

# HEARING AIDS AND SMART PHONE CONNECTIVITY



## GENERAL INSTRUCTION TO HELP YOU GET STARTED

- Are the batteries fresh or are your hearing aids charged?
- Is your phone more than 30% charged? Connectivity suffers when phone power is low.
- Is Bluetooth turned?
- Is your hearing aid app still on your phone?

## IF PHONE AND HEARING AIDS ARE NOT CONNECTED (shown with a red "X" or similar) then...

- Close the app completely (swipe up from the bottom of the screen to delete it or double click on home button to see the app page then swipe up to delete it)
- Open the close the hearing aid battery doors OR place aids back in the charger for 5 seconds and remove them (this puts the aids in pairing mode)
- Now open the app and you should see hearing aids trying to connect to the phone
- Hearing aids should now to be connected

## IF HEARING AIDS ARE STILL NOT CONNECTED

- Close the app as directed above
- Open the settings app on the main screen
- Ensure Bluetooth in ON
- Scroll down the page and tap on "Accessibility" (if Accessibility is not there, tap on "General" then "Accessibility")
- Scroll down and tap on "Hearing Devices" or it may say "mfi Hearing Devices"
- The text should read "(your name) Hearing Aids" and tap on your name
- Scroll down to bottom of page and tap "Forget Hearing Devices" then tap "Forget" again
- Tap the back arrow in the top left corner
- Open the close the hearing aid battery doors OR place aids back in the charger for 5 seconds and remove them (this puts the aids in pairing mode)
- When aids have started working, tap "Hearing Devices"
- Tap text that says "(user's name) Hearing Aids"
- A screen will appear that wants you to tap "Pair"; the screen will appear a second time to tap "Pair"
- Perfect. Leave the Settings app by pushing the home button and go to the Hearing Aid App
- The aids and the phone should connect just fine.

(OVER)

**IF THE AIDS AND PHONE STILL DO NOT CONNECT AND YOU FEEL COMFORTABLE, PROCEED**

- Uninstall the hearing app by holding your finger on the app until a window appears that says "delete" press delete or by holding your finger on the hearing aid app until it starts shaking and an "x" appears, tap the "x"
- Go to your app store, type in the brand name of your hearing aid "Oticon, "Resound, "Widex", "Starkey, "Signia", etc
- Tap on the correct app which is the model of the hearing aid (Evoke, ON, Smart 3D, etc)
- Tap the picture of the cloud with arrow in it to "Get" and "Install"
- Wait until it is fully installed then tap on the word "open"
- The phone will open the app and start connecting, you may be asked to tap "get started", etc

\*\*Please note the steps to connecting your smartphone to Bluetooth and pairing with your hearing aids varies by hearing aid model and by smartphone.

**If any or all of the suggestions do not work for you, please call our office. We will schedule you to come in so we can assist with your phone connections. We are here to help you hear better!**