



All-Day Clear Bluetooth® iOS Troubleshooting

Note: This troubleshooting guide supports both All-Day Clear and All-Day Clear Slim hearing aids.

All-Day Clear keeps you linked into this digital world — here are a few troubleshooting steps to guide you in resolving common issues with your hearing aids and Bluetooth®.



If you're not able to resolve your issue, contact our customer support team. We're here to help.

SENNHEISER



Bluetooth® Classic Troubleshooting

Trouble streaming media and receiving phone calls on smartphone

 The right All-Day Clear hearing aid is not pairing in my smartphone settings.

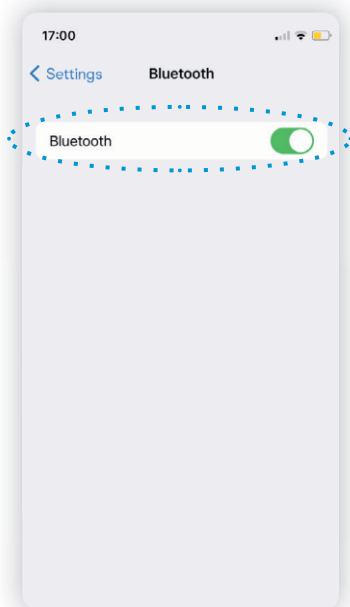
1

Go to *Settings* on your smartphone.



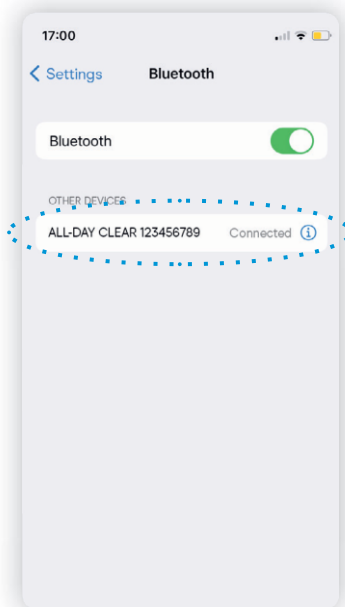
2

Open your *Bluetooth Settings* on your smartphone. Make sure your Bluetooth is ON. If it's off, turn it on.



3

Next you need to restart your right All-Day Clear* hearing aid. Then under *Devices* select *All-Day Clear <serial number>*.



4

Continue to follow the steps in the app to complete your connection.

*Instructions apply to both All-Day Clear and All-Day Clear Slim hearing aids



Bluetooth® Low Energy Troubleshooting

Problems pairing or connecting your hearing aids with the All-Day Clear App

 The All-Day Clear hearing aids were previously paired to my smartphone but will not connect anymore.

1

Open the *All-Day Clear App*.

2

Go to app settings. Select *My hearing aids*.

3

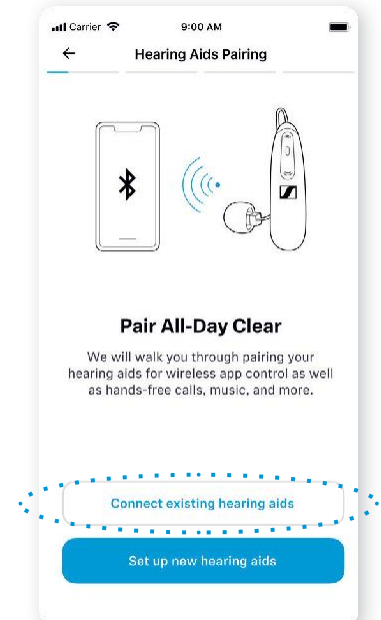
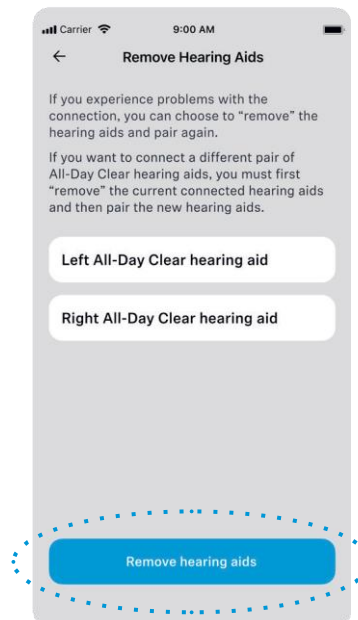
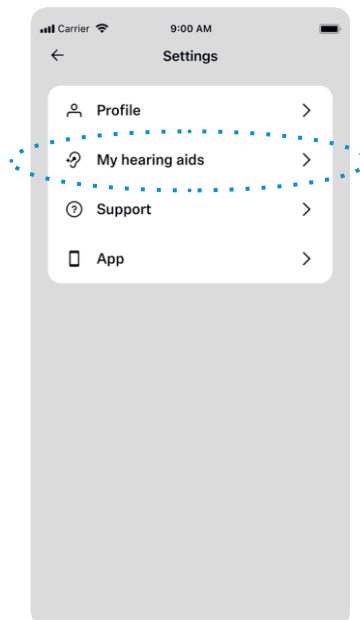
Select *Remove hearing aids* and remove both devices from the app.

4

Once both hearing aids are removed follow the instructions in the app to reconnect.

5

Select *Connect existing hearing aids* when prompted in the set-up overview.



*Instructions apply to both All-Day Clear and All-Day Clear Slim hearing aids



Bluetooth® Low Energy Troubleshooting

Problems pairing or connecting your hearing aids with the All-Day Clear App

 The All-Day Clear hearing aids appear in my settings but will not pair to my smartphone.

1

Go to *Settings* on your smartphone and open the *Bluetooth settings*.

2

Remove both the *L – All-Day Clear <serial number>* and *R – All-Day Clear <serial number>* from your phone by selecting the ⓘ icon next to each hearing aid, leaving *All-Day Clear <serial number>* connected.

3

Open the *All-Day Clear App*.

4

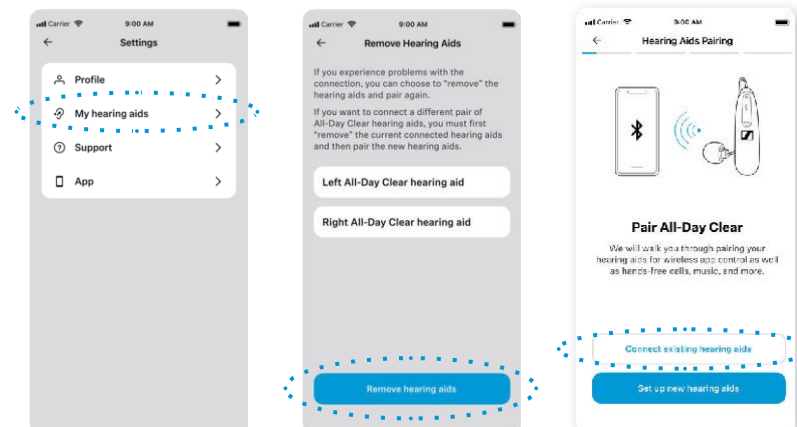
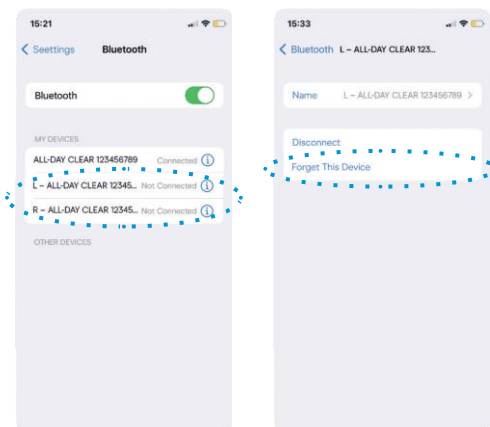
Go to app settings and select *My hearing aids*.

5

Select *Remove hearing aids*.

6

Select *Connect existing hearing aids* when prompted in the set-up overview.



*Instructions apply to both All-Day Clear and All-Day Clear Slim hearing aids



Bluetooth® Low Energy Troubleshooting

Problems pairing or connecting your hearing aids with the All-Day Clear App

 If you are still having issues, re-install the app.

1

Go to *Settings* on your smartphone and open the *Bluetooth settings*.

2

Under *My Devices*, remove all previous All-Day Clear hearing aids by selecting *Forget This Device* for each.

3

Go to App Store to reinstall the *All-Day Clear App*.

4

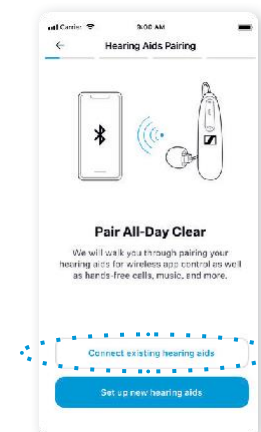
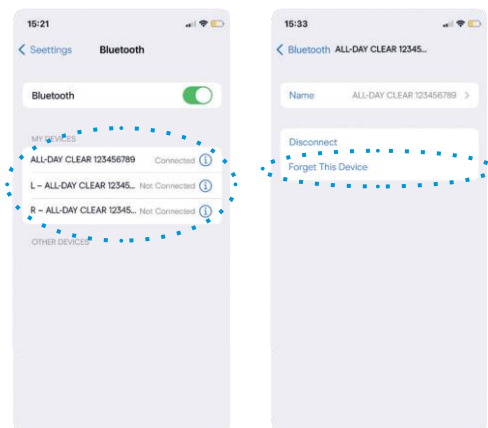
Open the *All-Day Clear App*, and follow the set-up instructions again.

5

Select *Connect existing hearing aids* when prompted in the set-up overview.

6

Restart both All-Day Clear hearing aids when prompted in the app. Continue to complete the set-up instructions in the app.



*Instructions apply to both All-Day Clear and All-Day Clear Slim hearing aids