



CONNECTIVITY TIPS: iPhone

- 1 Verify compatibility. Widex apps are compatible with various Apple® products. Please refer to the following website for a complete listing: <https://global.widex.com/en/support>
- 2 Ensure that Bluetooth on the iPhone® is turned on and the hearing aids are close to the iPhone.
- 3 Verify that the hearing aids have fresh batteries. Wait 2 minutes after pulling the sticker off the battery before putting the battery in the hearing aid.
- 4 Open and close the battery doors of the hearing aids. You must complete pairing within three minutes of closing the battery doors.
- 5 Enable and disable **Airplane Mode**.
- 6 Turn off **Wi-Fi** (just for pairing — turn it back on once pairing is complete).
- 7 Proceed with the pairing process by going to **Settings > Accessibility > Hearing Devices** and selecting the desired hearing aids.
- 8 Under **Settings**, scroll down to the app specific settings section (near the bottom). Under **EVOKE**, make sure that **Bluetooth Sharing** is turned on.

If the pairing process was unsuccessful, follow these five steps in this order

- 1 Unpair the hearing aids by going to **Settings > Accessibility > Hearing Devices**. Select your hearing aids and select **Forget This Device**.*
- 2 Reconnect both the hearing aids to Compass™ GPS as a matched pair. Go to **Session Start > Firmware Update**. Verify that the firmware is updated and matched between devices. Then go to **Handling > Mobile Connectivity**. Delete the pairing within the hearing aids.
- 3 Delete the app.
- 4 Force restart the iPhone that you are trying to pair by holding down the side power button and the home button at the same time. Wait 2 minutes.
- 5 Open and close the battery door(s) and start the connection process again. The Widex app can be reinstalled after successful connection.

* For iOS 12.4 or earlier, access hearing aid pairing options through **Settings > General > Accessibility > MFI Hearing Devices**.



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

- 1 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.
- 2 Verify that you are using the most current Apple iOS and hearing aid firmware.
- 3 Close other apps on the phone that are not in use by double-clicking the home button and swiping up on the app image.
- 4 Turn on **Hearing Aid Mode: Settings > Accessibility > Hearing Devices > Hearing Aid Mode On.**
- 5 Verify that the Audio Routing is set to **Always Hearing Aids: Settings > Accessibility > Hearing Devices > Audio Routing.**
- 6 Turn off **Wi-Fi Assist: Settings > Cellular > (scroll to the bottom of the screen) > Turn off Wi-Fi Assist.**
- 7 Turn off **Hotspot: Settings > Personal Hotspot > Switch to off.**
- 8 Turn **Wi-Fi** off on the phone if possible.
- 9 Turn **AirDrop** setting to off if not in use.
- 10 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.
- 11 Widex encourages regular use of the Widex PerfectDry Lux™ dryer or an alternative dehumidifier/hearing aid dryer for optimal performance.



Apple, the Apple logo, iPhone, iPad, and iPod touch are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Customer Support: 1.800.221.0188 | widexPRO.com

