

# Phone Pairing Guide



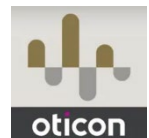
## PAIRING WITH APPLE

For pairing iPhone®, iPad®, or iPod® with your Oticon 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 Device**
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 Oticon Companion app. The Oticon Companion app can be downloaded through the Google Play Store.



1. Begin by opening the Companion 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 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](https://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 medical audio from Android devices to your hearing aids.

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# 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 aids to your Apple device.

For support with your Oticon hearing aid wireless connections or the Companion app, call Oticon at 1 (855) 400-9766. For optimal assistance, please have your hearing aid model and phone model available.

If you encounter continued connectivity issues, please call Priority Hearing & Tinnitus at (480) 331-6521 to schedule a Bluetooth connectivity appointment with your provider.