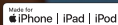


# Get Connected

The Beltone HearMax™ app



## Introduction

Thank you for choosing our products. We have created this app to make it easy 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 the app, visit: [beltone.com/compatibility](https://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\*

(Instructions reflect pairing flow for iOS 16 or later)

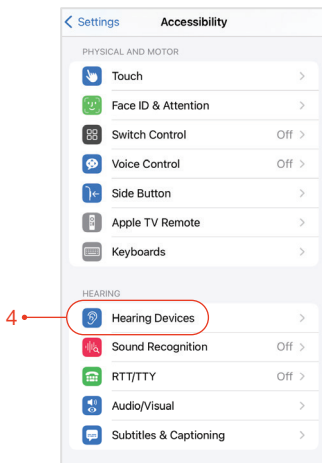
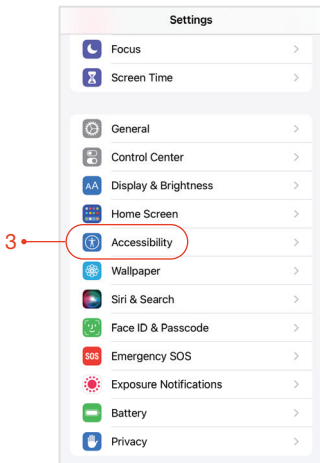
1. Turn your hearing aids off.
2. Confirm **Bluetooth** is on by going to the **Settings** menu on your iOS device. The slider turns green when you activate Bluetooth.

Download the HearMax app in the app store or on Google Play.

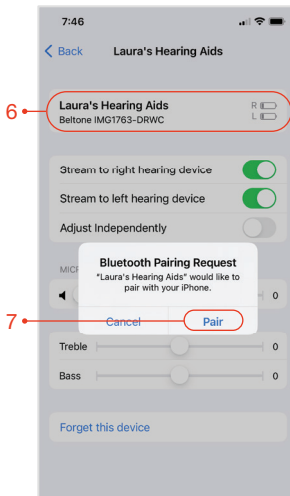


\*For pairing Beltone Rely 2 with iOS, follow the steps for pairing with Android





3. Go back to the main **Settings** menu and scroll down to 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. Once connected, select your hearing aids under Hearing Devices.
7. Tap on Pair.
8. Go to the **App Store**, and in the **Search** field on top enter the name of the app.
9. Download the app, open it and tap **Get Started**. Follow the instructions on the screen to connect to the app.
10. You are now ready to go.

## Re-pairing your iOS device

1. Start by removing the old pairing by going to the **Settings** menu.
2. Tap **Accessibility**.
3. Select **Hearing Devices** and tap **Forget this device**.
4. 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.

## Hands-free calls\*\*

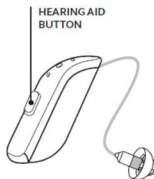
If you have compatible hearing aids-Beltone Envision™, Beltone Commence™, Beltone Boost™ Max S, Beltone Serene™\* or Beltone Achieve wireless models paired with iPhone, iPad\*\* and compatible Android™ mobile devices\*\*\*, your hearing aids will become a hands-free headset. For a complete list of compatible devices, please scan the QR code to visit our compatibility site.

### How to take/end calls:

- Short press your hearing aid button (either side) or use your mobile device.

### How to decline/ignore calls:

- Long press your hearing aid button (either side) or use your mobile device.



When you receive another call while you are on the phone, simply follow the instructions above.

**Note:** If the incoming call is declined, it automatically returns to the first/previous call.

### How to change the volume of the calls:

- Use the up and down volume buttons on your mobile device.

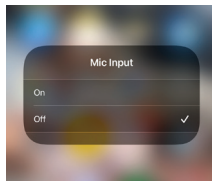
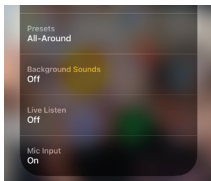
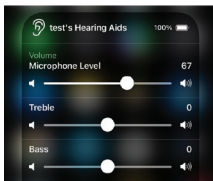
\* Hands-free calls are not available with Beltone Serene non-rechargeable ITC style.

\*\* Hands-free calls are compatible with iPhone 11 or later, iPad Pro 12.9-inch (5th generation), iPad Pro 11-inch (3rd generation), iPad Air (4th generation), and iPad mini (6th generation) with software updates iOS 15.1 and iPadOS 15.1 or later.

\*\*\* Hands-free calls are compatible with Android mobile devices that support Bluetooth Low Energy Audio.

# How to disable hands-free calls:

## Apple devices

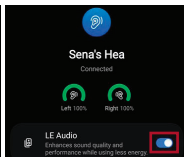
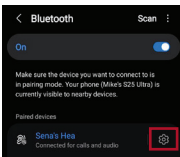
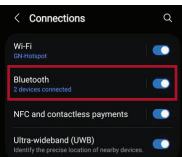
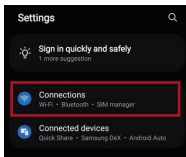


1. Triple click the iPhone or iPad push button to access the iOS hearing aid settings

2. Scroll down and select "Mic Input"

3. Select "Off"

## Android devices



1. Go to "Settings"

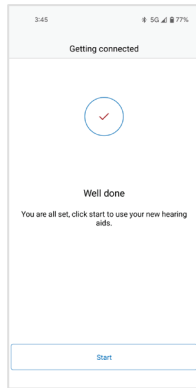
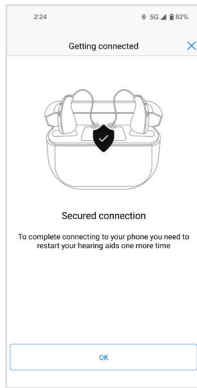
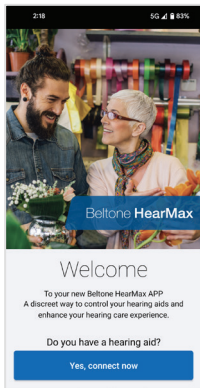
2. Select "Connections"

3. Select "Bluetooth"

4. Select ⚙️ next to your hearing aids

5. Disable "LE Audio"

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



1. Download the Beltone HearMax app, open it and tap **Yes, connect now**.
2. If prompted, provide access to your mobile device location by selecting **Allow**.
3. The app will guide you through the process. Reboot your hearing aids as required by turning them off and on again, following the steps outlined in the app.
4. Pairing is complete.

NOTE: If you have previously paired hearing aids, you need to unpair them in your phone's Bluetooth menu before you pair the new hearing aids.

\*These instructions are also applicable for pairing Beltone Rely 2 with a compatible iOS device



**Manufacturer according to FDA:**

**Beltone**

5005 Dean Lakes Blvd.  
Shakopee, MN 55379  
USA  
1-800-BELTONE  
beltone.com

**Manufacturer according to Health Canada:**

**Beltone Canada**

2 East Beaver Creek Road, Building 3  
Richmond Hill, ON L4B 2N3  
Canada  
1-800-387-3744  
beltone.ca

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