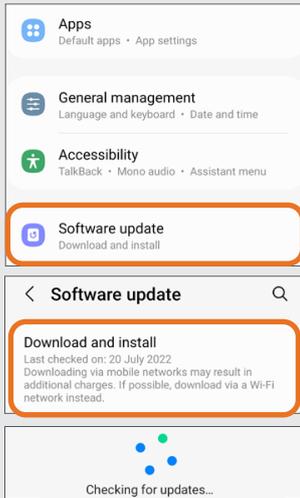


Samsung Pairing / Troubleshooting Guide for Android™ 13

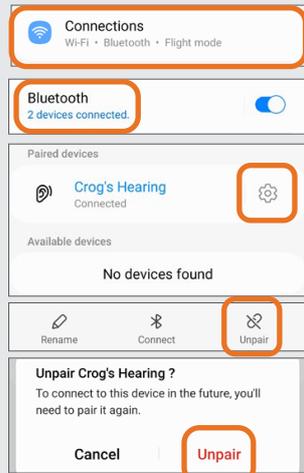
1. Check for a software update

- Go to **Settings**
- Scroll to the **bottom**
- Tap **Software Update**
- Tap **Download and Install**
- If available, install the update before proceeding to Step 2.

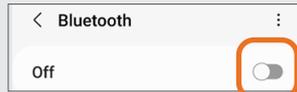


2. Unpair any hearing devices already paired via Bluetooth®

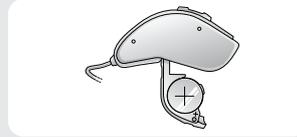
- Go to **Settings**
- Tap **Connections**
- Tap **Bluetooth®**
- Tap the **Settings Icon**
- Tap **Unpair 2x**



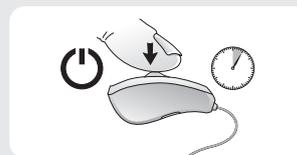
3. Turn off Bluetooth® & Hearing Aids



If your devices are battery operated simply open the battery doors and leave them open.

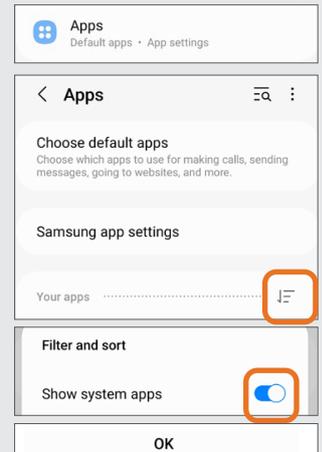


If they are rechargeable, press and hold the push button for 5 seconds. Three flashes indicates that the aid has turned off.



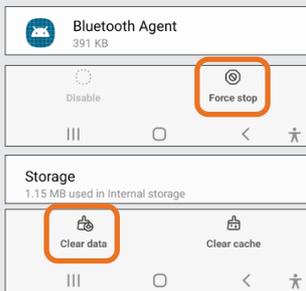
4. Enable System Applications

- Go to **Settings**
- Locate and Tap on **Apps**
- Tap the **Filter/ Sort Icon**
- Enable **Show System Apps**
- Tap **OK**



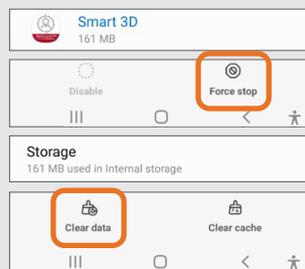
5. Reset Bluetooth® Agent

- Locate and tap on **Bluetooth® Agent** in the Apps list
- Tap **Force Stop** in the **bottom right corner** and then **OK** to confirm
- On the same screen, locate and tap on **Storage**
- Tap **Clear Data** in **bottom left corner** and then **OK** to confirm.



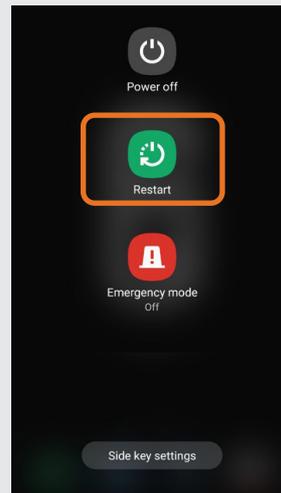
6. Reset app

- Use the app that is applicable for your hearing aids. Smart 3D is used in this example, but these steps also apply to the **HearMax & BeMore App**.
- Locate and tap on your **app** in the Apps list
 - Tap **Force Stop** in the **bottom right corner** and then **OK** to confirm
 - On the same screen, locate and tap on **Storage**
 - Tap **Clear Data** in **bottom left corner** and then **OK** to confirm.



7. Restart phone

This is an important step to ensure that all the changes we've made take affect and the Apps are optimised.



8. Pair the Hearing Aids individually in the Bluetooth® menu - NOT THE APP

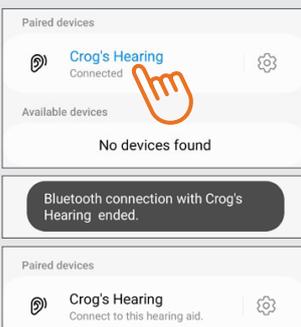
⚠️ Follow these steps very carefully and in order

- Go to **Settings**
 - Tap **Connections**
 - Tap the **Bluetooth®** text, **NOT THE SWITCH**
 - Turn on your **left aid**
 - Turn on **Bluetooth®** via the switch which will automatically scan for nearby devices
 - Your left aid will appear under **Available Devices**
 - Tap your device to pair
 - Turn on your **right aid**
 - Tap **Scan** in the top right corner to search for nearby devices
 - Your right aid will appear under **Available Devices**
 - Tap your device to pair
- Your hearing aids will now appear as connected under Paired Devices.

9. Temporarily disconnect the aids from Bluetooth® before opening the app

⚠️ This is a very important step to ensure the hearing aids connect to the app.

Simply tap on your device from the Paired Devices list so that it no longer appears as "Connected".

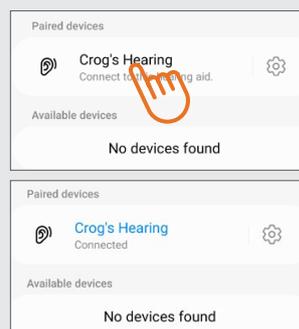


10. Open the Smart 3D, HearMax or BeMore App - whichever applies to your hearing devices and follow the prompts.



11. Direct Audio Streaming

Once connected, if your **Samsung supports ASHA (Audio Streaming Hearing Aids)** and you would like to enable direct audio streaming, return to the Bluetooth® menu and tap on your device from the Paired Devices list so that it appears as "Connected".



If you experience any issues while following these steps and require further assistance, do not hesitate to contact our Technical Support team on **(02) 9111 5500**.

Alternatively, you can email us at techsupport@gnresound.com