

Phone Pairing Guide

Oticon | Resound | Signia | Starkey | TruHearing | Widex

To pair your hearing aids to your mobile device, please follow these steps:

PAIRING WITH APPLE

For pairing iPhone® or iPad® with your 2.4 GHz Bluetooth® enabled hearing aids:

1. From the main Settings menu, find the Bluetooth icon, ensure Bluetooth is switched 'on'.
2. Begin by putting your hearing aids into pairing mode by turning your hearing aids off and back on.
 - a. For non-rechargeable hearing aids, open and close the battery door.
 - b. For rechargeable hearing aids, place them in and out of the charger.
3. On your device go to Settings > Accessibility > Hearing Devices
4. Your device will search for your hearing aids. Once both hearing aids are discovered, your hearing aids will appear on the screen as well as your name or initials. *(Make sure to wait until your device finds BOTH hearing aids.)*
5. Tap on the Made for iPhone® (MFi) hearing devices that appear.
6. Choose 'Pair' for each hearing aid.

PAIRING WITH ANDROID™

For the best functionality, we recommend pairing all Android phones through the dedicated hearing aid app (see back for details). The app can be downloaded through the Google Play Store.

1. In your phone's settings, ensure Bluetooth is turned on.
2. Begin by opening the app.
3. Follow the directions on how to connect to your hearing aids:
 - a. Turn your hearing aids off and back on to put them into pairing mode.
 - i. For non-rechargeable hearing aids, open and close the battery door.
 - ii. For rechargeable hearing aids, place them in and out of the charger.
 - b. Your hearing aids should appear once they are detected.
 - c. Follow the prompts to connect.

TROUBLESHOOTING WITH APPLE DEVICES

If audio is not streaming to the hearing aids or they are otherwise not behaving as expected with an Apple device, it can be helpful to “forget” or remove the hearing aids and re-pair them with the device.

1. On the Apple device, go to Settings > Accessibility > Hearing Devices
2. Under Devices, tap on your hearing aids. This may say your name or your device’s name.
3. Tap Forget This Device – confirm you want to “Forget” the device.
4. Go back in Settings > Bluetooth > turn OFF
5. Wait 10-20 seconds and turn Bluetooth ON
6. Pair your hearing devices to your Apple device by repeating the directions described.

HELPFUL REMINDERS

1. Always keep your iOS up to date. Verify that by going to *Settings > General > Software Update*
2. If one or both of your devices have lost connection to the app, it does not mean the hearing aids are not working. Your hearing aids do not require the phone to do their job of helping you hear your best. A disconnection means that we need to re-establish the Bluetooth connection. *Go to Settings > Bluetooth. Toggle Bluetooth off for 10 seconds and back on.*
3. Power your phone down weekly.
4. Allow automatic app updates within your settings so that any updates made by the manufacturer are completed quickly.
5. If after following each of these reminders, there is still no connection, call our office or the appropriate manufacturer’s consumer line listed below.

MANUFACTURER CUSTOMER SERVICE NUMBERS

Your hearing aids’ manufacturer can also help with Bluetooth questions on their consumer support lines.

MANUFACTURER	PHONE NUMBER
Oticon	1-855-400-9766
Resound	1-888-735-4327
Signia	1-800-350-6093
Starkey	1-888-227-8906
Widex	1-844-497-8844