Phone Pairing Guide

Oticon | Signia | Resound | Starkey | Widex

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

PAIRING WITH APPLE

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

1. Begin by putting your hearing aids into pairing mode by turning your hearing aids off and back on.
2. On your device go to Settings > Accessibility > Hearing Devices
3. Your device will search for your hearing aids, once discovered, your hearing aids will appear on the screen as well as your name or initials.
4. Tap on the Made for iPhone® (MFi) hearing devices that appear.
5. 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. Begin by opening the app.
2. 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.
   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.

CURRENT APPS

Oticon: Oticon Companion

Signia/TruHearing: Signia App

Resound: Resound Smart 3D

Starkey: Thrive Hearing Control

Widex: Widex Moment

Phone Pairing Guide

For Phonak/Unitron/UHC Relate hearing aids only

To pair your hearing aids to your mobile device, please follow both steps in order:

STEP 1: PAIR UNDER PHONE BLUETOOTH MENU

1. Turn hearing aids off, and then back on. You can do this by holding the "down" button on the back of the hearing aid for 5-8 seconds until you see the red light (off) and then again until you see the green light. Additionally, you can do this by placing the hearing aids into the charger and then removing them from the charger.

2. On your phone, open Bluetooth settings

3. When "R-Phonak*_hearing aid" appears in the list, click the device name. Do not select any other connections.

4. If it prompts you to pair the hearing aid, select "Pair"

STEP 2: PAIRING WITHIN THE APP

1. Turn hearing aids off and on again, as with step #1

2. Open the hearing aid app on your phone (e.g., myPhonak)

3. Under the "Devices" tab, click "Pair device"

4. Wait for both hearing aids to appear. You will see "LE_R-Phonak* hearing aid" + "LE_L-Phonak* hearing aid". When both devices show up, tap the device name. It will ask you to pair the hearing aids two times, one for each hearing aid.

*Device name may change depending on brand

TROUBLESHOOTING

1. Open the hearing aid app (e.g., myPhonak).

2. Wait 15-20 seconds. If the hearing aid fails to connect in the app, you will get an error message.

3. Click "Devices" tab on the bottom of the screen.

4. Scroll down and tap "Product Information…"

5. Select "Forget devices" and select "Confirm". You may have to do this twice. Sometimes it does not work the first time.

6. Repeat Steps 1 and 2.

CURRENT APPS

 Phonak: myPhonak

 Unitron: Unitron Remote Plus

 UHC Relate: Hearing Remote