



CONNECTIVITY TIPS: iPhone

Suggestions if one or both hearing aids disconnect from your iPhone:



BATTERY-POWERED

If you have a hearing aid that uses **batteries**, turn the hearing aids off and on by opening and closing the battery door.



The hearing aid should be connected again to your iPhone®.



RECHARGEABLE

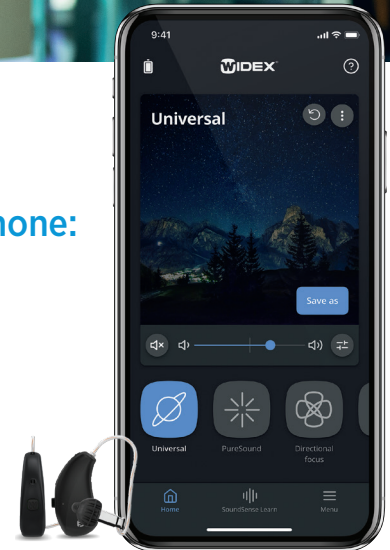
If you have a WIDEX rechargeable hearing aid, press the button on the hearing aid for six seconds to turn it off and again for six seconds to turn it back on.



If still not connected, put the hearing aids in the charger for 10 seconds or until the lights flash green. Repeat a second time if the hearing aids do not automatically connect after the first time.



The hearing aid should be connected again to your iPhone.



To avoid your hearing aids disconnecting from your phone:

- 1) Keep your phone within 30 feet of the hearing aids and out of back pockets while streaming.
- 2) Avoid frequently switching between different streaming sources (e.g. music to call)



WIDEX CONNECTIVITY CONSIDERATIONS WITH AN IPHONE

Potential sources of Bluetooth interference

If you experience intermittent performance with your Widex 2.4 GHz streaming, consider the below sources of interference:

- Wi-Fi (when connected or nearby)
- Microwaves
- Coaxial cables and connectors used with some satellite dishes
- Other 2.4 GHz phones
- 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

Once identified, try to add distance away from these potential points of interference.

Other Bluetooth considerations

- Bluetooth is stronger when it does not have to travel through the body. Consider moving the phone from a pant pocket to a shirt pocket or armband. If sitting at a desk or table, rest the phone on the table.
- The range of Bluetooth is all relative to the environment. More wireless activity and/or physical barriers will create higher risks for interference.
- Potential barriers, from higher to lower risk:
 - Metal (walls, office materials, elevators)
 - Concrete or Plaster
 - Water, Brick, or Marble
- In these environments, reduce the distance from phone to hearing devices and the number of apps/functions occurring on the phone.

Suggestions if you are experiencing intermittent sound streaming

- Verify that you are using the most current Apple iOS and hearing aid firmware.
- Close other apps on the phone that are not in use.
- Turn on **Hearing Aid Mode**: **Settings** > **Accessibility** > **Hearing Devices** > **Hearing Aid Mode On**.
- Verify that the Audio Routing is set to **Always Hearing Aids**: **Settings** > **Accessibility** > **Hearing Devices** > **Audio Routing**.
- Turn off **Wi-Fi Assist**: **Settings** > **Cellular** > (scroll to the bottom of the screen) > Turn off **Wi-Fi Assist**.
- Turn off **Hotspot**: **Settings** > **Personal Hotspot** > Switch to **off**.
- Turn **Wi-Fi** off on the phone if possible.
- Turn **AirDrop** setting to off if not in use.
- Turn off other Bluetooth devices that are not in use by going to **Settings** > **Bluetooth** > **My Devices** > Select the information icon and select **Forget This Device** if it is an unnecessary device.
- Make sure that your battery life is strong. If your hearing aids use batteries, replace the batteries in the hearing aids with fresh batteries. Wait two minutes after pulling the sticker off the battery before putting the battery in the hearing aid. If using a rechargeable solution, put the hearing aids in the charger for 30 minutes.
- Widex encourages regular use of the Widex PerfectDry Lux™ dryer or an alternative dehumidifier/hearing aid dryer for optimal performance.



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WIDEX MOMENT™
THIS SOUND CHANGES EVERYTHING

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