

## EcholinkPro/Radiolink2.4G Troubleshooting

Possible problems	Solution
<b>Transmitter has no power (no red light)</b>	<ul style="list-style-type: none"> <li>• Make sure power adapter is connected securely.</li> <li>• Make sure transmitter is switched ON (rear panel)</li> </ul>
<b>Receiver has no power (no green light)</b>	<ul style="list-style-type: none"> <li>• Make sure receiver is fully charged.</li> <li>• Switch Receiver ON by rotating yellow wheel</li> </ul>
<b>Charging base has no power (no red light)</b>	<ul style="list-style-type: none"> <li>• Make sure power adapter is connected securely</li> </ul>
<b>Transmitter is switching off automatically after few minutes</b>	<ul style="list-style-type: none"> <li>• Make sure transmitter is receiving suitable audio signal through audio cables. Please use: Analogue Audio Out, Scart Out, Headset Out, Digital Optical OUT (SPDiF).</li> </ul>
<b>Receiver is switching off automatically after few minutes</b>	<ul style="list-style-type: none"> <li>• Make sure receiver is receiving signal from the transmitter.</li> <li>• Make sure receiver is fully charged.</li> <li>• You may need battery to be replaced. Contact our office 0161 480 8003</li> </ul>
<b>No sound through headset</b>	<ul style="list-style-type: none"> <li>• Make sure receiver is receiving audio signal from the transmitter.</li> <li>• Make sure receiver is fully charged.</li> <li>• Increase volume by rotating yellow wheel.</li> <li>• If you have spare standard 3.5mm headset please check if it is working.</li> </ul>
<b>No sound through neckloop</b>	<ul style="list-style-type: none"> <li>• Make sure receiver is receiving audio signal from the transmitter.</li> <li>• Make sure receiver is fully charged.</li> <li>• Make sure your hearing aid is on T-position.</li> <li>• Increase volume by rotating yellow wheel</li> <li>• If you have spare neckloop please check if it is working</li> </ul>
<b>Noise through the headset or neckloop with HD channels, Netflix, Amazon stick, DVDs (only Digital connection)</b>	<ul style="list-style-type: none"> <li>• Make sure your TV/TV Box Digital Audio Output format is set to PCM or Normal (this system does not support Dolby Digital format)</li> </ul>
<b>Receiver green lights is changing to red and does not keep charge</b>	<ul style="list-style-type: none"> <li>• Please charge the receiver.</li> <li>• You may need battery to be replaced. Contact our office 0161 480 8003</li> </ul>

<p><b>Signal is breaking</b></p>	<ul style="list-style-type: none"> <li>• Make sure receiver is fully charged.</li> <li>• Make sure audio cables are securely connected.</li> <li>• Make sure receiver is within distance range from the transmitter (up to meters for Radiolink2.4G, Line of Sight for EcholinkPro)</li> <li>• You may have some interference with other electronic equipment. If Radiolink2.4G in use please keep transmitter away from other 2.4G devices such as Routers, Cordless phones etc.</li> <li>• EcholinkPro will interfere with Plasma TV. Do not use EcholinkPro with plasma TV.</li> </ul>
<p><b>Can't hear sound through TV internal speakers after connecting equipment through Optical Out</b></p>	<ul style="list-style-type: none"> <li>• Some TV brands or models can cut internal speakers when using TV Audio Outputs (Digital Out or Analogue Out). If possible, please set TV Audio Out to “<b>Audio Out and Speakers Simultaneously</b>” which <b>will allow you to hear the sound through hearing aids and TV speakers. Unfortunately not all TVs will have this option available.</b> Please contact TV manufacturer customer service for further advise. Before you purchase new TV we strongly recommend to ask TV Sales Team if particular TV model includes this option.</li> </ul>
<p><b>I do not have any audio output on my TV</b></p>	<ul style="list-style-type: none"> <li>• You may connect our product directly to TV box such as Virgin, Sky etc using Optical Out. Alternatively, you may try to connect our products to HDMI ARC using HDMI Arc Extractor widely available online (Amazon)</li> </ul>