

# Get connected quick guide

The Beltone HearMax™ and Beltone HearPlus™ apps

## Introduction

Thank you for choosing our products. We have created these apps to make it easy and pleasant for you to use and control your hearing aids from your smartphone or mobile device.

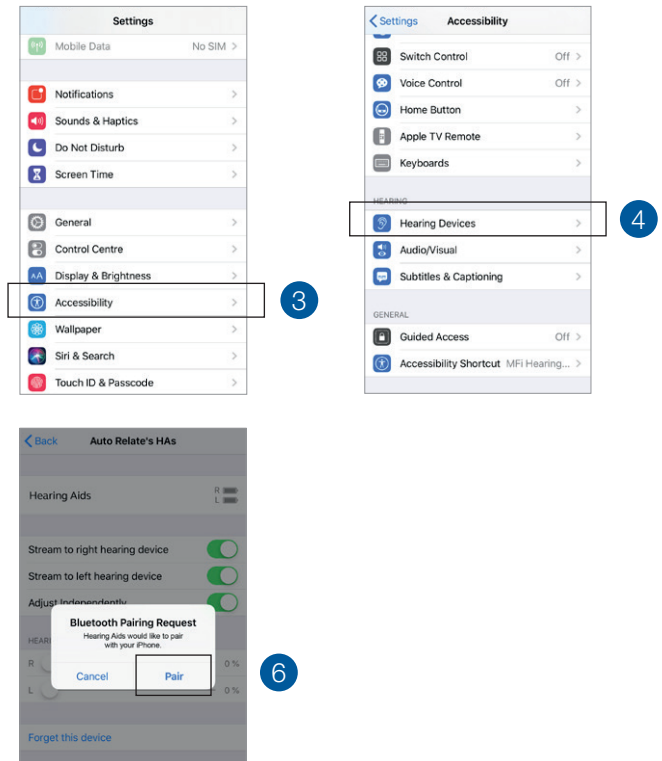
For information on which smartphones and mobile devices are compatible with which app, visit: [beltone.com/compatibility](http://beltone.com/compatibility).

Before you can start using the app, you must pair your smartphone or mobile device with your hearing aids. This is easily done – just follow the steps below.

### How to pair your hearing aids with your iOS device

1. Turn your hearing aids off.
2. Turn on **Bluetooth®** by going to the **Settings** menu on your iOS device. The slider turns green when you activate Bluetooth.
3. Go back to the main **Settings** menu and then, tap on **Accessibility**.
4. Scroll down to **Hearing Devices**.
5. Turn your hearing aids on. Now, your iOS device will be able to detect your hearing aids.
6. Tap on **Pair**.  
If you have two hearing aids, you will need to accept twice.
7. Go to the **App Store**, and in the **Search** field on top enter the name of the app.
8. Download the app, open it and tap **Get Started**.
9. Follow the instructions on the screen to connect to the app.  
You are now ready to go.

**Note:** These are the steps and how it looks in iOS 13 and newer



### How to pair your hearing aids with your Android™ device

1. Go to **Google Play**. In the **Search** field on top, enter the name of the app and download the app.
2. Once downloaded, open the app and tap **Get Started**.
3. Follow the instructions on the screen to connect. You are now ready to go.

**Note:** If you have previously paired any hearing aids, you need to unpair them in your smartphone's Bluetooth menu before you pair them again.

### If you need to re-pair your iOS device

1. Start by removing the old pairing by going to the **Settings** menu.
2. Scroll down and select **Accessibility**.
3. Select **Hearing Devices**.
4. Tap on your hearing aids, scroll down and tap on **Forget this device**.
5. Turn your iOS device off and on again and re-pair the hearing aids to the device. If you need more information, contact your hearing care professional.

