

Using Your Phone with a Hearing Aid Device

Your Sprint PCS® phone has been tested for hearing aid device compatibility. When some wireless phones are used near some hearing devices (hearing aids and cochlear implants), users may detect a buzzing, humming, or whining noise. Some hearing devices are more immune than others to this interference noise, and phones also vary in the amount of interference they generate.

The wireless telephone industry has developed ratings for some of their mobile phones, to assist hearing device users in finding phones that may be compatible with their hearing devices. Not all phones have been rated. Phones that are rated will have the rating on the box. **Your [insert phone model here] has an [insert rating here] rating.**

Note: Phones rated M3 or M4 meet FCC requirements and may generate less interference to hearing devices than phones that are not labeled. M4 is the better/higher of the two ratings.


The ratings are not guarantees. Results will vary depending on the user's hearing device and hearing loss. If your hearing device happens to be vulnerable to interference, you may not be able to successfully use a phone that has been tested and rated as Hearing Aid compatible. Trying the phone with your hearing device is the best way to evaluate it for your personal needs. Should you experience interference when using your [insert phone model here] with your hearing device, Sprint suggests you promptly return the phone to the store. With the Sprint 14-day Risk-Free Guarantee you may return the phone within 14 days of purchase for a full refund. Sprint further suggests you experiment with multiple phones (even those not labeled with an M3 or M4) while in the retail store to find the one that works best with your hearing device

Hearing devices may also be measured for immunity to this type of interference. Your hearing aid device manufacturer or hearing health professional may help you find results for your hearing device. The more immune your hearing aid is, the less likely you are to experience interference noise from wireless phones.

Getting the Best Hearing Device Experience with Your [insert phone model here]

One way to minimize interference is to set the phone's Display and Keypad backlight settings to ensure the minimum time interval.

To ensure the minimum interference for your display and keypad backlight, follow these steps:

1. Press  to access the main menu.
2. Select **Settings**.
3. Select **Display**.
4. Select **Backlight**.
5. Select your desired menu.
6. Select the minimum time interval setting.