



Bluetooth Connection/Reconnection Advice

Thank you for reaching out to ACE Audiology for help with your hearing aids' Bluetooth connection to your smartphone. We understand how frustrating connection issues can be and want to assist you in resolving them effectively.

To help you troubleshoot and manage your Bluetooth connection independently, we've prepared this guide. If you're not confident with technology, a tech-savvy friend or family member may be able to assist. Resolving these issues yourself can save you time and avoid service fees* for clinic visits or over-the-counter support.

Common Issues Affecting Bluetooth Connections

1. **Phone software updates:** The most common reason for Bluetooth connectivity issues.
2. **Infrequent restarts:** Phones left on for long periods can develop glitches in Bluetooth connectivity.
3. **Changing smartphones:** Less common brands may not fully support all Bluetooth protocols.
4. **Low battery charge:** Both your phone and hearing aids need adequate charge for Bluetooth to work.
5. **Demo mode:** Accidentally activating this mode can disable Bluetooth functionality.
6. **Blocked wax filters:** Reduced sound output can sometimes mimic a Bluetooth fault.
7. **Pairing glitches:** Sometimes the Bluetooth pairing needs to be reset, especially if it has been paired with more than one phone.

Simple Solutions to Try First

1. **Delay software updates:** Wait about a week before installing new updates to allow any bugs to be fixed.
2. **Restart phone:** Turning your phone off and on resolves about 60% of Bluetooth issues.
3. **Phone compatibility checks:** When buying a new phone, ask the vendor to check its compatibility with your hearing aids using online tools.
4. **Maintain adequate charge:** Ensure both your phone and hearing aids are sufficiently charged.
5. **Turn off demo mode:** If this is activated, normal controls won't function.



6. **Check wax filters:** Regularly clean and maintain your hearing aids to avoid sound-related problems.
7. **Un-pair and Re-pair the Bluetooth (only if all other steps fail).** Detailed instructions for iPhone and Android Phones are in the URL link below. This may also require you to delete the hearing manufacturer's application and reinstall (rarely).

***In-Clinic Servicing**

If you're unable to resolve the issue, we're happy to assist in the clinic. Please note:

- **Fees apply for Bluetooth reconnection services**, whether provided by an audiologist or over the counter.
- If you are a Hearing Services Program client with a maintenance agreement, **one complimentary Bluetooth connection service is included annually**. Without a maintenance agreement, all services are chargeable.
- When attending for a Bluetooth service, **ensure you can access your phone's app store** (Apple App Store for iPhones or Google Play Store for Androids). **You will need your Apple ID, password, or other login details**. Verifying these before your visit will save time and minimise additional costs. If your phone has been passed to you from family or friends, ensure the previous owner's ID is replaced with your own or make sure you have this information to hand.

We hope this guide helps you troubleshoot effectively and maintain a reliable connection between your hearing aids and smartphone. Thank you for choosing ACE Audiology for your hearing care—we're here to help!

DETAILED BLUE TOOTH CONNECTION GUIDES FOR BOTH ANDROID AND APPLE DEVICES

ANDROID DEVICES

<https://gnhearing.app.bigtincan.com.au/lshare/IJL1k6wrz0mV24xPdpOgV4sah5C7s2BWAqRXG357NvD9KjYeon>

APPLE DEVICES

<https://gnhearing.app.bigtincan.com.au/lshare/0XIOWDRyoYkvKqP2NA98DKsLh7CAsbBdLr4n1mpex7M5JjZ3bz>