

## Troubleshooting Halo & Apple Device Pairing

Product Availability: Halo RIC i110, i90, i70

The pairing of Halo to an Apple device is designed to be quick and easy. Please see the [Halo Set Up Made Easy](#) QuickTIP for step-by-step instructions for pairing Halo hearing aids to an Apple device.

If connectivity issues are encountered as a result of unexpected Bluetooth behavior resulting in difficulty finding, pairing or connecting to Halo, please follow these troubleshooting steps:

1. Ensure the Inspire programming session has been ended/saved and closed out.
2. Close the Trulink Hearing Control App by double clicking the **Home** button (Figure 1) and swiping your finger up on the App (Figure 2).
3. Turn **Bluetooth** off on the Apple device via the **Command Center** or by going to **Settings > Bluetooth** and then turn it back on (Figure 3).
4. Open and close the battery doors on the hearing aids.
5. Restart the Apple device by pressing and holding the Sleep/Wake button on the top of the device until the red slider appears. Then drag the slider to turn the device completely off. After it turns off, press and hold the Sleep/Wake button again until the Apple logo appears.

In the event that the Apple device connects to only *one* hearing aid of a binaural set, try the following steps:

1. Confirm that the hearing aids have been programmed in Inspire software. All Halo devices are shipped as left ear instruments. The professional must assign one device of a binaural pair to the right ear on the Devices Detected screen in the Inspire software.
  2. Tap **Settings > General > Accessibility > Hearing Aids > i > Disconnect this device** (Figure 4).
- NOTE:** After disconnecting the device the “Bluetooth Pairing Request” box may immediately appear. Hit “Cancel” and follow Step 3 instructions
3. Exit out of the **Hearing Aids < Accessibility < General** and hit the home button.
  4. Follow the [Halo Set Up Made Easy](#) steps to start the pairing process again.



Figure 1. Home button

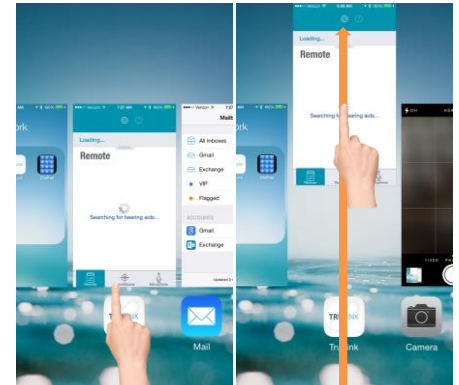


Figure 2. Double click the Home button and swipe up to close the Trulink App

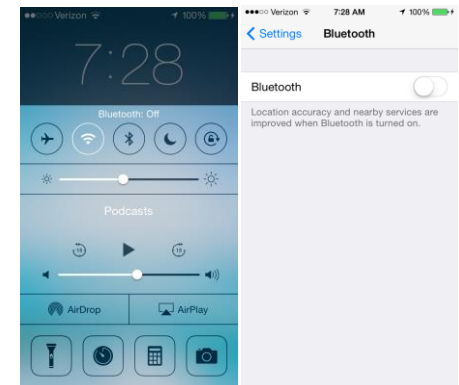


Figure 3. To access Bluetooth settings, swipe up from the bottom of the screen to get the Command Center or go to Settings>Bluetooth

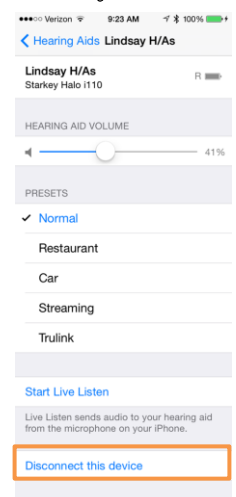


Figure 4. In the Hearing Aid Information screen, tap on “Disconnect this device”