



## AmazonBasics Helpful Hints | TOSLINK Cables

**Problem: I've connected my source to my receiver via TOSLINK, but I get no sound.**

**Solution 1:** Check that your receiver is set to the correct input and that the volume is not muted or too low.

**Solution 2:** Make sure your source device is set to output via TOSLINK or "optical out."

Some A/V devices, such as the PlayStation 3, have multiple ways to output the audio stream. However, the devices might not be able to output multiple connections simultaneously. For example, if you have connected your device via both HDMI and TOSLINK, the device might be attempting output using HDMI. Go to your audio settings and make sure you've selected "optical out" rather than HDMI.

**Problem: I am able to get sound from some Blu-Ray and audio discs but not others.**

**Solution:** Use HDMI instead of TOSLINK.

TOSLINK and coax sound outputs are unable to transmit some newer audio formats, such as TrueHD and DTS-HD. These newer formats require an HDMI connection.