

Android Un-pairing & Re-pairing Instructions



Trouble connecting?

Un-pair and re-pair your hearing aids

1. Close the Thrive app.
2. To un-pair your hearing aids from your Android™ device, open Settings on your phone and go to the Bluetooth® menu.
3. You should see the hearing aids listed. Tap on the gear icon to the right of each hearing aid and choose Forget.
4. Open the battery doors on your hearing aids.
5. Clear App Data. Look under Settings to find Apps. You should see a list of all Apps on your device.
6. Locate then tap the Thrive app.
7. Tap Storage.
8. Tap Clear Data. Go back to your Home screen.
9. Re-pair your hearing aids by closing the battery doors on your hearing aids.
10. Select Settings on Android device.
11. Verify Bluetooth is on. If you don't see your hearing aids in the list, Select Scan or turn Bluetooth Off and then back On.
12. Select the name of each hearing aid to pair under Available Devices and wait until they appear in the Paired Devices list.
13. Launch the Thrive app. You will need to re-select your hearing aids from the list by tapping each and selecting Connect.
14. A checkmark will appear next to each hearing aid when the connection is successful.