



# Quick guide to connectivity and the Interton Sound app



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# Compatible Interton hearing aids

Here is a list of hearing aids from Interton that work with the Interton Sound app. If you're in doubt, please ask your hearing care professional.

## Interton Ready



# Compatible mobile devices

**Apple:** Interton hearing aids support Made for iPhone (MFi) functionality with iPhone 5 and later, iPad Pro, iPad Air and later, iPad (4th generation) and later, iPod Touch (5th generation) and later using iOS 8.0 and later.

Always install latest version of iOS for best performance.

**Android:** The Interton Sound app supports some of the most popular Android devices.

As we are continuously making more mobile devices compatible, please consult the Interton Sound app website for up-to-date compatibility information:

[www.Interton.com/compatibility](http://www.Interton.com/compatibility)

# Pair with your iPhone, iPad or iPod touch

How to pair your Interton hearing aids to your iPhone, iPad or iPod touch. The pairing process depends on the hearing aid model.

## Check battery

Insert a fresh battery in your Interton hearing aid. Keep the battery door open so the hearing aid cannot power up.

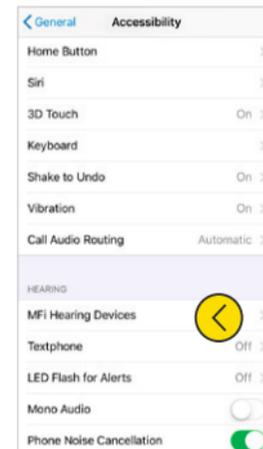
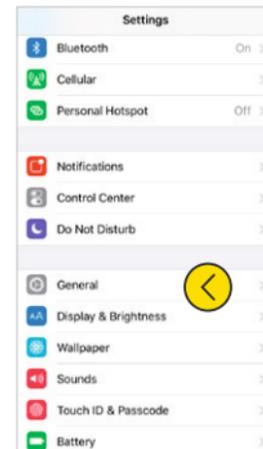


## Turn on Bluetooth



Swipe upwards from the bottom of the screen to reveal the Control Center.

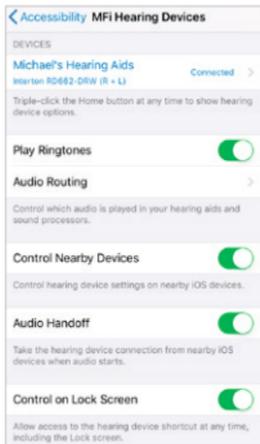
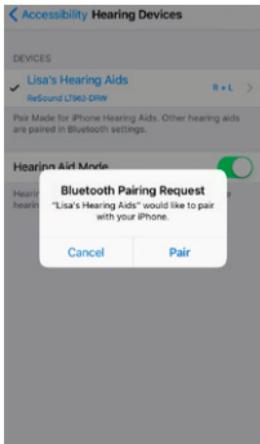
Tap the Bluetooth icon.



## Detect hearing aids

Now that Bluetooth is activated, go to **Settings**, tap **General**, then **Accessibility**.

Close the battery door to power up your hearing aid so your iPhone, iPad, or iPod touch can detect it and then tap **MFi Hearing Devices**.



## Make the connection

Tap on the name and model number of your hearing aid when it appears on the screen.

Tap Pair in the dialogue box. When pairing to two hearing aids, you will receive separate pairing requests.

The second request may take a few seconds to appear after starting the first pairing.

When it's connected, your hearing aid name color will change from black to blue and it will say "Connected" to the right.

To the right, use the small arrowhead to take you to additional hearing aid functionality.

## Re-connecting your hearing aids to your iPhone, iPad or iPod touch

When you turn off your hearing aids or Apple device, they will no longer be connected. To connect them again, turn on your hearing aids by opening and closing the battery doors. The hearing aids will then automatically connect to your Apple device. You can also verify this connection by accessing the Accessibility shortcut (triple click the home button) and making sure that your hearing aids have been detected.

## Pairing to more than one Apple device

You can pair up to five different Apple devices to your Interton hearing aids, but you can only connect to one Apple device at a time.

To switch connection from one Apple device to another, swipe up from the bottom of your Apple device's screen and turn Bluetooth off.

Now you can activate Bluetooth on the device you want to connect to next.

## Wait for authentication

When you tap on **Pair** in the dialogue box, your Interton hearing aids and Apple device need time to authenticate the pairing. Either put your hearing aid on and wait for a series of 6 beeps followed by a ripple tone, or wait at least 120 seconds for authentication to finish. Please don't stream audio until authentication is complete.

# Stream sound directly to your Interton hearing aids

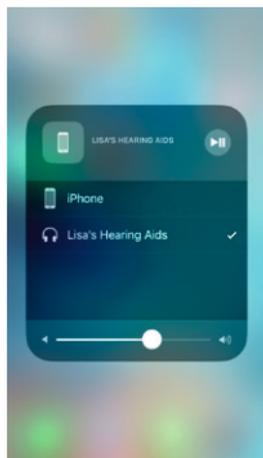
You can stream stereo audio, such as music, directly from your Apple device and apps to your hearing aids.

## Control Center

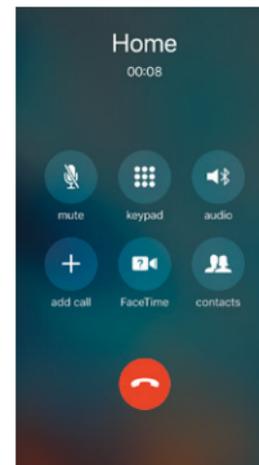


When your hearing aids are paired to the Apple device, the audio will automatically stream to your hearing aids.

To return to normal phone operation long press the streaming icon in the top right corner. A streaming menu will appear, select **iPhone**.



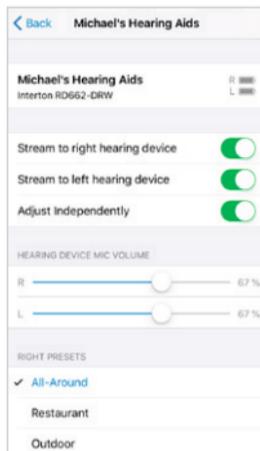
## Phone and FaceTime calls



If a call comes in while you are streaming audio from your music player, answer it and the system will automatically turn down the music and switch to your phone conversation.

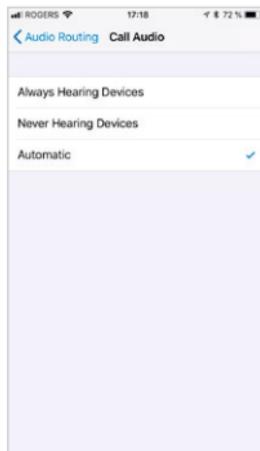
Once you end a call, the system will continue streaming music from where you left off.

# Audio routing



Hearing aid audio routing allows you to control how call and media audio will be directed.

Go to **Settings**, tap **General**, tap **Accessibility**, tap **MFi Hearing Devices**, tap **Audio Routing**.



Select either: **Call Audio** (incoming phone calls) or **Media Audio** (for example streaming music).

Select how you wish to direct the audio input, for example **Always Hearing Devices**.

Setting to **Automatic** routing will route to a wired audio source if connected, then search and stream to either standard Bluetooth devices (for example CarPlay, A2DP Bluetooth devices) or hearing aids.

# Control of your hearing aids built into your iPhone, iPad or iPod touch



## How to access basic hearing aid controls (triple click)

Triple click on the Home button to access the Accessibility shortcut with basic hearing aid controls.

You can for example adjust the left and right hearing aid volume and programs separately.

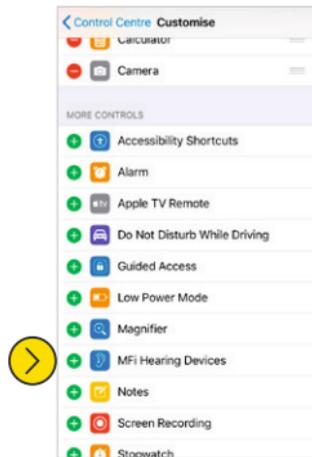
**i** Use the triple click or swipe up Control Center for fast access to hearing aid controls. Use the MFi Hearing Devices section in Settings for hearing aids adjustment related to the iPhone, iPad or iPod.

## How to access basic hearing aid controls (swipe up)

When you swipe up the screen you see the Apple device Control Center. You can create a shortcut to hearing aid controls by going into **Settings**, then **Control Center**, then **Customize Controls**. Scroll down and find **Hearing Devices** and press the **+**. This will add a hearing aid shortcut to the control menu.



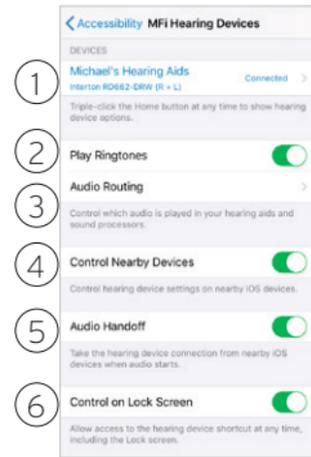
Control menu (swipe up)  
Hearing Aid control shortcut.



Customize Controls

## How to make additional adjustments to your Interton hearing aids (Settings)

You can also access a control section for your hearing aids in **Settings**. Go to **Settings**, **General**, **Accessibility**, and **MFi Hearing Devices**. Then tap on where it says **Connected**.



1. The name, model, and **connection** status of your hearing aids.
2. Enabling or disabling iPhone ring tones in your hearing aids.
3. Control which audio is played in your hearing aids.
4. + 5. Use these when you have paired the hearing aids to two iOS devices. You can manage the control of the hearing aids or the audio routing between iOS devices.
6. Enables you to have access to hearing aid controls when the iPhone /iPad is locked.

# Smart control and personalization with the Interton Sound app



## Download and install the Interton Sound app

The app can be downloaded for free on the App Store or Google Play by following these steps:

### If you have an iPhone, iPad or iPod touch:

1. Go to the App Store
2. Search for "Interton Sound"
3. If you are on an iPad, change the search criteria in the top left-hand corner to **iPhone only**
4. Tap on **Get** and then **Install** to start downloading the app
5. Tap the Interton Sound app on your Home screen to start it up

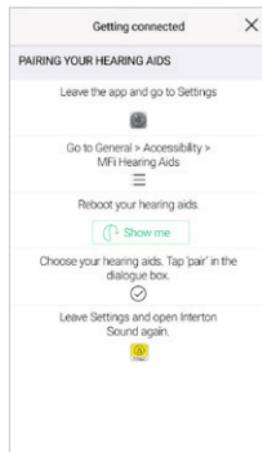
### If you have an Android device:

1. Go to the Play Store
2. Search for "Interton Sound"
3. Tap on Install, then Accept so the app can access certain features on your phone such as Bluetooth
4. When installation is complete, tap on Open to start up your Interton Sound app

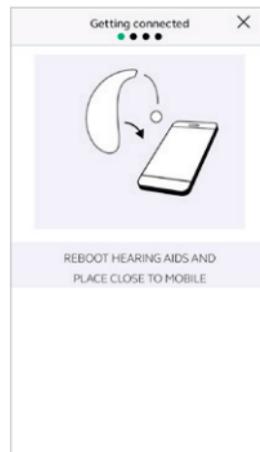


# Getting connected

The first time you open the app, we will take you through a few steps to get you connected. Start by accepting the Terms & Conditions and then continue with the flow shown here. The connection process depends on the hearing aid model.



**If you pair a MFi Hearing Aid to an Apple device:**  
If you haven't already paired your Apple device with your MFi hearing aids, please go to p. 6 and follow the steps to pair.



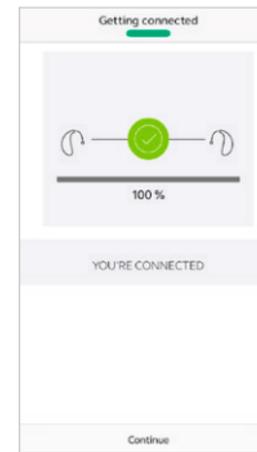
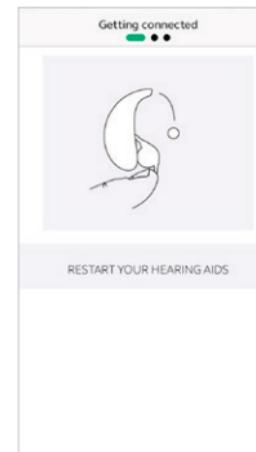
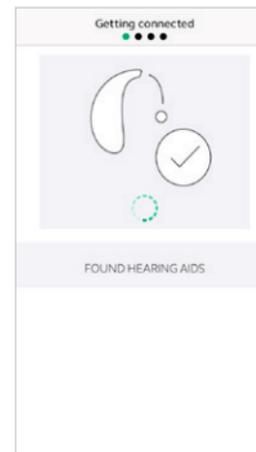
**If you pair a non-MFi Hearing Aid with your Android or iOS device:**  
Pair your device to your hearing aids:

Take off your hearing aids.  
Reboot them (open and close the battery doors).

Place the hearing aids close to your mobile device.

**i** Remember to allow push notifications and use of location-based services to make sure you can enjoy all features of the app.

The Interton Sound app will guide you through the rest of the flow:



When you have paired in iOS Settings or done your first pairing of non-MFi hearing aids, the app will confirm that it has found the hearing aids.

Next step is to establish a secure connection between the app and your hearing aids. You do this by rebooting your hearing aids. This is the second time if you have a non-MFi hearing aid.

When the green check mark appears, you're ready to go!

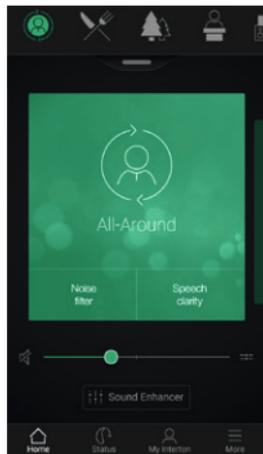
# Interton Sound app overview

The Interton Sound app has four main screens, all accessible from the bottom navigation menu.

## Home screen

The Home screen is your center for control. From here you have easy access to program and sound control.

You can always return to this screen by clicking the Home icon in the bottom menu.



## Status

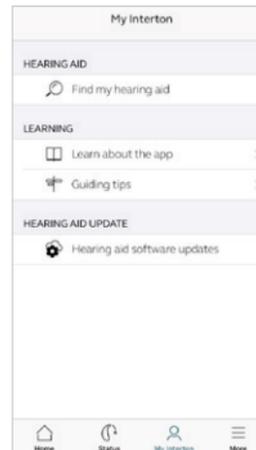
The status screen will show you information about the connectivity between your mobile device, hearing aids, Interton wireless accessories.

Low-battery warnings will also be displayed here.



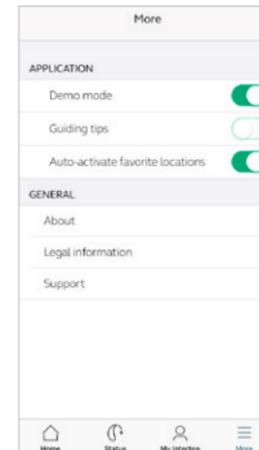
## My Interton

My Interton is about you and your hearing aids.



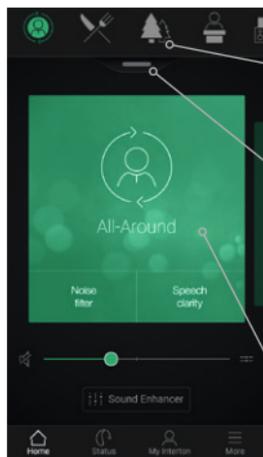
## More

The More menu is where you adjust general app settings and find support and legal information.



## 🏠 Program change

The Interton Sound app Home screen gives you direct access to change programs and Favorites in three convenient ways:



### Top menu

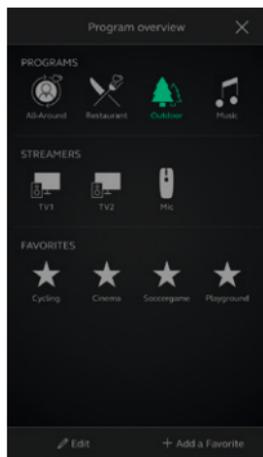
Swipe to the left for all programs and Favorites.

### Program overview

Pull down or tap on the handle below the top menu to view all programs and Favorites.

### Quick swipe

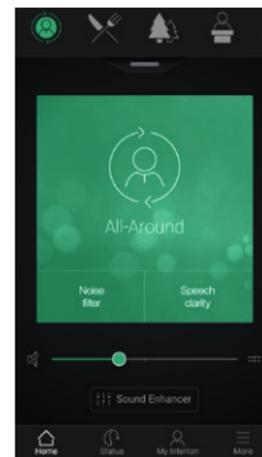
Swipe on the green card to change programs. This view of each program also displays available Quick buttons.



### Program overview

When opening the program overview, you can see all your programs and Favorites. You can change and edit programs and also add Favorites.

## 🏠 Hearing aid volume control

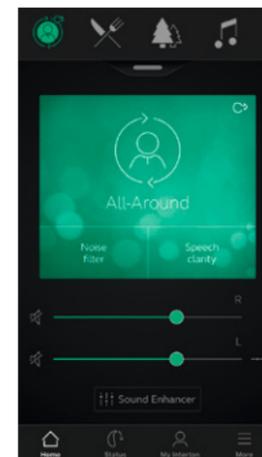


### Volume control

Move the slider to adjust the volume in the hearing aids.

### Mute

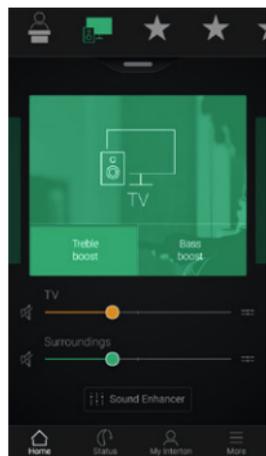
To instantly mute the sound coming from your hearing aids, tap the mute icon to the left of the volume slider.



### Independent volume control

To adjust volume for right and left hearing aids independently, tap the split icon to the right of the volume slider. Sliders for each hearing aid appear.

## Streamer volume control

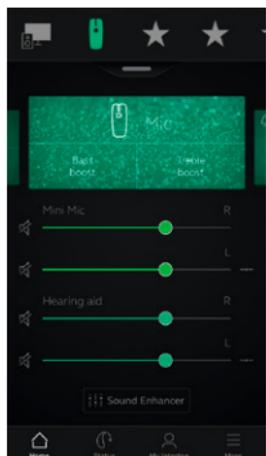


### Streamer volume control

When a streamer program is selected, you can adjust the streaming volume separately with the orange volume slider.

### Hearing aid volume

You can still adjust the volume of the hearing aids without affecting the volume of the audio you are streaming.



### Independent streamer volume control

To adjust volume for right and left sides of the streamer device independently, tap the split icon to the right of the light green slider.

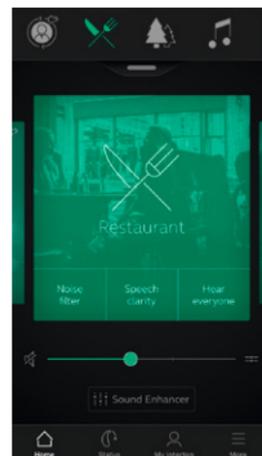


**Can I mute all my devices?**

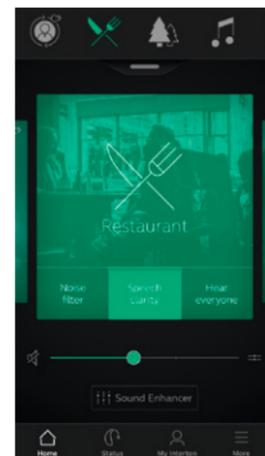
You can mute your hearing aids or your streamer device independently by tapping on one of the mute icons to the left of the volume sliders. To unmute, re-tap the mute icon or tap on the card in the middle of the screen.

## Quick buttons

Each program has individual Quick buttons. Quick buttons are shortcuts to instant sound optimizations when you need them.



Quick buttons are displayed on the green card just below the program name.



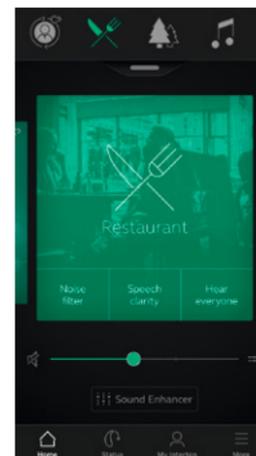
In the All-Around program, Noise filter and Speech clarity are available.

Tapping a Quick button will activate it until you tap it again to deactivate it.

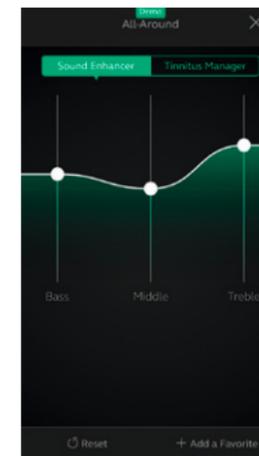
# Sound Enhancer: Personalize your sound

Sound Enhancer lets you fine-tune bass, middle and treble.

## 🏠 Sound Enhancer



Access Sound Enhancer from the bottom of the Home screen.



**Bass, middle and treble**  
Increase or decrease bass, middle and treble frequencies.

Adjustments are also applied to streamed sound.

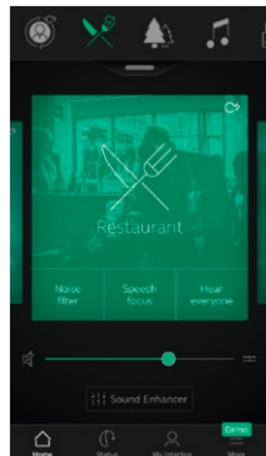


### Can I save my settings?

When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you reboot your hearing aids (opening and closing the battery doors).

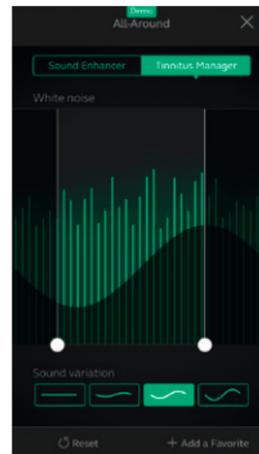
# Tinnitus Manager

The Tinnitus Manager is available for Interton Ready. Its features will be available for you in the app if the Tinnitus Sound Generator (TSG) has been enabled in one or more of your fitted programs by your hearing care professional.



A small icon will appear in the top right corner on programs if you have the TSG fitted. If you go to the Sound Enhancer menu from one of those programs, you will see the Tinnitus Manager available.

## What you will have access to in the app



If you have a program fit with white noise

### Pitch

Adjust the frequency shaping (Pitch) by moving the two sliders left and right.

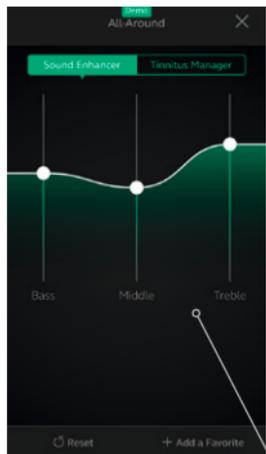
### Sound variation

Adjust the variation of the white noise sound input by tapping the buttons towards the bottom.

Tap Reset to return to fitted settings.

**i** Can I save my settings?  
When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you reboot your hearing aids (opening and closing the battery doors).

# 🏠 Favorites

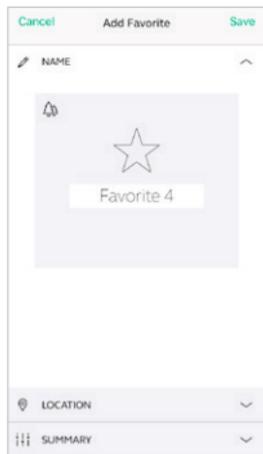


## Add a Favorite

You can save your preferred sound settings as a Favorite.

Tap Add a Favorite at the bottom of the Sound Enhancer or the program overview.

Changes made to sound settings can be saved as a new Favorite or to update an existing Favorite.



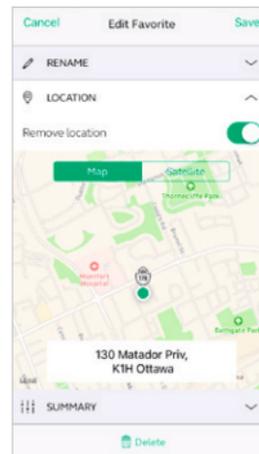
## Name

Start by naming your Favorite.



**What are the settings of my Favorite?**

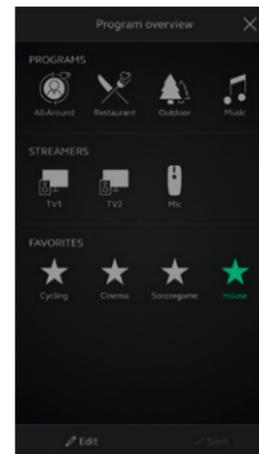
To view the settings of your Favorite, tap Summary at the bottom of the screen. You can do this when you add the Favorite or if you enter Edit mode.



## Location

You can also choose to add a location to a Favorite.

You can choose to have your hearing aids automatically change to the Favorite when you enter that location.



## Favorite overview

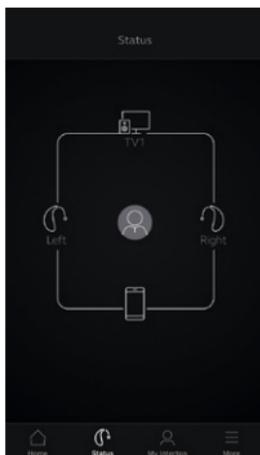
When you have saved your Favorite, it will be added to the program navigation menus.

To edit or delete an active Favorite, tap Edit at the bottom of the program overview. Then tap the Favorite. Edit name, location or tap Delete at the bottom of the screen.

To delete all your Favorites, simply tap Delete all Favorites at the bottom of the program overview after you tap Edit.

# Status

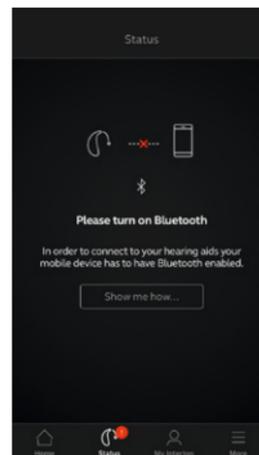
## Connection and battery status



### Connection status

Shows the connection status between your hearing aids, streamer device and mobile device.

If you see a red line with an exclamation mark, it means the connection is missing or broken.



### Bluetooth off

Bluetooth must always be on to use the app with the hearing aids. If it is turned off, the app will guide you to turn it on.



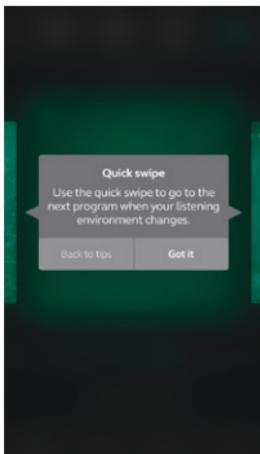
### Low-battery warning

If the battery on one or both of your hearing aids is running low, a red battery will show next to the hearing aid(s).

**i** **What if I lose a connection?**  
When a connection is lost, tap the exclamation mark to receive guidance on how to re-establish the connection. It is a good idea to check that your hearing aids are powered on, are within phone range and have enough battery charge. You can also open and close the battery door if connection is not re-established straight away.

## Guiding tips

The Interton Sound app offers Guiding tips to help you get a better hearing experience. The Guiding tips pop up in the app during the first weeks of wearing your hearing aids and using the app. It's your choice if you want to receive Guiding tips - the app will ask you.

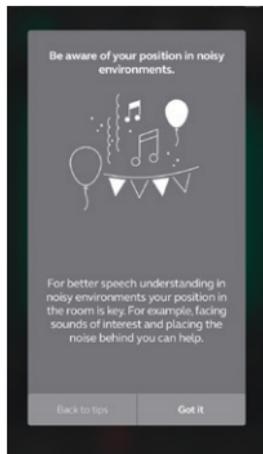


### Experienced hearing aid user

If you are an experienced hearing aid user, you will receive the Guiding tips on use of the app.

These tips will highlight different features in the app, if you haven't already used them.

Tap 'Got it' when you've read the tip. Tap 'Don't show tips' if you don't want any more Guiding tips to be shown.



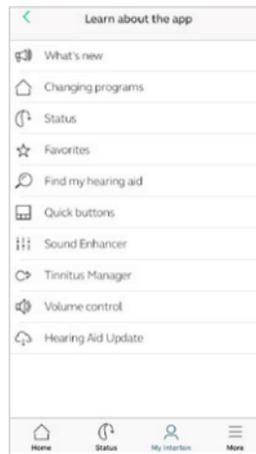
### New hearing aid user

If you are new to wearing hearing aids, or would just like to know more, you will receive Guiding tips for use of the app as well as general hearing guidance.

Tips on general hearing guidance include advice about getting used to wearing hearing aids and what you can do to achieve the best result.

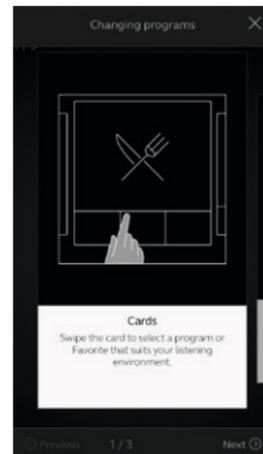
## Learn about the app

To learn even more about how the app works, go to 'Learn about the app' in the My Interton menu. Explore the app, and what you can do, section by section.



### Overview

The full list of items that you can explore to learn more about the app.

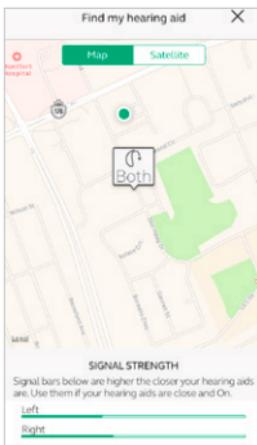


### Example: Changing programs

Learn how to change programs by swiping on the cards on the Home screen.

## Find my hearing aid

If you have lost your hearing aids, go to My Interton and tap on 'Find my hearing aid'. The app can help you locate them.



### Last location

The map will show where the hearing aids were last seen connected to the app. Tap the hearing aids to see address and time they were last seen. You can switch between Map and Satellite views.

The app must be running actively in the background to use this feature.

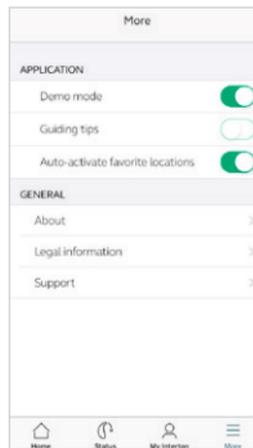
### Search nearby

If the app detects the hearing aids nearby, it will show you if you are getting closer or farther away from your hearing aids. Look for the indication on the red bars at the bottom of the screen.

Hearing aids must be On to use this feature.

## More

### Additional app options



#### Application: App customization

1. Demo mode: view the app without being connected to hearing aids.
2. Guiding tips: turn on or off.
3. Auto-activation of favorite locations: Choose if you want your Favorites to automatically change to the locations you saved.



#### Legal information

1. Information about legal manufacturer, app version number etc.
2. Terms and conditions for use of the app.
3. Privacy policy.

#### General info

1. About: Read about the app and the Interton brand
2. Legal information: See next screen
3. Support: Find tips and links for further support

# Stream sound to your Android phone

## Stream from your Android phone to your Interton hearing aids using the Interton Phone Clip 2

When paired and connected to the Interton Phone Clip 2, your hearing aids can stream stereo sound from your Android phone.

Simply open a media player on your phone and press play. Your hearing aids will switch to the streaming program and after a few seconds you will hear audio.

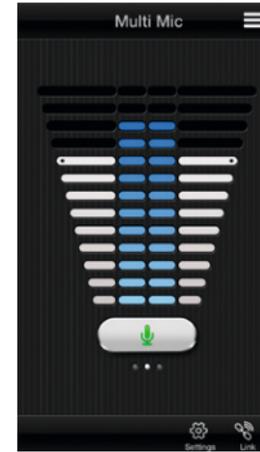
## Pairing your Interton Phone Clip 2 with your Android phone

- Go to the phone settings and make sure that Bluetooth is turned on
- Turn on the Phone Clip 2, remove the silver cap, and locate the small blue Bluetooth pairing button
- Tap the button once to activate Bluetooth pairing mode. The LED indicator will turn blue and the Phone Clip 2 will be in Bluetooth pairing mode for 2 minutes
- After a few seconds, select **Hearing Aid Phone** from the list of available Bluetooth devices on your phone
- If asked for a passcode, enter **0000** (four zeros) and then select **Headset**

## Pairing your Interton Phone Clip 2 to your hearing aids

- Open the hearing aid battery door
- Turn on the Phone Clip 2, remove the silver cap, and locate the small white hearing aid pairing button
- Tap the button to activate the hearing aid pairing mode. The LED will blink yellow every 2 seconds and the Phone Clip 2 will be in pairing mode for 20 seconds
- Close the battery doors on your hearing aids

For further information about the Interton Phone Clip 2 refer to the user guide, instruction video or visit [www.Interton.com/Professionals/products/accessories/phoneclip2](http://www.Interton.com/Professionals/products/accessories/phoneclip2)



## Interton EasyHearing app



The Interton EasyHearing app provides control of your hearing aids. Used with the PhoneClip 2, Interton EasyHearing lets you use your mobile device to easily obtain an overview of and to remotely control your Interton wireless hearing aids and Interton wireless accessories.

[Interton.com](https://www.interton.com)



Manufacturer according to EU Medical  
Device Directive 93/42/EEC:

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