

Troubleshooting guide for **Hands-free communication and direct streaming on Android and PCs with LE Audio**

The future of hearing aid technology is here, and it's called Bluetooth® LE Audio. This technology is the newest generation of Bluetooth for Android devices and Windows PC.

With the support of LE Audio in hearing aids, you can connect your hearing aids to your favourite devices. It will enable you to directly pair, take calls, listen to music and stream audio from your compatible Android smartphone and tablet or Windows PC or laptop. Just speak naturally after accepting the call, and your hearing aids will pick up your voice and relay it to your caller.

The setup is straightforward - simply pair your hearing aids with your device, and you're ready to enjoy direct streaming and hands-free communication.

Requirements

To use hands-free communication with your hearing aids and LE Audio, your phone or tablet needs to support Android 14 as well as LE Audio. You can enjoy the same notable features on your compatible iPhone, iPad or Mac; however, these devices use a different protocol for hands-free communication and direct streaming.

For information on compatibility, please visit www.oticon.com.au/compatibility.

For information on pairing your hearing aids to a phone, please visit: www.oticon.com.au/hearing-aid-users/support/accessories/smartphone

To connect to your Windows PC or laptop, it needs to have Microsoft Windows 11, version 22H2 or newer, along with Bluetooth LE audio support from the manufacturer of the PC. Do the following to check if your Windows PC or laptop supports LE Audio:

1. Go to **Start > Settings > Bluetooth and Devices**.
2. Select **Devices** and go to **Devices Settings**.
3. Look for a checkbox titled **Use LE Audio when available**. Ensure this setting is turned on to use LE Audio. If this setting is not available, your PC does not currently support LE Audio.

Streaming with hearing aids when connected to multiple devices

With LE Audio you can be connected to multiple devices at the same time, but you can only stream sound or make hands-free calls from one device at a time. If you want to stream sound from a different device, turn off Bluetooth on the current active device and turn on Bluetooth on the device you wish to stream from instead. If your second device already has Bluetooth switched on, then switch off Bluetooth on both devices, and turn on Bluetooth on the device you wish to stream from.

Troubleshooting

Connectivity issues between hearing aids and smart devices can occur sometimes and can be frustrating and hinder the enjoyment of seamless audio experiences. Here are some common solutions that will help you enjoy a seamless wireless audio experience with your hearing aids and smart devices.

Troubleshooting for connectivity and streaming problems on Android phones and tablets:

- 1. Keep devices close to each other:** The closer your phone is to your hearing aids, the stronger the Bluetooth signal will be. If you experience issues while your phone is in your pocket, try turning your phone around so that the charging port is facing upwards.
- 2. Restart Bluetooth:** Either on its own or during an audio/video call. This may help fix a faulty connection or sound interference.
- 3. Re-start your audio/video call or app:** If you experience echo or any sound distortion, then restarting your audio/ video call or the app you are using may help fix this issue.
- 4. Turn off Bluetooth on devices not currently in use:** Disconnecting any unnecessary devices that you do not currently wish to stream audio from may help alleviate Bluetooth congestion.
- 5. Turn flight mode on and off:** Toggling Flight Mode may also help refresh Bluetooth and help fix a faulty connection.
- 6. Restart your device:** Restarting can often resolve minor glitches that may be interfering with the connection and clear out unused data that is accumulated on the phone over time.
- 7. Pair your hearing aids again:** Remove your hearing aid pairing from your list of Bluetooth Devices in Bluetooth settings and pair your hearing aids again.
- 8. Update your phone software:** Ensure your Android phone is running the latest software updates. Outdated software can cause compatibility issues with Bluetooth devices.
- 9. Consult hearing healthcare professional:** If troubleshooting steps don't resolve the issue, consult your hearing healthcare professional for added support.

Troubleshooting for connectivity and streaming problems on for PC:

- 1. Restart devices:** Restart both your hearing aids and PC. This can often resolve minor glitches that may be interfering with the connection.
- 2. Disconnect and connect your hearing aids from the PC:** Go into Bluetooth settings and disconnect and reconnect your hearing aids. This can solve any minor glitches and connectivity options. We do not recommend turning Bluetooth off and on if you have any wireless accessories connected such as a wireless keyboard or mouse, as this will disconnect these accessories.
- 3. Pair your hearing aids again:** Remove your hearing aid pairing from your list of Bluetooth Devices in Bluetooth settings and pair your hearing aids again.
- 4. Update firmware on PC:** Updated firmware often includes improvements in Bluetooth stability and audio transmission to enhance streaming audio. Follow the recommended update procedures provided by your PC's operating system.
- 5. Update Bluetooth driver:** Outdated drivers can cause compatibility issues and connectivity problems. To update your Bluetooth driver, go to your PC manufacturer's website and download the latest driver for your specific model.
- 6. Consult hearing healthcare professional:** If troubleshooting steps don't resolve the issue, consult your hearing healthcare professional for added support.

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