



Steps for unpairing and repairing hearing aids to an iPhone:

1. Turn off Bluetooth on iPhone
2. Restart iPhone
3. Turn on Bluetooth
4. Turn hearing aids OFF (placing in charger for 10 seconds or open battery door)
5. On iPhone select → **Settings** → **Accessibility** → **Hearing Devices**
6. At the top of the screen, select **your hearing aids**
7. Scroll down and select → **Forget this device** → **Forget**
8. iPhone begins **searching** for hearing aids
9. Turn hearing aids **ON** (remove from charger or close battery door)
10. The hearing aids will appear near the top of the screen with status **Not Paired**
11. Select → **Not Paired** to begin pairing
12. Bluetooth pairing request pop-up select → **Pair**
13. Repeat for second hearing aid select → **Pair**
14. Connect to the hearing aid app
 - a. Follow on screen instructions in the app

Steps for unpairing and repairing hearing aids to an Android phone:

1. Select → **Settings** → **Connections** → **Bluetooth** (may differ depending on Android Phone)
2. Under **Paired Devices** find **Hearing Aids**
3. Select → **unpair/forget** for all hearing aids listed under paired devices (click the gear next to hearing aids to access this step)
4. Turn Bluetooth **OFF** then **ON**
5. Turn hearing aids **OFF** (placing in charger for 10 seconds or open battery door)
6. Turn hearing aids **ON** (remove from charger or close battery door)
7. Select the + **or Scan** for **Pair New Device**
8. Select your hearing aids under the **Available Devices** on the bottom of the screen (you will need to do this twice if you have two hearing aids)
9. Click **Pair** when you get a **Bluetooth Pairing request** (again twice if you have two devices)
10. Connect to the hearing aid App
 - a. Follow on screen instructions in the app

For further assistance with Bluetooth setup or troubleshooting, please schedule a Bluetooth appointment with one of our assistants by calling [520-775-3333](tel:520-775-3333) or texting [520 317-7156](tel:520-317-7156). A \$65 appointment fee applies.