

SimRadios, Inc.
www.micmuter.com

Muter User Manual



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TABLE OF CONTENTS

1	<i>Introduction</i>	6
1.1	Parts List	7
1.2	Acronyms	8
1.3	Definitions	9
1.4	Requirements	10
1.4.1	Minimum Hardware Requirements.....	10
1.4.2	Minimum Software Requirements	10
2	<i>Description</i>	11
3	<i>Installation and Configuration</i>	12
3.1	Prior to Installation	12
3.2	Driver Installation for Windows 10	13
3.3	Install and Configure Muter	15
3.3.1	Install Muter on the PC.....	15
3.3.2	Automatically Launch Muter on Startup	18
3.3.3	Configuring Muter	19
3.4	Sound Configuration for Windows 10	21
4	<i>Reversing the Belt-Clip</i>	32
5	<i>Using Muter</i>	32
5.1	Using Muter with Teams	33
5.2	Using Muter with Zoom	33
6	<i>Troubleshooting Tips</i>	35
	<i>Limited Warranty</i>	37

Table of Figures

FIGURE 1. MUTER SWITCH POSITIONS.....	11
FIGURE 2. CONNECT.....	12
FIGURE 3. DEVICE MANAGER.....	13
FIGURE 4. DEVICE IS WORKING PROPERLY.....	14
FIGURE 5. MUTER SETUP WIZARD.....	15
FIGURE 6. MUTER SELECT INSTALLATION FOLDER.....	16
FIGURE 7. MUTER CONFIRM INSTALLATION.....	17
FIGURE 8. MUTER INSTALLATION COMPLETE.....	18
FIGURE 9. WELCOME MESSAGE.....	19
FIGURE 10. MUTER MENU.....	20
FIGURE 11. HELP WINDOW.....	20
FIGURE 12. SOUND PANEL. RECORDING TAB.....	22
FIGURE 13. PLAYBACK TAB.....	23
FIGURE 14. HEADPHONES PROPERTIES.....	24
FIGURE 15. HEADPHONES LEVELS (EXAMPLE).....	25
FIGURE 16. HEADPHONE LEVELS UN-MUTED (EXAMPLE).....	26
FIGURE 17. MICROPHONE PROPERTIES.....	27
FIGURE 18. "LISTEN" TAB.....	28
FIGURE 19. ENSURE THE "LISTEN.." CHECKBOX IS UNCHECKED.....	29
FIGURE 20. AGC CHECKBOX IS CHECKED.....	30
FIGURE 21. MICROPHONE LEVELS.....	31
FIGURE 22. MICROPHONE LEVEL UN-MUTED.....	31
FIGURE 23. INNER-MOST SCREWS.....	32
FIGURE 24. MICROSOFT TEAMS.....	33
FIGURE 25. ZOOM. UNMUTED. NOT SPEAKING.....	33
FIGURE 26. ZOOM. UNMUTED. SPEAKING.....	34

Table of Tables

TABLE 1 - ACRONYMS LIST.....	8
TABLE 2 – DEFINITIONS.....	9

1 INTRODUCTION



WARNING To prevent the possibility of hearing damage, do not listen at high volume levels for long periods and ensure that the volume is comfortable before placing headset directly on or in ear. As is the case with any audio device, if the volume is too loud, hearing loss can occur.

Do not place any audio device directly on, in or adjacent to a user's ear until all of the volume levels are properly adjusted. Do not connect or disconnect the cable while a user is wearing the headset directly on the ear.

Refer to Section 3.4 for detailed instructions about setting volume levels.

This document describes the Muter Device and its features. It contains step-by-step instructions to install, configure and use Muter.

The Muter Device is a Plug-and-Play USB sound adapter built into a handheld grip with a robust three-position toggle switch. Coupled with the Muter software, this device allows you to easily mute and un-mute yourself. It provides visual and audible indicators, letting you know when you are muted and un-muted. The Muter Device features a heavy-duty clothing clip which can be reversed to attach to your right or left side.

- Supports USB 1.1 and 2.0
- Plug and Play with Windows 10, 8, 7
- zero-latency Sidetone
- three switch positions
- designed for industrial use
- Compatible with Teams and Zoom

The Muter includes one standard PC headset. The Muter Device supports most PC-compatible headsets with a built-in microphone and 3.5 mm jack; however, some headsets may not be compatible with the Muter Device. SimRadios recommends to use the included headset rather than another headset.

1.1 PARTS LIST

The Muter Device box includes the following contents:

- Muter Device, with USB connector and 3.5 mm female jack (QTY=1)
- Headset with built-in microphone and 3.5 mm male jack (QTY=1)

1.2 ACRONYMS

Acronym	Meaning
AGC	Automatic Gain Control
HDD	Hard Disk Drive
MB	Megabyte
MIC	Microphone
PC	Personal Computer
QTY	Quantity
USB	Universal Serial Bus

Table 1 - Acronyms List

1.3 DEFINITIONS

Term	Definition
Switch	<p>A button on the Muter Device which allows a user to mute or un-mute his/her microphone.</p> <p>The button depends on the Muter model used.</p>
Sidetone	<p>The sound of a user's voice in his/her own headset.</p>
System Tray	<p>In Windows, a bar that shows icons and notifications.</p> <p>Note: This is typically the lower right corner of the screen, and is sometimes called the "Taskbar".</p>

Table 2 – Definitions

1.4 REQUIREMENTS

1.4.1 Minimum Hardware Requirements

The minimum hardware requirements for the Muter Device are:

- 500 MHz Pentium III
- Available HDD space of 5 MB
- One USB (1.1 or 2.0) port
- Keyboard (required for installation)
- Internet access for installation (to download the installer)

1.4.2 Minimum Software Requirements

The Muter Device's driver software was designed to run on a computer with Windows 7, Windows 8 or Windows 10.

Note: This document covers instructions for installation on Windows 10. Installation on Windows 7 and Windows 8 is similar to installation on Windows 10.

2 DESCRIPTION

When installed and configured properly, the Muter Device works seamlessly with a third-party voice communications app (Teams, Zoom, etc.).

Figure 1 shows the three positions of the Muter switch.

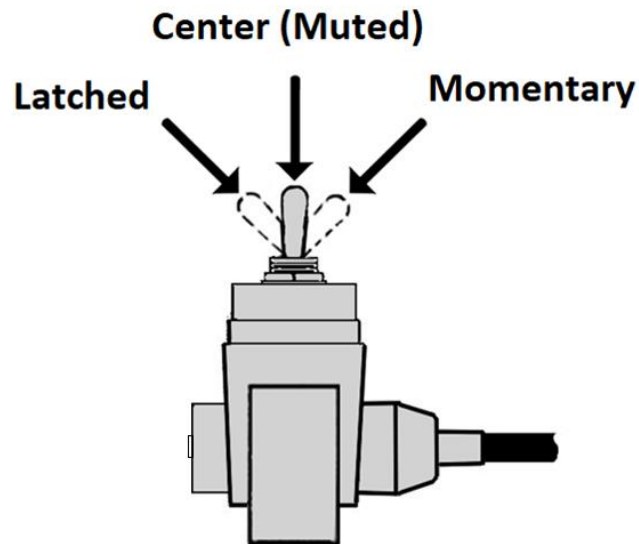


Figure 1. Muter Switch Positions

The three Muter Switch positions are:

- **Momentary:** Un-mutes the Microphone. Useful to speak quickly in meetings with more than 2 people.
- **Center (default):** Listen. Mutes the Microphone. Useful to listen in meetings with more than 2 people.
- **Latched (hot MIC):** Un-mutes the Microphone. Useful to speak for a longer time period or for one-to-one conversations.

3 INSTALLATION AND CONFIGURATION

3.1 PRIOR TO INSTALLATION

- 1) Take the headset off your ear/head.
- 2) Ensure that the headset is connected properly to the Muter Device. (Figure 2)
- 3) Ensure that one Muter Device is connected to a USB port on the PC. (Figure 2)
- 4) Ensure that no other audio devices asides from Muter (phones, adapters, headphones, etc.) are connected to any other USB ports on the PC.
- 5) Depending on the configuration of the Windows operating system, a “new hardware found” message may or may not be displayed. If Windows does show any pop ups, select “OK” on them until windows finishes installing the adapter.
- 6) Download the installer from www.micmuter.com/install



Figure 2. Connect

3.2 DRIVER INSTALLATION FOR WINDOWS 10

The Muter is Plug-and-play. Windows should automatically install the driver the first time you plug it into a USB port on the PC.

To confirm driver installation was successful, perform the following steps:

- 1) Follow the steps above in Section 3.1 “Prior to Installation.”
- 2) Start Device Manager: Open the “Run” dialog box by pressing and holding the Windows key, then press the R key (“Run”). Type “devmgmt.msc.” (without the quotes) Click OK.
- 3) Select ‘Sound, video and game Controllers’. Click on the arrow next to the speaker icon. (Figure 3).

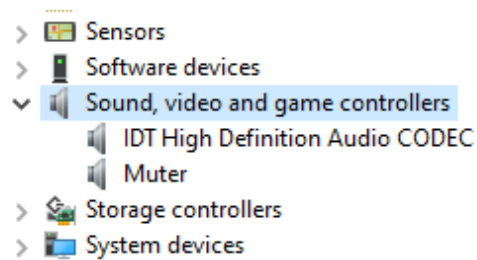


Figure 3. Device Manager

- 4) Confirm that Device Manager shows an item named “Muter”. If you see a USB audio device listed with another name which is not “Muter”, then:
 - a. Right-click on the USB audio device listed.
 - b. Select “Uninstall Device”
 - c. Restart Windows.
 - d. Unplug the Muter from the USB port.
 - e. Wait 10 seconds.
 - f. Re-connect the Muter to the USB port.
- 5) If you do see a device with the name “Muter,” then double-click on “Muter”.
- 6) Confirm that Device Manager shows a positive message like “This device is working properly.” (Figure 4) This confirms that the driver installation was successful.

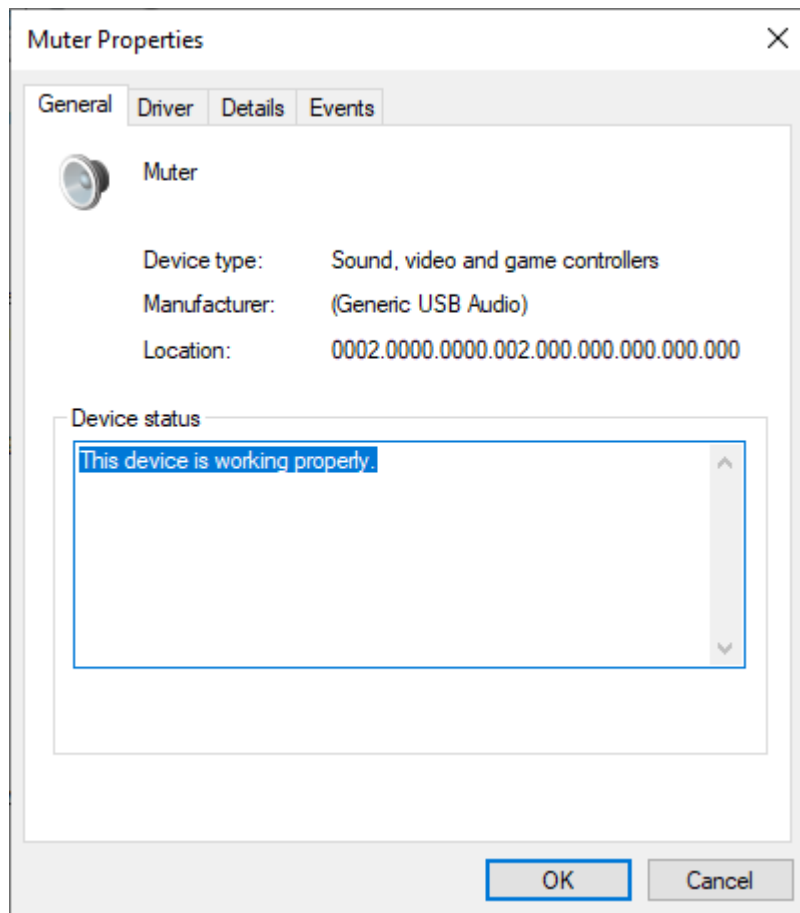


Figure 4. Device is Working Properly

If you experience any issues with driver installation, please contact SimRadios customer support.

3.3 INSTALL AND CONFIGURE MUTER

3.3.1 Install Muter on the PC

- 1) Follow the steps above in Section 3.1 “Prior to Installation.”
- 2) Launch the MSI Installer.

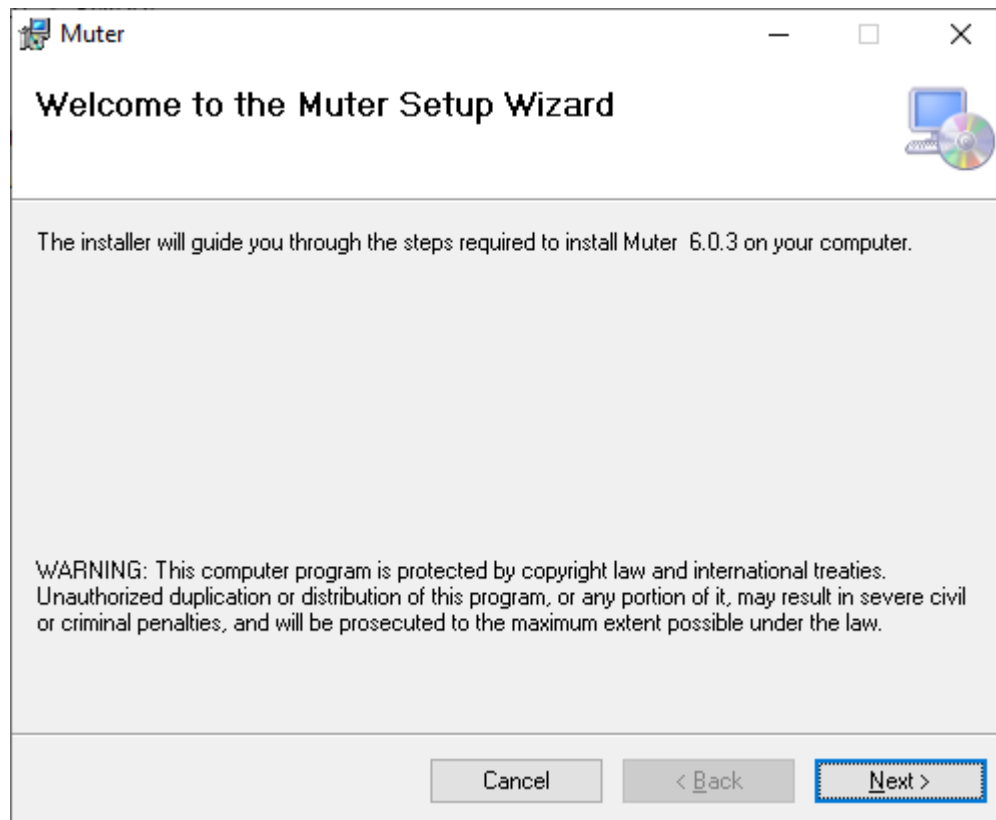


Figure 5. Muter Setup Wizard.

- 3) Click “Next”. A installation folder selection window will come up -

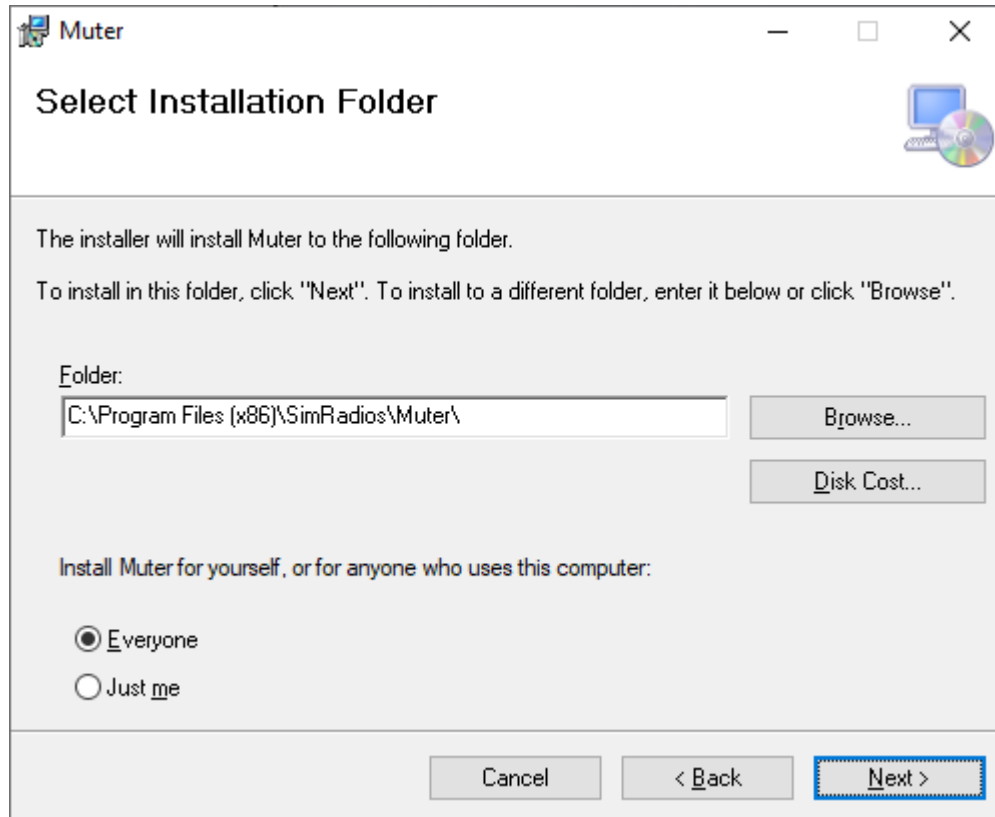


Figure 6. Muter Select Installation Folder

- 4) Select the folder where you would like the Muter software installed. The default directory is "C:\Program Files (x86)\Muter\". Click "Next" when finished. A confirmation window will pop up -

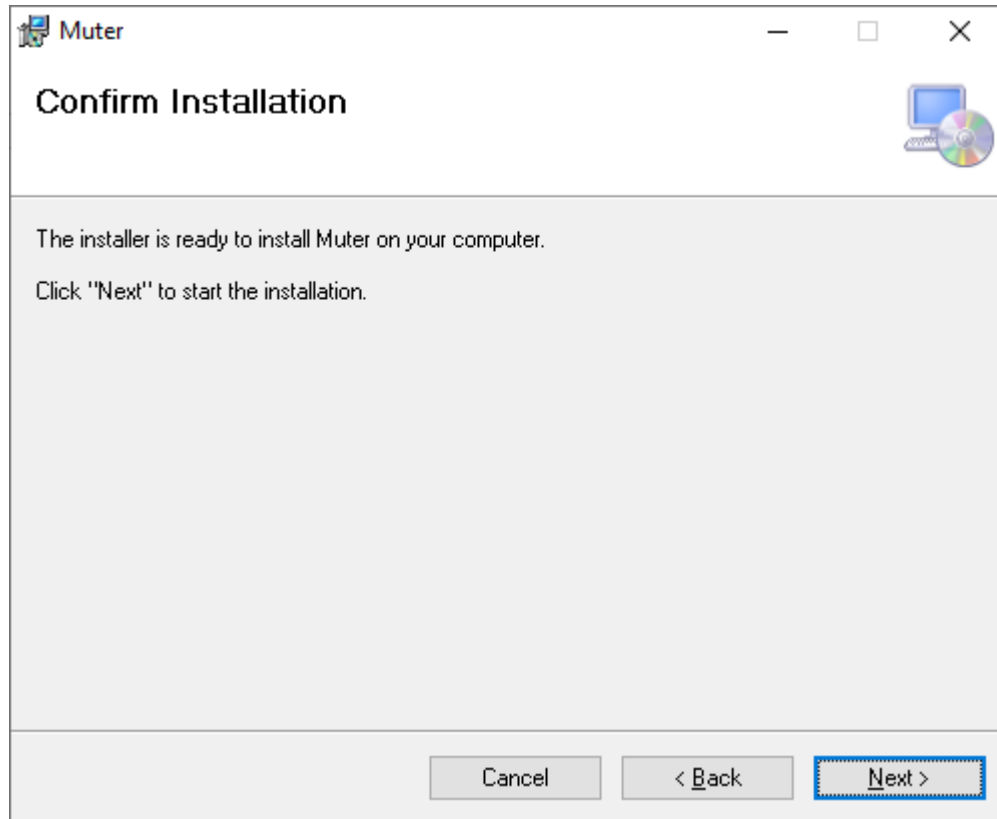


Figure 7. Muter Confirm Installation

- 5) Click "Next" to continue. A progress indicator window may pop up.
- 6) When the software finishes installing, the installation completion window will be shown -

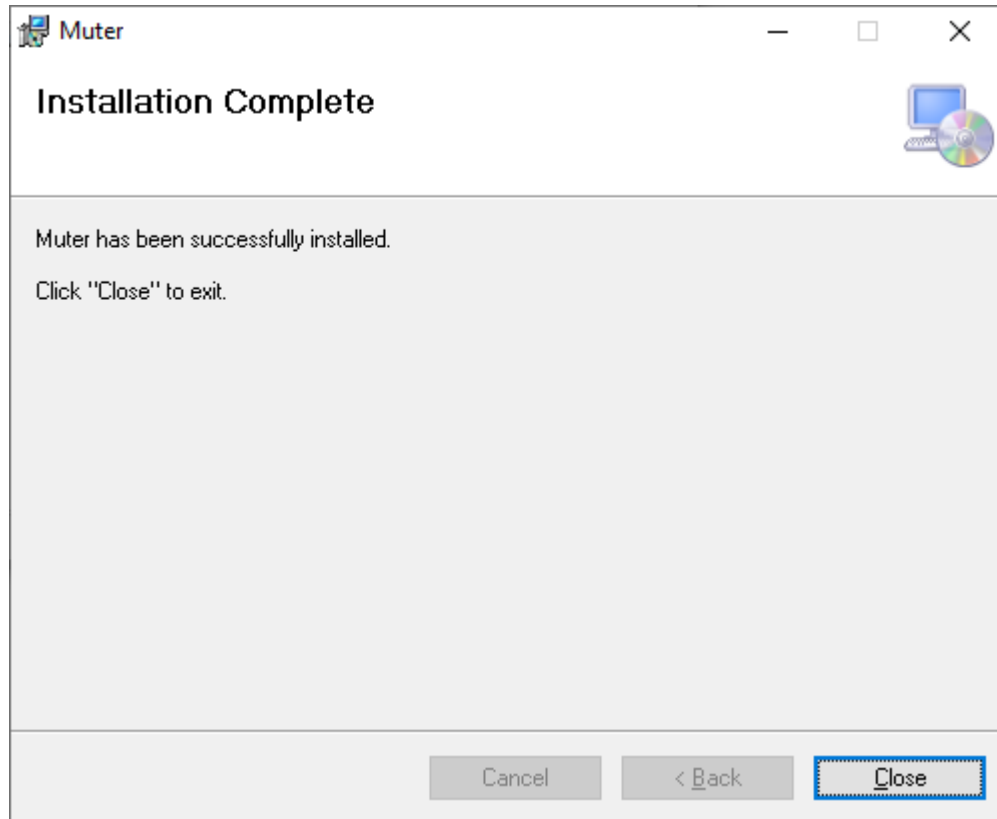


Figure 8. Muter Installation Complete

- 7) If the "Installation Complete" message is shown, the installation was completed successfully.
- 8) Click the "Close" button to exit the installer.

Note: A shortcut icon will be placed on the desktop to start Muter, but the application will not work until the Muter Device is properly installed and connected.

3.3.2 Automatically Launch Muter on Startup

- 1) Press Windows+R to open the "Run" dialog box.
- 2) Type "shell:startup" (without the quotes) and then hit Enter to open the "Startup" folder.
- 3) Copy the shortcut from the Desktop into the "Startup" folder.
- 4) Muter will automatically launch on startup (every time you reboot/restart Windows).

3.3.3 Configuring Muter

Launch the Muter executable. Muter runs down in the Windows System Tray (Taskbar) so it's out of the way.

Note: The Taskbar icon may be hidden. Use Windows Taskbar Settings to turn on the Muter icon.

Muter automatically saves the configuration. So if Muter is closed and re-launched, it uses the most recent settings.

When you run Muter the first time, you will get a welcome message telling you that Muter is running and providing instructions to configure Zoom. This message only pops up the first time Muter is launched on the PC.

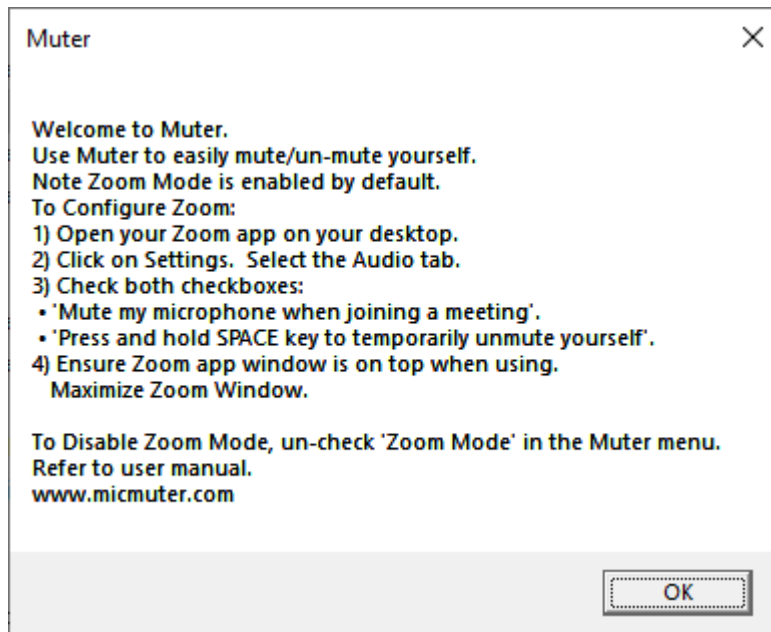


Figure 9. Welcome Message

Right-click on the System Tray icon to open the Muter Menu. The figure below shows the Muter Menu.

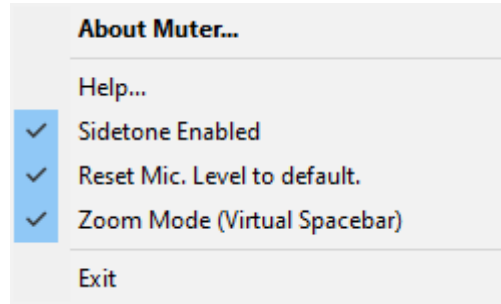


Figure 10. Muter Menu

The Muter Menu contains seven options:

- **“About Muter...”**: Shows the software version, copyright information and a short description of the program.
- **“Help...”**: Shows the quick reference “cheat sheet” for using the program.

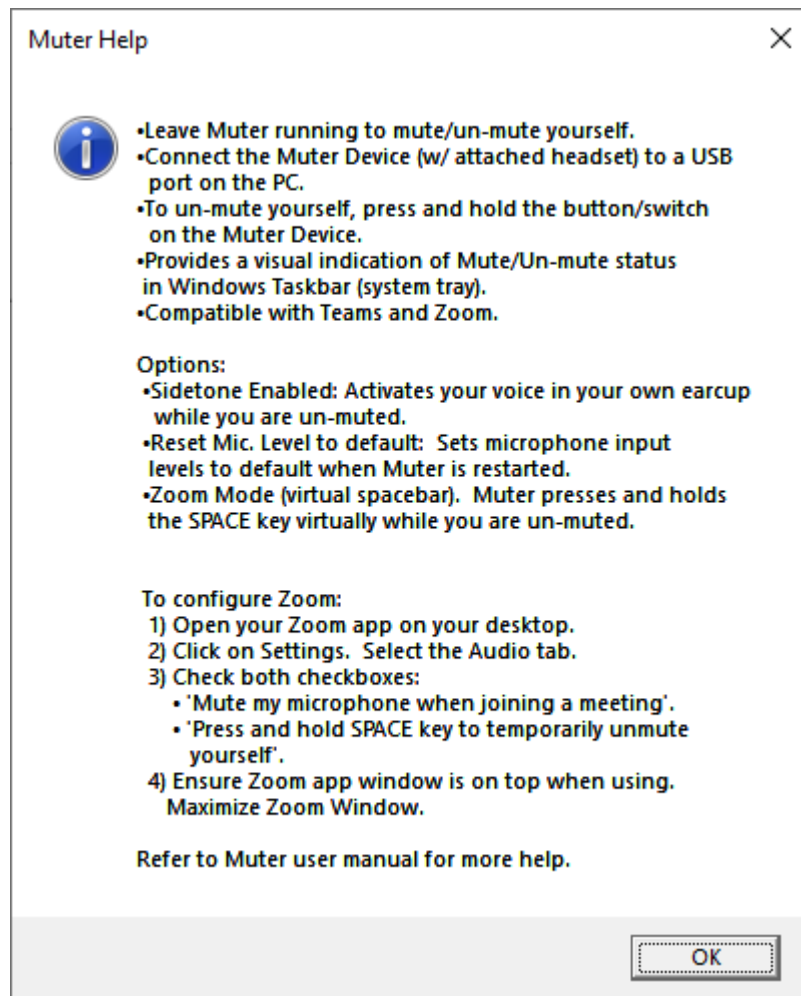


Figure 11. Help Window

- **“Sidetone Enabled”**: Enables or disables the Sidetone. A checkmark indicates that the Sidetone is enabled when un-muted. No checkmark indicates that the Sidetone is disabled. Simply click to toggle between enabled and disabled. By default, this option is enabled.

Note: Sidetone is the sound of your voice in your own headset. It helps you to speak in a natural, comfortable manner.

- **“Reset Mic. Level to default”**: Enables or disables re-setting microphone levels. A checkmark indicates that Muter will automatically reset mic levels to defaults. No checkmark indicates that Muter will not reset mic levels. Simply click to toggle between enabled and disabled. By default, this option is enabled.

Note: Use Windows Sound Control Panel to manually adjust levels.

- **“Zoom Mode (virtual spacebar)”**: Enables or disables Zoom Mode. A checkmark indicates that Muter will virtually press and hold the SPACE key when the Muter switch is pressed and held. No checkmark indicates that Muter will not virtually press the SPACE key. Simply click to toggle between enabled and disabled. By default, this option is enabled.

To Configure Zoom:

- 1) Open your Zoom app on your desktop.
 - 2) Click on Settings. Select the Audio tab.
 - 3) Check both checkboxes:
 - √ 'Mute my microphone when joining a meeting'.
 - √ 'Press and hold SPACE key to temporarily unmute yourself'.
 - 4) Ensure Zoom app window is on top when using. Maximize Zoom Window (or use full screen).\n
- **“Exit”**: Closes Muter.

Note: Refer to Section 4 for details about using Muter.

3.4 SOUND CONFIGURATION FOR WINDOWS 10

The Muter Device has volume controls just as any other Windows sound device. These controls set the maximum volume on either the earphones or the microphone.

- 1) Take the headset off your ear/head.
- 2) Ensure that a headset is connected properly to the Muter Device.
- 3) Ensure that no sound adapters (and no Muter Devices) are connected to any USB ports on the PC. Wait at least ten (10) seconds.

- 4) Connect the Muter (only one Muter) to a USB port on the PC.
- 5) Click on the “Start” menu.
- 6) Select “Control Panel”. Open Windows Control Panel. There are several methods to achieve this. For example: Press Windows+R to open the Run dialog, enter control panel in the empty box and click OK.
- 7) Select “Sound” (In Windows 7, select “Hardware and Sound” then “Manage audio devices”).
- 8) The “Sound” panel will open. The figure below shows an example of this. **Note:** The figure shows the “Recording” tab, but the “Sound” panel may show any tab when opened.
- 9) Ensure that the Muter is set as the Default Recording Device (green check mark).

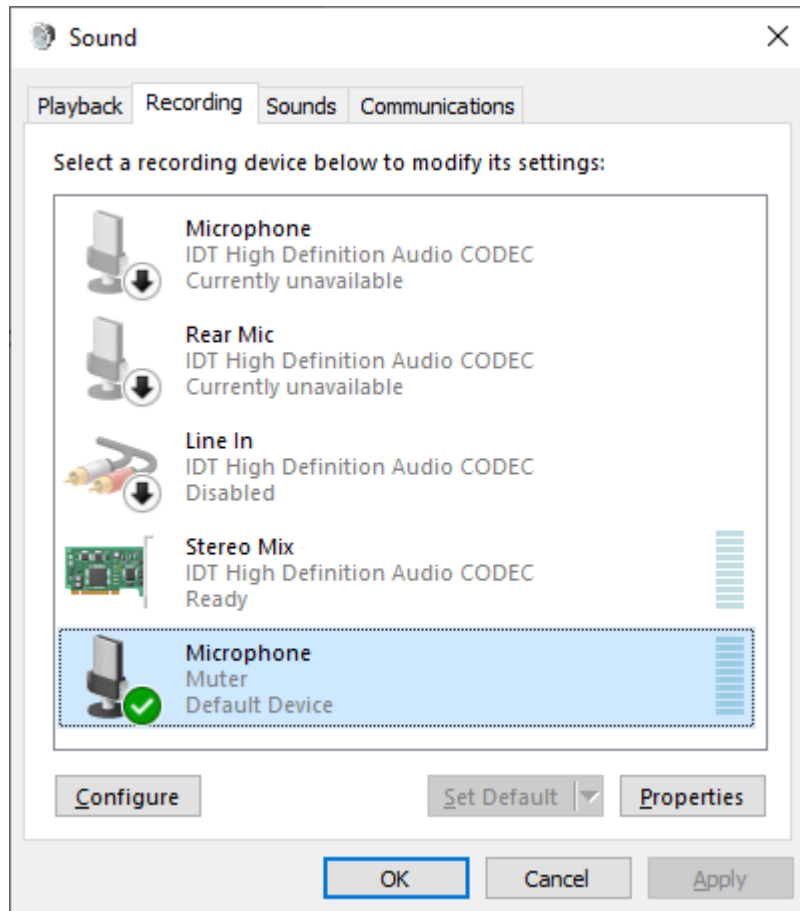


Figure 12. Sound Panel. Recording Tab

- 10) Select the “Playback” tab, if not already shown. Figure 13 shows an example of the “Playback” tab.
- 11) Ensure that the Muter is set as the Default Playback Device (green check mark).

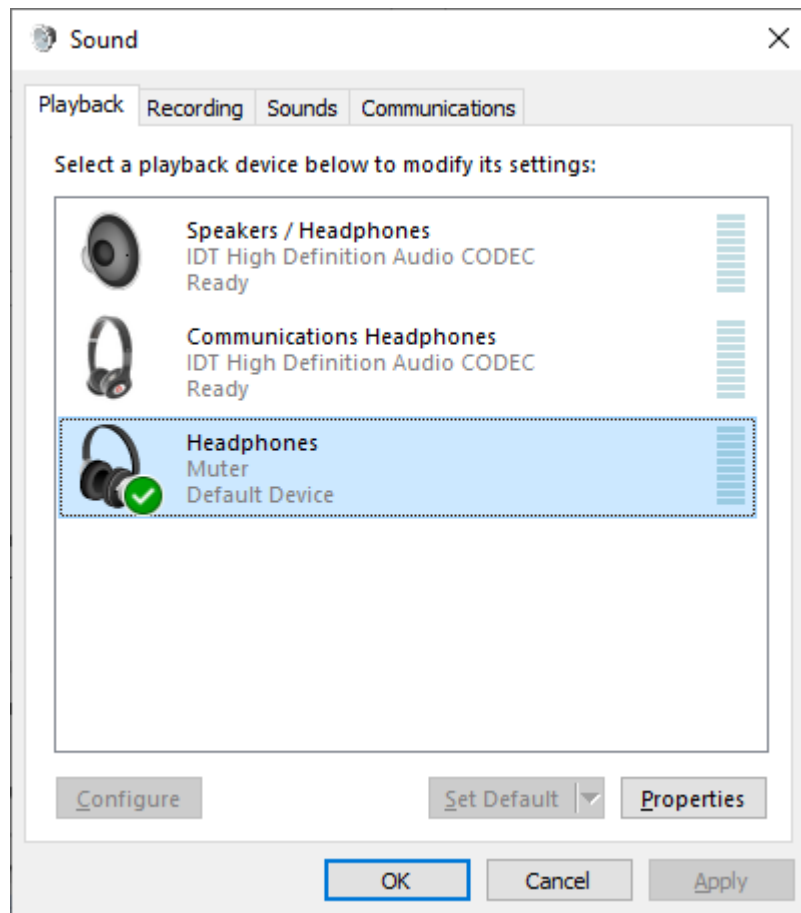


Figure 13. Playback Tab

12) Click on “Headphones” (or “Speakers”).

13) Select “Properties”. The “Speakers Properties” window will appear.

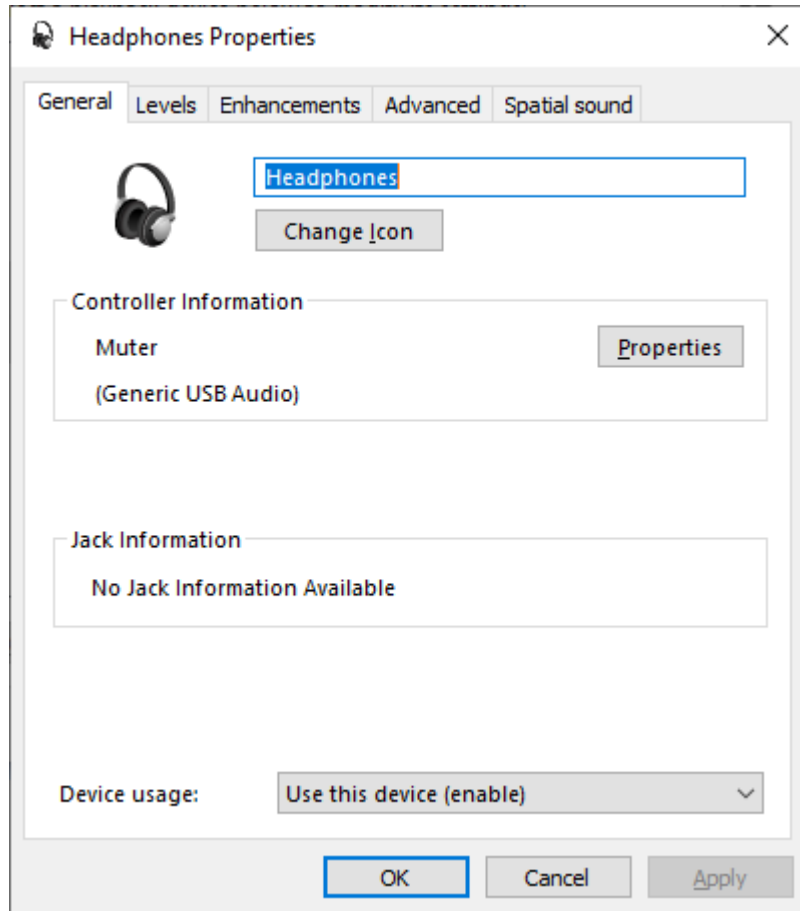


Figure 14. Headphones Properties

14) Select the “Levels” tab. Figure 15 shows an example of the “Headphones Levels” tab.

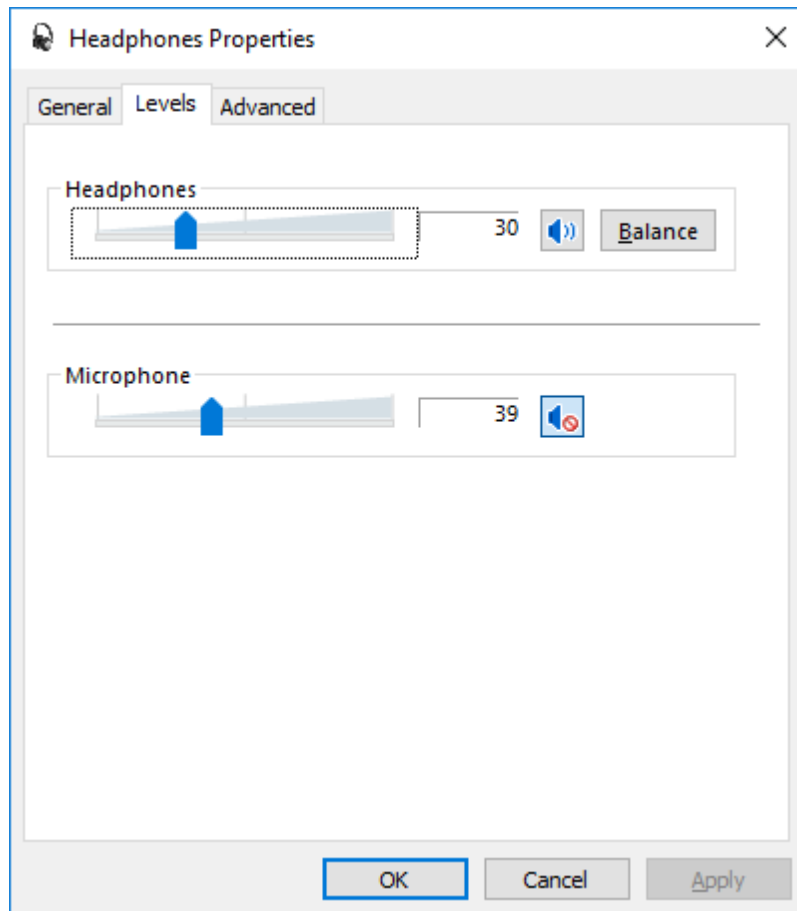


Figure 15. Headphones Levels (Example)

Note: The values shown in the figure above are examples only. They may not be the actual values desired.

- 15) Adjust the Headphones (or Speakers) volume as desired. Ensure that it is not set to “0” (zero). Ensure that the Headphones are not muted, as shown in the picture below.

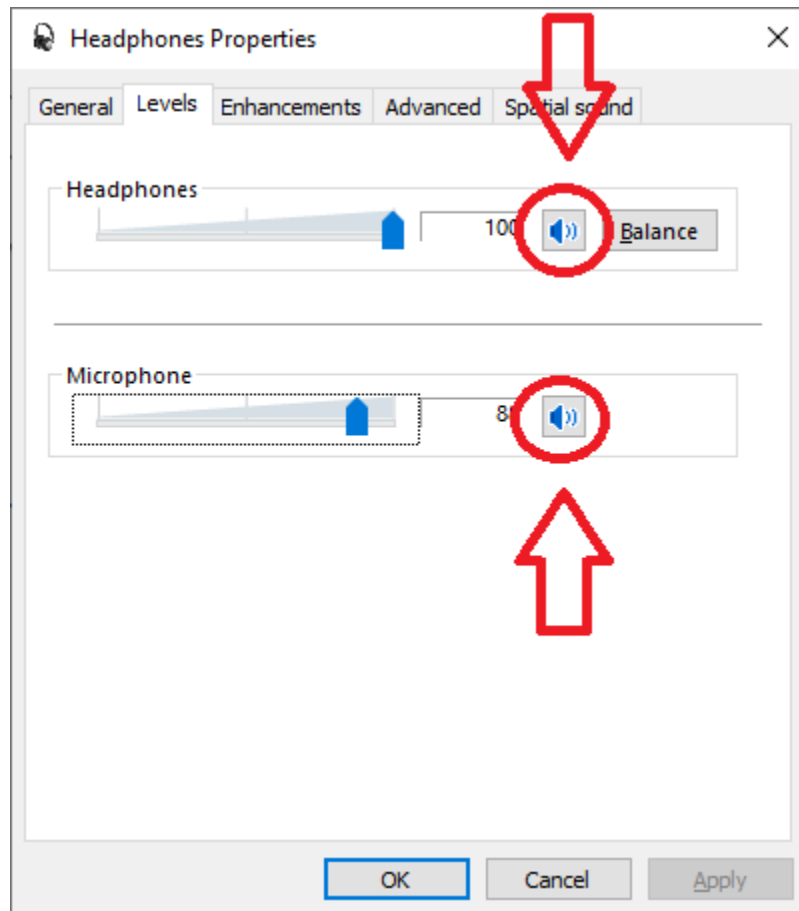


Figure 16. Headphone Levels Un-muted (Example)

Note: the values shown in the figure above are examples only. They may not be the actual values desired.

- 16) Adjust the Microphone volume as desired. Ensure that it is not set to “0” (zero). Ensure that the Microphone is not muted, as shown in the picture above. **Note:** This is the Sidetone volume. Upon Startup, Muter will reset this value back to the default level.
- 17) Select “OK”.
- 18) Select the “Recording” tab.
- 19) Click on “Microphone”.
- 20) Select “Properties”. The “Microphone Properties” window will appear.

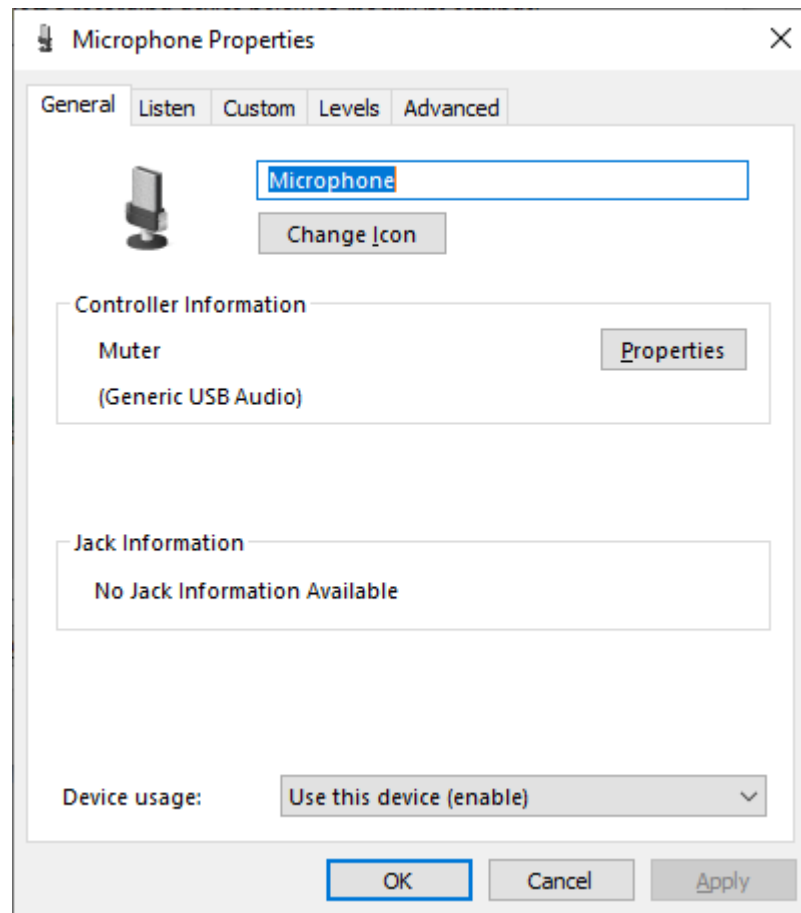


Figure 17. Microphone Properties

21) Select the “Listen” tab. Figure 18 shows an example of the “Listen” tab.

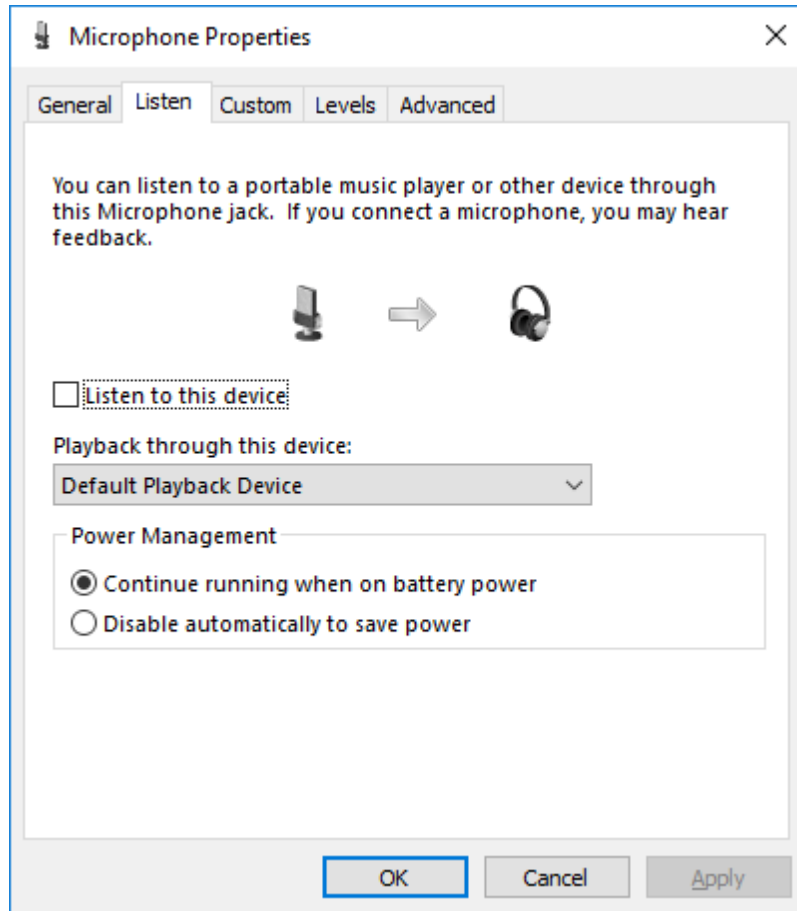


Figure 18. "Listen" Tab

22) Ensure that the “Listen to this device” checkbox is unchecked. Figure 19 shows an example of this.

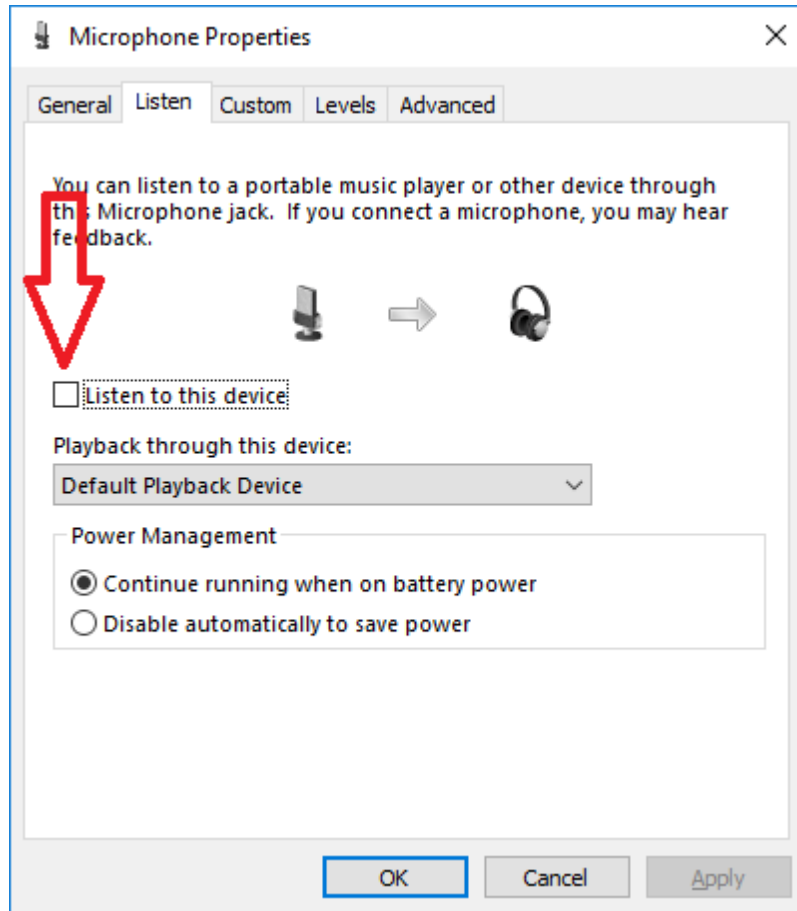


Figure 19. Ensure the "Listen.." Checkbox is Unchecked

- 23) Click "OK".
- 24) Select the "Custom" tab.
- 25) Ensure that the "AGC" checkbox is checked. (It is checked by default)

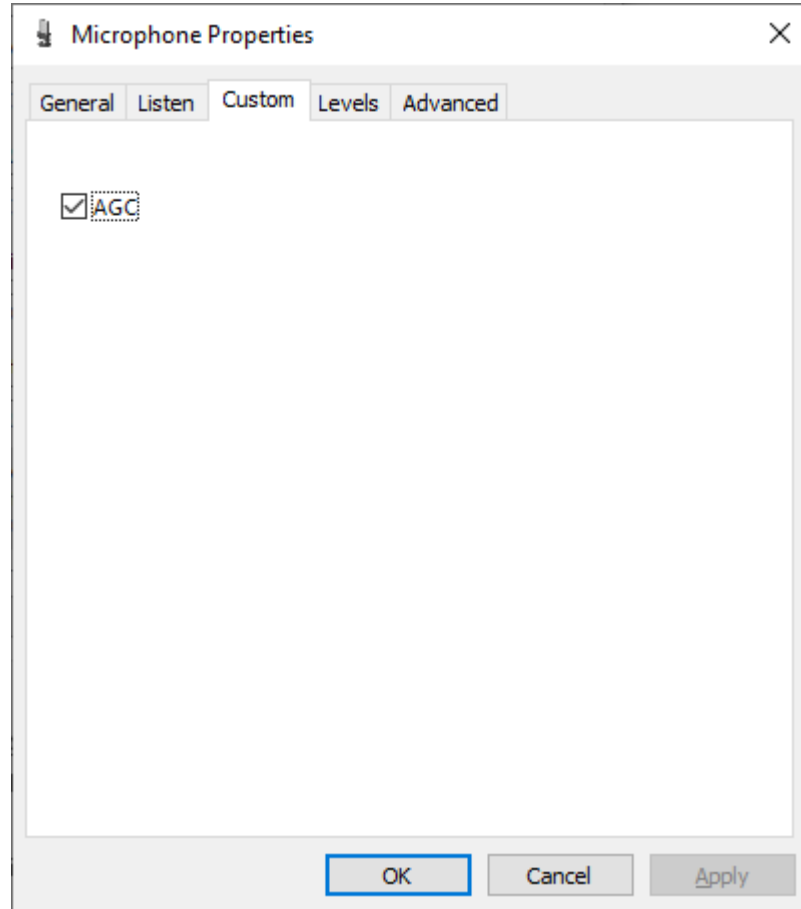


Figure 20. AGC Checkbox is Checked

- 26) Select the “Levels” tab. Figure 21 shows an example of this.
- 27) Adjust the Microphone volume as desired. Ensure that it is not set to “0” (zero). Ensure that the Microphone is not muted, as shown in the pictures below. **Note:** This is the Recording Microphone volume. Upon Startup, Muter will reset this value back to the default level.

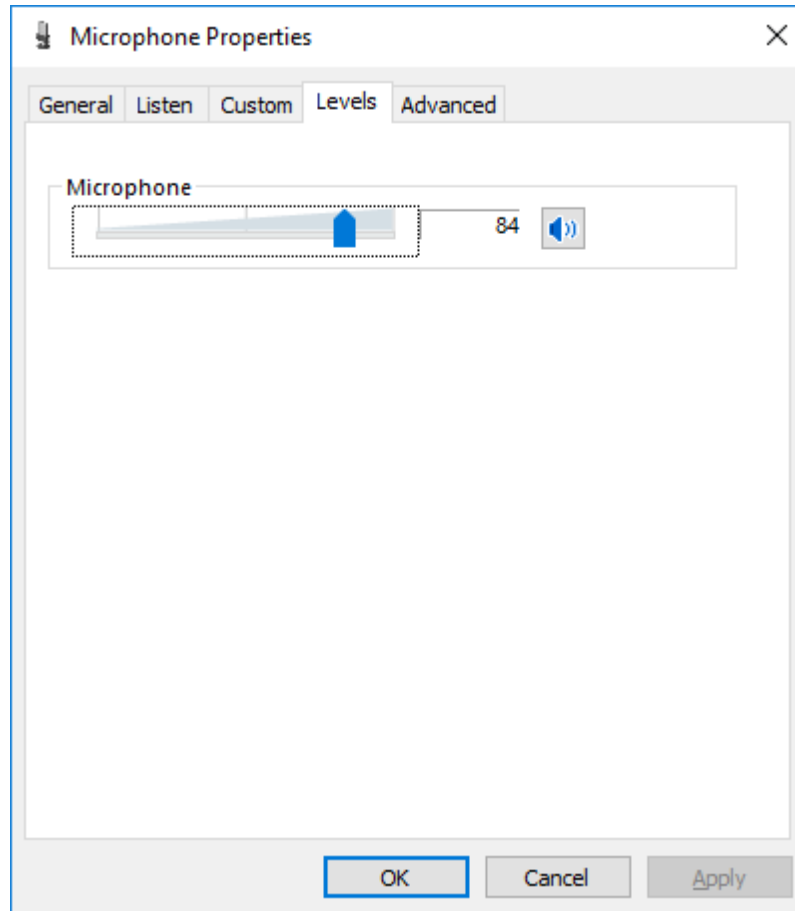


Figure 21. Microphone Levels



Figure 22. Microphone Level Un-muted

Note: the values shown in the figures above are examples only. They may not be the actual values desired.

- 28) Speak into the Headset microphone and listen for the Sidetone.
- 29) If you are unable to hear the Sidetone, adjust the levels as described in the steps above.
- 30) If you are still unable to hear the Sidetone:
 - a. Take the headset off your head/ear.
 - b. Disconnect the USB cable from the PC.

- c. Wait at least ten seconds.
- d. Re-connect the USB cable to the PC.
- e. Put the headset on your head/ear.

4 REVERSING THE BELT-CLIP

To reverse the belt-clip, use a screwdriver to remove the two inner-most screws (Figure 23). After the screws are removed, reverse the clip. Then re-insert the two inner-most screws.

CAUTION: Do not remove either of the outer-most screws. Doing so may void your Limited Warranty.



Figure 23. Inner-most Screws

5 USING MUTER

Note: The Taskbar icon may be hidden. Use Windows Taskbar Settings to turn on the Muter icon.

Note: Refer to Section 3 for details on installation and configuration.

After Muter is installed and configured, it is ready to use for normal operations.

- 1) Ensure the headset is connected properly to the Muter Device.
- 2) Ensure the Muter Device is connected to a USB port on the PC.

- 3) Press and hold the Muter Switch to un-mute yourself.
- 4) Watch the visual indicator (icon) in the Windows System Tray (Taskbar) to see if the microphone is currently muted or un-muted.

Tip: Clip the Muter to a belt/article of clothing or hold the Muter in your hand--whichever is more comfortable. Practice using it before making an important call.

5.1 USING MUTER WITH TEAMS

Teams shows a visual indication of current Muter status. Watch the indicator to know if you are currently muted or un-muted (Figure 24).



Figure 24. Microsoft Teams

5.2 USING MUTER WITH ZOOM

Ensure both Muter are Zoom configured according to Section 3.3.2.

Ensure Zoom Window is on top (maximized or full screen mode).

Zoom shows a visual indicator when un-muted (“Temporarily Unmuted”), and the volume level of your voice when you are speaking. Watch the indicator to know if you are currently muted or un-muted (Figure 24 and Figure 26).

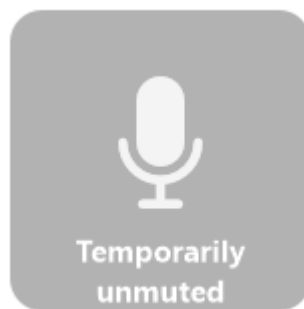


Figure 25. Zoom. Unmuted. Not Speaking.

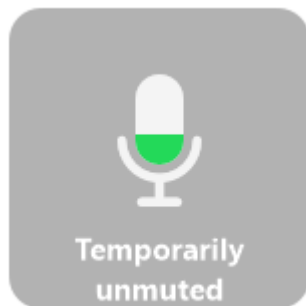


Figure 26. Zoom. Unmuted. Speaking.

6 TROUBLESHOOTING TIPS

Problem	Solution
No Audio heard in headset	Ensure Headset is connected to Muter Device. Ensure Muter Device is connected to USB port on PC. Set Default Playback Device in Windows Sound Control Panel. Configure communications app (Teams/Zoom) to use the Muter.
No Sidetone heard in headset	Ensure Muter.exe is running. Ensure 'Sidetone Enabled' is checked in the Muter menu. Press and hold the switch on the Muter Device. Increase Playback levels in Windows Sound Control Panel. Ensure Playback levels are un-muted in Windows Control Panel. (Sec 3.4)
Sidetone heard even though switch is not pressed	Ensure Muter.exe is running. Quickly press and release the Switch on the Muter Device.
Others do not hear me when I speak	Ensure Muter.exe is running. Ensure Headset is connected to Muter Device. Ensure Muter Device is connected to USB port on PC. Set Default Recording Device in Windows Sound Control Panel. (Sec 3.4) Configure communications app (Teams/Zoom) to use the Muter.
Communications App (Teams or Zoom) shows error message.	Restart communications app.
Teams is not responding to Muter button press.	Ensure Headset is connected to Muter Device. Ensure Muter Device is connected to USB port on PC. Set Default Playback Device in Windows Sound Control Panel. Configure Teams to use the Muter. In Teams, use the mouse to click on the Mute icon two times (to un-mute and mute).
Zoom is not responding to Muter button press.	Ensure Zoom app is on top. Maximize (or select full screen) Zoom Window. Ensure 'Zoom Mode (Virtual Spacebar).' is checked in the Muter menu.
Unexpected results when Switch is pressed on Muter Device.	If using Zoom, ensure Zoom app is on top. Maximize (or select full screen) Zoom Window. If not using Zoom, un-check 'Zoom Mode (Virtual Spacebar).' in the Muter menu.
Volume too loud or too soft.	Adjust volume levels using Windows Sound Control Panel. (Sec 3.4)
Volume or Sidetone levels changed unexpectedly.	Un-check 'Reset Mic. Levels.' in the Muter menu.
Static, noise, popping, buzzing, or crackling heard in headset	Adjust volume levels using Windows Sound Control Panel. Ensure PC is properly grounded and powered. Connect Muter directly to USB port on PC (remove USB hub or USB extension).
Headset is not compatible with Muter	Use the included headset.
MIC is always muted, or always un-muted—Muter switch has no effect	Confirm the driver installation was successful. (Sec 3.2)

Problem	Solution
Muter System Tray icon does not change-- Muter switch has no effect	Ensure Muter is connected to the USB port on the PC.
Muter System Tray icon is not visible (hidden or not shown)	Ensure Muter.exe is running. Use Windows Taskbar settings to turn on (enable) the Muter icon.
Other	Email us: support@simradios.com

LIMITED WARRANTY

“Device” means the Simradios® Muter product and includes any associated software, media (including copies), printed materials and any “online” or electronic documentation or authorized upgrades or supplements from Simradios. “You” or “Your” means either an individual or a single legal entity.

A. WARRANTIES.

Express Warranty. Subject to the terms and conditions of this Limited Warranty and in lieu of any other (if any) express warranties, Simradios warrants that under normal use and service, on the date of acquisition as shown on Your receipt and for the next Ninety (90) days (hereafter each defined as the “Warranty Period”) that the Software and Hardware Device will substantially conform with the accompanying Simradios packaging and documentation.

As to any defects discovered after the Warranty Period, there is no warranty or condition of any kind.

This Limited Warranty does not cover, and no warranty of any kind is provided with respect to any subjective or aesthetic aspects of the Hardware Device or Software. The express warranty stated above is the only express warranty made to You and is provided in lieu of all other express or implied warranties and conditions (except for any non-disclaimable implied warranties that exist), including any created by any other documentation or packaging. No information or suggestions (oral or in a record) given by Simradios, its agents, affiliates, suppliers; employees, or agents, shall create a warranty or condition or expand the scope of this Limited Warranty.

Limitation on Duration of Implied Warranties. If You are a Consumer You may also have an implied warranty and/or condition under the laws of some jurisdictions, which is hereby limited to the duration of the Warranty Period. Some jurisdictions do not allow limitations on how long an implied warranty or condition lasts, so this limitation may not apply to You.

B. EXCLUSIVE REMEDY.

If you return your Hardware Device to Simradios with a copy of Your receipt during the Warranty Period, Simradios will, at its option and as Your exclusive remedy for breach of this Limited Warranty and any implied warranties: repair or replace all or part of the defective Software or the defective Hardware Device; or make payment to You for the allowable damages that You incurred in reasonable reliance, but only up to the amount You paid (if any) for the Software and/or the Hardware Device less reasonable depreciation based on actual use. The above remedy is subject to the following: any repaired or replaced Device will be new or refurbished or serviceably used, comparable in function and performance to the original Device, and may include third party items; any Device repaired or replaced under this Limited Warranty will be warranted for the remainder of

the original Warranty Period or 30 days from the date of shipment of the item back to You, whichever is longer.

C. LIMITATION OF LIABILITY. THE MAXIMUM LIABILITY OF SIMRADIOS UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF THAT PRODUCT OR ANY COMPONENT OR PART THAT MALFUNCTION IN CONDITIONS OF NORMAL USE. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL SIMRADIOS BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. SIMRADIOS IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY. THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED SIMRADIOS OR AN AUTHORIZED REPRESENTATIVE OF SIMRADIOS OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

D. EXCLUSIONS FROM COVERAGE. This Limited Warranty shall not apply and Simradians has no liability under this Limited Warranty if the Device:

- is damaged during shipments or transmissions;
- is modified or tampered with;
- is not used in accordance with the accompanying documentation and use instructions;
- is damaged by Acts of God, accident, fire, misuse, neglect, unusual physical or electrical stress, modification, misapplication, power surge, abuse, negligence, wear and tear, mishandling, liquid, dust, rust, corrosion, or other causes unrelated to defects in the Device;
- is damaged by malicious attacks, hackers, programs, data, viruses, or files;
- is repaired, modified or altered by anyone other than Simradians.

This Limited Warranty does not include any warranty regarding legal rights or abilities, such as any warranty regarding title, quiet enjoyment, or lack of infringement.

This Limited Warranty shall not apply to consumable spare parts and accessories (unless they are found to be defective upon purchase of product), such as:

- a. Headbands
- b. Voice Tubes
- c. Decorative Finishes

d. Ear Cushions, microphone cover, foam pads

E. FURTHER INFORMATION. Simradians is the warrantor under this Limited Warranty. To receive instructions for obtaining performance of this Limited Warranty, You must contact SimRadios, in writing.

You must also:

1. Submit proof of payment in the form of a bona fide, dated receipt, or invoice (or a copy) evidencing that You are the beneficiary of this Limited Warranty and that Your request for a remedy is made within the Warranty Period;
2. Follow Simradians' shipping and other instructions if it determines that all or part of Your Device requires return. To obtain the Limited Warranty performance, You must ship or deliver the item in either its original packaging or packaging that provides an equal degree of protection to the location specified by Simradians. Except as otherwise required by legislation in Your jurisdiction, costs associated with transport (including packaging) for warranty service shall be at Your expense.

Failure to follow the above instructions may result in delays, cause You to incur additional charges, or may void Your warranty.

This Limited Warranty gives You specific legal rights and You may also have other rights which vary from jurisdiction to jurisdiction. Where any term of this Limited Warranty is prohibited by such laws, it shall be null and void, but the remainder of the Limited Warranty shall remain in full force and effect if its allocation of risks is not materially disturbed.

F. GOVERNING LAW; EXCLUSIVE FORUM. If You acquired the Device in the United States of America, all parts of this Agreement (including the Limited Warranty) shall be construed under and controlled by the laws of the State of FL, U.S.A., and You irrevocably consent to exclusive jurisdiction and venue in the federal courts sitting in Brevard County, FL unless no federal subject matter jurisdiction exists, in which case You irrevocably consent to exclusive jurisdiction and venue in the Superior Court of Brevard County, FL.