TROUBLESHOOTING
Pairing BEYOND to iPhone

WIDEX BEYOND™
LIFE WITHOUT LIMITS

TROUBLESHOOTING SUGGESTIONS IF YOU ARE EXPERIENCING DIFFICULTY PAIRING:

1. Ensure that Bluetooth on the iPhone® is turned on and the hearing aids are close to the iPhone.
2. 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.
3. Open and close the battery doors of the hearing aids. You must complete pairing within 3 minutes of closing the battery doors.
4. Enable and disable Airplane Mode.
5. Verify that the iPhone is a compatible device. WIDEX BEYOND and the WIDEX BEYOND App are compatible with the following devices or newer: iPhone 6s, iPhone 6s Plus, iPhone SE, iPhone 6, iPhone 6 Plus, iPhone 5s, iPhone 5c, iPhone 5, iPad Air® 2, iPad Air, iPad (4th generation), iPad mini™3, iPad mini2, iPad mini with Retina display, iPod touch® 6th generation using iOS 9. WIDEX BEYOND App is optimized for iPhone 5S and newer iPhones.

FOR ADDITIONAL TROUBLESHOOTING, FOLLOW THE ADDITIONAL 4 STEPS IN THIS ORDER:

1. Unpair the hearing aids by going to Settings > General > Accessibility > Hearing Aids. Select your hearing aids and select "Forget This Device".
2. Close the BEYOND App if open.
3. Force restart the iPhone that you are trying to pair.
4. Open and close the BEYOND battery door(s) and start the connection process again.

TROUBLESHOOTING SUGGESTIONS IF YOU ARE EXPERIENCING NO SOUND STREAMING OR POOR SOUND STREAMING:

1. Verify that the hearing aids are actively paired to the iPhone.
2. Verify that Bluetooth is turned on.
3. Verify that the Audio Routing is set to "Always Hearing Aids" or "Automatic" by going to Settings > General > Accessibility > Hearing Devices > Audio Routing.
4. Replace the batteries in the hearing aids with fresh batteries. Wait 2 minutes after pulling the sticker off the battery before putting the battery in the hearing aid.
5. Turn wifi off on the phone.

Download on the App Store

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GET CONNECTED. GO BEYOND.

WIDEX®