





TV Connector reference sheet



LED Light Indicators

Solid green		Switched on and transmitting audio
Solid red		Switched on and no audio input
Blinking blue		Pairing mode
Blinking red		Wrong audio input format (Dolby or DTS)

Troubleshooting

- No audio coming from audio source
 - Check audio cable connection - make sure audio cable is fully inserted
 - Check power connection - make sure power cable is fully inserted
 - If you can hear the test melody from TV Connector (ascending tones), but no sound from the TV/audio device, there is a problem with the cable connection
 - Blinking red - wrong audio input (Dolby or DTS) from audio source (i.e. TV). Switch to the stereo (PCM) audio format in the audio settings.
- Indicator light solid green but can't hear TV/audio
 - TV Connector is not connected to the aids - pair to hearing aids following pairing process
- Volume during streaming is not comfortable
 - TV audio sources have different output volume. Adjust volume on aids or set initial gain for TV Connector higher or lower in software. On the right-hand menu go to: Fitting.....Tuning.....Wireless Programs.....TV Connector. Then adjust gain in the MPO/Gain/CR box at the bottom.
- After connecting TV Connector, TV loudspeaker is switched off
 - You've selected headset output on TV. Check audio settings of TV to enable loudspeakers to be used in parallel.
 - OR, use the optical cable instead of the analog 3.5 mm jack
- Patient is hearing mono instead of stereo
 - Check the 3.5mm jack. If the male part of the cable has 1 black ring, that's a mono cable. Male part of cable should have 2 black rings. Also, verify audio cable is inserted and is flush with TV Connector and television audio port.