

## **Unpairing and Pair Hearing Aids to iPhone**

If your hearing aid suddenly doesn't connect to your iPhone try shutting down all of the apps that are running in the background (by double-tapping your home button and swiping up on the apps to close them) and then restart your phone, most times that'll do the trick.

If closing your apps and restarting the phone doesn't work, then try the following:

### **Unpair the devices:**

- 1 - Settings > General > Accessibility > Hearing > Hearing Devices
- 2 - Tap on the current hearing aids, scroll to the bottom and "*Forget Devices*"

### **Pair/Re-pair devices:**

- 1 - Turn hearing aids off

*Batteries:* Open the battery doors

*Rechargeable:* Hold button down until the green light flashes 3 times, or place the aids on your charger

- 2 - Settings > General > Accessibility > Hearing > Hearing Devices
- 3 - Turn hearing aids back on

*Batteries:* Close battery doors so the phone will search for the aids

*Rechargeable:* Hold button down until the green light comes on, or take the aids off of your charger

- 4 - Under Devices, tap the name of your hearing aids
- 5 - Tap "*Pair*" when you see the pairing request on the screen (if you have two hearing aids there will be two requests - this could take up to two minutes).
- 6 - Pairing is successful/complete when there is a check mark next to the device names in the Hearing Devices page.
- 7 - If you get an error message that says to turn the Bluetooth on when you open the app, make sure your Bluetooth is turn on for your phone *and* the hearing aid app (go to Settings, scroll down to find hearing aid app, tap into it and turn the Bluetooth on).