

# GTV Series

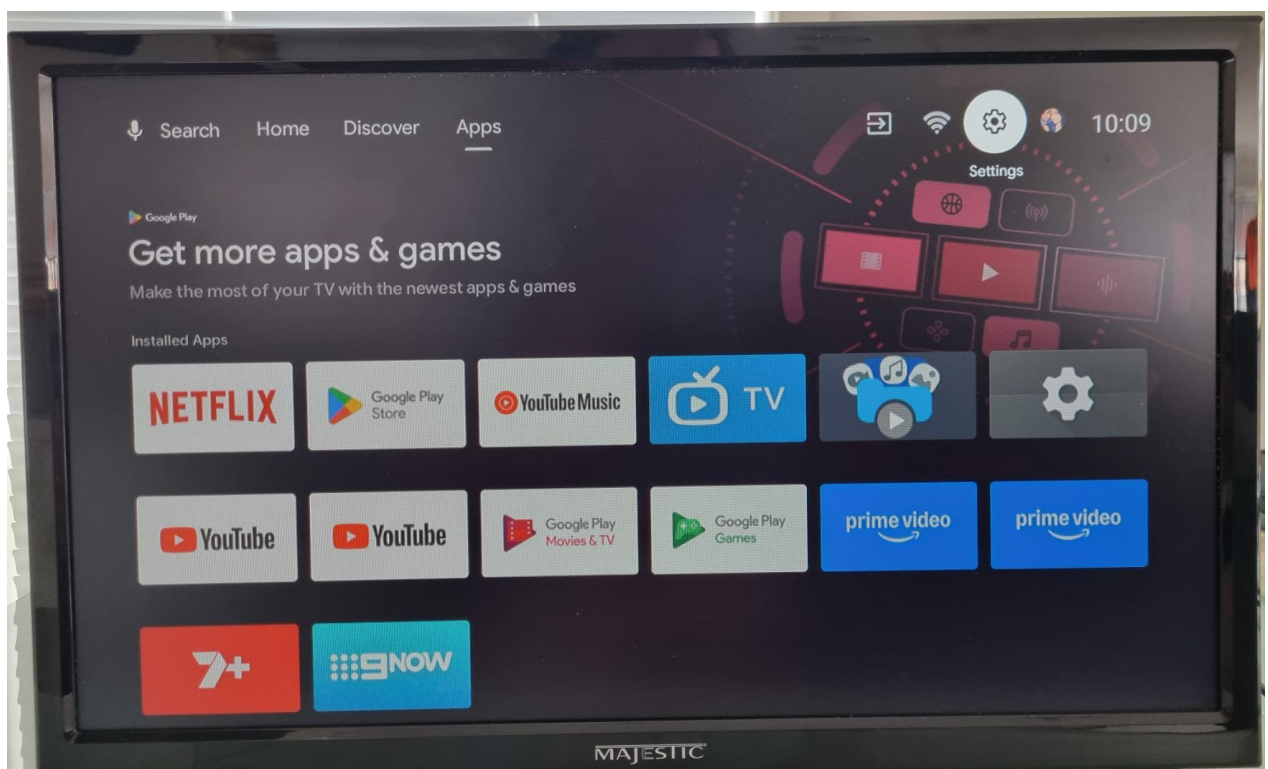
## TV speakers did work, but now I have no sound

**A common issue is that a Bluetooth device is paired and connected to your TV, which will not allow your TV to play sound (even if paired device is off, it can still remain connected to the TV)**

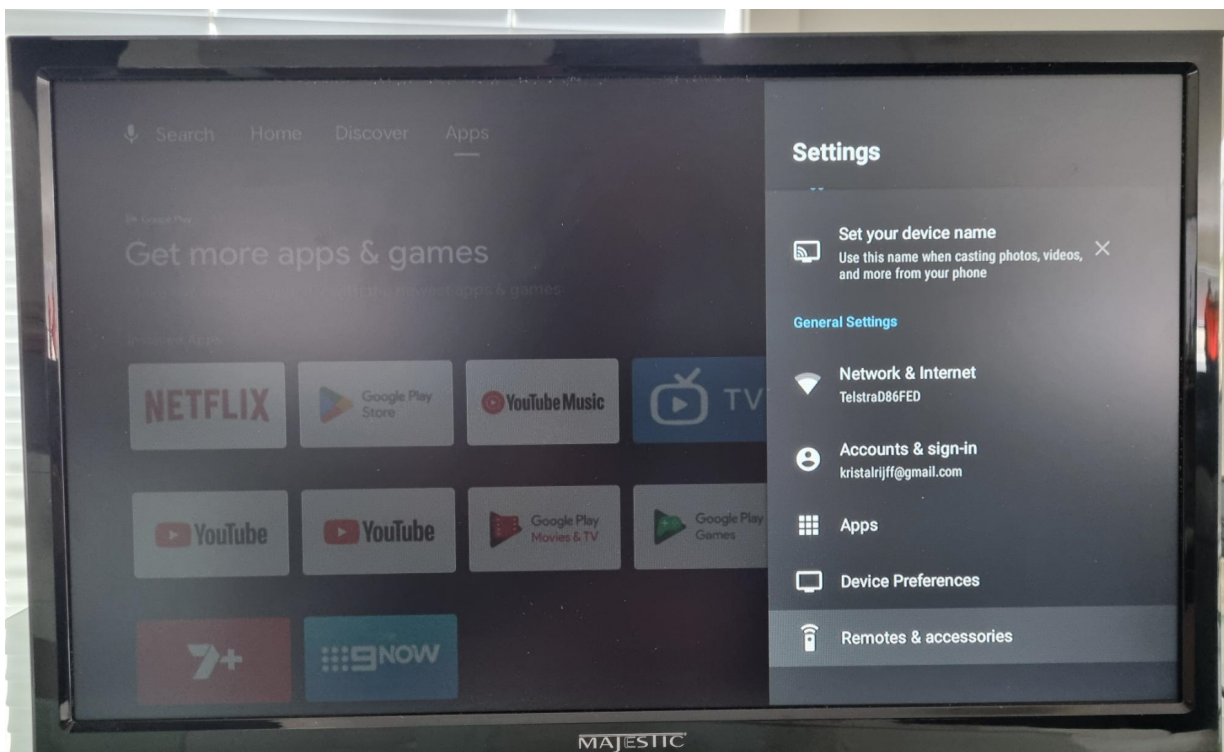
You must disconnect/unpair the device from the TV, to allow TV speakers to work. Here are steps to follow to check if you have any devices connected via Bluetooth to your TV

**Step 1:** On your remote select the “Home” button.

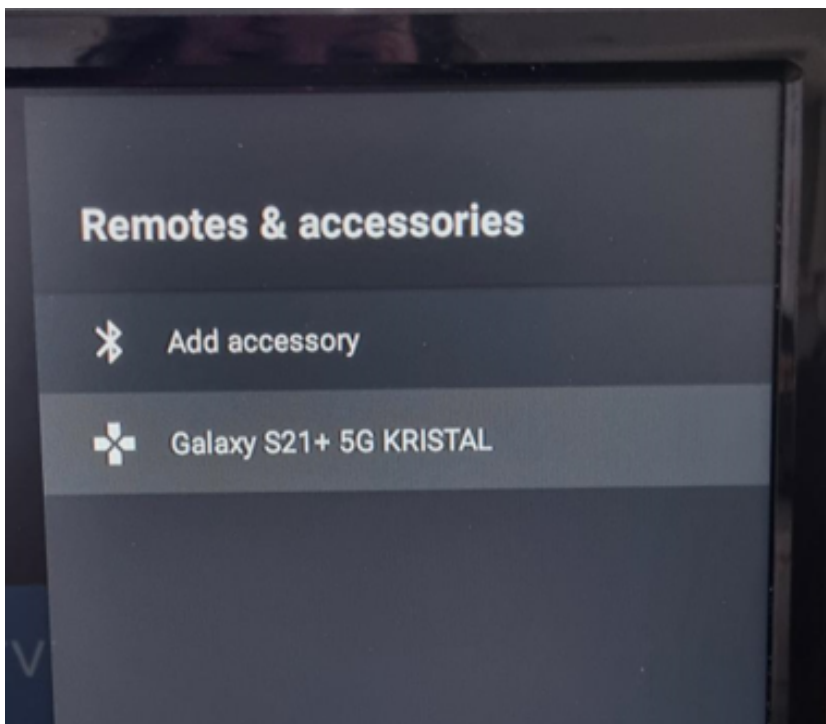
**Step 2:** Using the arrow keys, navigate to the top right of your screen and select the “settings cog”



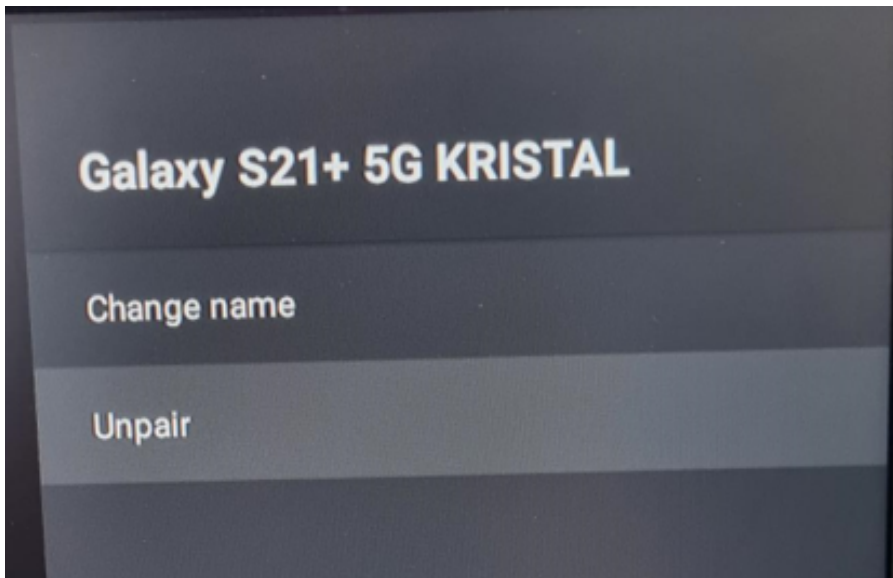
**Step 3:** Navigate down and select “Remote & accessories”



**Step 4:** Here you will find if you have any Bluetooth devices connected to your TV. To simply unpair Bluetooth device(s), Select the device(s) you wish to unpair



**Step 5:** Select “unpair”



Once you have unpaired, try selecting a TV channel to see if your sound has returned.

If this did not work, please reach out to our Customer Service Team, we are happy to assist you.