



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**.

For more information contact your Account and Product Manager on 1800 999 659

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WIDEX[®]
HIGH DEFINITION HEARING



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.



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