

# TV Connector Troubleshooting

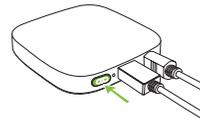
Thank you for visiting the Phonak website and for your inquiry. By following the instructions below, we will delete the pairings from the TV Connector then reconnect the TV Connector to your Audéo™ B-Direct hearing instruments. I have provided step-by-step instructions on the TV Connector for your convenience. You may also visit [bluetooth.phonak.com](https://bluetooth.phonak.com) for additional instructions and instructional videos.

## Deleting Pairings

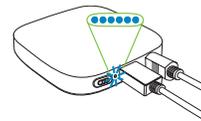
1. Press the Connect button on the backside of the TV Connector for 10 seconds, until the indicator light blinks orange.
2. The Phonak TV Connector is now unpaired from the hearing aids.

## Connecting the Audéo B-Direct to the TV Connector

1. Ensure your TV Connector is plugged into the power outlet and there is a green or red light on the back of it next to the connect button.
2. Press and hold the "Connect" button  until it starts to rapidly blink blue and immediately release.



3. The Audéo B-Direct devices must be within 3 feet of the TV Connector when it is in pairing mode (rapidly blinking blue).



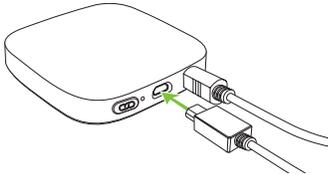
4. You will hear a chime (five fast ascending tones) when it is connected.
5. You are now ready to stream TV.

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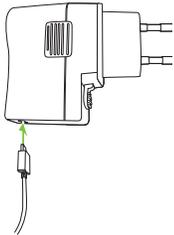
## How do I connect a new Phonak TV Connector to my television?

To setup your TV Connector for your Phonak Audéo B-Direct Bluetooth wireless hearing aids please follow these steps carefully.

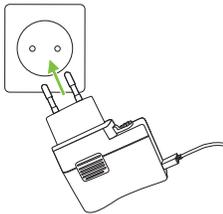
1. Remove the new TV Connector from the packaging. Insert the micro USB end of the USB cable into the port on the backside of the TV Connector.



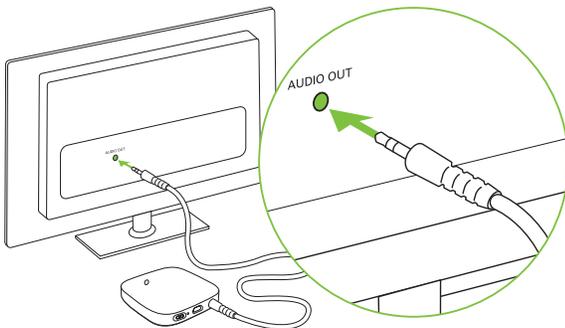
2. Connect the USB end of the cable to the side of the power plug.



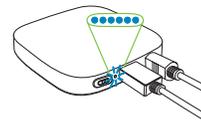
3. Insert the power plug.



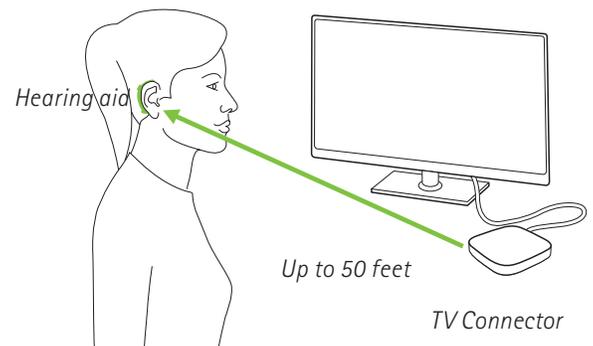
4. Insert the other end of the audio cable into the audio output on the back of your television.



5. Once connected to power, the LED turns green  to indicate that it is ready to stream.
6. When the TV Connector is plugged into a power source the very first time, ensure the hearing aids are switched on and within a 3 feet radius to allow automatic connection. Once connected, the hearing aids will play a confirmation tone.



7. Turn your television on.
8. The audio signal will be streaming from the TV Connector direct to the hearing aids. A stable streaming signal is ensured within a 50 feet range of the TV Connector. The hearing aids will automatically enter the TV streaming program when a streaming signal is detected.



9. Congratulations! Your hearing aids are now connected to the TV Connector.

**Please contact your hearing healthcare professional if the above instructions do not alleviate your concerns.**