

User Manual

QuietTV Wireless Headphones • Series AV



Congratulations

With QuietTV Wireless Headphones, you can enjoy crystal-clear TV at the volume you need. QuietTV Headphones utilize the latest digital hearing technology to clarify voices and reduce the background noise. Easy-to-use controls let you customize your sound, so your TV can be turned down or even muted completely.

For best results, please read this User Manual in its entirety.

We're here to help.

Our U.S.-based team of licensed audiologists and hearing specialists are the heart and soul of MDHearing. They're here to guide and assist you with any questions you may have.

844-589-5584

Monday-Friday (Visit MDHearingAid.com/contact-us
for current hours of operation)

support@MDHearing.com

24 hours a day, 7 days a week

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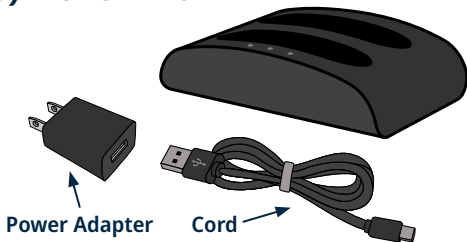
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Package Contents*

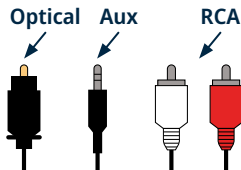
a) Headphone(s)



b) Transmitter



c) Audio Cords

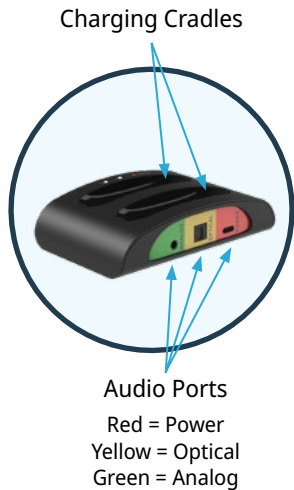


d) Domes



**Contents will vary depending on quantity ordered.*

QuietTV Diagram



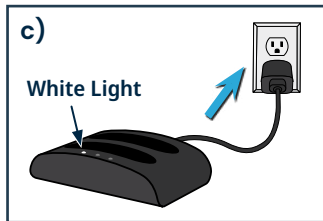
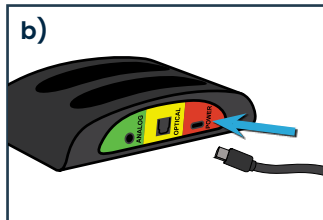
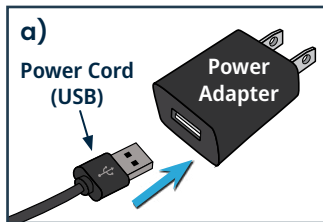
Step 1: Plug In

Plug in the transmitter

a) Connect the power cord USB to the power adapter.

b) Connect the other end of the power cord to the red "power" port on the back of the transmitter.

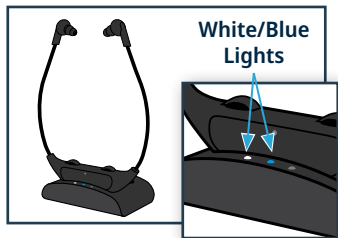
c) Plug the power cord adapter into a standard electrical outlet. Once the transmitter is connected, a white power light on the transmitter will turn on.



Step 2: Charge

Charge the headphones

- a) Place headphones into the transmitter's charging cradle with the front facing you. You do not need to turn the headphones off—they will automatically turn off when placed in the cradle and turn on when removed.
- b) A blue light will turn on to indicate "charging".
- c) When fully charged, the blue light will turn off. It takes about 5.5 hours to fully charge the headphones. On average, a full charge lasts 5–7 hours.



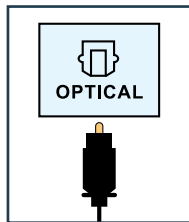
White Light = Power connection/plugged in
Blue Light = Charging
Off = Fully charged

Step 3: Connect

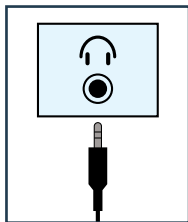
Connect to your TV

To connect the transmitter to your TV, first check your audio source output options.

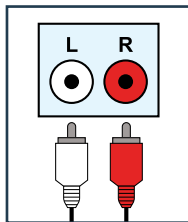
Digital
Audio Out



3.5mm/Aux
Audio Out

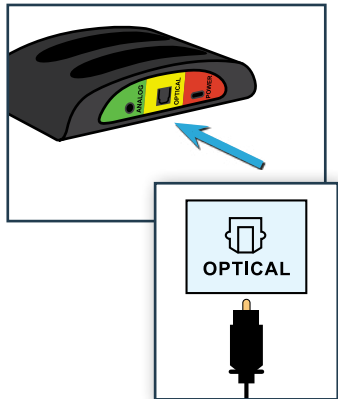


RCA
Audio Out



Digital Optical

- a) Select the Optical Audio Cord. Remove the plastic caps from both ends of the Optical Audio Cord.
- b) Look for an “optical audio out” or “digital audio out” port on the back of your TV. Plug either end of the Optical Audio Cord into this port.
- c) Plug the other end into the yellow “optical” port on the back of the transmitter.

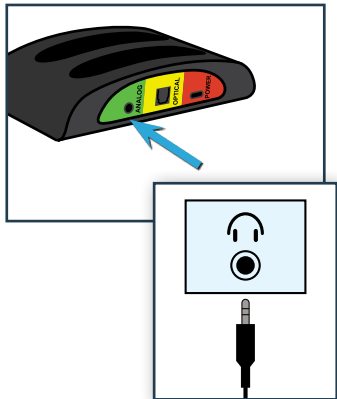


Please note: If you get static after connecting the Optical Audio Cord, you may need to change your TV's digital audio setting from Dolby/DTS Digital to "PCM". Every TV is different, but it should be similar to: Settings > Audio Settings > Digital Audio Out Format > Change from Dolby or DTS to PCM.

Analog Aux/3.5mm

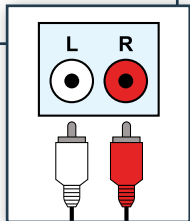
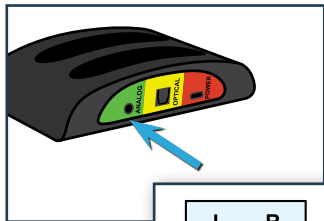
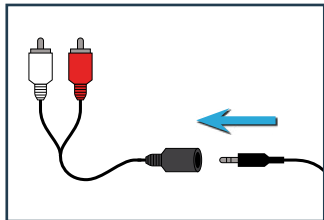
- a) Select the 3.5mm Aux Audio Cord.
- b) Find the “audio out” port on the back of your TV and plug in either end of the Aux Audio Cord.
- c) Plug the other end into the green “analog” port on the back of the transmitter.

Please note: If both the Optical and Aux are connected, the Optical takes priority.



Analog RCA

- a)** Select the 3.5mm RCA Audio Cord and the 3.5mm Aux Audio Cord. Connect the single (black) end of the RCA cord to your Aux cord.
- b)** Find the “audio out” port on the back of your TV and plug in the dual (red and white) ends.
- c)** Plug the other end into the green “analog” port on the back of the transmitter.

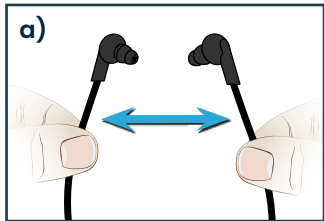


Step 4: Wear

Place headphones on ears

a) Remove headphones from the charging cradle and gently separate the arms of the headphones.

b) With the logo facing away from your body, place the earpieces into each ear.



Step 5: Enjoy TV

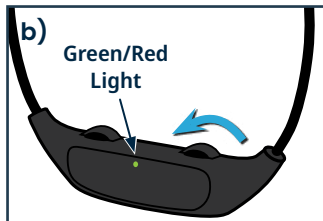
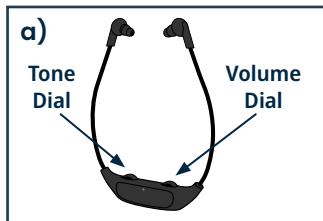
Adjust the volume and tone

QuietTV Headphones use a volume dial (left side when wearing) and tone dial (right side when wearing). The volume dial also functions as the on/off control.

a) Rotate the volume dial to turn on power. You will feel a click when turned on/off.

b) The light on the front of the headphones will turn green to indicate “on”. It will turn red when there is less than 20% power.

c) Experiment with the volume and tone dials to find the best sound for you.



Green Light = On

Red Light = Less than 20%

Pairing Information

The headphones and transmitter pair automatically in one (1) second.
The transmitter can be paired with an unlimited number of headphones.

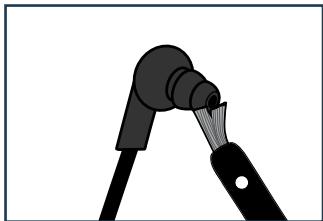
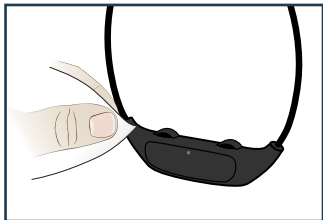
Please note: The headphones will automatically go into standby mode (turn off) after 10 minutes if there is no audio signal detected from the transmitter (e.g. TV is turned off for 10 minutes). To exit standby mode, rotate the volume dial to the off position, wait one (1) second, and then rotate the volume back on.

Care and Cleaning

The headphones can be cleaned with a dry tissue or soft cloth. Do not use water, alcohol, or other liquid agent as they may cause damage.

Use a cleaning tool brush to remove dust, earwax, or other debris from the ear domes.

Visit www.MDHearing.com/accessories or call **844-589-5584** to order cleaning accessories.

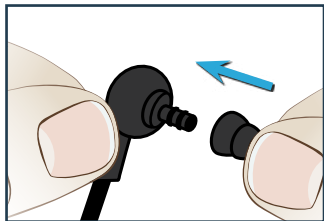
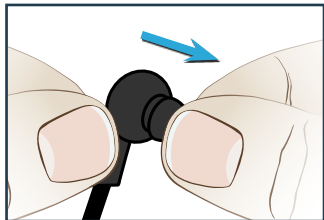


Replacing Domes

a) Remove dome: Hold the earpiece with one hand and pull the dome off with your other hand.

b) Attach dome: Push a new dome over the ridges on the end of the earpiece.

***Please note:** If you require a different size, please call 844-589-5584 for alternative dome options.*



Ordering Parts and Protection

For optimal performance, proper care and maintenance are imperative.

In addition to regularly cleaning your domes, you should also replace them every 3 months. Over time, these items wear out and may become stiff, affecting both fit and sound quality. Regular replacement will keep your QuietTV headphones sounding and feeling like new.

If you'd like to protect your headphones beyond the one-year warranty, MDHearing offers the **MDSHield™ Protection Plan** for total coverage against any accidental damage and more. Call us today for detailed information about coverage and cost.

Visit www.MDHearing.com/accessories or call **844-589-5584** to order protection, domes, and other accessories.

Troubleshooting

Headphones have weak or no sound.

If you are still having difficulty after trying these solutions, please contact us at **844-589-5584** or **support@MDHearing.com**.

Issue:	Solution:
Headphones may be off or low volume.	Make sure the volume dial is turned on and adjusted to a sufficient level (see page 14).
The headphones battery may not be charged.	Place the headphones on the charging cradle (see page 8).
Wax or debris may be blocking the sound.	Clean the ear domes (see page 16) and ear canal. Replace the domes if they appear worn.
The headphones may be out of range.	Move within 100 feet of the transmitter.

Issue:	Solution:
<p>The headphones and transmitter may have become unpaired.</p>	<p>The headphones will automatically go into standby mode (turn off) after 10 minutes if there is no audio signal detected from the transmitter (e.g. TV is turned off for 10 minutes). To exit standby mode, rotate the volume dial to the off position, wait four (4) seconds, and then rotate the volume back on.</p>
<p>Your TV connection may be incorrect.</p>	<p>See pages 9–12 for instructions on connecting to your TV.</p>
<p>Your TV's digital audio out setting may be set to Dolby/DTS Digital.</p>	<p>If you get static from your QuietTV Headphones after connecting the Optical Audio Cord, change the digital audio out setting to "PCM". Every TV is different, but to do so, it should be similar to this: Settings > Audio Settings > Digital Audio Out Format > Change from Dolby or DTS to PCM.</p>

Safety Warnings

- To prevent possible hearing loss, do not listen at high volume levels for long periods of time.
- Avoid physical shock, such as dropping on the floor.
- Do not let your headphones get wet.
- Do not use hair spray or a hair dryer while wearing your headphones.
- Do not expose your headphones to excess moisture or heat.
- Do not install near any heat sources such as radiators, heat registers, stoves, or any other apparatus that produces heat.



Warranty and Replacements

The MDHearing QuietTV Wireless Headphones are covered against defects in materials and workmanship for one year from the date you receive your order. If our examination determines that the unit failed to work due to parts, materials, or workmanship, we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of your QuietTV Headphones, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the device, all of which void the warranty. (For added coverage, see page 18 for the MDShield™ Protection Plan.)

If you require **Warranty or Replacement Service**, please contact us for a Return Merchandise Authorization (RMA) number, instructions, and replacement costs (if applicable).

Email: **support@MDHearing.com**

Call: **844-589-5584**

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your MDHearing QuietTV Wireless Headphones, you have 45 days to return them for a full refund. We are unable to honor return requests after 45 days from the date of delivery as reported by shipment tracking.

All products MUST include a Return Merchandise Authorization (RMA) number for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee.

For an RMA number and specific return instructions, please call **Customer Service at 844-589-5584.**

Days From Delivery	Amount Refunded	
	with RMA	without RMA
1-45	100%	80%
46+	No refund	No refund

Return Facility:

RMA #

MDHearing

650 W Lake St #120

Chicago, IL 60661

You must contact customer service for an RMA number before mailing to this address.

Technical Specifications

Transmission Type Radio Frequency (RF)

Transmission Range. Up to 100 feet

Audio Frequency Response 30 – 20,000 Hz

Transmission Frequency 2.403 GHz – 2.478 GHz

MAX SPL 120 dBSPL

Signal Type Stereo

Notice of Cancellation

YOU MAY CANCEL THIS TRANSACTION, WITHOUT ANY PENALTY OR OBLIGATION, WITHIN 45 DAYS FROM THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. IF YOU CANCEL, ANY PROPERTY TRADED IN, ANY PAYMENTS MADE BY YOU UNDER THE CONTRACT OR SALE LESS ANY NONREFUNDABLE RESTOCKING FEE, AND ANY NEGOTIABLE INSTRUMENT EXECUTED BY YOU WILL BE RETURNED WITHIN 10 BUSINESS DAYS FOLLOWING RECEIPT BY THE SELLER OF YOUR CANCELLATION NOTICE AND ALL MERCHANDISE PERTAINING TO THIS TRANSACTION, AND ANY SECURITY INTEREST ARISING OUT OF THE TRANSACTION WILL BE CANCELED. IF YOU CANCEL, YOU MUST RETURN TO THE SELLER, IN SUBSTANTIALLY AS GOOD CONDITION AS WHEN RECEIVED, ANY GOODS DELIVERED TO YOU UNDER THIS CONTRACT OR SALE. TO CANCEL THIS TRANSACTION, CALL US OR MAIL A SIGNED AND DATED COPY OF THIS CANCELLATION NOTICE OR ANY OTHER WRITTEN NOTICE TO MDHEARING, 650 W LAKE ST #120, CHICAGO, IL 60661 NO LATER THAN MIDNIGHT OF THE 45TH DAY AFTER THE DATE OF DELIVERY AS REPORTED BY SHIPMENT TRACKING. "I HEREBY CANCEL THIS TRANSACTION," SIGNED:

(Buyer's Signature)

(Date)

MDHearingAid.com
800-918-3914

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