

GENIUSlink Troubleshooting & Tips

Problem	Verify	Solution
Hearing aids won't pair to GENIUSlink	<ul style="list-style-type: none"> Hearing aids are First Fit and programmed GENIUSlink is charged and turned on and LED is blinking Neck loop is plugged in Hearing aids and GENIUSlink are within 6 inches of each other ConnexxLink wireless programmer is turned off 	<ul style="list-style-type: none"> Reopen and close battery door on hearing aids to restart 3-minute pairing mode Turn GENIUSlink off and on to put in to pairing mode Reset GENIUSlink (pinhole located between charging port and DAI port) Replace the neck loop Unpair all previous devices by pressing and holding the volume down and MFB for 15 seconds
GENIUSlink has lost connection with phone	<ul style="list-style-type: none"> GENIUSlink and Bluetooth on the phone are turned on Phone and GENIUSlink are within 30-foot range Phone has not been out of range for more than 15 minutes 	<ul style="list-style-type: none"> Press Volume Up/Down to reconnect to phone Turn GENIUSlink off then back on to reconnect Reconnect through the Bluetooth in phone settings Restart the phone
GENIUSlink will not pair to Bluetooth phone	<ul style="list-style-type: none"> GENIUSlink is charged Bluetooth is turned on in phone settings GENIUSlink is in Bluetooth pairing mode (blue LED blinking) Phone is searching for devices in Bluetooth settings of phone 	<ul style="list-style-type: none"> Scroll thru list of devices, as GENIUSlink may be listed near the bottom of a long list of devices Pair in Bluetooth settings not Accessibility settings of phone (iPhone only) Try pairing to another phone to rule out phone failure
Phone call not ringing and/or heard in hearing aids	<ul style="list-style-type: none"> Hearing aids are turned on GENIUSlink is connected in phone's Bluetooth settings and blue light is lit when on call 	<ul style="list-style-type: none"> Phone must be within range (up to 30 feet) Answer calls with MFB Press Volume Up/Down simultaneously to reconnect to the phone

Problem	Verify	Solution
Phone or audio heard in one hearing aid only	<ul style="list-style-type: none"> • Neckloop is properly inserted and not damaged • Both hearing aids are programmed to user settings 	<ul style="list-style-type: none"> • Open and close battery doors of hearing aid not receiving signal • Replace neckloop
Can't hear audio streaming	<ul style="list-style-type: none"> • GENIUSlink is connected in Bluetooth settings of phone or streaming device <p>GENIUSlink LED is solid blue when streaming</p>	<ul style="list-style-type: none"> • Check that media audio is connected in Bluetooth settings for Android only • Close all Apps running in phone • In case of audio from transmitter, verify transmitter is connected to "Audio Out" of audio source (e.g. television) <p>For hardwired audio devices verify cable is securely plugged into GENIUSlink and audio source</p>
Blue LED remains on	<ul style="list-style-type: none"> • Phone is not streaming audio • The phone is not in an active call • All apps are closed 	<ul style="list-style-type: none"> • Press MFB to change programs • Restart phone • Reset GENIUSlink
Orange or Green LED	<ul style="list-style-type: none"> • Neckloop is securely connected (no metal showing) 	<ul style="list-style-type: none"> • Replace the neckloop • Reset GENIUSlink
GENIUSlink will not charge	<ul style="list-style-type: none"> • Use only manufacturer approved cable and AC adapter 	<ul style="list-style-type: none"> • Switch power outlet or USB port • Use another approved cable • If charging via computer USB make sure computer is on • Reset GENIUSlink
		