



Center for Better Hearing, LLC

Improving lives through better hearing, one patient at a time.

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How to reconnect your hearing aids to your iPhone

-Often times, the hearing aids will disconnect (or become unpaired) from the phone due to a software update that your phone has performed. iPhones are set to automatically update. Before we begin reconnecting your hearing aids, let's first turn off the automatic updates. This increases the likelihood that the hearing aids will stay connected to the phone. (your phone will still alert you of important updates).

-Turn off automatic updates: In SETTINGS, scroll and click GENERAL, click SOFTWARE UPDATE, and turn automatic updates to OFF

-To re-sync hearing aids with phone:

-Go to SETTINGS, scroll, and click ACCESSIBILITY, scroll and click HEARING DEVICES.

-At the top of this screen, you should see *your name's hearing devices* in gray writing. Click this and then click FORGET DEVICES. A pop-up will appear, click **FORGET** in red text.

-As soon as you click FORGET DEVICES, power off your phone

-Now power off your hearing aids. For rechargeable hearing aids you can place them into your charger. Or, you can press down and hold the button on the back of the hearing aids for about 5 seconds until the lights blink. Release the button.

-With the hearing aids still turned off, turn your phone back on

-Go back to SETTINGS, ACCESSIBILITY, HEARING DEVICES:

-If you still see *your name's hearing devices* in gray, click it again and then FORGET DEVICES, then **FORGET**.

-If you don't see anything there, turn your hearing aids back on. Either remove them from the charger or press and hold the button again until you see the green light, then release the button

-The phone should find your hearing aids and show your name's hearing devices. Click this and you will get a pop-up that says "pair." Click PAIR and you will get a 2nd pop-up to "pair." Click PAIR again (this is because you have 2 hearing aids).

-Do not touch anything on your screen, wait about 30 seconds and it will recognize your hearing aids.

-Hit the back arrow in the top left of the screen. You should now see *your name's hearing devices* in blue lettering and it should say **connected**.

-In this screen, the following should be turned off (the bubble should not be green): Play system sounds, control nearby devices, audio handoff, hearing aid compatibility. If they are green, tap the bubble to turn it white (which is off)

**** Your hearing aids are now re-connected with your phone****

If you use the SMART 3D app, you may need to reconnect

-Click the SMART 3D app. You may get a prompt to "connect now." Follow the on-screen prompts to reconnect the hearing aids to the app.

-At some point, you will need to restart the hearing aids. Just like before, you can either place them into the charger for a few seconds and take them back out, which will restart them. Or you can hold down the button to turn them off, wait a few seconds and then press the button again to turn them on.

If you wish to speak to GN customer care, you can call: 1-800-248-4327 and follow the prompts for consumer care.