

Connected with Care

Phone Setup for Hearing Impairments

Smartphones are essential in today's world, but for those with hearing impairments, using them can be challenging. Fortunately, most smartphones have built-in accessibility features to help users navigate their devices more comfortably.

This guide will show you how to adjust your loved one's phone for their needs, with instructions for both iPhones and Android devices. While settings may vary slightly depending on the model, this guide will give you a clear overview of the available features and how to use them.

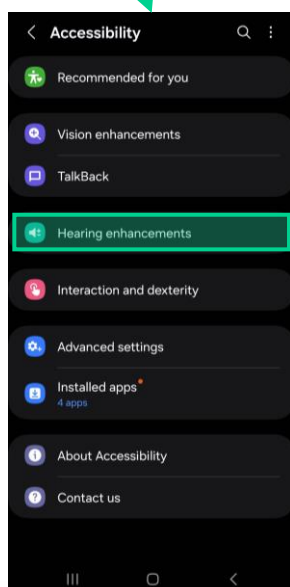
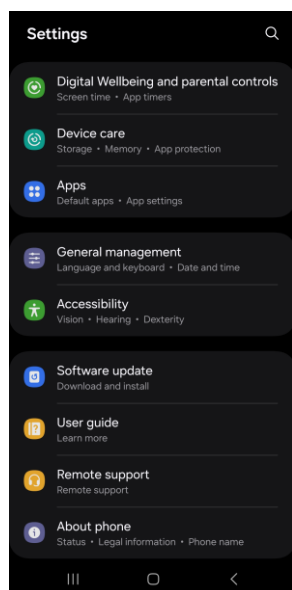
We hope this guide helps your loved one get the most out of their phone and live a more independent, fulfilling life.



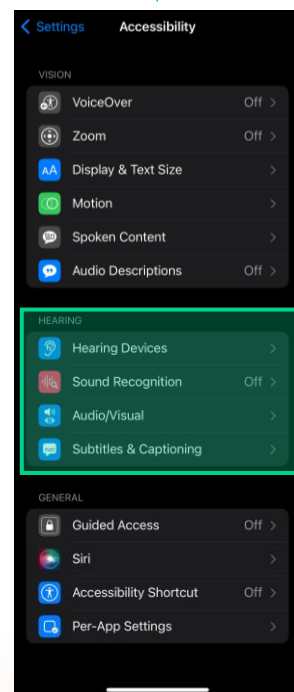
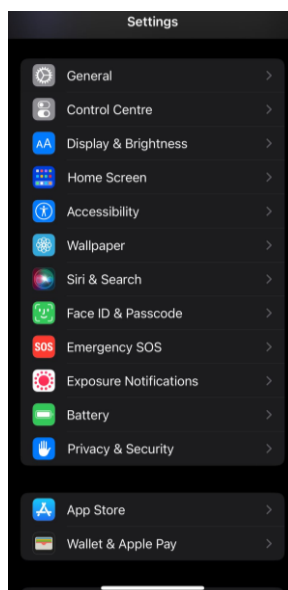
How to access the features

Go into the settings app and look for an 'accessibility' button. If you cannot locate it, try using the search bar or looking for 'additional settings'.

Android



iPhone



Android hearing accessibility settings

Live Transcribe

This feature **converts spoken words into text** on your screen in real-time, helping users follow conversations easily by displaying captions of everything being said. It can also alert your loved one when their name is being spoken and features **a search tool to remind them about a past conversation**.

Live Caption

Live Caption automatically captions media on your loved one's device - like videos, podcasts, and audio messages - even without internet. You can also turn on live captions for phone calls. It allows you to choose caption languages, adjust the size and style, and decide where they appear on the screen.

Sound Notifications

This feature **provides visual or vibration alerts** for important sounds like doorbells, sirens, or baby crying, **helping users stay aware of their surroundings**. It also lets you record specific sounds of appliances in your loved one's home, to make sure they are notified when, for example, the laundry is done or the microwave pings.

Adapt Sound

Adapt Sound customises audio based on your loved one's hearing **by running a simple hearing test** and adjusting the sound output accordingly. It fine-tunes the pitch and tone of media to make it easier for the person you care for to hear and enjoy content more clearly at home.

Mute All Sounds

Mute All Sounds **silences all sounds** on the phone, including notifications, calls, and media, **providing a quiet environment** when needed.

Mono Audio

Mono Audio **combines stereo audio into one channel**, so all audio is played through both earbuds or speakers, making it easier for users with hearing loss in one ear.

Connected Audio

Connected Audio **routes audio to Bluetooth devices** or other connected audio systems, allowing your loved one to **hear phone sounds through speakers, hearing aids**, or other supported devices.

iPhone hearing accessibility settings

Hearing Devices

This setting allows you to **connect and configure compatible hearing aids**, cochlear implants, or other Bluetooth audio devices to your iPhone. Once connected, **your iPhone routes audio through these devices**, providing a more enhanced and personalised listening experience, making it easier to hear phone calls, media, and notifications.

Sound Recognition

Sound Recognition **uses your iPhone's microphone to listen for specific sounds** in your environment, such as a doorbell, siren, baby crying, or a smoke alarm. When it detects one of these sounds, it sends you a notification, helping you stay aware of important sounds even if you can't hear them clearly.

Audio/Visual

The Audio/Visual accessibility settings **offer options to adjust your loved one's iPhone's audio and visual notifications** to better suit their needs. For example, you can enable flashing lights for incoming calls or alerts, use visual cues for notifications, or adjust the volume balance to prioritise one ear. These features **make it easier to stay informed with both auditory and visual indicators**, ensuring that the person you care for doesn't miss important alerts.

Subtitles and Captioning

The Subtitles and Captioning feature **allows you to turn on subtitles or closed captions** for media content on your iPhone, such as videos, movies, and TV shows. You can customize the appearance of captions, including adjusting their font size, colour, and style, making them easier to read.



Useful mobile apps

There are many helpful apps you can download to support your loved one. Some are designed to improve communication or provide comfort, while others focus on safety—especially in emergencies. While this guide highlights only a selection, all the apps featured here are free and available on both the App Store and Google Play.

Relay UK

Relay UK is a service that **helps people who are deaf, hard of hearing, or have speech difficulties communicate over the phone**. It connects users with a relay assistant who acts as an intermediary, converting spoken words into text or vice versa. This service is available via textphone, smartphone apps, or online platforms, allowing individuals to make calls or send messages with ease. Relay UK supports inclusive communication, **offering access to a variety of communication methods** for those with specific needs.

TapSOS

TapSOS is an emergency app **that lets users contact emergency services without speaking**. It allows them to create a personal profile with medical details and uses GPS to share their location. In an emergency, users tap icons to report what's happening, and the information is sent to emergency services via SMS. **Setting it up in advance ensures help can be requested quickly** when it's needed most.

SoundPrint

SoundPrint is an app that helps users check noise levels in different places. If your loved one prefers quieter, less crowded environments for easier conversations, they can use the app to find venues with lower noise levels ahead of time - **helping them avoid distractions** and feel more comfortable.

Bright BSL

If your loved one has recently lost their hearing and chosen British Sign Language (BSL) as their primary way to communicate, **this app is a great companion to traditional learning**. It offers a user-friendly interface, clear explanations of each sign's meaning, and includes quizzes and flashcards to make learning more engaging and effective.



Notes

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