

YOUR SIMPLE GUIDE TO CONNECTING YOUR DEVICES TO THE TV



Does Your TV Have the correct Audio Outputs for Your Needs?

First, let's assess whether your TV has enough audio outputs for your needs. The most common TV Audio Output nowadays is Digital Optical Output, also known as **SPDiF**. This allows you to connect your Hearing products directly to the TV using a **TOSlink Optical Lead**.

Connecting directly to a Television via Digital Optical Output

Once you've plugged your device into the Digital Optical Output at the back of your TV via the Optical cable we mentioned above, you will need to make sure that the TV is set to **PCM**. Every TV is different, however generally speaking there are a few different settings to look out for and a few rules to follow:

- In the **Audio/Sound Settings** menu on the TV
- Search for '**Digital Audio Output/Optical Out/Audio Output Mode/Toslink Settings**'
- Select **PCM** (If available) it could also be described as '**Normal**' or '**Stereo**'
- Save the setting, and at this point we always recommend that you restart your television, by turning the power off at the wall for at least 30 seconds.

NOTE: You will have received a microphone along with your equipment. Attaching this to the speaker grille of your television is an excellent back-up solution when connecting to the TV and will always guarantee sound into your system.

Setting up your equipment with direct connection to Sky Q & Sky HD Boxes via Optical

- Press **Home** on your Sky Q remote, select **Settings**, then select **Setup**
- Select **Audio Visual**, then select **Digital Audio Output Optical** and set it to '**NORMAL**'
- Press the **GREEN** button to save the settings
- Power **OFF** the Sky Box, leave for 30 seconds and turn back on.
- Leave for further 5 minutes so the box has had chance to re-calibrate itself & then test the system.



Setting up equipment with direct connection to Virgin Media Set-Top Boxes via Optical

- Press **Home** on your remote > Select **Help & Settings** > Select **Settings** > Select **Audio**
- **Switch** Dolby Digital to PCM. This setting applies to both HDMI and Optical Out
- **Power down** the box for 5 minutes, restart the box, leave for a few minutes, and test the system
- **Virgin Media 360 Boxes ONLY:** Select Settings > Audio & Video > PCM2.0 > Restart box as above

Why don't I get audio from digital sources (Netflix, Apple TV, Firestick, etc.)?

Audio coming from certain content providers or devices (Netflix, Amazon Prime, Apple TV etc.) is set to Output Dolby and not PCM by default. To resolve this:

- Change the '**Digital Audio Output**' Format in the app or device to PCM.
- Then try the normal audio settings within the app (Netflix, Apple TV, Fire Stick, etc.). Please bear in mind that sometimes these audio settings are only available once something is playing on screen.