**Troubleshooting bluetooth connection with your hearing devices**

1. Make sure that your mobile phone is on the latest operating system. As of writing IOS 13.2.3 and Android 8 or later.
2. If the hearing aids are connected to multiple Bluetooth devices (i.e. smartphone and iPad) it is best to switch off Bluetooth on the device you are not using.  This is to ensure that the hearing aids have a stable connection with one device at a time.
3. When removing the sticker from the hearing aid battery, let the battery rest for 5 mins, to ensure that the hearing aids will have enough battery life for streaming.
   1. For rechargeable hearing aids, it is best to place the hearing aids into the charging each dock each night.
4. If you are running into connectivity issues between the hearing aid and the smartphone, it is best to completely switch off and restart the smartphone.
5. Make sure your smartphone hearing device apps are kept up to date, as updates are made to improve stability.
6. If purchasing a new phone, we suggest checking in with your audiologist to see if the phone will be compatible with your hearing aids.
7. For troubleshooting and pairing information, most hearing aid companies have online resources available about their app and connectivity – try [google.co.nz](http://google.co.nz) or [youtube.com](http://youtube.com)