

Apple Un-pairing & Re-pairing Instructions





Trouble Connecting? Un-pair and Re-pair your Hearing Aids

1. Close the Thrive™ Hearing Control app.

iPhone® 8 or lower –

- Double-click the Home button to show your most recently used apps.
- Swipe right or left to find the app you want to close.
- Swipe up on the app's preview to close the app.

iPhone X or higher –

- From the Home screen, swipe up and pause.
- Firmly touch and hold the app, then tap . You can also swipe up to close the app as soon as you see .

2. Open the battery doors on your hearing aids to turn them off.
3. Go into your phone settings and select General → Accessibility → MFi Hearing Devices.
4. Tap on the hearing aids listed under the MFi Hearing Devices section and select the Forget this device option.
5. If you do not see your hearing aids listed, go on to the next step.
6. Turn your phone off.

iPhone 8 or lower –

- Press and hold the Top (or Side) button until the slider appears.
- Drag the slider to turn your device completely off.

iPhone X or higher –

- Press and hold the Side button and either volume button until the slider appears.
- Drag the slider to turn your device completely off.

7. Restart your iPhone.
8. After the iPhone is fully started again, insert batteries into your hearing aids to power them on.
9. Go into your phone's settings and select General → Accessibility → MFi Hearing Devices option.
10. When hearing aids are discovered and shown in the Devices section, tap on the name of the hearing aids to pair. Follow the prompts to pair to both hearing aids.
11. Launch the Thrive app.