

Guide for hands-free communication and direct streaming with Mac®

Do you enjoy listening to music, watching videos, or participating in audio or video calls on your Mac? Mac computers running macOS® 14 Sonoma or macOS 15 Sequoia or newer can connect directly to Oticon hearing aids and offer easy, hands-free communication or direct streaming via Bluetooth® Low Energy technology.

More control

Once a connection is established, you can control your hearing aid streaming settings, adjust microphone levels, and change hearing aid programs, as well as see the approximate battery level and connection status.

Compatibility and requirements

- Compatible hearing aids that support direct streaming and hands-free communication include Oticon Intent™, Oticon Real™, Oticon Own™ (with 2.4GHz Bluetooth® technology), Oticon More™, Oticon Play PX, Oticon Jet PX, Oticon Zircon, or future hearing aids with 2.4 GHz Bluetooth technology (requires Mac update macOS 14 Sonoma or later).
- Compatible hearing aids that support direct streaming include Oticon Opn™, Oticon Siya, Oticon Opn Play™, Oticon Opn S™, Oticon Ruby, Oticon Xceed, Oticon Xceed Play (requires Mac update to macOS 15 Sequoia or later). To enable hands-free communication on these hearing aids, a ConnectClip accessory is required.
- MacBook Pro® (2021 or later)
- MacBook Air® (2022 or later)
- iMac® (2023 or later)
- Mac mini® (2021 or later)
- Mac Studio® (2022 or later)
- Mac Pro® (2023 and later)

Before getting started

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

Pairing directly with your Mac

On your macOS computer, press the Apple® logo in the top left corner to open the Apple® menu.

1. Ensure Bluetooth® is turned on, then go to **System Settings > Bluetooth**
2. Select Hearing Devices. Go to **Accessibility > Hearing Devices**
3. Restart your hearing aids to put them in pairing mode. Your hearing aids will remain in pairing mode for three minutes. Your Mac should detect your hearing aids. Detected hearing aids will appear in Available Devices under Hearing Devices
4. Select your hearing aids by clicking **Connect**

NOTE: When you turn off your hearing aids, they will no longer be connected to your Mac. To connect again, turn on your hearing aids. The hearing aids will then automatically reconnect to your computer.

TIP: For easier access to hearing aid control, such as volume control through your Mac computer, you can add the **Hearing** menu as a shortcut to the Menu Bar and Control Center. On your macOS computer, open **System Settings** under the Apple menu and click on **Control Center**. Enable the shortcut under **Other Modules**.

Having trouble streaming sound from your Mac computer?

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 keyboards or Bluetooth mice.

1. To refresh the connection with your hearing aids, turn the Airplay button off and then on again.
2. Go to the **Control Center**.
3. Press the round **Airplay** button next to the slider under Sound.
4. Turn the **Airplay** button off and then on again.

For older devices

For older Mac computers and older Oticon hearing aids that only support direct streaming, you can connect using a ConnectClip. It offers two-way audio, meaning it can stream your voice back to your computer, so that you can enjoy hands-free communication with audio and video calls.

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 (or push button for Oticon Intent) on hearing aids for 3 seconds to turn them off and then for 2 seconds to turn them on.
3. Turn ConnectClip on. Press and hold the multi-button for approximately 10 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. On your ConnectClip hold down both the On/Off button and the Volume Up button at the same time for about 6 seconds until you see the LED blinking with a blue color. This will activate "pairing mode".
2. Establish a connection. Go to the Bluetooth menu on your computer. Select ConnectClip and connect.



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