

# Connectivity and streaming tips for Bluetooth compatible hearing aids



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## General bluetooth information

Bluetooth range is approximately 30 feet and is all relative to the environment. There is a higher risk for Bluetooth interference when there are more wireless activities and/or physical barriers present.

Bluetooth signals have a higher chance of deteriorating in an outdoor environment because there are no surfaces for Bluetooth signals to reflect from back towards the hearing aids. When outdoors, try to minimize the distance between the phone and the hearing aids.

Bluetooth is stronger when it does not have to travel through the body (i.e. crossbody interference). Consider moving the phone from a pant pocket to a shirt pocket or armband especially when outdoors. If sitting at a desk or table, rest the phone on the table.

### Potential physical Bluetooth barriers include:

- Metal (walls, office materials, elevators)
- Concrete or Plaster
- Water, Brick or Marble

In these environments, reduce the distance from phone to hearing aids and the number of apps currently active on the phone.

### Other potential sources of Bluetooth interference include:

- Nearby sources of Wi-Fi (routers, modems, wireless access points, etc.)
- Microwaves
- Coaxial cables and connectors used with some satellite dishes
- Other smartphones
- Wireless cameras
- Wireless speakers
- Automatic lights
- Security systems
- Power sources (power lines/stations, electrical railroad tracks)
- External monitors (interference worse when notebook computer is closed)
- Baby monitors
- Poorly shielded cabling
- Crossbody

If intermittent performance is noted, try to add distance away from these potential points of interference and/or reduce the distance between the phone and hearing aids.



## Pairing for MFi (iPhone or iPad on iOS)

**Important:** Before beginning, turn off the phone's Bluetooth and then power off the phone. Power the phone back on and then turn Bluetooth back on. Skip steps 3-5 if the hearing aids have not been previously paired.

1. Power off the hearing aids
  - Replaceable batteries: open the battery doors
  - Rechargeable batteries: place the hearing aids in the charger
2. On the phone, go to Settings > Accessibility > Hearing Devices
3. Tap on the hearing aids listed near the top of the screen
4. At the bottom, tap on "Forget this device" and confirm by tapping on "Forget"
5. Once the phone has unpaired from the hearing aids, it should be in search mode again. You will see "Searching" near the top of the screen with a spinning symbol to the right
6. Power on the hearing aid
  - Replaceable batteries: close the battery doors
  - Rechargeable batteries: remove the hearing aids from the charger

Hearing aids can now be worn by the user

7. The phone should now find the hearing aids with the status "Not Paired". Tap on "Not Paired" to begin pairing
8. A Bluetooth pairing request will appear in the middle of the screen. Tap on "Pair". If you have two hearing aids, tap "Pair" on the second pop-up that appears

Pairing is now complete.

## Options in the iPhone hearing devices menu

Settings > Accessibility > Hearing Devices

- **Play Ringtones:** controls whether an incoming calls ringtones play in the hearing aids
- **Play system Sounds:** controls whether system sounds like notification sounds, keyboard clicks, lock screen sounds, etc. stream into the hearing aids when the phone is not on Silent mode. If this option is turned on and the phone is not in Silent mode, the system sounds will not play through the phone speakers.



- **Audio Routing:** Sets the default audio routing destination the iPhone uses for Call Audio and Media Audio (separate settings). If the option for Never Hearing Devices is selected, the iPhone will not default the associated audio type to the hearing aids. The hearing aids can still be manually selected to be streamed to through native iOS controls (see related topic in the section below).
- **Control Nearby Devices:** Allows for control of the hearing aid settings on iOS devices that are also paired to the hearing aids or share the same Apple ID. It is recommended to turn this option off to avoid unexpected interference.
- **Audio Handoff:** When on, this allows for one iOS device to take priority over another when it comes to streaming audio. It is recommended to turn this option off to avoid unexpected interference.
- **Hearing Aid Compatibility:** Modifies the phone's acoustic settings to improve compatibility with hearing aids set in telecoil mode while the phone is held to the ear. It has no effect on call acoustics when telecoil is not in use (i.e. speaker phone, Bluetooth streaming, holding the phone to the ear without telecoil active in the hearing aid).

### Additional options when hearing aids are selected in the hearing devices menu

Tapping on the hearing aids listed in the Hearing Devices menu with the Connected status will reveal additional options:

- **Stream to right hearing device|Stream to left hearing device:** The iPhone will stream audio to the hearing aids. Turn these off if you don't want audio streaming to the hearing aids but want to maintain a Bluetooth connection for remote control purposes.
- **Adjust Independently:** Allows independent control of Left and Right hearing aid microphone levels
- **Microphone Level:** Sliders control how loudly or quietly ambient sounds are amplified in the hearing aids
- **Presets:** Additional programs or memories added to the hearing aids by the hearing care professional in the programming software
- **Start Live Listen:** Turns the iPhone into a remote microphone. When on, hand the iPhone to a conversation partner and have them speak into the iPhone. The audio detected by the iPhone's microphone will stream directly into the hearing aids. When using this feature, you can increase the level of transmission by using the volume buttons on the side of the phone.
- **Forget this device:** this unpairs the hearing aids from the iPhone



## Pairing to multiple iOS devices

If multiple iOS devices share the same Apple ID, the hearing aid pairing may sync over to the other device via iCloud. Streaming can only take place one for one iOS device at a time. Best practice is to turn Bluetooth off on the non-streaming device.

## Pairing for Android (ASHA/LE Audio)

ASHA (Android Streaming for Hearing Aids) compatibility depends on hearing aid platform.

Only certain Android phones support the usage of ASHA. Check with the phone manufacturer's support team/website for ASHA compatibility or see device compatibility on the hearing aid support website.

LE Audio compatibility depends on hearing aid platform and requires firmware 25.5.972.3 or newer.

Only certain Android phones support the usage of LE Audio. Check with the phone manufacturer's support team/website for LE Audio compatibility.

**Important:** Before beginning, turn off the phone's Bluetooth and then power off the phone. Power the phone back on and then turn Bluetooth back on. Skip steps 3-4 if the hearing aids have never been paired.

1. Power off the hearing aids
  - Replaceable batteries: open the battery doors
  - Rechargeable batteries: place the hearing aids in the charger
2. On the phone, go to the Bluetooth menu (Settings > Connections > Bluetooth or Settings > Connected devices)
3. Tap on the gear icon next to the hearing aids and select Unpair or Forget
4. Repeat step 3 for any other hearing aids listed under Paired Devices
5. Power on the hearing aids
  - Replaceable batteries: open the battery doors
  - Rechargeable batteries: place the hearing aids in the charger
6. Tap Scan or Pair new device
  - Wait for both hearing aids to appear under the Available devices section
  - Tap on one of the listings
  - Confirm by tapping on Pair
  - The hearing aid should now move into the Paired devices or Media devices section, and indicate a connection
  - Continue waiting to see if the second listing will pair automatically. If it does, once complete, it will be combined with the first pairing



7. If after 10 seconds the second listing doesn't pair automatically, repeat steps 6a-6d. When pairing is complete, the second listing may combine with the first one. Pairing is now complete. Perform a functional test to make sure things are working as expected
8. To check if LE Audio is being used, after pairing is complete, go to the Bluetooth menu and tap on the gear icon to the right of the hearing aid listing to see the device details. In the device details menu, check if the LE Audio toggle is on. If the LE toggle is turned off, the ASHA protocol is being used instead

## Pairing for Bluetooth Classic compatible hearing aids (iPhone or iPad on iOS)

**Important:** Before beginning, turn off the phone's Bluetooth and then power off the phone. Power the phone back on and then turn Bluetooth back on. Additionally, ensure Bluetooth is off in any other device that has been previously paired with the hearing aids if they are in range and powered on. Skip steps 3-5 if the hearing aids have never been paired.

1. Power off the hearing aids
  - Replaceable batteries: open the battery doors
  - Rechargeable batteries: place the hearing aids in the charger
2. On the phone, go to Settings > Bluetooth
3. Tap on the blue 'i' icon to the right of the hearing aids listed under My Devices
4. On the next screen, tap on 'Forget This Device' and confirm by tapping on 'Forget Device'
5. Do this for any other hearing aid listings under My Devices
6. Power on the hearing aids
  - Replaceable batteries: open the battery doors
  - Rechargeable batteries: place the hearing aids in the charger

Hearing aids can now be worn by the user

7. The hearing aids will be in pairing mode for 3 minutes after powering on. When the phone discovers the hearing aids, you will see one line item referencing the name of the hearing aids appear under Other Devices. Once you see the hearing aid listing appear, tap on it
8. When the connection is successful, the hearing aids will appear under My Devices with a Connected status. The hearing aids are now paired for streaming audio



**Optional:** To rename the hearing aid in the Bluetooth menu, follow these steps.

1. Tap on the 'i' icon to the right of the hearing aid listing
2. Tap on 'Name'
3. Type in a new name
4. Tap Done on the onscreen keyboard

## Pairing Bluetooth Classic compatible hearing aids (Android)

Important: Before beginning, turn off the phone's Bluetooth and then power off the phone. Power the phone back on and then turn Bluetooth back on. Additionally, ensure Bluetooth is off in any other device that has been previously paired with the hearing aids if they are in range and powered on. Skip steps 3-5 if the hearing aids have not been previously paired.

1. Power off the hearing aids
  - Replaceable batteries: open the battery doors
  - Rechargeable batteries: place the hearing aids in the charger
2. Navigate to Settings > Connections > Bluetooth or Settings > Connected devices
3. Tap on the gear icon to the right of the hearing aids listed under Paired devices/Media devices/Other devices/Saved devices
4. On the next screen, tap on Unpair or Forget and confirm
5. Do this for any other hearing aid listings
6. Power on the hearing aids
  - Replaceable batteries: open the battery doors
  - Rechargeable batteries: place the hearing aids in the charger

Hearing aids can now be worn by the user

7. The hearing aids will be in pairing mode for 3 minutes after powering on. Tap Scan or Pair new device
8. Once you see the hearing aids appear (only one will show) under Available devices, tap on it
9. Press Pair to the pairing request
10. Once the connection is successful, the hearing aids will show up under Paired devices/Media devices with a Connected status and a battery % (for a pair of hearing aids, only the battery status of the aid with lesser change will be displayed).  
The hearing aids are now paired for streaming audio



**Optional:** To rename the hearing aid in the Bluetooth menu, follow these steps

1. Tap on the gear icon to the right of the hearing aid listing
2. Tap on the pencil icon
3. Type in a new name
4. Tap Rename when finished
5. Tap the back arrow in the top left of the screen to return to the Bluetooth menu  
The new name should be displayed

### Connecting to multiple Bluetooth Classic devices

Whenever the compatible hearing aids turn on (e.g. taken out of the charger), they will attempt to connect to the most recently connected device.

If the hearing aid connects to the most recently connected device but it is necessary switch to another device, disconnect the hearing aids from the first device's Bluetooth menu or turn off Bluetooth on the first device. Next, connect to the hearing aids in the Bluetooth menu of the other device.

If the most recently connected device is unavailable, the hearing aids will not attempt to connect to any other previously paired devices. In this case, to connect to another previously paired device, manually select the hearing aid listing in that device's Bluetooth menu.

### Programming and restoring user settings for binaural Bluetooth Classic compatible hearing aids when Right aid is sent for repair

For streaming function, the Right aid is identified by the streaming device (e.g. phone, tablet, computer) as the primary hearing aid. When the Right aid is being sent for repair and the user will be using the Left aid alone, the Left aid needs to be reprogrammed to be recognized for streaming.

#### Preparing the Left aid to stream alone

- Open the user in the fitting software
- Detect the Left aid only
- Select "New Fitting" (instead of "Read out Connected Device")
- Apply First Fit
- Open the last binaural session
- Restore user settings into the Left aid via Service>Program Left Hearing Aid.
- Forget or Unpair the hearing aids from the streaming device's Bluetooth menu
- Pair the Left aid to the streaming device. The Left aid will now be recognized by the phone as the primary Bluetooth connection

**Note:** For app connection, the app will function in acoustic mode (not Bluetooth) while using only the Left aid.



### **Restoring user settings and Bluetooth connection when both aids are available after repair of the Right aid**

- Open the user in the fitting software
- Open the last binaural session
- Restore user settings into the Right aid via Service>Program Right
- Forget or Unpair the hearing aid connections under the Bluetooth menu of the streaming device
- Pair Right hearing aid in the Bluetooth menu of the streaming device
- To connect both aids to the app, select the menu, then Settings>App settings>Set up the app and select the Bluetooth connection option

### **Restoring user settings on binaural Bluetooth Classic compatible hearing aids after Left aid is sent for repair**

Follow these typical steps for restoring user settings:

- Open the most recent binaural fitting session
- Verify aid in saved session matches aid being programmed
- Restart the hearing aids
- From the menu bar along the top, click on Service > Program Level
- Check the box next to the hearing aid to select it
- Click on OK to proceed
- A success screen will then pop up

## **Connection or streaming troubleshooting**

### **Initial troubleshooting:**

- Be sure the hearing aids are not clogged which will prevent streaming audio from being heard. If the hearing aid is amplifying the environmental sounds normally and it's just the streaming audio that is no longer coming through, follow the steps for unpairing and repairing in the appropriate section above.
- Be sure the aids are turned on and have enough battery power.
- Be sure the aids are within range of the streaming device.
- Be sure other nearby devices that have been paired to the hearing aids have Bluetooth turned off (e.g. tablets, iOS devices that may share the same AppleID, etc.)

### **Other troubleshooting strategies (as needed):**

- Turn phone Bluetooth off/on
- Reboot the phone
- Restart hearing aids
- Reset the app — Tap on the three lines in the top left > Settings > App settings > Set up the app > Press OK to the pop-up message.  
Choose the Bluetooth connection option and follow the on-screen instructions

- Uninstall the app, reboot the phone and reinstall the app
- In the fitting software, go to Service > Delete All Paired Bluetooth Devices. On the phone, go to the Bluetooth menu and unpair hearing aid related items. Refer to the applicable sections above for how to unpair the hearing aids. Reboot the phone, re-pair to streaming device

### Additional information by device type:

#### MFfi (iPhone or iPad on iOS):

- Verify Call Audio and Media Audio in Settings > Accessibility > Hearing Devices > Audio Routing are set to “Automatic: or “Always Hearing Instruments”

#### Android (ASHA/LE Audio):

- Clear Data via Settings > Apps > select the target app > Storage > Clear Data

#### Bluetooth Classic:

- If hearing aid pairing completed with no issues, but audio is still only streaming to one hearing aid (e.g. the right hearing aid), make sure both hearing aids are in proper wearing position. The alignment of the hearing aids when worn on the ears is critical for proper stereo streaming. If one hearing aid is misaligned (i.e. not parallel and level relative to the other), streaming audio will not play in one hearing aid.

#### REQUIREMENTS FOR PROPER NFMI FUNCTION:

- ✓ Hearing aids worn at the same level/alignment
- ✓ Hearing aids are not tilted to the left or right
- ✓ Hearing aids are close in proximity (ear-to-ear distance)
- ✓ Binaural features work as expected including Bluetooth Classic streaming and CROS function



#### INCORRECT NFMI POSITIONS:

- ✗ Hearing aids not worn at same level – one higher/lower
- ✗ Hearing aid is tilted (one or both)
- ✗ Hearing aids are far apart (greater than head distance)
- ✗ Binaural features do not work as expected (E.g. Bluetooth Classic streaming to one ear only or CROS transmitter not working)



## Other troubleshooting or adjustments

### The phone is streaming but the app shows Bluetooth is disconnected

- Try to force close the app.

### Additional information by device type:

#### iPhone:

- This involves using the gesture to reveal previously opened apps and swiping the hearing aid app away.

#### Android:

- Go to the phone Settings > Apps > the target app > and choose to Force stop
- Reopen the app and see if the Bluetooth connection establishes itself again. If it doesn't, reboot the phone. After the phone reboots, check to see if connection is reestablished in the app

If the app shows Bluetooth is still disconnected, reset the app:

- Tap on the three lines in the top left > Settings > App settings > Set up the app > Press OK
- Choose the Bluetooth connection option and follow the on-screen instructions
- If the setup fails and the app indicates that it cannot connect to or find the hearing aids, use the appropriate steps from the pairing instructions above to unpair and re-pair the hearing aids to the phone's Bluetooth. Then reattempt Bluetooth setup in the app

If the app continues to fail the Bluetooth setup:

- Uninstall and reinstall the app. After reinstallation, open the app, accept the terms, conditions, and permissions and reattempt Bluetooth setup. Make sure to allow permission to discover nearby devices when prompted

### **Streamed audio is not loud enough or sound quality needs improvement**

#### **Initial suggestions for the phone/device and hearing aids:**

- Ensure the hearing aids are clean and dry
- Increase the streaming volume on the phone (volume buttons on the side of the phone)
- The Balance slider in the app affects the quality of the audio streaming. While streaming audio (e.g. a call, music etc.), moving the slider towards Sharp or Soft adjusts the frequency emphasis
- For phones with LE Audio or Bluetooth Classic connection, the phone itself may have a sound equalizer built into the operating system which allows further adjustments for audio streaming quality

#### **Other strategies in the fitting software:**

- Adjust streaming offsets applied to hearing aids
1. Connect the aids to the fitting software
  2. Fine Tuning > Audio Streaming to adjust Streaming Offsets
  3. Adjust for volume or increase mid to high frequencies for clarity
  4. Click Disconnect in the lower left of the fitting software and reboot the hearing aids before streaming again

#### **Additional information by device type:**

##### **MFi (iPhone or iPad on iOS):**

- The Audio tab is used for media streaming. The HandsFree/Headset Mode tab is used for phone calls where this feature is being used (i.e. hearing aid microphones are used to pick up hearing aid wearer's voice for the caller to hear)



### Android (ASHA/LE Audio):

- ASHA Protocol: The Audio tab is used for adjusting the default media and call streaming volume
- LE Audio Protocol: The Audio tab is used for adjusting the default media streaming volume. The HandsFree/Headset Mode tab is used for adjusting the default call streaming volume.

### TV streaming accessory:

- The TV tab is used for adjusting the default streaming level

### Incoming ringtone is not heard in the hearing aids

#### MFfi (iPhone):

- Settings > Sounds & Haptics> Increase the slider for Ringer and Alerts

#### Android (ASHA/LE Audio):

- ASHA Protocol: Settings > Sounds and vibration > Volume and verify the Media slider is increased to an adequate level
  - If the phone is on **Sound** mode, make sure the slider for the Ringtone is increased adequately
  - If the phone is on **Vibrate**, the ringtone will not stream in the hearing aids
  - If the phone is on **Mute**, the streamed ringtone level is controlled by the Media slider level
- LE Audio Protocol: Volume of the streamed ringtone is controlled by the in-call volume. During a phone call, raise the in-call volume using the volume buttons on the side of the phone

**Note:** if the slider for Ringtone in the phone's Volume menu is too low, this will effectively mute the streamed ringtone also. If the ringtone playing from the phone speakers is too loud, Vibrate or Mute mode is recommended. Select phones will not stream the ringtone when in Mute mode.

#### Bluetooth Classic:

- **iPhone:**

While not in silent mode, the streamed ringtone volume is controlled by the in-call streaming volume. During a streamed phone call, raise the in-call streaming volume using the volume buttons on the side of the phone.

- Settings > Sounds & Haptics menu will control how loud the ringtone will play simultaneously through the phone's speakers. If the phone is on Silent Mode, the streamed ringtone volume is controlled by the Ringer and Alerts slider in Settings > Sounds & Haptics

- **Android:**

During a streamed phone call, raise the in-call streaming volume using the volume buttons on the side of the phone. The higher the in-call volume, the higher the ringtone will play in the hearing aids the next time a call is received.



## Incoming calls do not route to the hearing aids

Incoming calls are defaulting to the phone or speaker phone instead of the paired hearing aids.

### **MFfi (iPhone):**

- Settings > Accessibility > Hearing Devices > Audio Routing. Be sure "Audio Routing" shows "Automatic" or "Always Hearing Instruments" instead of "Never Hearing Instruments". This could be for Call Audio and/or Media Audio. Next, go to Settings > Accessibility > Touch > Call Audio Routing > set this to Automatic

### **Bluetooth Classic (iPhone):**

- Settings > Accessibility > Touch > Call Audio Routing > select Bluetooth Headset

## Using the hearing aid microphone for user's voice during calls

The function allows the microphone on the hearing aids to pick up the user's voice to transmit on the call with select hearing aids and phones

### **MFfi (iPhone):**

- Previous platform hearing aids with firmware 20.11.509.2 or newer (and compatible performance level) with iPhone 11 (iPhone SE 2nd gen) or newer
- Current platform hearing aids with iPhone 11 (iPhone SE 2nd gen) or newer
- Mic Input option turned on in the iPhone (see section below regarding callers hearing too much background noise for how to turn Mic Input on/off).

### **Android (LE Audio):**

- Current platform hearing aids with firmware 25.5.972.3 when using the Low Energy Audio (LE Audio) protocol.
- Only certain Android phones support the usage of LE Audio. Please check with the phone manufacturer's support team/pages for LE Audio compatibility.

### **Bluetooth Classic:**

- Hearing aids that pair via Bluetooth Classic use the hearing aid microphone for voice input by default.



## Callers hear too much background noise from the user's side during a call

### MFfi (iPhone):

- If hearing aid microphones are being used, access the MFfi Hearing Devices shortcut menu by triple clicking the Side button (or Home button if supported) of the iPhone while not on a call. If the hearing aids are listed but there aren't more options underneath the hearing aids, tap on the listing to expand the menu. Turn Mic Input off. Now, instead of the hearing aid microphones picking up the voice, the iPhone microphone will. The iPhone microphone has more advanced features for filtering out background noise for voice detection during phone calls.
- Another option is to try and use Apple's Voice Isolation feature for iOS devices. For iPhone 14, pro, Max, and newer iPhones, swipe down from the top right corner during the phone call to pull down the iOS Control Center (some iPhone models use a swipe up gesture from the bottom of the phone to open the Control Center). Look for the orange microphone icon and tap on it. In the next menu, select the Voice Isolation feature if it's not enabled. iOS will now apply an additional voice filter to cut out background sounds when the user is speaking.

### Android (LE Audio):

- It is not possible to deactivate the feature using the hearing aid microphones during calls. The recommendation is to change the streaming protocol back to the ASHA protocol and keep the phone in front, relatively close to the mouth as if using speaker phone.
- To disable the LE Audio protocol, Settings > Connections > Bluetooth and tap on the gear icon to the right of the hearing aid listing. In the next menu, turn off the LE Audio option.

### Bluetooth Classic:

#### • iPhone:

Use Apple's Voice Isolation feature which is available for most iPhones running iOS 16.4 or newer. Swipe down from the top right corner during the phone call to pull down the iOS Control Center (some iPhone SE models use a swipe up gesture from the bottom of the phone to open the Control Center). Look for the orange microphone icon and tap on it. In the next menu, select the Voice Isolation feature if it's not enabled. iOS will now apply an additional voice filter to cut out background sounds when the user is speaking so the caller can hear better.

#### • Android:

The function to use the hearing aid microphones for the call cannot be turned off. Some Android phones do have native voice filtering features for phone calls, but that is not any way to enable these features while streaming calls. If the caller cannot hear well due to background noise, the recommendation is to switch the call to speaker phone or the earpiece of the phone itself using the audio routing options on the call screen.



To stop calls from streaming to the hearing aids completely, Settings > Connections > Bluetooth and tap on the gear icon to the right of the hearing aid listing. In the next menu, turn off the toggle for Calls. If you see multiple line items for the hearing aids in the Bluetooth menu, only one will have the option for Calls and Audio when tapping on the gear icon. With the Calls toggle off, calls stop streaming to the hearing aids and are handled by the phone's earpiece or speaker phone

### Selecting only media streaming or only call streaming

#### MFi (iPhone):

- Go to Settings > Accessibility > Hearing Devices > Call Audio Routing > change Call or Media Audio to Never Hearing Devices. When set to Never, by default, the iPhone will not stream that specific type of audio to the hearing aids although the hearing aids can still be manually selected through the user interface of the phone (e.g. the Call screen or Control Center)

#### Android:

- There is no method to have the phone default away from the hearing aids. The phone's user interface can be used to switch audio routing away from the hearing aids (e.g. buttons on the Call screen or the pull-down menu for media audio routing.)

#### Bluetooth Classic:

- **iPhone:**

Media Audio: There is no way to change the default routing of audio. If it is necessary to change to default to the hearing aids, Settings > Bluetooth > tap on the "i" icon to the right of the hearing aid pairing > select the option to Disconnect

Call Audio: To default to Speaker Phone, Settings > Accessibility > Touch > Call Audio Routing > Speaker

- **Android:**

Settings > Connections > Bluetooth and open the Device details menu of the hearing aids by tapping on the gear icon to the right of the hearing aids. There are individual toggles for Calls and Audio (i.e. non-call streaming). Deselect the undesired audio type



## FAQs: controlling the phone function via the hearing aids

**Q:** Can calls be answered and ended using hearing aids?

**A:** There is a feature to answer/end calls using the hearing aid buttons or tapping gesture in select compatible hearing aids and is available in the configuration screen of the fitting software. For models that use a button, HandsFree/Headset mode would need to be disabled as well, to disable this option. Alternatively, the buttons can be disabled entirely for all functions.

### Supported hearing aids:

#### MFfi (iPhone):

- Hearing aids with firmware 20.15.540.2 or newer (with compatible performance level) with iPhone 11 (iPhone SE 2nd gen) or newer
- Current platform hearing aids with iPhone 11 (iPhone SE 2nd gen) or newer

#### Android:

- Hearing aids with firmware 25.5.972.3 or newer when using the Low Energy Audio (LE Audio) protocol. Only certain Android phones support the usage of LE Audio. Please check with the phone manufacturer's support team/pages for LE Audio compatibility.

#### Bluetooth Classic:

- Hearing aids that pair via Bluetooth Classic have this as a standard function.

**Q:** Can the phone's smart assistant (e.g. Siri, Google, Bixby, Gemini, etc.) be activated using the hearing aids?

**A:** No, smart assistants like Siri cannot be activated using the hearing aids (e.g. tapping the hearing aids or pressing a button). Activate the smart assistant using instructions specific to the phone.

**Q:** Can streaming audio be started or paused using the hearing aids?

**A:** No, starting and pausing streaming audio is controlled on the phone screen using the controls provided by the phone/streaming app.

**Q:** Can hearing aids with Bluetooth Classic pair directly with a smart watch?

**A:** Aids with Bluetooth Classic will pair directly to smart watches (e.g. Apple Watch). Remember that the hearing aids only maintain one active connection at a time (i.e. can't be connected to both iPhone and Apple Watch).



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