






## Quick Guide for Bluetooth® Pairing

### Pairing to your iPhone®/iPad®/iPod touch® (requires iOS 13.0 or greater\*)

**Step 1:** **Open** and **close** battery doors or place hearing aids in and out of charging unit to activate Bluetooth pairing mode for approximately 2 minutes

**Step 2:**  Settings >  Accessibility >  Hearing Devices >  
 Ensure Bluetooth is **ON** 

**Step 3:** Devices will show up as **'Not Connected'** > Touch on device name > Click **'OK'** to complete pairing (one per device)

**Step 4:**  Install Sonic **SoundLink 2 app** from App Store. Once installed, devices will automatically connect in the app

*Upon initial app installation, it is recommended to 'Always Allow' location services and notification requests.*

### Pairing to your Android™ phone or tablet (requires Android 10.0 or greater\*)

**Step 1:**  Install Sonic **SoundLink 2 app** from Google Play

**Step 2:** **Open** and **close** battery doors or place hearing aids in and out of charging unit to activate Bluetooth pairing mode for approximately 2 minutes

**Step 3:** Once installed, open the app and follow all pairing prompts

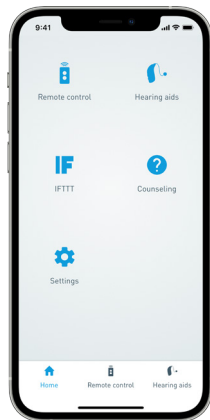
*Upon initial app installation, it is recommended to 'Always Allow' location services and notification requests.*

### Common Troubleshooting Steps

- Always use fresh batteries (or fully charged aids) and position devices about 4-6 inches from phone.
- Ensure that phone is running on most recent OS and no updates are pending.
- If phone cannot find the hearing aids, ensure they are not currently connected to another Bluetooth device.
- If hearing aids will not connect to app: for iPhone, go back into Accessibility, forget devices, repeat initial pairing process, and then reattempt connection in app; for Android, delete all hearing aid pairings from Bluetooth settings, restart phone and then reattempt connection in app.
- If difficulties persist, shut phone down completely and reboot. Once phone has restarted, reattempt connection to devices.
- If only one device will connect, ensure that both devices are shown as R + L. If shown on separate lines you will need to consult with your hearing care professional. If shown together, touch on connected device and forget. Restart phone, place hearing aids into Bluetooth pairing mode and reattempt connection. (iPhone only)
- A 'last resort' step is to delete app and go to **Settings > General > Reset > Reset Network Settings** (this will erase stored Wi-Fi passwords so be sure to have those available). Once phone reboots, reinstall app and retry connection.

\* For information about audio streaming capabilities with Sonic 2.4 GHz hearing aids and compatibility with Bluetooth® devices, please visit [www.sonici.com/compatibility](http://www.sonici.com/compatibility).

# SoundLink 2 App Quick Guide



**Remote Control** – provides access to remote functions such as volume and program changes, iPhone mic and streaming equalizer.



**Hearing aids** – provides information regarding battery life, find my hearing aids and troubleshooting tips.



**IFTT** – connects hearing aids to IFTTT (separate account required).

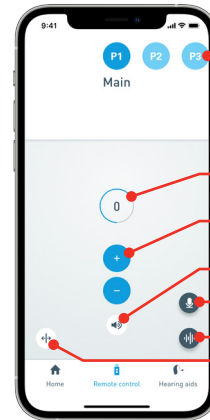


**Counseling** – offers advice on making the most of your hearing aids.



**Settings** – gives options for low battery indicator, voice prompts, haptic feedback and account/app information.

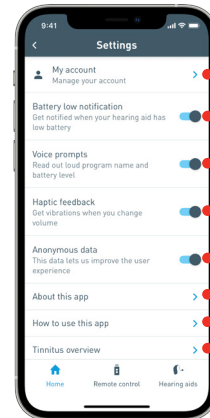
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## Remote Control

- Choose from available programs with a single touch
- Numerical and visual volume indicators
- Adjust volume level easily with a single touch to increase or decrease overall volume
- Mute/Unmute hearing aids
- Live Listen turns your iPhone mic into a remote mic
- Streaming Equalizer allows bass, mid, and treble sound adjustments when streaming audio from a phone or compatible accessories (model dependent)
- Independent volume controls allows for adjustment of both aids at once or independently

## Settings



- Account information
- Battery low notification will send a push notification to phone when hearing aid battery reaches 15%
- Voice prompts will send voice alert of battery level and program name on connection to app and with program changes
- Haptic feedback will vibrate phone when volume changes are made in app
- Anonymous data option allows information to be sent for continuous app improvements and troubleshooting
- About this app provides information on app version
- How to use this app gives general instruction and advice on app use
- Tinnitus overview provides overview of changes made via Advanced Settings in Tinnitus program versus default settings\*

\*Tinnitus SoundSupport and default settings must be activated through a hearing care provider

[www.sonici.com](http://www.sonici.com)

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