

Guide for hands-free communication and direct streaming with Mac

Do you enjoy listening to music, watching videos or participating in audio or video calls on your Mac? Mac computers running macOS 14 Sonoma or newer can connect directly to modern Oticon hearing aids and offer easy, hands-free communication via Bluetooth® Low Energy technology.

More control

Once a connection is established, you can control your hearing aid streaming settings, adjust microphone levels, and change hearing aid programs, as well as see the approximate battery level and connection status.

Compatibility and requirements

- Compatible hearing aids include Oticon Intent™, Oticon Real™, Oticon Own™ (excluding IIC and CIC styles) Oticon More™, Oticon Play PX, Oticon Zircon or later.
- Available for all Mac devices with the M2 chip macOS 14 or later.
- Selected Mac devices with the M1 chip running macOS 14 or later.
- MacBook Pro (2021 or later)
- MacBook Air (2022 or later)
- iMac (2022 or later)
- Mac mini (2021 or later)
- Mac Studio (2022 or later)
- Mac Pro (2023 and later)

Before getting started

Before you can use hands-free communication and direct streaming with your Mac, you must ensure that the hearing aids are paired with your Mac device.

Pairing directly with your Mac

On your macOS computer ensure Bluetooth is on, press the Apple logo in the top left corner to open the Apple menu.

1. Select **System Settings > Accessibility > Hearing devices**
2. Restart your hearing aids to put them in pairing mode. Your hearing aids will remain in pairing mode for three minutes. Your Mac should detect your hearing aids. Detected hearing aids will appear in Available Devices under Hearing Devices
3. Select your hearing aids by clicking **Connect**

NOTE: When you turn off your hearing aids, they will no longer be connected to your Mac. To connect again, turn on your hearing aids. The hearing aids will then automatically reconnect to your computer.

TIP: For easier access to hearing aid control such as volume control through your Mac computer, you can add the **Hearing** menu as a shortcut to the Menu Bar and Control Center. On your macOS computer, open **System Settings** under the Apple menu and click on **Control Center**. Enable the shortcut under **Other Modules**.

Problems streaming sound from your Mac computer

You can solve many common connectivity issues by refreshing the connection with your hearing aids.

We do not recommend turning Bluetooth off and then on again, as this will disconnect any other wireless devices such as keyboards or Bluetooth mice.

To refresh the connection with your hearing aids, turn the Airplay button off and then on again.

Go to the **Control Center**.

Press the round **Airplay** button next to the slider under Sound.

Turn the **Airplay** button off and then on again.

More connectivity options

For older Mac computers and Oticon Bluetooth low energy enabled hearing aids you can connect using a ConnectClip. It also offers two-way audio, meaning it can stream your voice back to your computer, so that you can enjoy hands-free communication.

Pairing the ConnectClip to your hearing aids

1. Ensure that ConnectClip is powered off. Press and hold the multi-button for approximately six seconds, until the power indicator is off.
2. Restart hearing aids
 - For hearing aids with disposable batteries, open and close the battery drawer.
 - For rechargeable hearing aids, put the hearing aids in the charger and take them out. Alternatively, press the lower button on hearing aids for 3s to turn them off and then for 2s to turn them on.
3. Turn ConnectClip on. Press and hold the multi-button for approximately ten seconds, until the power indicator shows steady green. ConnectClip will now search for your hearing aids. The status indicator will blink yellow.
4. Establish a connection. Place ConnectClip close to your hearing aids, at a maximum distance of 20 cm. A successful connection is achieved when the status indicator shows steady yellow.

Next, pair the ConnectClip to your computer

1. Place the ConnectClip in pairing mode. To do this press and hold the multi button and volume up button at the same time for about 6 seconds until the status indicator is blinking blue. ConnectClip will be in pairing mode for about 3 minutes.
2. To establish a Bluetooth connection to computer, go to the Bluetooth menu on your computer. Select ConnectClip and connect.



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