

C1.2 (Android) - Hearing Assistance Instructions

Connecting hearing aids or earbuds to Westminster's sanctuary sound system - Android



1. From your phone's **Wi-Fi settings** (where you would connect to a new Wi-Fi network), select [Hearing Assist](#). The password is Church2343@
Use Hearing Assist instead of the church's main Wi-Fi (Westminster Guest).

2. install "**WaveCAST Audio Receiver**" using QR code at right, or search for WaveCAST in the Google Play Store. Look for the below icon, (subtitled as from Williams Sound, LLC):



Upon starting that app, it will offer instructions.
Skip those and do this instead:



3. **Open** the WaveCAST app. Press **Skip**. You'll see a page like this →
If Westminster is not listed, press and hold in the middle of the screen, then pull down & let go to refresh. Then you should see "Westminster Sanctuary" on the screen, like the figure shown at right. Tap on that. You may need to close the app and re-open it after you have taken step 1 above. Always use the latest version of the mobile app.



4. Move the WaveCAST app's volume slider to the right to get the maximum volume. Control the actual volume through the hearing aid app on your phone.

6. If you hear a **delay** or echo, try using your hearing aid app's controls to turn off or down sounds other than the WaveCAST input (may be called ambient, background, environment, or surroundings).

7. **Close** the WaveCAST app after church so that your hearing aids don't revert to a Bluetooth speech setting, which can distort your hearing.

For subsequent use:

Reconnect to the Hearing Assist Wi-Fi network (may be automatic), restart the WaveCAST app, (refresh at lower left if needed), tap on the Westminster channel, and adjust volume.

Troubleshooting:

1. If audio stops unexpectedly, check your phone's Wi-Fi settings to ensure that you are still on the Hearing Assist network; if this happens again, configure your phone so that it does not automatically connect to Westminster Guest. Tell your phone to "forget" the Westminster Guest network through Settings...Connections...WiFi. (Hearing Assist Wi-Fi provides internet access too).

2. If worship service audio is interrupted when you receive a text message or get system notifications on your phone: adjust your phone's notification settings or temporarily put your phone on Do Not Disturb. Consider scheduling a Do Not Disturb for every Sunday from 11:00 am to 12:15 pm (or 8:30 to 9:45). (Settings, Focus, Do Not Disturb, Add Schedule.)

3. If the App opens, but says "No channels Detected," or clicking on our channel produces no audio: Enable Network Permissions for the WaveCAST App, then Reopen the app and/or reboot the device.

4. Other problems or questions: Text Rick Belzer @ 703-200-4260.