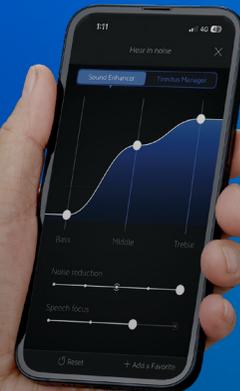




# Get connected

## Hearing Australia App

Hearing Australia, making hearing easy for over 75 years





# Introduction

Thank you for choosing Hearing Australia. We have created this app to make it easy for you to use and control your hearing aids from your smartphone or mobile device.

For information on which smartphones and mobile devices are compatible with the app, visit: [hearing.com.au/hearing-products/app-compatibility/](https://hearing.com.au/hearing-products/app-compatibility/)

Download the "Hearing AU" app on the  
App Store or on Google Play.



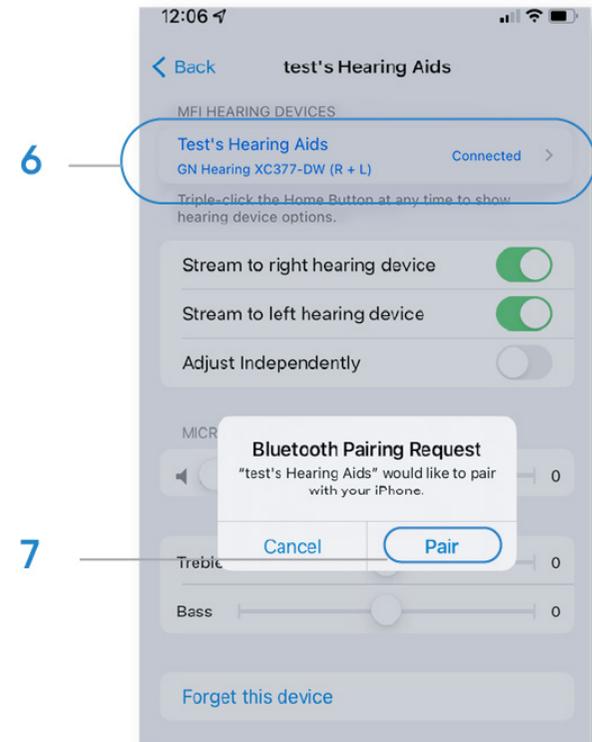
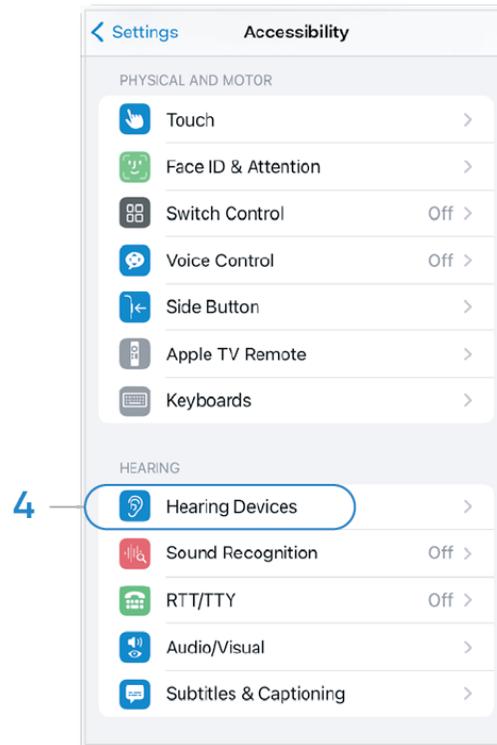
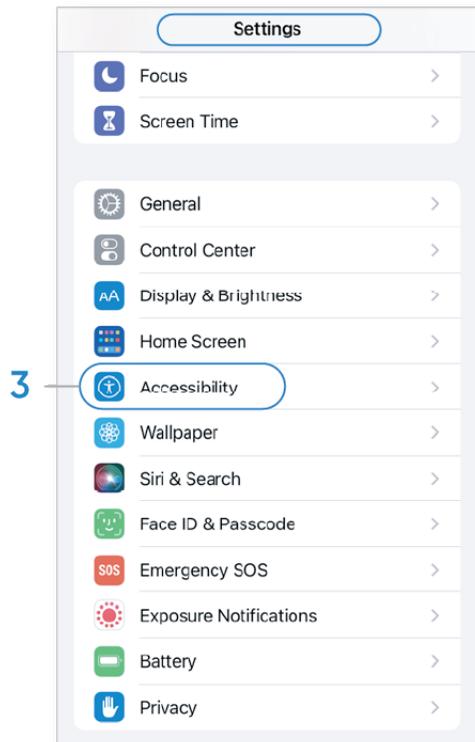
Before you can start using the app, you must pair your smartphone or mobile device with your hearing aids. This is easily done – just follow the steps below.

## How to pair your hearing aids with your iOS device

(Instructions reflect pairing flow for iOS 16 or later)

1. Turn your hearing aids off.
2. Confirm **Bluetooth** is on by going to the **Settings** menu on your iOS device. The slider turns green when you activate Bluetooth®.





3. Go back to the main **Settings** menu and scroll down to tap on **Accessibility**.

4. Scroll down to **Hearing Devices**.

5. Turn your hearing aids on. Now, your iOS device will be able to detect your hearing aids

6. Once connected, select your hearing aids under Hearing Devices.

7. Tap on Pair.

8. Go to the App Store, and in the Search field on top enter the name of the app.

9. Download the app, open it and tap Get Started. Follow the instructions on the screen to connect to the app.

10. You are now ready to go.

### If you need to re-pair your iOS device

1. Start by removing the old pairing by going to the **Settings** menu.
2. Tap Accessibility.
3. Select Hearing Devices and tap **Forget this device**.
4. Turn your iOS device off and on again and re-pair the hearing aids to the device. If you need more information, connect with us at [hearing.com.au/get-in-touch/](https://hearing.com.au/get-in-touch/)

# Hands-free calls for users with compatible iOS devices\*

If you have Hearing Australia XF, XD or XB wireless hearing aids with compatible iOS devices, your hearing aids will become a hands-free headset as default once paired with the iOS devices.

## How to take/end calls:

- Short press your hearing aid button (either side) or use your iPhone or iPad.

## How to decline/ignore calls:

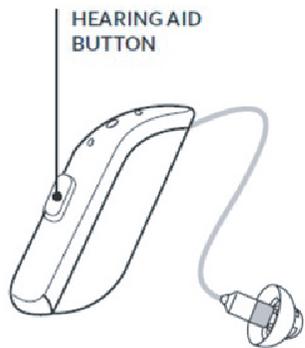
- Long press your hearing aid button (either side) or use your iPhone or iPad.

When you receive another call while you are on the phone, simply follow the instructions above.

*Note: if the incoming call is declined, it automatically returns to the first/previous call.*

## How to change the volume of the calls:

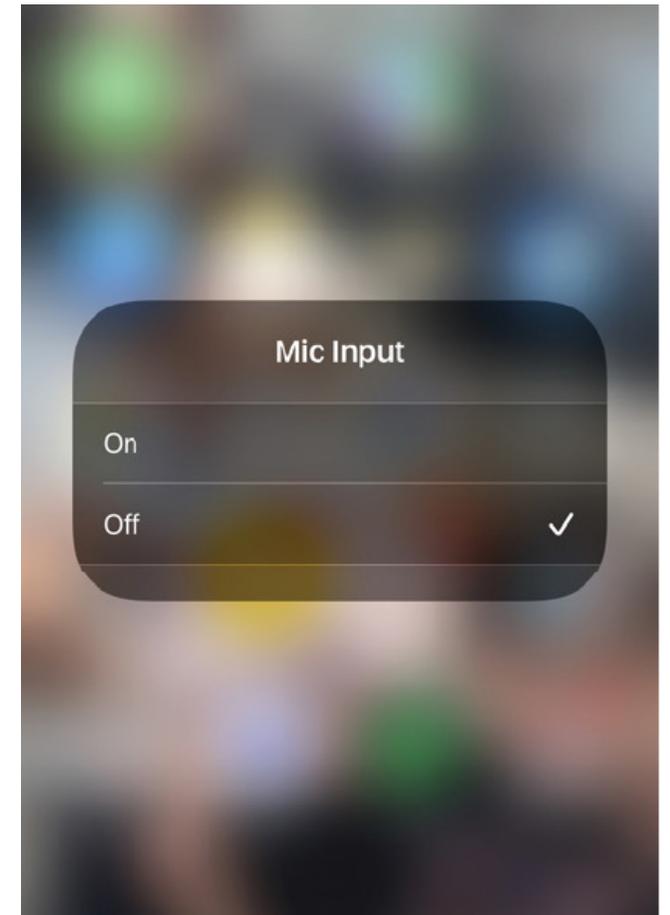
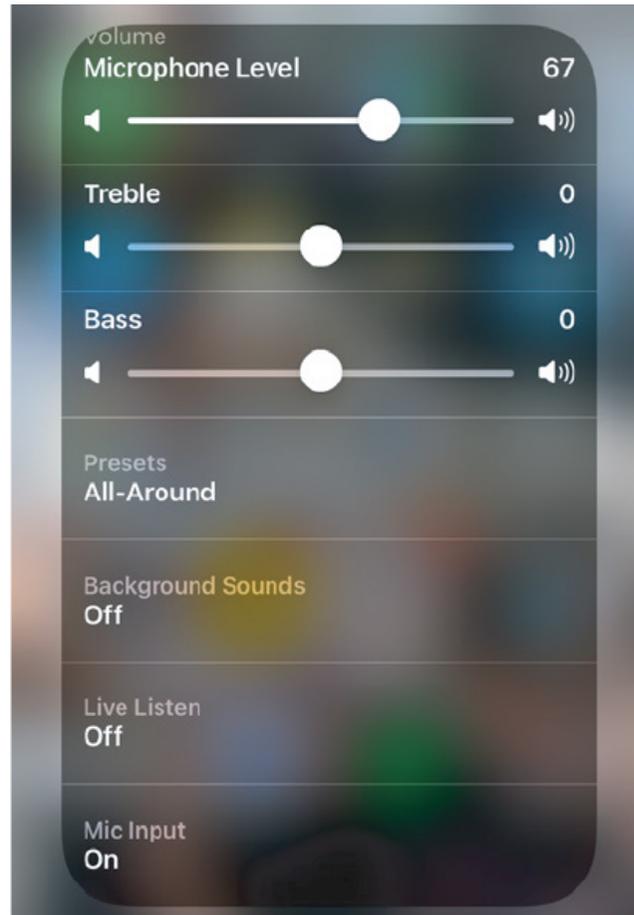
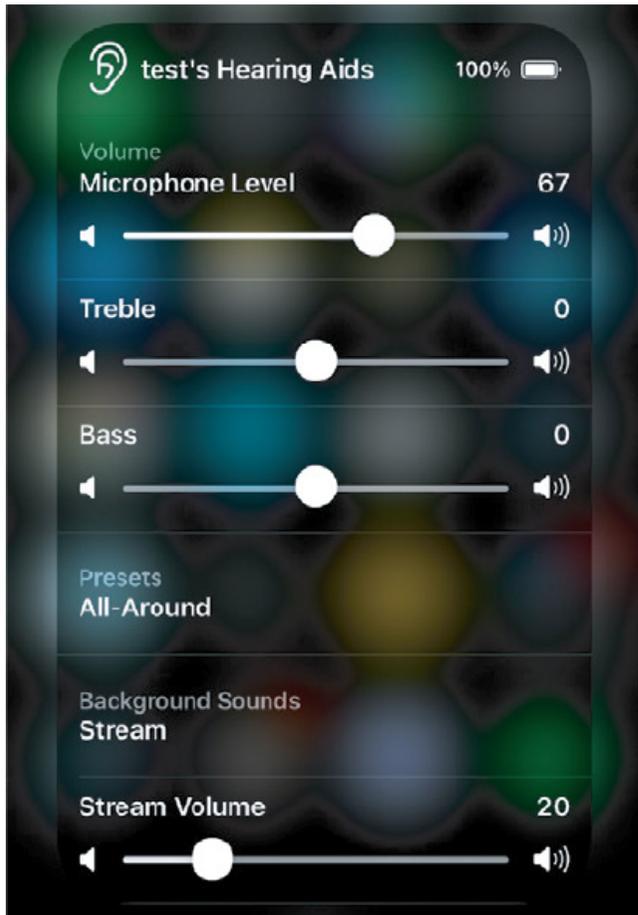
- Use the up and down volume buttons on your iPhone or iPad.  
Note: call volume cannot be adjusted via the aid's push button.



\* Hands-free calls are compatible with iPhone 11 or later, iPad Pro 12.9-inch (5th generation), iPad Pro 11-inch (3rd generation), iPad Air (4th generation), and iPad mini (6th generation) or later, with software updates iOS 15.3 and iPadOS 15.3 or later.



# How to disable hands-free calls:

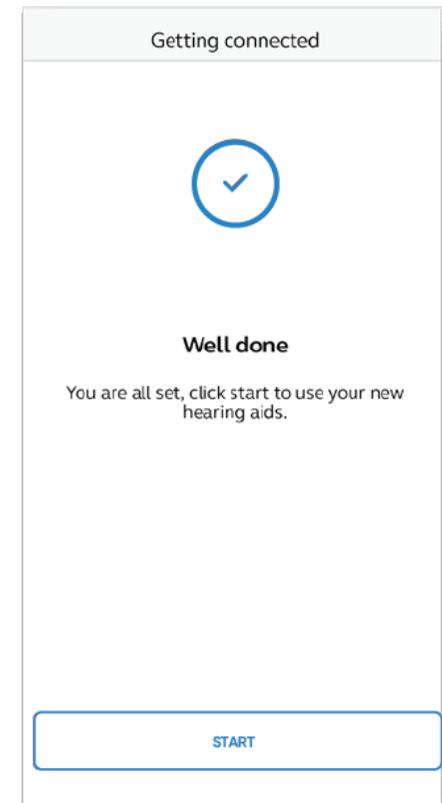
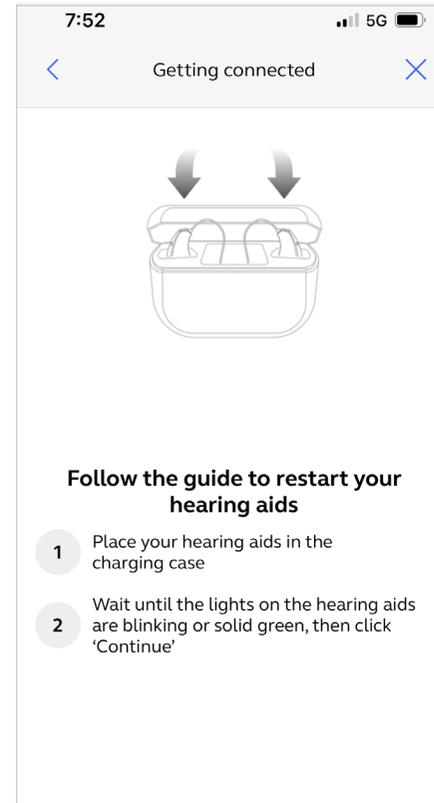
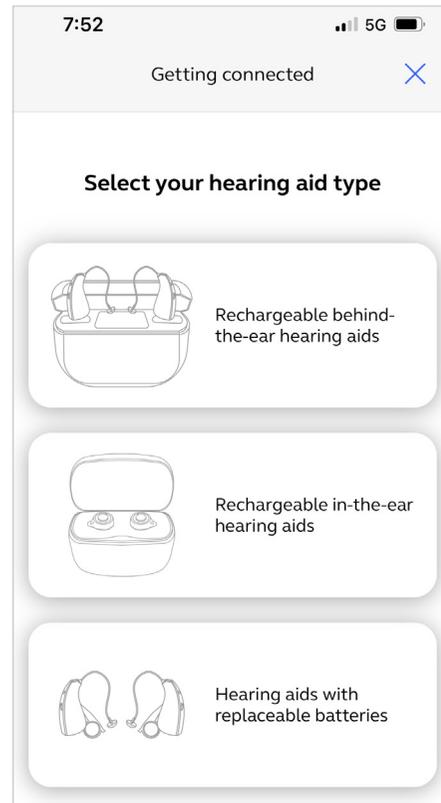
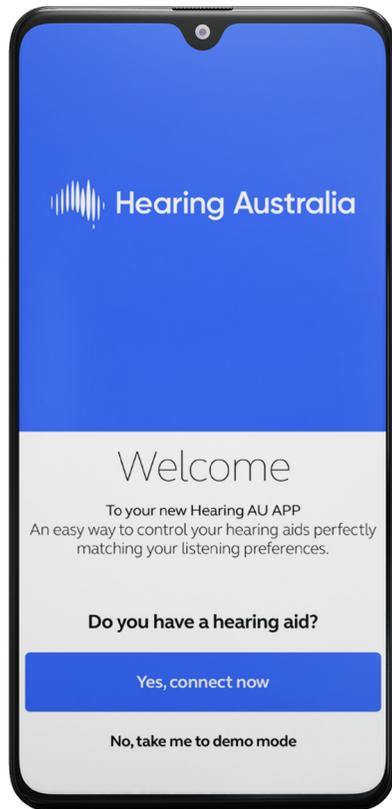


1. There are a few ways to access iOS hearing aid settings. Either triple click the iPhone or iPad push button, or you can swipe down from top-right corner to access Apple Control Centre and then tap on the ear icon.

2. Scroll down and select "Mic Input".

3. Select "Off".

# How to pair your hearing aids with your Android™ device



1. Download the Hearing Australia, "Hearing AU" app, open it and tap **Yes, connect now**.
2. If prompted, provide access to your mobile device location by selecting **Allow**.
3. Select **hearing aid type**
4. Follow the app prompts to complete the pairing. Reboot your hearing aids as required by turning them off and on again.
5. Pairing is complete.



NOTE: If you have previously paired hearing aids, you need to unpair them in your phone's Bluetooth® menu before you pair them again.

# Thank you for choosing Hearing Australia

Hearing Australia has been providing expert hearing care to Australians for over 75 years, helping thousands of children, adults, Aboriginal and Torres Strait Islanders peoples, pensioners and veterans stay connected with their families and communities each and every week.

Now, more than ever, good hearing is important to keep you in touch with your loved ones and stay connected to the world around you. With more than 500 audiologists, we offer services through telehealth, online, in home and in centre across over 180 locations Australia-wide. Our goal is to keep you connected to the people and life you love.

**No matter your age, no matter your hearing need, we make hearing easier for everyone.**

ALWAYS FOLLOW THE DIRECTIONS FOR USE.

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