

February 2022

Jabra Tech Tip: Connectivity with Android 12

Following the recent Android 12 update, some patients reported issues with streaming and reconnecting their hearing instruments, specifically with one of the hearing instruments disconnecting and not being able to reconnect. When this happens, it can appear that both hearing instruments are still connected when looking at the smartphone's Bluetooth menu.

The connection challenges are not related to Jabra hearing instruments or the app, but rather Android connectivity protocol between the smartphones and the hearing instruments. Hearing instruments that support Android Streaming for Hearing Aids (ASHA), including Jabra Enhance Pro PM, may be impacted by the Android 12 update.

While Jabra engineers are investigating and working to resolve the issue in parallel with Android providers, we recommend patients do not update their smartphone to Android 12.

If a smartphone is already running Android 12, the options below may provide temporary workarounds until a permanent resolution is in place. Begin with option one and attempt next suggestions if the prior is not successful.

1. Restarting the mobile device (restarting the phone daily is a best practice recommended for all users).
2. Toggle Bluetooth off/on
3. Disable/re-enable audio streaming to hearing aids

The screen shots on the following page provide additional support for the suggested temporary workarounds.

Manufacturer according to FDA:

GN Hearing
8001 E. Bloomington Freeway
Bloomington, MN 55420 USA
1-800-882-3636

Manufacturer according to Health Canada:

ReSound Canada
2 East Beaver Creek Road, Building 3
Richmond Hill, ON L4B 2N3 Canada
1-833-583-2615

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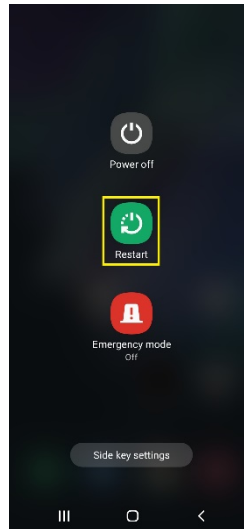
Samsung

Restarting Mobile Device

Press and hold power and volume down buttons

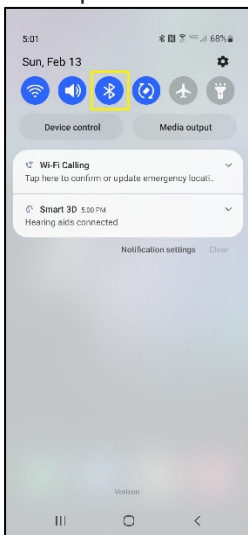


Select **Restart**

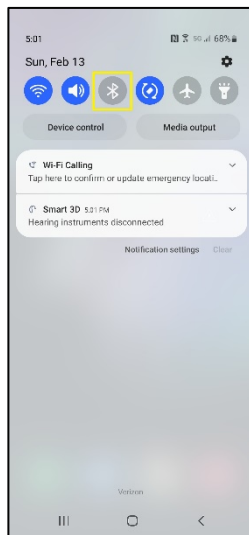


Toggle Bluetooth off and on

Swipe down from the top and tap **Bluetooth**



Bluetooth will be disabled



To re-enable, tap **Bluetooth** again.



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Manufacturer according to Health Canada:

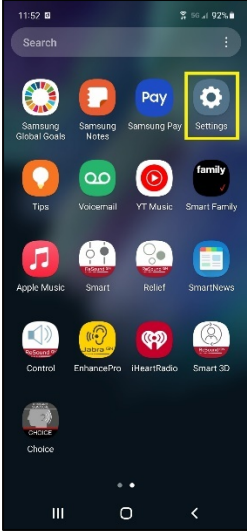
ReSound Canada
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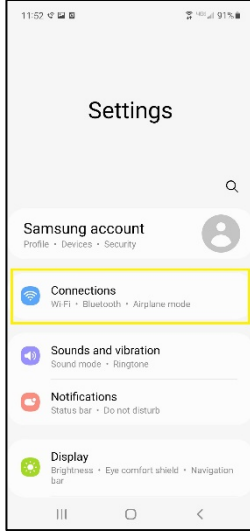
Samsung

Disable and re-enable audio streaming

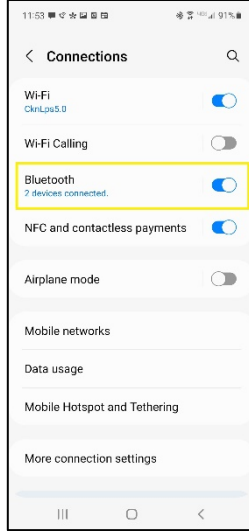
Go to Settings



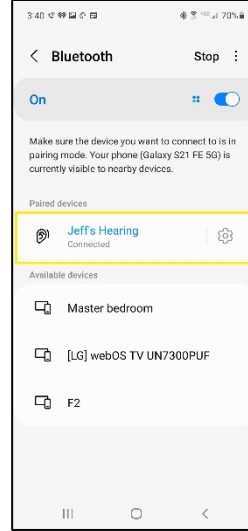
Connections



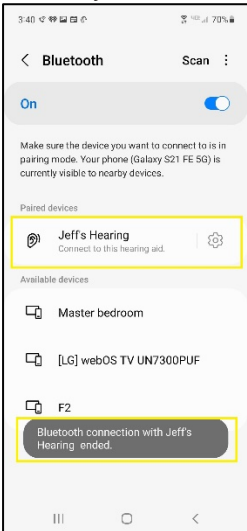
Bluetooth



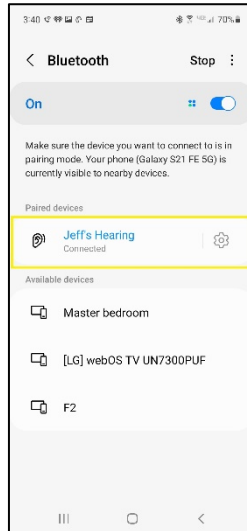
Tap on the hearing aid ribbon



Text should change from blue to gray and may indicate connection has ended



To reconnect, tap on the hearing aid ribbon and text should change back from gray to blue.



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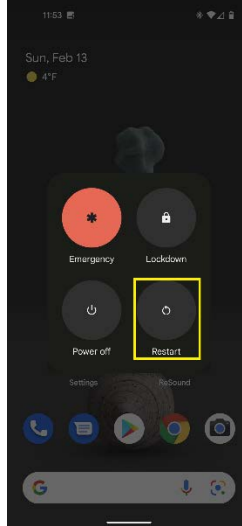
Google Pixel

Restarting Mobile Device

Press and hold the power button

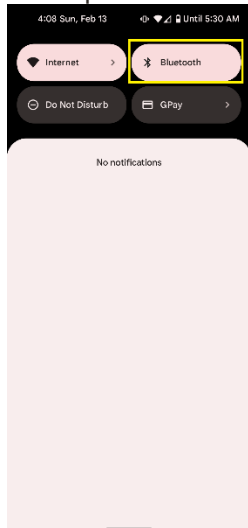


Select **Restart**

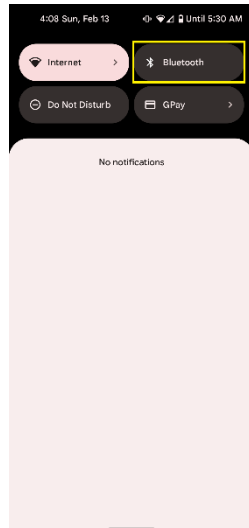


Toggle Bluetooth off and on

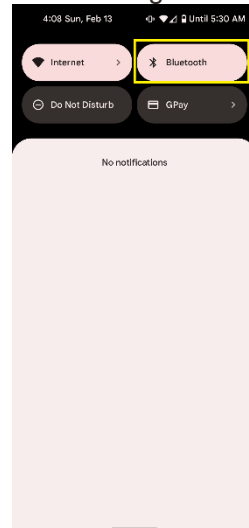
Swipe down from the top and tap **Bluetooth**



Bluetooth will be disabled



To re-enable, tap **Bluetooth** again



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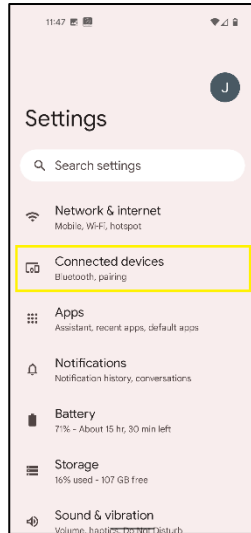
Google Pixel

Disable and re-enable audio streaming

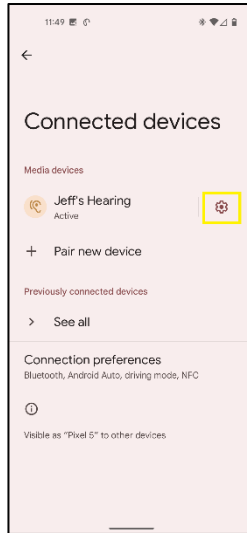
Go to Settings



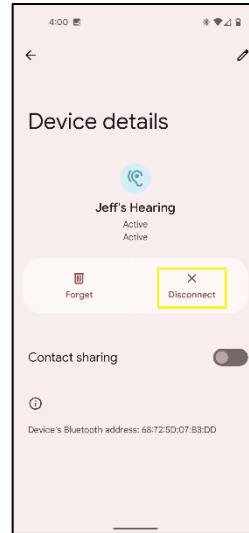
Connected devices



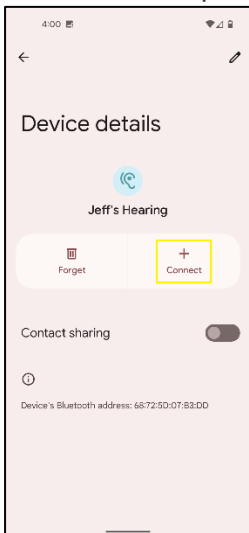
Tap on the gear icon



Click **Disconnect**



To reconnect, tap **Connect**



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