

TV Connector user guide



Easy Line.
Accessories



Thank you

Thank you for choosing the TV Connector.
The intended use of the TV Connector is to
connect your hearing aids directly to your TV or
audio source.

Your TV Connector

Hearing healthcare professional: _____

Telephone: _____

Serial number of TV Connector: _____

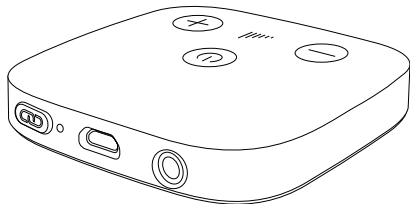
Warranty: _____

Date of purchase: _____

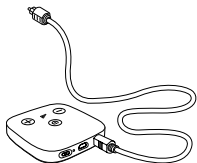
Package contents

The complete TV Connector consists of the following elements:

TV Connector



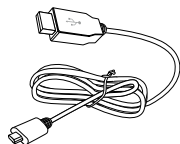
Optical (TOSLINK) audio cable
(preinstalled into the TV Connector)



Analog 3.5 mm audio cable



Micro-USB cable



Power supply



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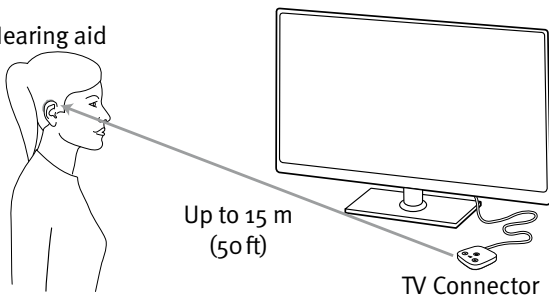
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TV Connector description

The TV Connector allows you to wirelessly connect your hearing aids to your TV or other audio source. It sends wireless audio signals up to 15 m (50 ft).

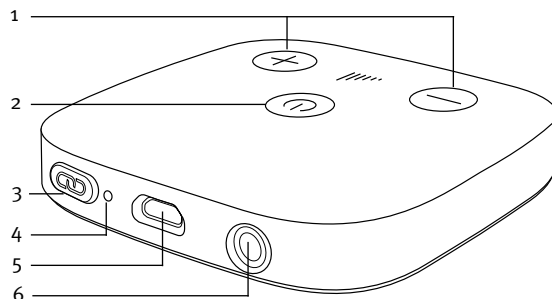
The TV Connector may only be used with compatible hearing aid models. Ask your hearing healthcare professional for more information.

Hearing aid



- ① Line-of-sight between your hearing aids and the TV Connector is not required. However, obstacles like walls or furniture may reduce the operating range.

TV Connector at a glance

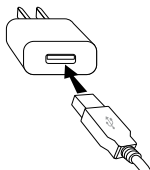


- 1 Volume up and down buttons
- 2 Power button
- 3 Connect button
- 4 LED indicator light
- 5 Micro-USB power port
- 6 Audio port for:
 - Optical (TOSLINK) audio cable
 - Analog 3.5 mm audio cable

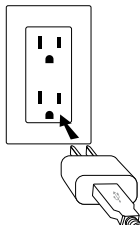
Getting started

Step 1: Connecting the power supply

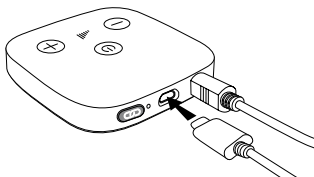
1. Insert the larger end of the USB cable into the power supply.



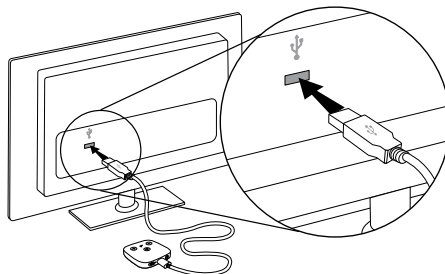
2. Plug the power supply into the wall outlet.



3. Insert the smaller end of the USB cable into the micro-USB power port of the TV Connector.



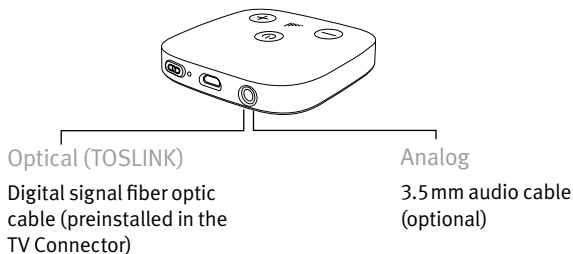
Alternatively, the TV Connector can be powered via the USB cable on the TV by inserting the larger end of the USB cable into the USB port of the TV.



- ① The TV Connector will turn ON the first time it is connected to a power source. If the TV Connector does not turn ON automatically when the power supply is connected, press and hold the power button for 2 seconds to turn ON the device.

Step 2: Connecting to an audio source

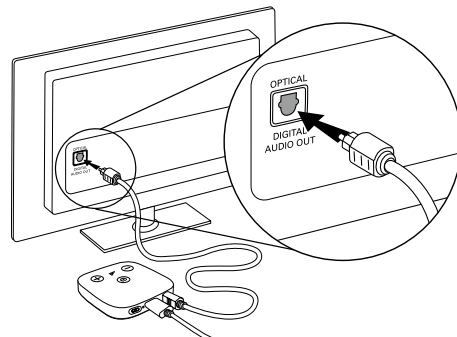
The TV Connector can be connected to any audio source such as a TV, PC or stereo system. It supports two different audio cable inputs: optical (TOSLINK) or analog. Either of these audio cables must be plugged into the dedicated audio port on the TV Connector.



- ① Select the audio cable that is compatible with your audio source.
- ① Ensure the chosen audio cable is firmly inserted into both the TV Connector and the audio source.

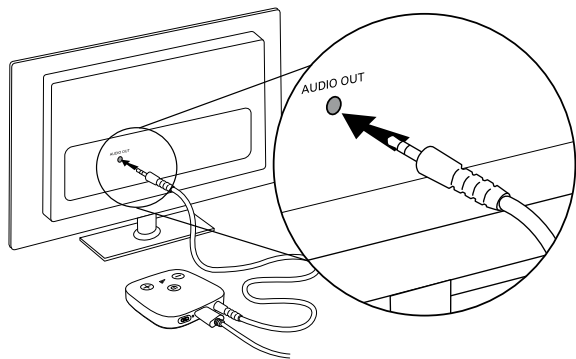
Connecting with the optical cable

Connect the free end of the optical (TOSLINK) cable into the OPTICAL DIGITAL AUDIO OUTPUT of your TV (or audio source).



Optional: Connecting with the analog cable

Replace the supplied optical (TOSLINK) audio cable with the analog 3.5 mm cable. Insert one end of the analog cable into the TV Connector and connect the other end of the analog 3.5 mm audio cable into the AUDIO OUT port of your TV (or audio source).




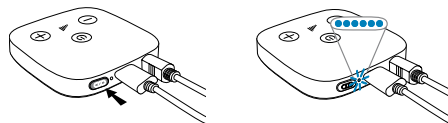
- ① If your TV loudspeakers switch off when connected with the analog 3.5mm audio cable, use the optical audio cable instead (see: "Connecting with optical cable").

Step 3: Connecting the TV Connector to your hearing aids

- ① When the TV Connector is plugged into a power source for the first time, the connection to the hearing aids will be automatic. The hearing aids will play a confirmation melody when the connection is successful.

To connect new hearing aids to the TV Connector:

- Press the Connect  button on the back of the TV Connector, and the LED indicator light will start blinking blue.



- Make sure the hearing aids are switched on and within 1 m (3 ft) of the TV Connector.

- You will hear a confirmation melody in your hearing aids when the connection is successful. This may take up to 10 seconds.



- ① The TV Connector will connect to any compatible hearing aids that are within range during the connection process. After the initial connection process, the hearing aids will automatically detect when the TV Connector is available.

Turning the TV Connector ON or OFF

The TV Connector has a power button located on the top of the device.

To turn ON the TV Connector:

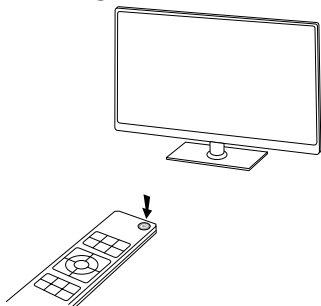
- Press and hold the button for 2 seconds
- The LED indicator on the back of the device will turn on once the TV Connector has powered on

To turn OFF the TV Connector:

- Press and hold the power button for 2 seconds
- The LED indicator on the back of the device will turn off when the TV Connector has powered off

Daily usage of the TV Connector

Switch ON your TV or audio source. If the TV Connector is powered on, it will automatically transmit the audio signal to the connected hearing aids.



- ① You may need to accept the incoming audio signal by pressing the push button on one of your hearing aids.



You will hear the audio directly in your hearing aids.

- ① If no audio input is available, the TV Connector automatically stops the audio transmission to the hearing aids. The LED indicator will be solid white (standby mode).
- ① The TV Connector supports Dolby Audio™, stereo or mono audio signals. Please make sure that the TV or audio source is not using the DTS audio setting. If this audio signal is present, the LED indicator on the TV Connector will be blinking red. Please change the audio signal to Dolby Audio™ or stereo (PCM) in the audio settings menu of your TV or audio source. Alternatively, switch to the analog 3.5 mm audio cable.

If the hearing aids are out of range of the TV Connector, they will switch out of the TV program. Once the hearing aids are back within range of the TV Connector, the audio signal will automatically resume streaming.

- ① The range of the TV Connector is up to 15 m (50 ft).

Adjusting the volume of the TV Connector audio

To adjust the volume of the audio that is transmitting from the TV Connector :

- Push the volume increase (+) button on top of the TV Connector
- Push the volume decrease (–) button on top of the TV Connector.

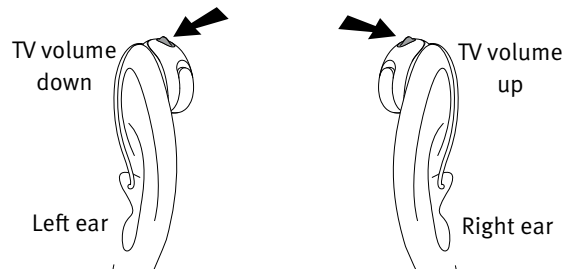
A tune will be played in any connected hearing aid to indicate that the volume has changed.

- ① The volume transmitting from the TV Connector can be adjusted only when the TV Connector is powered ON and it is transmitting audio. This volume is adjusted independently of the volume from the audio source.

Adjusting volume balance between the TV and the sounds in your environment

To adjust the volume of the TV while wearing two hearing aids:

- Push your right hearing aid button to increase the TV volume and decrease the volume of sounds in your environment
- Push your left hearing aid button to decrease the TV volume and increase the volume of sounds in your environment



To adjust the volume of the TV while wearing one hearing aid:

- Push the button to increase the TV volume and decrease the volume of sounds in your environment

TV Connector and phone calls

If your hearing aids are connected to your mobile phone, you can still receive phone calls, even when using the TV Connector.





In the case of an incoming call, the hearing aids will automatically stop the audio signal from the TV Connector and the incoming call alert will be played through the hearing aids. After the call, the hearing aids will switch back to the TV Connector audio signal automatically.

Switching off audio transmission

To end the transmission of the audio signal from the TV Connector, simply switch off the TV or audio source. The TV Connector will go into standby mode automatically and the hearing aids will switch out of the TV program. Alternatively, turn OFF the TV Connector using the power button on the top of the device.

- ① If someone else is still watching the TV (or listening to the audio source), use the hearing aid push buttons to switch back to your automatic program. This option may need to be programmed by your hearing healthcare professional.

Understanding the LED indicator light

Solid green		Powered ON and transmitting audio
Solid white		Powered ON but no audio transmission (standby mode)
Blinking blue		Connecting mode
Blinking red		Wrong audio input format (DTS)
No LED Indicator		Powered OFF

Troubleshooting guide

Cause	Possible remedy
Issue: cannot hear sound from the audio source, the LED indicator light is solid white	
Audio source is turned off	Turn on the audio source
Cables are not inserted properly into the TV Connector and/or the audio source	Ensure that all cables are in the proper location and firmly inserted. See "Step 2: Connecting to an audio source"
Audio cable is plugged into the AUDIO IN of the audio source	Ensure that the audio cable is plugged into the AUDIO OUT of the audio source
Issue: cannot hear sound from the audio source, the LED indicator light is blinking red	
The wrong audio input format (DTS) is being used	Ensure that Dolby Audio™ or stereo (PCM) audio format is being used in the audio settings of your audio source. If this is not possible, use the analog 3.5 mm audio cable instead.

Cause	Possible remedy
Cannot hear sound from the audio source, the LED indicator is off	
TV Connector is plugged in but powered OFF.	Press and hold the power button on top of the TV Connector for 2 seconds until the LED turns on
Issue: cannot hear sound from the audio source, the LED indicator light is solid green	
The TV Connector is not connected to the hearing aids	Connect your hearing aids to the TV Connector. See "Step 3: Connecting the TV Connector to your hearing aids"
Audio source is on mute	Unmute the audio source, or turn up the volume
Issue: the LED indicator light is blinking blue	
The TV Connector is in connecting mode	See "Connecting the TV Connector to your hearing aids"

Cause	Possible remedy
Issue: volume during streaming is not comfortable (too low or too high)	
Different audio sources have different output volume levels	See "Adjusting the volume balance between the TV and the sounds in your environment". Alternatively, adjust the volume of the TV Connector using the volume buttons on top of the device.

Cause	Possible remedy
Issue: the sound from the audio source speakers is delayed compared to the streamed audio in the hearing aids	
The delay setting of the audio source speakers is too high	Adjust the audio delay time (reduce the delay) in the audio settings menu of your audio source

Issue: after connecting the TV Connector, there is no sound coming from the TV loudspeakers

The headset connection of the TV is selected	Check the audio settings of the TV to enable the loudspeakers and the headset connection to be used at the same time. Alternatively, use the optical (TOSLINK) cable instead of the analog 3.5 mm audio cable to connect the TV Connector to the audio source. See "Connecting with the optical cable"
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Warnings

- ⚠ This device is not for children under 36 months. It contains small parts that can cause choking, if swallowed by children. Keep out of reach of children, individuals with cognitive impairment, and pets. If swallowed, consult a physician or hospital immediately.
- ⚠ Only use hearing aids that have been specially programmed for you by your hearing healthcare professional.
- ⚠ Changes or modifications to this device that were not explicitly approved by Sonova AG are not permitted.
- ⚠ The TV Connector may generate magnetic fields. If any influence of the TV Connector on the implantable device (e.g. pacemakers, defibrillators, etc.) is experienced, stop using the TV Connector and contact your doctor and/or the manufacturer of the implantable device for advice.
- ⚠ Opening the device might damage it. If problems occur which cannot be resolved by following the remedy guidelines in the troubleshooting section of this user guide, consult your hearing healthcare professional.
- ⚠ Dispose of electrical components in accordance with your local regulations.
- ⚠ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.
- ⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards. Only use accessories approved by Sonova AG.
- ⚠ For safety reasons, only use chargers supplied by Sonova AG, or stabilized chargers with a rating of 5VDC, min. 500 mA.

Information on product safety

- ① Protect the device cables, ports and power supply from dirt and debris.
 - ① Do not use excessive force when connecting your device to its different cables.
 - ① Protect the device from excessive moisture (bathing or swimming areas) and heat sources (radiator, TV top). Protect the device from excessive shock and vibration.
 - ① Clean the device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean them. Never use a microwave or other heating devices to dry the device.
 - ① X-ray radiation, CT or MRI scans may destroy or adversely affect the correct functioning of the device.
 - ① If the device has been dropped or damaged, if it overheats, has a damaged cord or plug, or has been dropped into liquid, stop using your device and contact your hearing healthcare professional.
- ① High-powered electronic equipment, larger electronic installations and metallic structures may impair and significantly reduce the operating range.
 - ① Protect your eyes from the optical light from the optical TOSLINK cable when plugging the cable into the TV or audio source and the TV Connector.

Information and explanation of symbols



The CE symbol is confirmation by Sonova AG that this product meets the requirements of the Radio Equipment Directive 2014/53/EU.



This symbol indicates that it is important for the user to read and take into account the relevant information in this user guide.



Indicates the device manufacturer.



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in this user guide.



Important information for handling and product safety.

Operating conditions

This device is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in this user guide.



Temperature transport and storage:

-20° to + 60° Celsius
(-4° to +140° Fahrenheit)

Temperature operation:

0° to +40° Celsius
(+32° to +104° Fahrenheit)



Manufactured under license from Dolby Laboratories. Dolby, Dolby Audio, and the double-D symbol are trademarks of Dolby Laboratories. All rights reserved.



Keep dry.



The device is designed for Direct Current (DC) power source with the specified parameters defined on the label of the product.



Humidity during transportation and storage:
<90% (non-condensing).

Humidity operation: <90% (non-condensing).



Atmospheric pressure: 500 hPa to 1500 hPa



This symbol on the product or its packaging means that it should not be disposed of with your other household waste. It is your responsibility to dispose of your waste equipment separately from the municipal waste stream. The correct disposal of your old appliance will help prevent potential negative consequences for the environment and human health.

Easy Line

Easy Line is a trademark of Sonova.



Copyright symbol

Compliance information

Declaration of Conformity

Hereby, Sonova AG declares that this product complies with Radio Equipment Directive 2014/53/EU. The full text of the Declarations of Conformity can be obtained from the manufacturer.

Australia/New Zealand:



R-NZ

Indicates a device's compliance with applicable Radio Spectrum Management's (RSM) and Australian Communications and Media Authority (ACMA) regulatory arrangements for the legal sale in New Zealand and Australia. The compliance label R-NZ is for radio products supplied in the New Zealand market under conformity level A1.

Notice 1:

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Notice 2:

Changes or modifications made to this device not expressly approved by Sonova AG may void the FCC authorization to operate this device.

Notice 3:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Industry Canada.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Notice 4:

FCC/IC RF Radiation Exposure Statement

This equipment complies with FCC/Industry Canada RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

