Bluetooth® Connectivity

How to pair hearing aids with your Android™ device via Bluetooth

Install Your Hearing Device's App on Your Device, Then:

Upon opening the app, an alert will pop up on your device telling you to enable Bluetooth. Next:

1. Select **OK** on the app alert, if the choice is between **OK** and **Don't Allow.**
2. Go to **Settings** on your mobile device.
3. Choose **Privacy.**
4. Select **Bluetooth.**
5. Tap the button next to the desired app to allow Bluetooth access.

With permission granted, pairing each hearing device with your compatible Android device is a breeze. Here's how:

On Your Android Device:

6. Open the **Settings** app on your phone.
7. Navigate to **Connected Devices** or **Bluetooth.**
8. Turn **Bluetooth** ON.
9. Place hearing aids in charger, then remove from charger to get aids in pairing mode.
10. Look for your hearing aids under **Available Devices** and select them.
11. Follow any additional prompts to complete pairing.

On Your Hearing Aids:

12. Open and close the battery door.

    For rechargeable hearing aids, place hearing aids in charger, then remove from charger to get aids in pairing mode.

On Your Android Device Again:

13. When your hearing aids are discovered and listed by your mobile device, select them.
14. You'll be asked to pair each hearing aid separately. Select **Pair** when the option appears.

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Common Troubleshooting:

- Make sure your hearing aids are charged.
- Restart your phone or hearing aids if the connection fails.
- Check for software updates on your device.
- Turn off other Bluetooth devices nearby that may be paired with your hearing aids.
- Close open apps running in the background

Pro Tips:

- Keep your phone close to your hearing aids during setup.
- Ensure your hearing aids are in pairing mode — refer to the device manual for specific instructions.
- Not all smartphones are compatible with hearing aids. Some phones require accessories to connect to Bluetooth.

HearWell™ CENTER

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Bluetooth® Connectivity

How to pair hearing aids with your iOS device (iPhone®/iPad®) via Bluetooth

Install Your Hearing Device's App on Your Device, Then:

Upon opening the app, an alert will pop up on your device telling you to enable Bluetooth. Next:

1. Select **OK** on the app alert, if the choice is between **OK** and **Don't Allow.**
2. Go to **Settings** on your mobile device.
3. Choose **Privacy.**
4. Select **Bluetooth.**
5. Tap the button next to the desired app to allow Bluetooth access.

With permission granted, pairing each hearing device with your compatible iPhone or iPad is a breeze.
Here's how:

On Your iPhone or iPad:

6. Open the **Settings** app on your iPhone.
7. Tap **Accessibility** > **Hearing Devices.**
8. Place hearing aids in charger, then remove from charger to get aids in pairing mode.
9. Look for your hearing aids under **Devices** and tap to connect.

On Your Hearing Aids:

10. Open and close the battery door.

    For rechargeable hearing aids, place hearing aids in charger, then remove from charger to get aids in pairing mode.

On Your iPhone or iPad Again:

11. When your hearing aids are discovered and listed by your mobile device, select them.
12. You'll be asked to pair each hearing aid separately. Select **Pair** when the option appears.

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Common Troubleshooting:

- Make sure your hearing aids are charged.
- Restart your phone or hearing aids if the connection fails.
- Check for software updates on your device.
- Turn off other Bluetooth devices nearby that may be paired with your hearing aids.
- Close open apps running in the background

Pro Tips:

- Keep your phone close to your hearing aids during setup.
- Ensure your hearing aids are in pairing mode — refer to the device manual for specific instructions.
- Not all smartphones are compatible with hearing aids. Some phones require accessories to connect to Bluetooth.

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