



# Weill Cornell Medicine

## Hearing & Speech Center

### Hearing Device Connectivity Support Hotlines

We suggest taking advantage of these dedicated patient support hotlines for your smart phone/hearing device connectivity needs. Such questions they can assist with are pairing, App function/use, and general device troubleshooting. If you need additional support please reach out to our hearing instrument specialist Amanda at [arg4003@med.cornell.edu](mailto:arg4003@med.cornell.edu) or your dispensing audiologist by phone or e-mail.

<b>Manufacturer</b>	<b>Phone Number/ E-Mail</b>	<b>Hours of Operation</b>
<b><i>Advanced Bionics</i></b>	1 (661) 362-1676 <a href="mailto:CustomerService@AdvancedBionics.com">CustomerService@AdvancedBionics.com</a>	7am-7pm
<b><i>Cochlear</i></b>	1 (800)483-3123 <a href="mailto:Customer@cochlear.com">Customer@cochlear.com</a>	8am-8pm / 10am-2pm Saturday
<b><i>Med-El</i></b>	1 (888) 633-3524 <a href="mailto:customerservice@medel.com">customerservice@medel.com</a>	8am-8pm
<b><i>Oticon</i></b> <b><i>Oticon Medical</i></b>	1 (855) 400-9766 1 (888) 277-8014	8am- 7pm
<b><i>Phonak</i></b>	1 (800) 679-4871	9am-6pm
<b><i>ReSound</i></b>	1 (888) 735-4327	8am-7pm
<b><i>Signia</i></b>	1 (800) 350-6093	7am-7pm
<b><i>Starkey</i></b>	1 (800) 721-3573	9am-6pm
<b><i>Unitron</i></b>	1 (866) 230-0115	9am-6pm
<b><i>Widex</i></b>	1 (844) 497-8844	9am-5pm