

# QUICK START GUIDE

## Audio Streaming for Bluetooth Hearing Aids with Fire TV Cube

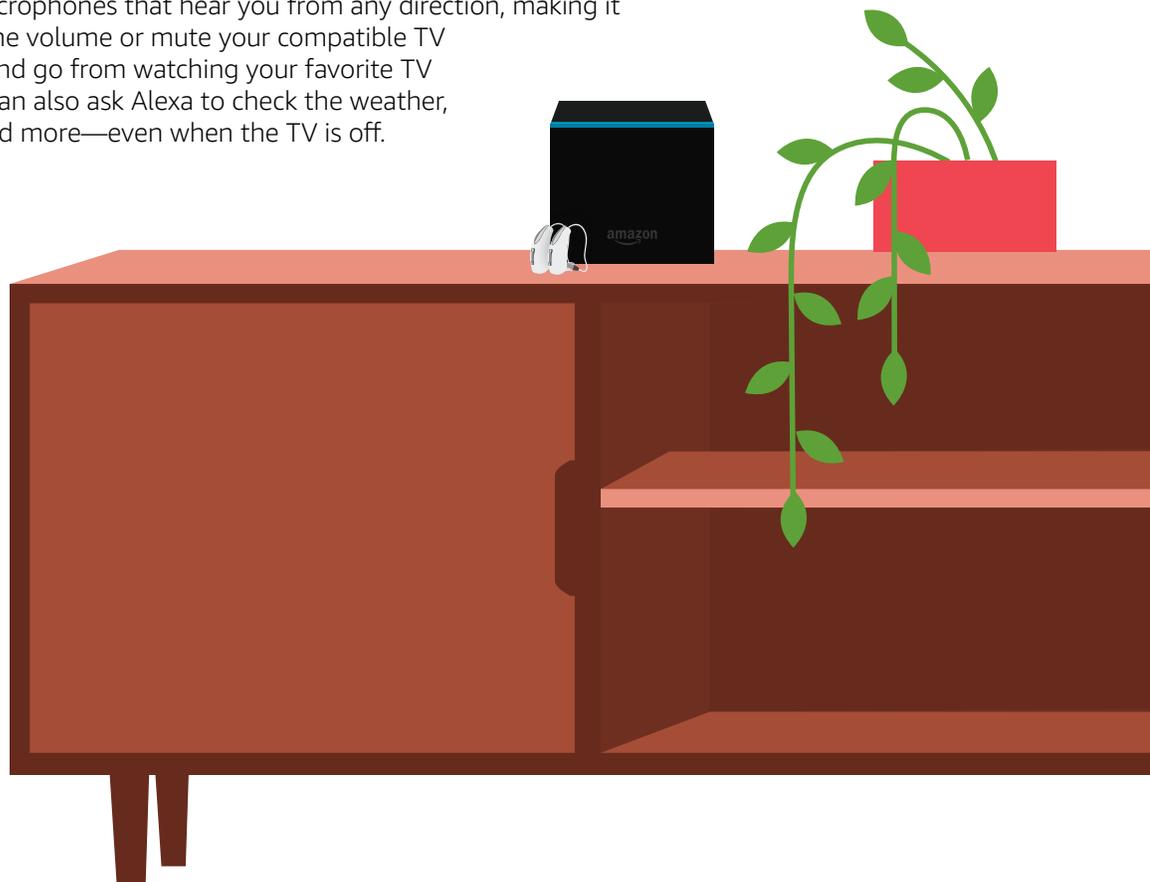
### INTRODUCTION

Fire TV Cube (2nd Gen) now support audio streaming with compatible Bluetooth hearing aids for a private listening experience. With this feature, audio from all of the movies, TV shows, and other programming you enjoy on Fire TV will be heard only through your compatible hearing aids. This guide will walk you through the setup process for Fire TV Cube (2nd Gen).



### MEET FIRE TV CUBE

Fire TV Cube (2nd Gen) is a fast, powerful 4K streaming media player with hands-free voice control with Alexa. It lets you access your favorites from Netflix, Prime Video, Disney+, YouTube, and more—plus listen to millions of songs. Subscription fees may apply. Fire TV Cube has 8 microphones that hear you from any direction, making it easy to ask Alexa to adjust the volume or mute your compatible TV or soundbar. Switch inputs and go from watching your favorite TV show to the big game. You can also ask Alexa to check the weather, set timers and reminders, and more—even when the TV is off.

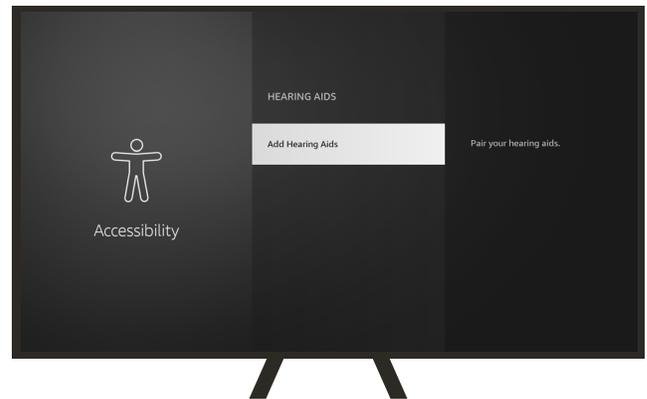


# HOW TO PAIR BLUETOOTH HEARING AIDS TO FIRE TV CUBE

**Note:** For an optimal experience, you should be connected to a 5GHz Wi-Fi network. You should also be within 10 feet of your Fire TV device and make sure that it is unobstructed.

*It's also important to note that Bluetooth hearing aids can only be connected to one device at a time. More on that below.*

- 1 When pairing your Bluetooth hearing aids with your Fire TV device for the first time, navigate to **Settings** on the Fire TV Main Menu bar.
- 2 Scroll down to **Accessibility**, select **Hearing Aids**, and then **Add Hearing Aids**.
- 3 Instructions on how to pair your Bluetooth hearing aids will appear.
- 4 Disconnect your hearing aids from other devices such as your phone or your tablet. You can do so by temporarily turning off Bluetooth on all other devices.
- 5 Put your hearing aids in pairing mode per manufacturer's instructions.  
*For example, you may have to open and close the battery door. Or, if the batteries are rechargeable, briefly place your hearing aids in the charging case then remove them.*
- 6 After completing these steps, click **Next** in the Fire TV menu to trigger a search for your hearing aids.
- 7 If you use two hearing aids, you should see both of them listed. Note that they might have the same name, but you'll still need to pair them separately. Select one and begin the pairing process.
- 8 Pairing will take a few moments. When complete, you'll be alerted that your hearing aid is paired successfully.
- 9 You will then be prompted to pair a second hearing aid. To do so, repeat the process for pairing the first hearing aid.
- 10 If you only have one hearing aid, you only need to go through the pairing process once.
- 11 Once your hearing aids are paired, you can make adjustments to them in **Settings** or **Quick Settings** by pressing and holding the Home button.



# HOW TO USE BLUETOOTH HEARING AIDS WITH FIRE TV CUBE

## VOLUME CONTROL

- 1 You can use your remote's volume controls to adjust the streaming volume on your hearing aids at any time.

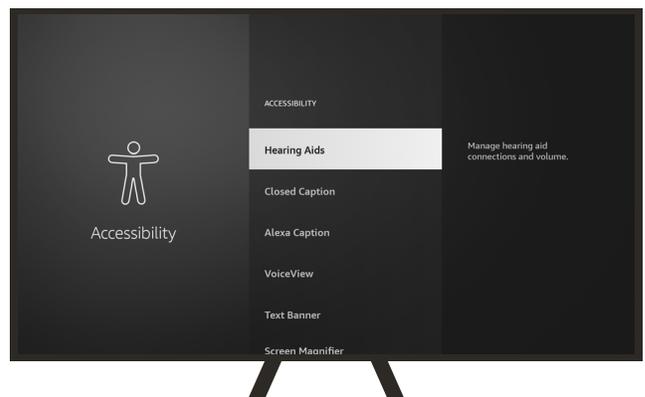
## TEMPORARILY DISCONNECTING YOUR HEARING AIDS TO TAKE A PHONE CALL

- 1 If you want to use your Bluetooth hearing aids with another device (such as your phone), pause the program you're watching, then turn the Bluetooth setting on your smartphone or tablet back on.
- 2 Now disconnect your hearing aids from your Fire TV through Quick Settings by pressing and holding the Home button. Navigate down to **Hearing Aid Options**, and click **Disconnect**.
- 3 Since your hearing aids are always in search of a Bluetooth connection, they will quickly reconnect with your smartphone or tablet or appear on their list of available devices.
- 4 Once you're reconnected, you'll be able to take your call.
- 5 When you've finished your call and wish to return to your Fire TV program, turn off Bluetooth on your smartphone or tablet.
- 6 Then go back to Quick Settings by pressing and holding the home button on your remote control and navigate down to the bottom of the screen to click on **Connect**.



## TROUBLESHOOTING

- If you find that one or both of your hearing aids aren't working, it's possible they didn't pair correctly. You'll need to start the pairing process over again.
- Remember that Bluetooth hearing aids can only be connected to one device at a time, so if you don't see your hearing aid listed, make sure they are disconnected from other devices.
- It's also important to remember that you should be within ten feet (or 3 meters) of your Fire TV device to be able to pair with the Bluetooth hearing aids. Try moving a little closer.





Scan the QR code for Fire TV Cube setup support or navigate there via [amazon.com/firetvsupport](https://www.amazon.com/firetvsupport).

For more information and troubleshooting on Fire TV and the audio streaming for hearing aids, go to [www.amazon.com/help/firetv/accessibility](https://www.amazon.com/help/firetv/accessibility).

For more information and troubleshooting your Starkey hearing aids go to [www.starkey.com/support/get-help](https://www.starkey.com/support/get-help). For Audibel hearing aids go to [www.audibel.com/hearing-aid-use-and-care](https://www.audibel.com/hearing-aid-use-and-care).

For a list of Bluetooth hearing aids that Fire TV Cube supports, go to [www.amazon.com/help/firetv/accessibility](https://www.amazon.com/help/firetv/accessibility).

