



Useful advice for connecting our equipment to a Television or other audio source

Connecting directly to a Television

If connecting directly to a TV set via optical then you must make sure that 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

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 until the box has had chance to re-calibrate itself and 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**
- 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.**

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 by default set to output Dolby and not PCM.

In order to resolve this, you will need to change the digital audio output format in the app or device to PCM, firstly try the normal audio settings within the app, however very often 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.

Sarabec Dolby Digital Audio decoder

A clever little device which will in most cases allow you to connect any of our Television Listening systems (LA240, Sonumaxx & Earis) to any television, set top box or audio output device without needing to change the settings on the television to output PCM signals.

This is especially useful when the television or other audio source doesn't auto switch to PCM output or when you cannot find the appropriate settings in the menu systems.



<https://www.sarabec.com/dolby-digital-audio-decoder-kit-p1258/>

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£29.99 inc VAT

Sarabec ARC Converter

If connecting to your television using our ARC Audio extractor then you must ensure that the HDMI socket you connect to is marked as HDMI ARC or HDMI eARC.

If after connecting your equipment to the television via the ARC Audio extractor you do not get a sound output, or the sound you get is distorted then please change your televisions audio output settings to PCM, STEREO or AUTO instead of Dolby Digital.

Some televisions auto switch this function, most do not.

N.B Connection via the eARC socket will in most cases cut out the internal speakers from the television.



<https://www.sarabec.com/hdmi-arc-audio-extractor-kit-p1233/>

354-130

£39.98 inc VAT