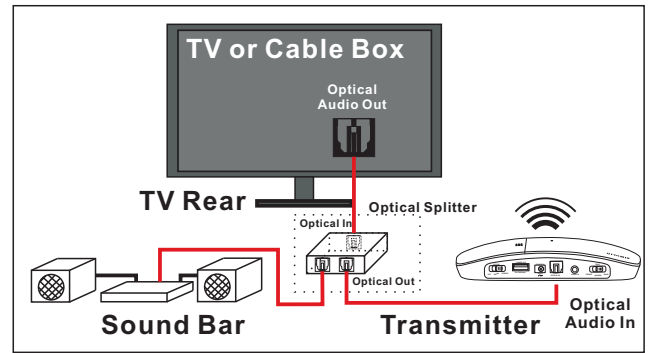


Fig 8

## Method 2:

### »» RCA Analog Connection

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

• Ensure use TV Red/White ports labeled “AUDIO OUT” or “OUTPUT”, other Red/White ports are incorrect. (Ref. Fig 9)

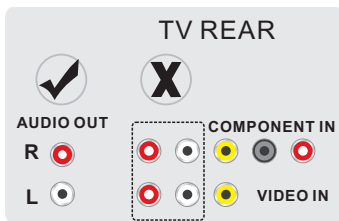


Fig 9

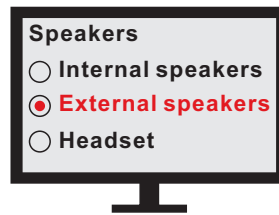


Fig 10

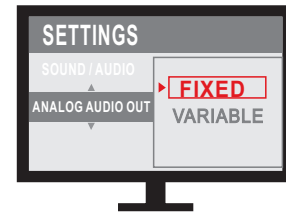


Fig 11

• Ensure your TV speaker is set to “External Speakers”. (Ref. Fig10)

#### Notes:

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 volume level, you will need to make sure your TV is set to “Fixed”. Contact your TV manufacturer for assistance. (Ref. Fig 11)

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

## Method 3:

### »» AUX/3.5mm Analog Connection

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.(Ref. Fig 12)

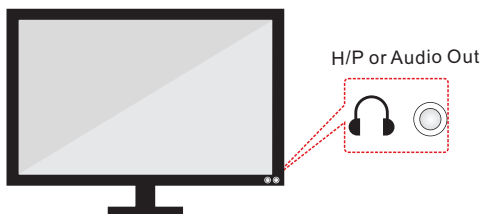


Fig 12

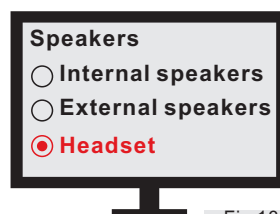


Fig 13

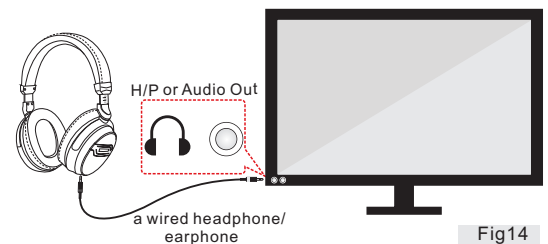


Fig14

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

• Ensure your TV speaker is set to “Headset”. (Ref. Fig 13)

• Plug a wired headphone/earphone into the 3.5mm audio out port of the TV to test if you can hear the TV sound. (Ref. Fig 14)

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

#### Notes:

\* 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 volume level, you will need to make sure your TV is set to “Fixed”. Contact your TV manufacturer for assistance. (Ref. Fig 11)

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