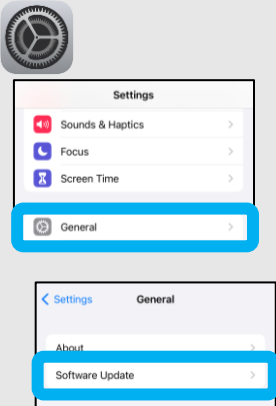
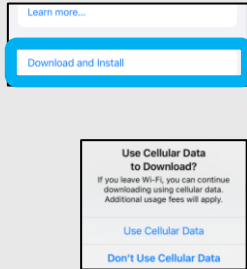


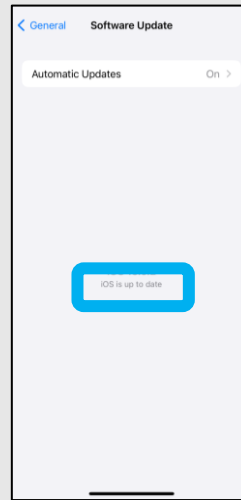
1. **Check that the iOS is up to date**
 - Go to **Settings**
 - Tap **General**
 - Tap **Software Update**



2. If there is an update available, tap **Download and Install**. Wi-Fi is no longer required to download Software Updates, you can now use your cellular data.

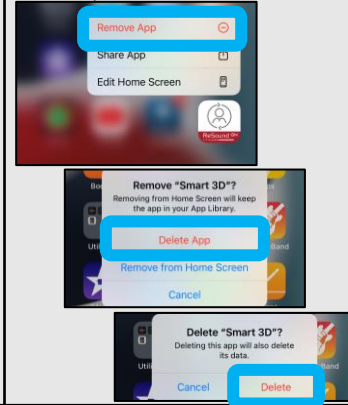


3. If your iOS is already up to date, proceed to the next step.



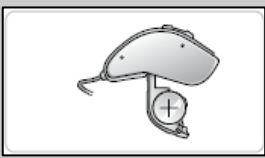
4. **Delete the app that applies to your hearing aids** – *Smart 3D is used in this example*

- **Hold** your finger on the app icon.
- Tap **Remove App**
- Tap **Delete App**
- Tap **Delete** to confirm

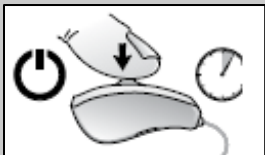


5. **Turn the hearing aids off and leave them off**

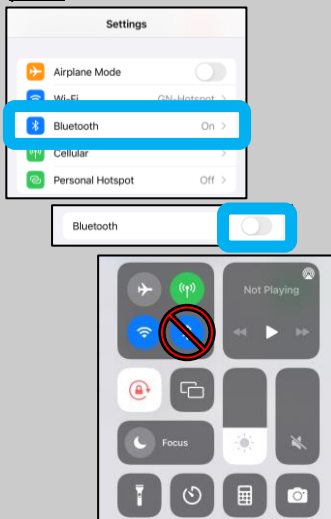
If battery operated, open the doors.



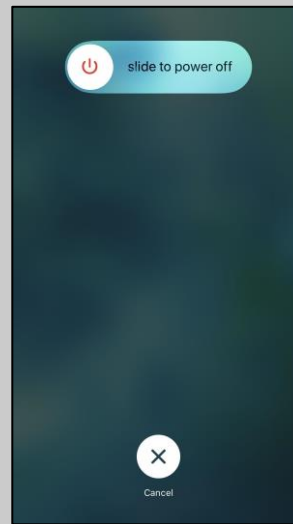
If rechargeable, hold the push button for **5 seconds**. **Three flashes** indicates the aid has turned **off**.



6. **Reset Bluetooth** by disabling it through the settings, **NOT the Control Centre**, and then power off the phone

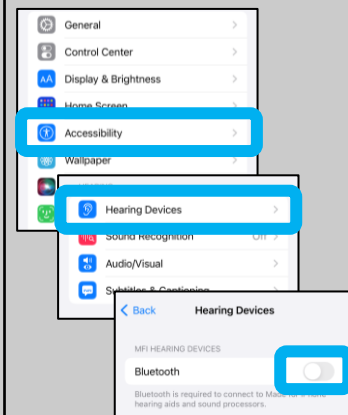


7. **Restart your phone**

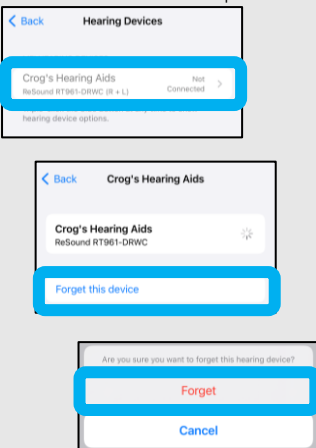


8. **After restarting the phone, go directly to the Hearing Devices menu.**

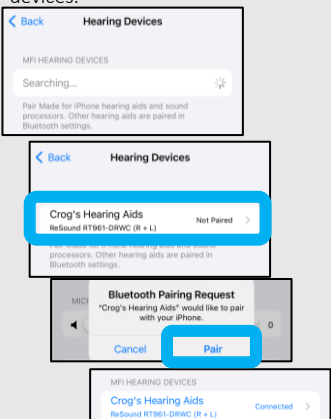
- Go to **Settings**
- Tap **Accessibility**
- Tap **Hearing Devices**
- Enable Bluetooth with the **switch** provided



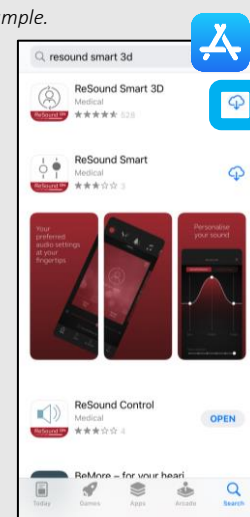
9. If the devices appear, tap on them and **forget** them. The hearing aids should still be **OFF** at this point.



10. If it is **searching**, turn on your hearing aids and wait until they are detected. They should appear as **"Not Paired"** and you simply tap on them to begin pairing. You should get **2 x Pairing Requests** if you have two devices.



11. Reinstall the app **compatible** with your hearing devices from the App Store. *Smart 3D is used in this example.*



12. Launch the app, tap **"Yes, connect now"** and follow the prompts.

