

MANAGING **SMARTPHONE NOTIFICATION SOUNDS**

Many smartphones make notification sounds for common user interactions. While some hearing aid wearers may want these sounds streamed to their 2.4 GHz-enabled hearing aids, others may want to limit or eliminate them altogether.

When updating a smartphone's operating system, many of these settings may be reset to defaults. Therefore, check these settings after installing or updating device operating systems to ensure they accurately reflect preferences.

IOS 13

With iOS 13 it is now possible to stream notification and system sounds from an iPhone® to EVOKE™ and BEYOND™ hearing aids. Wearers can actively manage these sounds using the processes described below.

Only Stream Phone Calls

- If a wearer would like to stream only phone calls, navigate to **Settings > Accessibility > Hearing Devices > Audio Routing > Media Audio** and set to “Never Hearing Devices.”
- **This will prevent the hearing aids from streaming audio that is not related to phone calls.** This includes music, games, notifications, system sounds, and any other audio. This audio will still play through the phone's speaker.
- If **Media Audio** is set to “Never Hearing Devices,” the wearer can stream music to their hearing aids by changing the audio output to the hearing aids in **Control Center**. See diagrams A and B.



Diagram A.

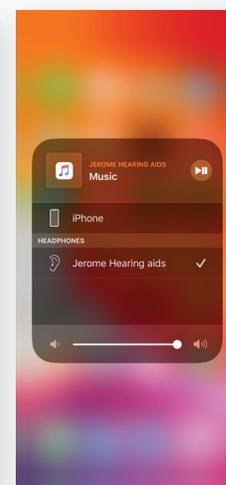


Diagram B.

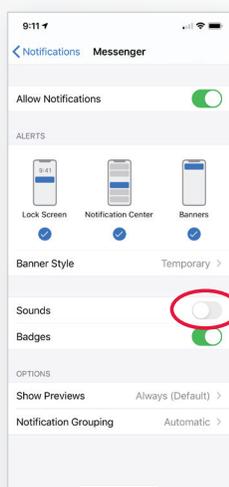


Diagram C.

Stream Select Notifications

- If the wearer would like some but not all notification alerts to stream to their hearing aids, they should go to **Settings > Notifications**, then select the app(s) **they do not want to hear alerts** from.
- After selecting an app, they will need to turn off **Sounds**. This will also prevent alerts from those apps from playing through the phone's speakers. See diagram C.

Disable Keyboard Clicks and Lock Sound

- If the wearer would like to hear notification sounds, but they do not want to hear keyboard clicks or lock sounds, they should go to **Settings > Sounds** (**Sounds & Haptics** on iPhone 7 and later) and turn off **Keyboard Clicks** and/or **Lock Sound**. See diagram D.

The Silent Switch

- Putting the phone on silent using the physical switch will prevent all notification and system sounds from streaming to the hearing aids and also from playing through the phone's speakers.

NOTE: In iOS 12.4 and earlier, notification sounds do not stream unless the wearer is already streaming media (music or video) to their hearing aids.

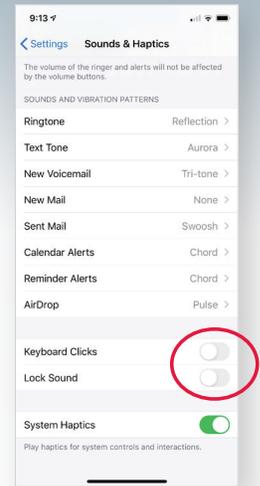


Diagram D.

ANDROID™ NOTIFICATIONS WITH A COM-DEX™

While connected to a COM-DEX, Android devices will stream notification sounds to paired hearing aids. Android users may manage these notification sounds using the processes below.

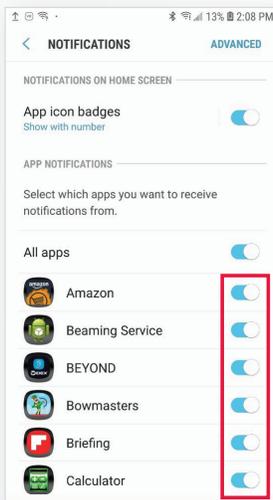


Diagram E.

Disable Notifications for Select Apps

- If the wearer would like **some but not all notification alerts** to stream to their hearing aids, they can manually select which apps they would like to hear notifications from.
- Wearers should go into **Settings > Notifications** and turn off **App Notifications** to silence notifications from any and all apps they do not want to hear notifications from. See diagram E.

Touch & Keyboard Sounds

Some Android devices stream sounds whenever the screen is touched.

- To disable this function, navigate to **Settings > Sounds and Vibration**. Turn off **Touch Sounds** and **Keyboard Sounds**.

NOTE: The location of this setting control may vary on different Android devices.

Silent/Vibrate

- Wearers can put their phone in silent mode or set it to vibrate to prevent all system and notification sounds from streaming to their hearing aids.
- To do so, turn the ringer volume all the way down using the volume down button.

Consumer Support: 1.844.497.8844 | widex.com



Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc. Android, Google Play and Google Play logo are trademarks of Google Inc.