

Guide for hands-free communication with Oticon hearing aids and Windows PC

Do you enjoy listening to music, watching videos, or participating in audio or video calls on your Windows PC? Microsoft Windows PC's running Windows 11 version 24H2 (or newer) can connect directly to Oticon Intent™ hearing aids or later and offer easy, hands-free communication via Bluetooth® LE Audio technology.

Compatibility and requirements

Compatible hearing aids include Oticon Intent or newer that support Bluetooth LE Audio.

The PC must:

1. Be running Windows 11 24H2 or newer.
2. Have integrated support for Bluetooth LE Audio from the manufacturer.
3. Have Bluetooth LE Audio-capable Bluetooth® and audio subsystem drivers provided by the manufacturer.

Note: Bluetooth LE Audio is **not** supported on Windows 10. Some Windows 11 PCs that currently do not support Bluetooth LE Audio may gain support for it in the future through operating system software updates from the manufacturer. PCs with support for Bluetooth LE Audio largely began entering the market in 2024.

You can check for Bluetooth LE Audio support on PC by doing the following:

4. Go to **Start > Settings > Bluetooth and Devices**.
5. Select **Devices** and go to **Devices Settings**.
6. Look for a checkbox titled **Use LE Audio** when available. Ensure this setting is **turned on** to use

Bluetooth LE Audio. If this setting is not available, your PC does not currently support Bluetooth LE Audio.

Before getting started

Before you can use hands-free communication and direct streaming, you must ensure that the hearing aids are paired with your PC.

How to pair

1. Ensure that Bluetooth is turned on, on your Windows 11 PC or laptop.
In **Settings**: Select **Settings > Bluetooth & devices > Devices** and turn on Bluetooth.
2. Restart your hearing aids to put them in pairing mode. Your hearing aids will remain in pairing mode for three minutes. Your PC will be able to detect your hearing aids when they are in pairing mode.
3. In **Devices**: Click on **Add device > Bluetooth**. The system will start detecting all Bluetooth devices in range.
4. Click on the name of your hearing aids, and the system will connect your hearing aids to the PC. You are now ready to enjoy hands-free communication on PC.

Once your hearing aids have been paired with your Windows 11 PC, you can connect to them in three ways:

1. Your hearing aids may automatically connect when you turn on your PC.
2. You can connect using Quick Settings:
 - Select the **Network, Sound, or Battery icons** next to the time and date on the taskbar's right side
 - Click on the **Bluetooth icon** and select your hearing aids from the list of pairing devices to connect.
3. You can manually connect to your hearing devices through Windows Settings. In **Settings > Bluetooth & Devices** click on Connect.

How to disconnect your hearing aids from your PC

Your hearing aids will automatically disconnect once you turn off your PC.

You can manually disconnect your hearing aids from the PC in two ways:

1. You can disconnect using Quick Settings:
 - a. Select the **Network, Sound, or Battery icons** next to the time and date on the taskbar's right side
 - b. Click on the **Bluetooth icon** and select your hearing aids to disconnect.
2. You can disconnect from Windows Settings: In **Settings > Bluetooth & Devices** click on Disconnect.

Troubleshooting problems when streaming sound from your PC

You can solve many common connectivity issues by refreshing the connection with your hearing aids. We do not recommend turning Bluetooth off and then on again, as this will disconnect any other wireless devices such as keyboard or Bluetooth mouse. If problems persist, try pairing the hearing aids to the PC again.

Hearing aids connected to multiple devices

Your hearing aids can be paired and connected to multiple devices, but you can only stream sound from one device. For example, if you are connected to your PC and you then wish to make a phone call:

1. Disconnect your hearing aids from your PC.
2. Turn on Bluetooth on your phone, check that your hearing aids have connected.
3. Start the phone call. The sound from the call will stream to your hearing aids.

If you wish to switch back to listening to audio on your PC:

1. Turn off Bluetooth on your phone.
2. Connect your hearing aids to your PC.
3. Start audio streaming on your PC. The sound from the PC will stream to your hearing aids.

Adjusting hearing aids settings in Windows

From Quick Settings you can change hearing aid programs, called "Presets" in Windows 11:

1. Select the **Network, Sound or Battery icons** next to the time and date on the taskbar's right side.
2. Select the **Bluetooth icon** in the Quick Settings fly out and select your hearing aids.
3. Select **Properties**.
4. Adjust hearing aid programs as needed.

More connectivity options

For older PCs and older Oticon hearing aids you can connect to a PC using a ConnectClip. It also offers two-way audio, meaning it can stream your voice back to your computer, so that you can enjoy hands-free communication.

Pairing with your computer via ConnectClip

1. Ensure that ConnectClip is powered off. Press and hold the multi-button for approximately six seconds, until the power indicator is off.
2. Restart hearing aids
 - For hearing aids with disposable batteries, open and close the battery drawer.
 - For rechargeable hearing aids, put the hearing aids in the charger and take them out. Alternatively, press the lower button on hearing aids for 3s to turn them off and then for 2s to turn them on.
3. Turn ConnectClip on. Press and hold the multi-button for approximately ten seconds, until the power indicator shows steady green. ConnectClip will now search for your hearing aids. The status indicator will blink yellow.
4. Establish a connection. Place ConnectClip close to your hearing aids, at a maximum distance of 7-8 inches. A successful connection is achieved when the status indicator shows steady yellow.

Next, connect the ConnectClip to your computer

1. Turn on your ConnectClip. Press and hold the multi-button for approximately three seconds, until the power indicator shows a steady green light.
2. Establish a connection. Go to the Bluetooth menu on your computer. Select ConnectClip and connect.

The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Demant is under license. Other trademarks and trade names are those of their respective owners. Microsoft and Windows are trademarks of the Microsoft group of companies.

25-679800 1.5500-0380/02.25