Chapter 1: Troubleshooting your Wi-Fi connection

Chapter 1.1: Play-Fi product not found

On your mobile phone:

1. Check that **Wi-Fi is enabled** and connected to the **same network** as the product.
    a. If you are not sure that your product is connected to the right network, you can re-run the Wi-Fi setup for your product.   Refer to Chapter "Product Wi-Fi setup" for detail.
2. For iOS device, please ensure you have allowed **Location Access** and **Local Network Access** for Philips Home Entertainment app.

On your Play-Fi product:

1. Check that the product is powered ON.
    a) It will take a few minutes to start up and connect to network.
    b) When product is connected to network, the Wi-Fi LED shall stop blinking and always ON.
2. Check that the Wi-Fi for the product is already setup.   Refer to Chapter 1.2 "Product Wi-Fi Setup" for more information on how to setup Wi-Fi for a product.

If above steps are completed, you may try one or more of the following steps:

- Turn the Wi-Fi setting of your phone OFF and then back to ON again.
- Close and reopen the Philips Home Entertainment app.
- Power OFF and ON the product.
- Reboot your router.

Chapter 1.2: Product Wi-Fi setup

Your Play-Fi product supports Chromecast and AirPlay.

Chapter 1.2.1

If you are using an iOS device, you can setup your Play-Fi product with the following steps.
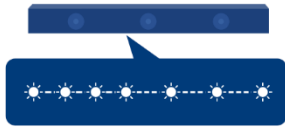
On your Play-Fi product:

1. Press and hold the Wi-Fi button on your speaker/soundbar.

2. After about eight seconds you will hear a first sound, and then a second sound. You can now release the button.

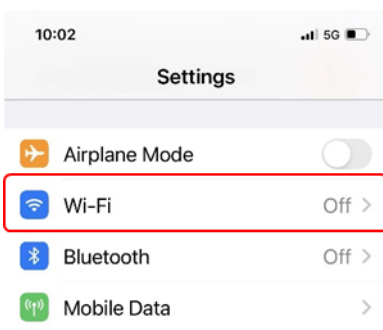3. The Wi-Fi indicator LED will change from fast blinking to a long pulse.

On your mobile phone:

1. Open iPhone settings

2. Enable the "Wi-Fi" setting

In Wi-Fi settings, look for and select "Play-Fi Device xxxxxx" to start connection.

Follow through steps in iPhone Settings menu to complete the network connection.

Return to Philips Home Entertainment app to continue.

Chapter 1.2.2

If you are using an Android device, you can setup your Play-Fi product with the following steps.

On your Play-Fi product:

1. Press and hold the Wi-Fi button on your speaker/soundbar.

2. After about eight seconds you will hear a first sound, and then a second sound. You can now release the button.

3. The Wi-Fi indicator LED will change from fast blinking to a long pulse.

On your mobile phone:

Open "Google Home" App to finish the Wi-Fi connection.

Return to Philips Home Entertainment App to continue.

Chapter 2: Troubleshooting your Bluetooth connection

Chapter 2.1: No Bluetooth product detected

On your mobile phone:

1. Check that Bluetooth is enabled.
2. For iOS device, ensure you have allowed **Bluetooth Access** for Philips Home Entertainment app.

On your Bluetooth product:

1. Ensure the product is powered ON.   It may take 1-2 minutes to start up and get ready.
2. Keep your mobile device and the Bluetooth product in close proximity (<5 meters).
3. Reset the Bluetooth connection on the product in case it is connected to other mobile device. Refer to Chapter 2.2 "Reset Bluetooth connection" for more details.
4. Ensure you have granted access to the app.   Refer to the following step when connecting the app to your product for the first time.

If your product do not have Play/Pause key:

Press "+" key on your speaker to enable this app to control it.

If your product has Play/Pause key:

Press "Play/Pause" key on your speaker to enable this app to control it.

If above steps are completed, you may try one or more of the following steps:

- Move closer to your Bluetooth product as the Bluetooth technology can only operates in close proximity.
- Turn the Bluetooth setting of your phone OFF and then back to ON again.
- Close and reopen the Philips Home Entertainment app.
- Power OFF and ON the product.

Chapter 2.2: Reset Bluetooth connection

Different Bluetooth product may have different way to reset the Bluetooth connection.

For product models: TAB5109, TAB5309, TAB6309, TAB6100, TAB8200, TAX5509, TAX5309, X4000 and S2000

If your product has a dedicated Bluetooth key and a Bluetooth LED indicator, please follow these steps to perform reset.

On your Bluetooth product:

Press Bluetooth button on your speaker to switch to Bluetooth source, the Bluetooth LED will light up.

Press and hold Bluetooth button on your speaker.

After about three seconds, the Bluetooth LED will starts blinking.

Your speaker is now in discovery mode. You may ~~Select "Close" to~~ retry the Bluetooth connection again.

For product models: Coming soon

If your product has a dedicated Bluetooth key and a row of LEDs as indicators, please follow these steps to perform reset.

<u>On your Bluetooth product:</u>

Press Bluetooth button on your speaker to switch to Bluetooth source, look for a LED that will light up in blue.

Press and hold Bluetooth button on your speaker.

After about three seconds, the Blue LED will starts blinking.

Your speaker is now in discovery mode. You may ~~Select "Close" to~~ retry the Bluetooth connection again.

For product models: TAM3205M2, TAM3505M2, TAM4205M2 and TAM4505M2

If your product has a Source key and a general blue LED as indicator, please follow these steps to perform reset.

<u>On your Bluetooth product:</u>

Toggle SOURCE button on your speaker to switch to Bluetooth source, look for the LED beside the Power button to light up in blue.

Press and hold SOURCE button on your speaker.
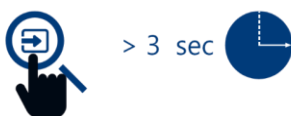
After about three seconds, the Blue LED beside the Power button will starts blinking.

Your speaker is now in discovery mode. You may ~~Select "Close" to~~ retry the Bluetooth connection again.

For product models: TAZ5000 and TAZ6000

If your product has a CD/BT key and a local display as indicator, please follow these steps to perform reset.

On your Bluetooth product:

Toggle CD/BT button on your speaker to switch to Bluetooth source, the local display will show "BT"

Press and hold CD/BT button on your speaker.

After about three seconds, the local display will show "PAIRING".
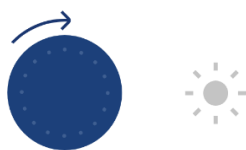

Your speaker is now in discovery mode. You may ~~Select "Close" to~~ retry the Bluetooth connection again.

For product model: TAV3000 and TAV9000
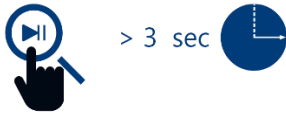
On your Bluetooth product:

Turn Source knob on your speaker to switch source to Bluetooth source.

The LED next to the Source Knob (Source LED) will light up in blue.

Press and hold Play/Pause button on your speaker.

> 3 sec

After about three seconds, the Source LED will starts blinking.

Your speaker is now in discovery mode. You may retry the Bluetooth connection again.

Chapter 3: Troubleshooting your Auracast™ connection

Chapter 3.1: Unable to link with Auracast™ broadcaster.

1. Bring the broadcaster to close proximity (~10meter) with the receiver.
2. Check if the broadcaster is operating in Public or Personal mode. If the broadcaster is operating in Personal mode, a password is needed to be entered via App or mobile device.

Chapter 3.2: No sound from Auracast™ broadcaster operating in Personal mode.

1. Some broadcasters might not indicate that it is in Personal mode OR does not broadcast sufficient information for passcode verification when it is not streaming an audio. Hence it is always best to playback an audio on Auracast™ broadcaster when trying to link an Auracast™ receiver to it.