

TROUBLESHOOTING STEPS

Can't Pair the Bluetooth Headphones or Speaker to a Computer

IMPORTANT: This article applies only to specific products and/or operating systems. Check *Applicable Products and Categories* for details.

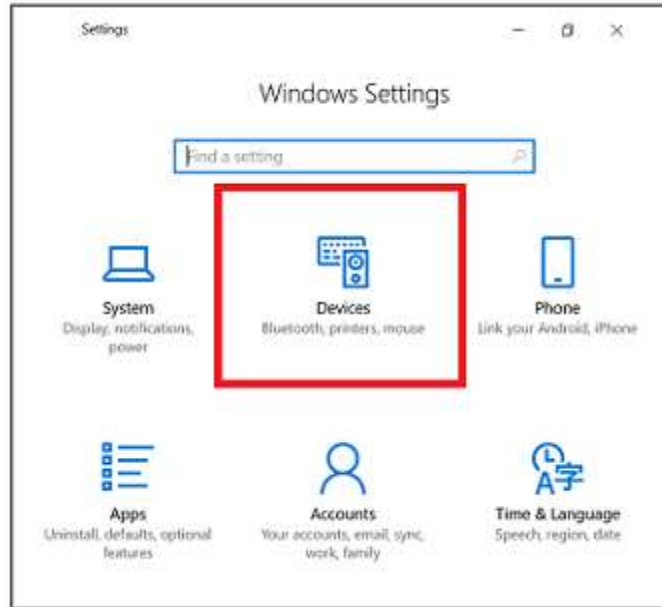
Before You Start

- Make sure to turn up the volume level on the computer.
- Place your device within one meter (three feet) of the computer.
- Make sure your computer supports the Advanced Audio Distribution Profile (A2DP) Bluetooth® profile.
- The drivers needed to connect your device to a computer are already included in the operating system.
 - If your computer is asking for a Bluetooth driver, contact your computer manufacturer.
 - If you're using a VAIO® computer, Bluetooth drivers are available online.

Pair Your Headphones or Speaker to the Computer

Select your operating system below for steps on how to pair your device with a computer.

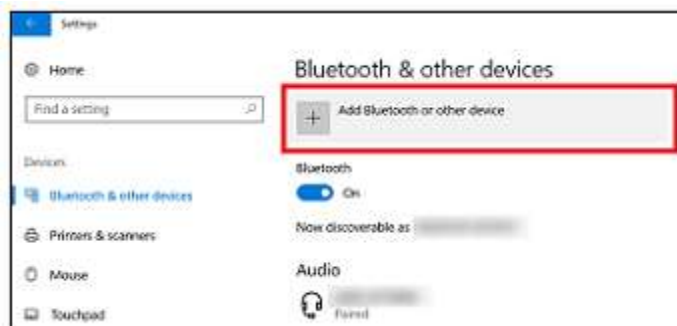
- [Microsoft® Windows® 10](#)
 1. On your device, press the **POWER** button to enter pairing mode.
 - Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
 - Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.
 2. On the computer, press the **Windows Key**.
 3. Click **Settings**.
 4. Click **Devices**.



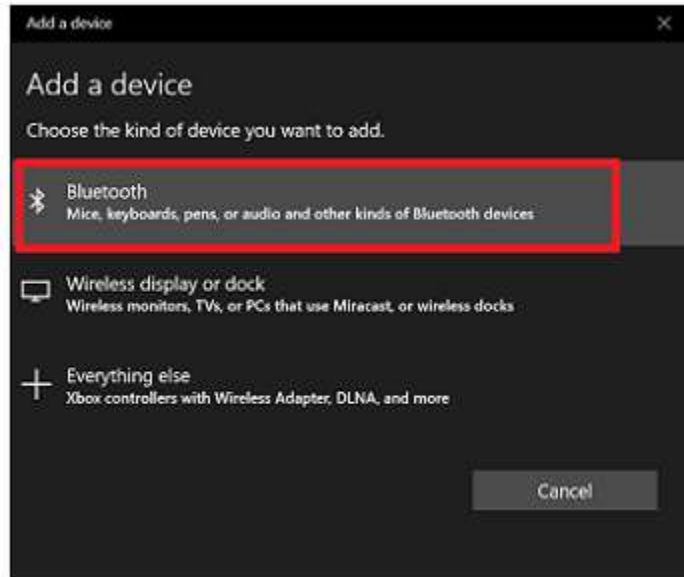
5. Click **Bluetooth & other devices** and then click on the slider under **Bluetooth** to turn the Bluetooth On.



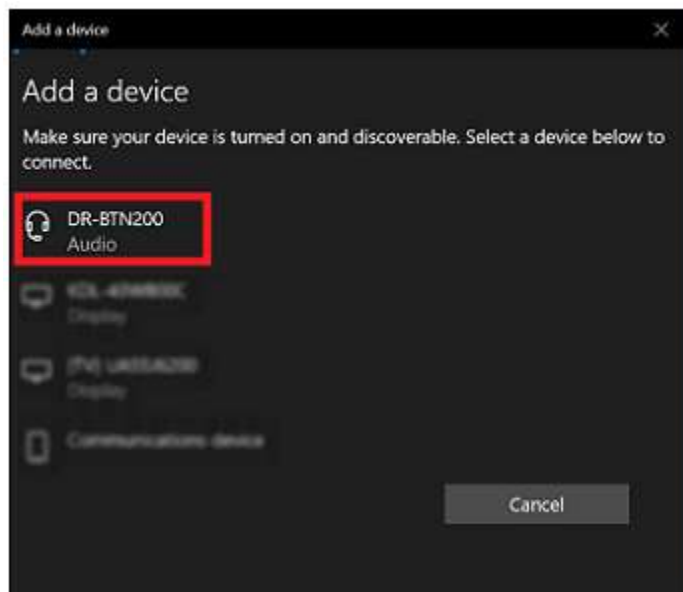
6. Under **Bluetooth & other devices**, click on **Add Bluetooth or other device**.



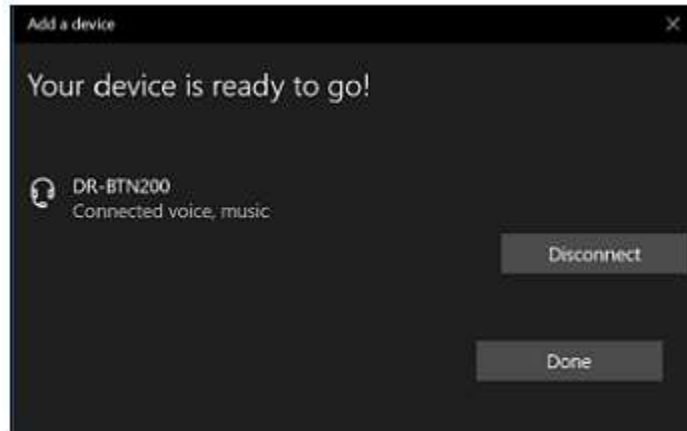
7. On the **Add a device** window that will pop up, click on **Bluetooth**.



8. Click on the model number of your device.



- On this example, we used a DR-BTN200 Bluetooth headphones.
9. A window will pop up indicating the Bluetooth connection is complete.



- **Note:**
 - If a passkey input is required, enter **0000**.
 - On some devices, you'll hear **Bluetooth is connected** after the Bluetooth connection is complete.
 - If the model number of your device doesn't appear on the computer, try again from **step 6**.
- [Microsoft® Windows® 8 or 8.1](#)
 0. Press the **POWER** button on your device to enter pairing mode.
 - Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
 - Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.
 1. Press the **Windows Key** on the computer.
 2. Type **Add Bluetooth device**.
 3. Select the **Settings category**, on the right-hand side.
 4. Click **Add a device**, in the **Devices window**.



5. Locate your device model from the list of devices.
 6. Select the model name of your device.
 - After the computer has loaded the device and the drivers, you should see that the device has connected successfully.
- [Microsoft® Windows® 7](#)

IMPORTANT: If your device won't connect to a newly purchased computer, download the most recent Bluetooth driver for the computer. Contact the computer manufacturer if you need assistance in downloading the driver.

0. Press the **POWER** button to enter into pairing mode.

- Press the button for two seconds if the computer is the first Bluetooth device you're pairing to your device.
 - Press the button for seven seconds if the computer is the second Bluetooth device you're pairing to your device.
 - Allow approximately 20 seconds for the computer to detect your device.
 - After the computer detects your device, it will then automatically proceed to install the driver after which the device will be added to the computer's list of devices.
1. Double-click on your device model name that appears in the device list.
 - A window pops up with two options:
 - Listen to the music
 - Forward VoIP Calls to Handsfree
 2. Select **Listen to music**.
 - A green tick will appear next to the Bluetooth connection established message after a connection is made.
 - To hear sound from your device, you may need to set them as the default speakers. If you don't hear sound from your device, continue with the next steps.
 3. Right-click the **Volume mixer**, represented by a speaker icon in the system tray.
 4. Select **Playback devices**.



5. Right-click on your device in the list of devices.



6. Select **Set as Default Device**.
 7. Click **Apply**.
 8. Click **OK**.
- [Apple® Mac® OS X®](#)
 0. Press the **POWER** button on your device to enter pairing mode.
 - Press the button for two seconds if this computer is the first Bluetooth device you're pairing to your device.
 - Press the button for seven seconds if this computer is the second Bluetooth device you're pairing to your device.
 1. Click the **Bluetooth tray icon**.
 2. Select **Set Up Bluetooth Device**, from the drop-down menu.



3. Locate your device model name from the devices list.
4. Click **Continue**.
 - After a few moments, you should see that the device pairing has completed successfully.
5. Click **Quit** to continue.
6. Click the **Bluetooth tray icon** and hover over your device model option to use it as the default audio device.
7. Select **Use as Audio Device**.
 - Next time the user adjusts the volume in the menu bar or plays audio content, the computer will automatically connect to your device.

Note: If you still can't pair your device to your computer or no sound is heard, pair it to a different Bluetooth device such as a computer, smartphone, or tablet that supports A2DP profile.

How do I hear TV sound through the A/V Receiver or Home Theater System speakers?

The two most common connections used to hear TV sound from the A/V receiver or home theater system speakers are:

- Option 1: HDMI® connection using the ARC feature

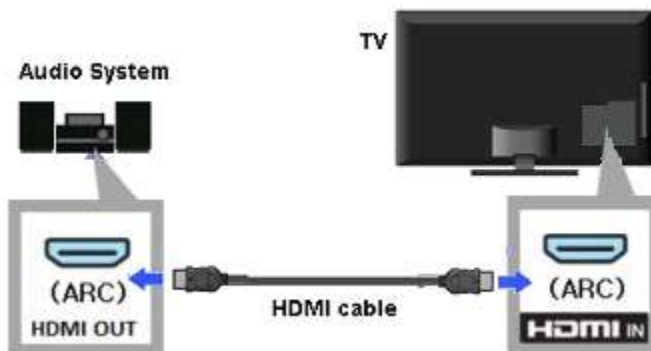
- Option 2: Connection using an HDMI cable, Coaxial Digital, Optical Digital, or Audio cable

Which option you use will depend on the connection ports on your products. If your TV and audio system both support the [ARC](#) feature, we recommend using **Option 1** to connect your products, otherwise use **Option 2**.

Note: For other possible connections and model-specific information about system settings, check the manuals supplied with your products.


Option 1: HDMI connection using the ARC feature

HDMI ports that support ARC are usually labeled as ARC. If not, check your product manual to see if this feature is supported. If either product doesn't support ARC, you'll need to use **Option 2** to connect them.



1. Connect an HDMI cable to the HDMI ports labeled **ARC** or the port identified in your manual that supports ARC.
2. On your TV menu, set **Speakers** to **Audio system**.

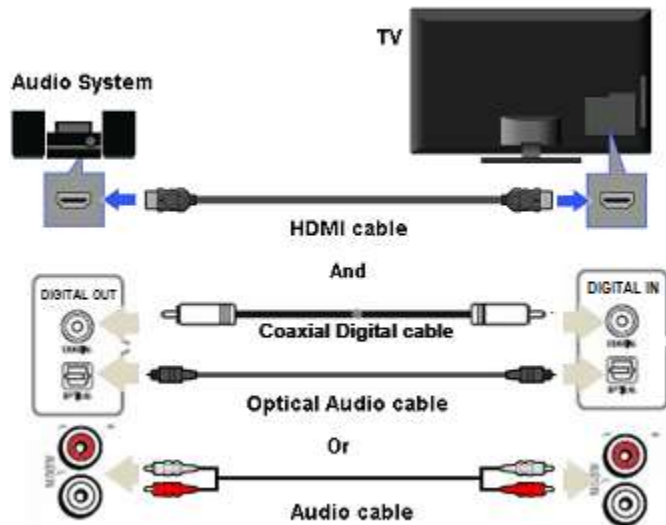
Note: This is an example of how to change this setting on an Android TV™:

- A. On the remote control, press the **HOME** button.
 - B. Select  **Settings**.
 - C. The next steps depend on your TV menu options:
 - Select **Display & Sound** → **Audio output** → **Speakers** → **Audio system**.
 - Select **Sound** → **Speakers** → **Audio system**.
3. Turn on the **Control for HDMI** setting on your TV, and the A/V receiver or home theater system.

Option 2: Connection using an HDMI, Coaxial Digital, Optical Digital, or Audio cable


Depending on the TV, some jacks may not be available.

Note: These cables are available for purchase separately. [Go to Parts and Accessories.](#)



1. Connect a Coaxial Digital Cable, Optical Digital Cable, or Audio cable to the **Audio Output jack** on your TV.
2. Connect the other end of the cable to the corresponding jacks on the A/V receiver or home theater system.
 - o Depending on your device, the audio input may be labeled **TV INPUT** or **VIDEO INPUT**.
3. Turn on your TV.
4. If you're using an **Optical Digital Cable**, set **Speakers** to **Audio system**.

Note: This is an example of how to change this setting on an Android TV:

1. On the remote control, press the **HOME** button.
 2. Select  **Settings**.
 3. The next steps depend on your TV menu options:
 - Select **Display & Sound** → **Audio output** → **Speakers** → **Audio system**.
 - Select **Sound** → **Speakers** → **Audio system**.
5. Set the TV **Audio out** setting to either [Fixed or Variable](#).
 - o Some models don't have this setting.
6. Turn on your A/V receiver or home theater system.
7. Set the A/V receiver or home theater system to the proper input.

