

NEED HELP CONNECTING OUR EQUIPMENT TO A TELEVISION OR OTHER AUDIO SOURCE?

STEP 1

CONNECTING DIRECTLY TO A TELEVISION

When connecting directly to a TV set via optical, you must ensure the TV is set to PCM.

To do this, go into the audio/sound settings menu on the TV and look for '**Digital Audio Output/Optical Out**', normally this would be set to '**Dolby Digital**', it needs to be changed to '**PCM**'.

Please note that some televisions auto switch this setting! **NOTE:** *Using the microphone supplied with your equipment attached to the speaker grille of the television will always return good results and is an excellent back-up way to connect to the TV.*



STEP 2



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 5 minutes so the box can re-calibrate itself and then test the system.

Note: Sky Glass TV's & Sky Stream Pucks are not compatible with our equipment via a direct connection. However, a microphone may still be used. Please contact us for further details if required.

STEP 3



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**
- » Choose **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.



STEP 4

WHY DON'T I GET AUDIO FROM DIGITAL SOURCES (NETFLIX, APPLE TV, FIRE STICK, 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, you will need to:

- » Change the **Digital Audio Output format** in the app or device to **PCM**
- » First try the **normal audio settings** within the app - Usually, these audio settings are only available once something is playing on screen.

This does **NOT** guarantee that you will hear the audio from these sources through your device but it does give the best chance.

N.B When connecting directly to an external device such as SKY or Virgin Media you will not hear channels and smart services from the TV through the connected equipment.

COMMON SOCKET TYPES

Optical/SPDIF/Digital Audio/TOSLink Preferred connection method, will generally require a change to the TV or connected equipment to PCM audio output.	
HDMI Can be used in conjunction with the Sarabec ARC Audio Converter.	
PHONO/RCA Can be a good option, but make sure that the RCA sockets are marked as Audio Output and NOT Audio Input.	
3.5mm Audio/Headphone A good method of connecting. However, in most cases, using this socket will turn off the internal speakers of the television.	