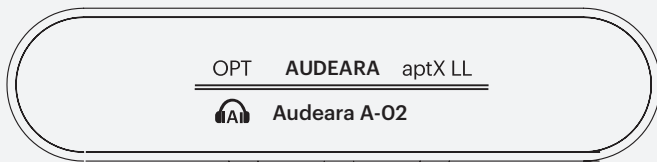


Trouble shooting basics

Resolve issue: No sound through headphones from the TV

Step 1 Check Headphones and TV Streamer are connected

- ▶ Turn on Headphones and confirm the 'A' appears in the headphone icon as pictured below:



NOTE: If Headphones are connected, skip to Step 3.

Step 2 Pair Headphones with TV Streamer

- ▶ Turn on Headphones and hold down the Multifunction (middle) Button until the light flashes blue and red.
- ▶ On the TV Streamer, press and hold either Button A or B until 'Searching' appears on the screen.
- ▶ Locate 'Audeara A-02' on screen. If needed, use Button A to scroll up and Button B to scroll down.
- ▶ Press the Multifunction (middle) Button on the TV Streamer to select.

Step 3 Ensure PCM is selected in your TV audio settings

- ▶ Open the advanced sound settings menu on the TV, then select either Digital Sound Output / Audio Format[^]
- ▶ Then, select PCM.

[^] HDMI Audio Format is not the same as Audio Format.

Resolve issue: Pairing / Connection issue

Step 1 Perform hard reset on Headphones

- ▶ Turn on Headphones and hold + and – Buttons together for approximately 8 seconds.

Step 2 Perform hard reset on TV Streamer (if applicable)

- ▶ Turn on TV Streamer and hold A and B Buttons together for approximately 8 seconds.

Step 3 Connect the Headphones and TV Streamer

Resolve issue: No sound through headphones from phone

Step 1 On your phone, check Bluetooth is turned on

- ▶ Navigate to Settings > Bluetooth and ensure Bluetooth is turned on.
- ▶ If Bluetooth was turned on and still no sound through headphones from phone, continue to Step 2.
- ▶ If Bluetooth was turned off, turn it on and skip to Step 4.

Step 2 Forget device in phone

- ▶ In the phone's Bluetooth settings, select "Audeara A-02", then select 'Forget device'.

Step 3 Place Headphones into Pairing Mode

- ▶ Turn on Headphones and hold down the Multifunction (middle) Button until the light flashes blue and red.

Step 4 Select "Audeara A-02" to pair / reconnect to your phone

- ▶ Once the device is connected, your headphones will stop flashing blue and red and you will also hear an audible prompt that says "Connected".