



Hard of Hearing

Connecting Hearing Devices to Audio During Telehealth Video Meetings

Hearing device connectivity options help to overcome interference from background noise and improve audio clarity during video meetings including telehealth appointments. If you have any questions about how to connect your device, please ask your audiologist or hearing instrument specialist for assistance. If your device cannot be connected, ask about a specific program on your hearing device that would be helpful for video calls. **The use of the term “hearing device” throughout this document typically refers to a hearing aid or cochlear implant.**

Made for Android (MFA) Hearing Aid or Cochlear Implant:

- Technology inside the hearing device connects wirelessly to compatible Android products, which stream sound directly to hearing devices
- Please click on [made for Android hearing aids link](#) to learn more

Made for iPhone (MFi) Hearing Aid or Cochlear Implant:

- Technology inside the hearing device connects wirelessly to compatible Apple products, which stream sound directly to hearing devices
- Please click on [made for iPhone hearing devices link](#) to learn more

Wireless Streamer:

- Wirelessly relays a sound signal from an audio source to a hearing device
- Typically, a streamer is brand specific (only works with same brand hearing device)

Telecoil (T-Coil)

- A small coil of wire inside a hearing device that picks up a sound (signal) from a [hearing loop](#) which is connected to a device such as a laptop or phone and sent directly to listener’s ear
- Types of loops include neckloops, room loops, countertop loops and mat loops

Direct Audio Input to Hearing Device:

- Improves hearing by connecting a cable directly from the hearing device to the audio source
- Might require a special connector, such as a "[boot](#)", to attach to the hearing device and cable
- Please click on [direct audio input link](#) to learn more

Smartphone Apps:

- These apps are made specifically for the hearing device by the device manufacturer which can be downloaded from your device app store
- Give users more control over their hearing device’s sound than the controls on the device itself

Device Updates:

- Make sure your device, app and platform software are all up to date

To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.



This document was developed through a collaborative process involving the National Consortium of Telehealth Resource Centers.

