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.



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

Bluetooth Agent 391 KB Disable Disable Disable Disable Disable Force stop Force stop III Crear data Clear data Clear cache III Clear data

9. Temporariy 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"**.



- 2. Unpair any hearing devices already paired via Bluetooth®
- Go to Settings
 Tap Connections
- Tap Connection
 Tap Bluetooth[®]
- Tap the Settings Icon
- Tap Unpair 2x



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.



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



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 indivates that the aid has turned off.



7. Restart phone

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



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".

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4. Enable System Applications

- Go to Settings
- Locate and Tap on Apps
- Tap the Filter/ Sort Icon
 Enable Show Sydtem Apps
- Enable Snow Sydtem Ap

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Choose default apps Choose which apps to use for making messages, going to websites, and m	g calls, sending ore.
Samsung app settings	
Your apps	
Filter and sort	
Show system apps	

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

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- () 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.



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

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