

**\*\*Walk-in clinic is not able to assist with phone pairing/Bluetooth troubleshooting\*\*  
Please contact your dispensing audiologist with any phone/Bluetooth questions or concerns**

## **Oticon Android Pairing** *(Oticon Consumer Support Line: (855) 400-9766)*

PAIRING WITH ANDROID™ For the best functionality, we recommend pairing all Android phones through the Oticon ON app. The Oticon ON app can be downloaded through the Google Play Store.

1. Begin by opening the ON 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 aids should appear on the screen.
  - c. Follow the prompts on the screen to connect. For direct audio streaming from Android devices, please note the following:

*For a complete list of ASHA compatible Android devices and Oticon hearing aids that allow direct streaming from ASHA compatible Android devices, please visit [oticon.com/support/compatibility](http://oticon.com/support/compatibility). Oticon Opn S™, Opn™, Opn Play™, Xceed, Xceed Play, Ruby and Siya hearing aids require ConnectClip to stream phone calls and media audio from Android devices to your hearing aids.*

## **iPhone/iPad Pairing Instructions**

**\*\*Bluetooth must be on for pairing to work\*\***

1. Open settings app
2. →Accessibility
3. →Hearing devices
  - a. If paired devices are already shown on screen, tap them for more information then select “forget this device”
  - b. Without previous devices listed, or once previous pairing “forgotten” phone will enter “search” mode for current devices
  - c. Restart hearing aids (open/close battery doors for standard battery or turn aids on/off with charger or manual button press for rechargeable)
4. Devices will appear onscreen as “detected” when devices are found
  - a. If pairing two aids, WAIT for both aids to be detected prior to moving onto pairing process (will show L+R to denote left and right aid found)
5. Tap detected devices to initiate pairing
  - a. Pop-up will appear onscreen for each device, press “pair” to confirm connection
6. Devices are now paired. They will function with iPhone as is, or can be further connected in manufacturer app if desired. Follow pairing instructions as listed in ON app.

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## **Resound Android Pairing** (Resound Consumer Support Line: (888) 735-4327)

How to pair your hearing aids with your Android device

1. Download the ReSound Smart 3D app, open it and tap Yes, connect now.
2. If prompted, provide access to your mobile device location by selecting Allow.
3. The app will guide you through the process. Reboot your hearing aids as required by turning them off and on again, following the steps outlined in the app.
4. Pairing is complete.

## **iPhone/iPad Pairing Instructions**

**\*\*Bluetooth must be on for pairing to work\*\***

7. Open settings app
8. → Accessibility
9. → Hearing devices
  - a. If paired devices are already shown on screen, tap them for more information then select “forget this device”
  - b. Without previous devices listed, or once previous pairing “forgotten” phone will enter “search” mode for current devices
  - c. Restart hearing aids (open/close battery doors for standard battery or turn aids on/off with charger or manual button press for rechargeable)
10. Devices will appear onscreen as “detected” when devices are found
  - a. If pairing two aids, WAIT for both aids to be detected prior to moving onto pairing process (will show L+R to denote left and right aid found)
11. Tap detected devices to initiate pairing
  - a. Pop-up will appear onscreen for each device, press “pair” to confirm connection
12. Devices are now paired. They will function with iPhone as is, or can be further connected in manufacturer app if desired. Follow pairing instructions as listed in Resound Smart 3D app.

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## **Phonak/Unitron Phone Pairing**

**(Phonak Consumer Support Line: 1-800-679-4871)**

**(Unitron Consumer Support Line: 1-866-230-0115)**

### **iPhone**

1. Go to the iPhone home screen and tap on the “Settings” icon.
2. In the settings menu, tap on the “Bluetooth” icon.
3. Tap on the slider button next to Bluetooth to turn Bluetooth on.
4. Switch your hearing aids off and turn them after 5 seconds again on.
5. After several seconds, the name of your hearing aid will appear on the iPhone screen. Tap on it to select.
6. You will now see a message, “Bluetooth Pairing Request.” Click “Pair”.
7. A connection beep will be heard in the paired hearing aid.
8. Your iPhone is now connected to the hearing aids

### **Android**

1. Go to the Android phone’s home screen and tap on the “Settings” icon.
2. In the settings menu, tap on the Bluetooth icon.
3. Tap on the slider button to turn Bluetooth on.
4. Switch your hearing aids off and turn them after 5 seconds again on, to place the hearing aids in pairing mode.
5. On the Android phone, you will now see a message, “Available Devices.”
6. The name of your hearing aid will appear on the screen with a telephone icon next to it. Tap on it to select.
7. A connection beep will be heard in the paired hearing aid.
8. Your Android phone is now connected to the hearing aids.

For more information visit <https://product-support.phonak.com/>

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## **Widex Android Pairing** (Widex Consumer Support Line: (844)497-8844)

1. Pair via the MOMENT app: this requires that you have downloaded the MOMENT app for Android
  - a. From the MOMENT app home screen select “Get Started”
  - b. Choose which power source your hearing aids are using, click on the picture that matches your hearing aids
  - c. Turn the hearing aids off and on again by placing them in the charger for 3-5 seconds or by pressing the button for 3-5 seconds to turn them off, then press again for 3-5 seconds to turn them on again.
  - d. Select “available hearing aids” and the app will start the pairing
  - e. Select “pair” for each hearing aid
  - f. The aids are now paired and listed as “My hearing aids”, select next
    - i. *Optional: consent to data policy*
  - g. Setup successful, select “ok”
  
2. Pair via the Bluetooth menu for the specific Android phone
  - a. Go to settings, select “connections”
  - b. Select “Bluetooth”
  - c. Turn the hearing aids off and on again by placing them in the charger for 3-5 seconds or by pressing the button for 3-5 seconds to turn them off, then press again for 3-5 seconds to turn them on again.
  - d. Select your hearing aids under “available devices” to pair them to the phone
  - e. Moment app-home screen page: you can now start using your paired hearing aids in the MOMENT app.

## **iPhone/iPad Pairing Instructions**

**\*\*Bluetooth must be on for pairing to work\*\***

1. Open settings app
2. → Accessibility
3. → Hearing devices
  - a. If paired devices are already shown on screen, tap them for more information then select “forget this device”
  - b. Without previous devices listed, or once previous pairing “forgotten” phone will enter “search” mode for current devices
  - c. Restart hearing aids (open/close battery doors for standard battery or turn aids on/off with charger or manual button press for rechargeable)
4. Devices will appear onscreen as “detected” when devices are found

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- a. If pairing two aids, WAIT for both aids to be detected prior to moving onto pairing process (will show L+R to denote left and right aid found)
5. Tap detected devices to initiate pairing
  - a. Pop-up will appear onscreen for each device, press “pair” to confirm connection
6. Devices are now paired. They will function with iPhone as is, or can be further connected in manufacturer app if desired. Follow pairing instructions as listed in MOMENT app.