

# *QuietTV*

## *Wireless Headphones*

Series AV • User Manual



**MD** >>>  
Hearing



# 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 dedicated, U.S.-based hearing specialists are the heart and soul of MDHearing. They're happy to guide and assist you with any questions you may have.

**844-589-5584** (toll-free)  
**[support@MDHearing.com](mailto:support@MDHearing.com)**



A photograph of a smiling senior couple outdoors. The man, on the left, has grey hair and is wearing dark sunglasses and a light blue button-down shirt. The woman, on the right, has curly grey hair and is wearing a light-colored ribbed short-sleeved top. They are standing in front of a wooden fence with greenery in the background.

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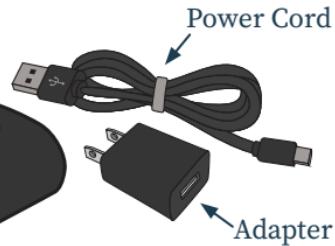
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# QuietTV Package Contents\*

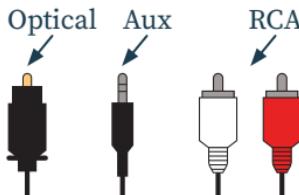
## a) Headphone(s)



## b) Transmitter



## c) Audio Cords



## d) Domes



*\*Contents will vary depending on quantity ordered.*

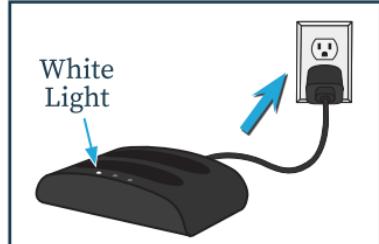
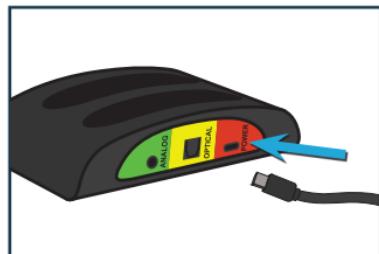
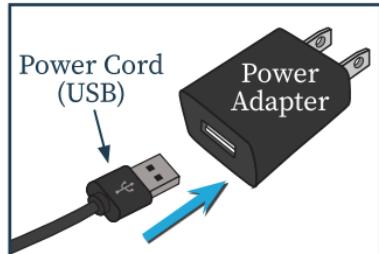
# QuietTV Diagram



# 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.



**White Light** = Power connection/plugged in

**Blue Light** = Headphones charging

**Off** = Headphones fully charged

\*It takes approximately 5.5 hours to fully charge.

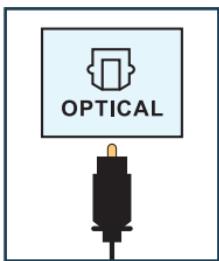
On average, a full charge lasts 5–7 hours.

# Step 3: Connect

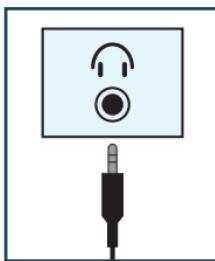
## Connect to your TV

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

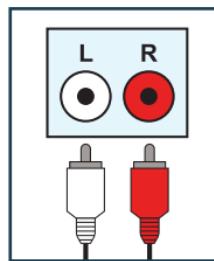
Digital  
Audio Out



3.5mm/Aux  
Audio Out

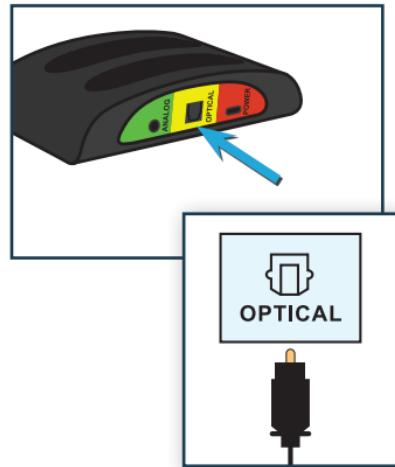


RCA  
Audio Out



## Digital Optical Audio Output

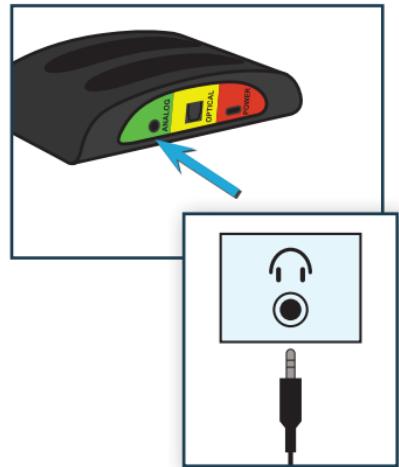
- a)** Select the Optical Audio Cord. Remove the plastic caps from both ends of the Optical Audio Cord.
- b)** Look for an “optical audio out” or “digital audio out” port on the back of your TV. Plug either end of the Optical Audio Cord into this port.
- c)** Plug the other end into the yellow “optical”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

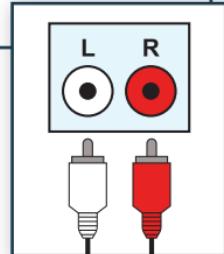
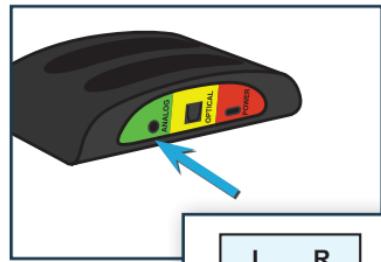
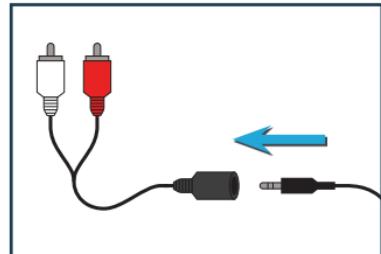
- a)** Select the 3.5mm Aux Audio Cord.
- b)** Find the “audio out” port on the back of your TV and plug in either end of the Aux Audio Cord.
- c)** Plug the other end into the green “analog” port on the back of the transmitter.



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

## Analog RCA Audio Output

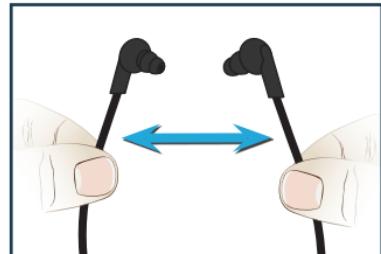
- a)** Select the 3.5mm RCA Audio Cord and the 3.5mm Aux Audio Cord. Connect the single (black) end of the RCA cord to your Aux cord.
- b)** Find the “audio out” port on the back of your TV and plug in the dual (red and white) ends.
- c)** Plug the other end into the green “analog” port on the back of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



# Step 4: Put on headset

## Place the headphones on your 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.

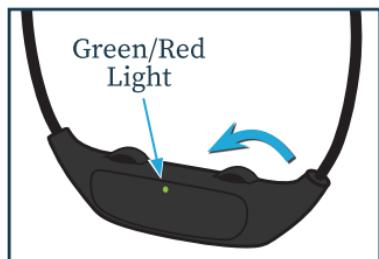
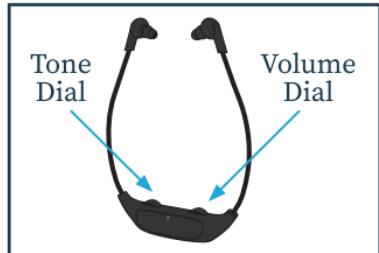


# Step 5: Enjoy TV

## 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% power***

## Pairing Information

The headphones and transmitter pair automatically in 1 second.

The transmitter can be paired with an unlimited number of headphones.

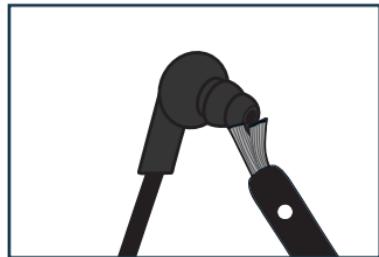
*Please note: The headphones will automatically go into standby mode (turn off) after 10 minutes if there is no audio signal detected from the transmitter (e.g. TV is turned off for 10 minutes). To exit standby mode, rotate the volume dial to the off position, wait one (1) seconds, and then rotate the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

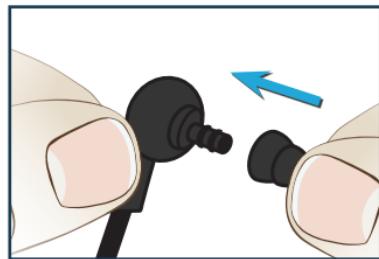
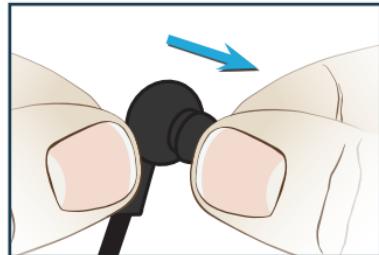
Use a cleaning tool brush to remove dust, earwax, or other debris from the ear domes.

Visit [www.MDHearing.com](http://www.MDHearing.com) 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 three (3) months.** Over time, these 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](http://www.MDHearing.com) or call 844-589-5584 to order protection, domes, and other accessories.

# Troubleshooting

## Headphones have weak or no sound.

| Issue:                                     | Solution:  |
|--|--|
| The headphones may be off or low volume.   | Make sure the volume dial is turned on and adjusted to a sufficient level (see page 12). |
| The headphones battery may not be charged. | Place the headphones on the charging cradle (see page 6).                                |
| Wax or debris may be blocking the sound.   | Clean the ear domes (see page 14) 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:   |
|--|---|
| The headphones and transmitter may have become unpaired.             | 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. |
| Your TV connection may be incorrect.                                 | See pages 7–10 for instructions on connecting to your TV.   |
| Your TV's digital audio out setting may be set to Dolby/DTS Digital. | 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.                 |

*If you are still having difficulty, please contact us at 844-589-5584 or [support@MDHearing.com](mailto:support@MDHearing.com).*

# Warranty and Replacements

QuietTV Wireless Headphones are covered against defects in materials and workmanship for one (1) year from the date of delivery. 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 Wireless 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 16 for the MDShield™ Protection Plan.)

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

## Replacement Facility:

RMA # [REDACTED]

MDHearing  
650 W Lake St #120  
Chicago, IL 60661

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

*Email: [support@MDHearing.com](mailto:support@MDHearing.com)  
Call: 844-589-5584*

# 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.



# Return Policy

**Your satisfaction is guaranteed.** If you are not satisfied with your 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<br>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. Please use USPS to  
send your package.*

# 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:

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(Buyer's Signature)

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(Date)

# 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 dB SPL

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.  
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

#### RF Exposure Warning Statements:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.