

Use Case

Your Deaf or Hard of Hearing (DHH) child is at home doing their lessons for online/virtual learning. They are able to connect to the computer directly with their Bluetooth-enabled hearing aids or with their streaming accessory but then you realize when they do that, you can't hear over the computer speakers anymore! What are your options? You want to make sure they can hear optimally but you also want to monitor what they are hearing so you can ensure comprehension or at least let their teachers know if they appeared to be having hearing difficulty.

Solution for Mac users

BLUETOOTH DIRECT HEARING AIDS SUCH AS

- [Phonak Marvel](#)
- [Advanced Bionics CI 90 with CI Connect](#)

OR A WIRELESS, STREAMING ACCESSORY SUCH AS

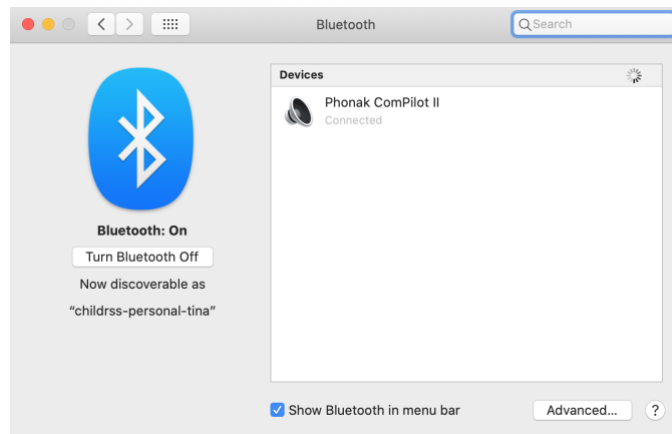
- [Phonak](#) (ComPilot, TV Connector)
- [Oticon](#) (ConnectClip [used with Bluetooth dongle and [Oticon Opn or Oticon Opn Play](#)], Connect Line, Streamer Pro)
- [Cochlear](#) (MiniMic 2, MiniMic 2+, Phone Clip)
- [ReSound](#) (MiniMic, MultiMic)
- [MED-EL](#) (AudioLink)

Steps

The basis for this solution comes [this post](#). Many thanks to Dr. [Tilak Ratnanather](#) and [Rachit Kumar](#) for pointing me in the right direction with their thoughts on a possible solution!!!

*****If you are not comfortable with changing settings on your computer, please be sure to consult with someone who can follow these steps.*****

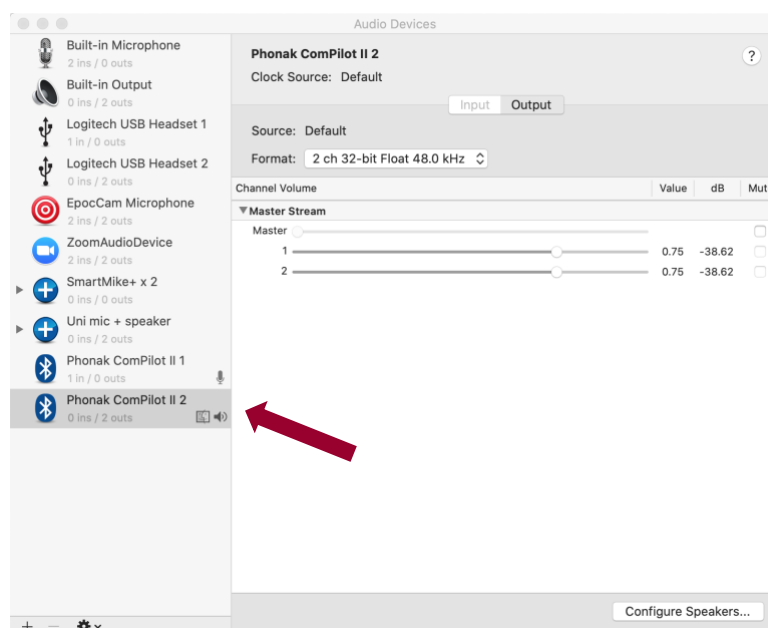
1. Connect your Bluetooth direct hearing aids or cochlear implants or Bluetooth accessory (e.g., streamer or Bluetooth amplified neck loop) to your computer.



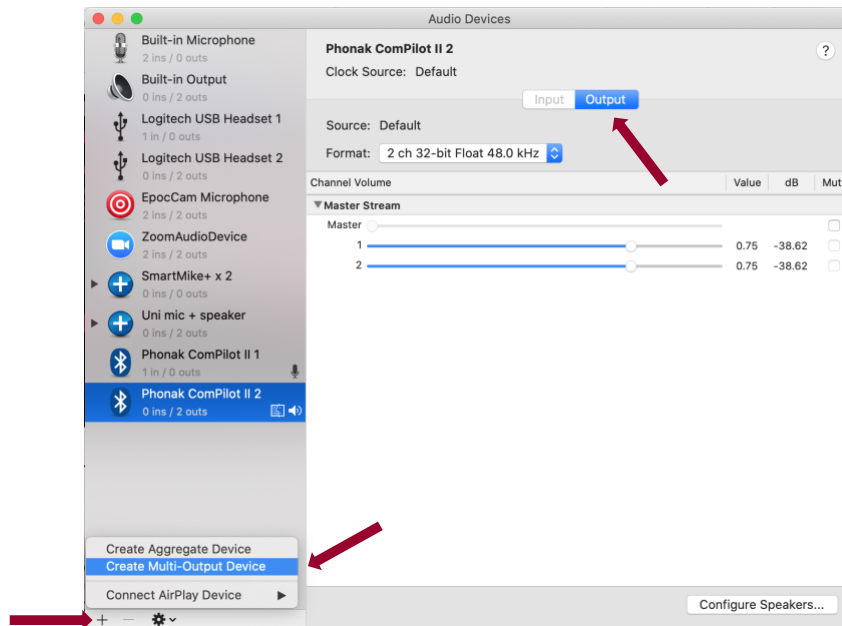
2. Press Command+(Space Bar) and type “Audio MIDI Setup” in the Spotlight Search



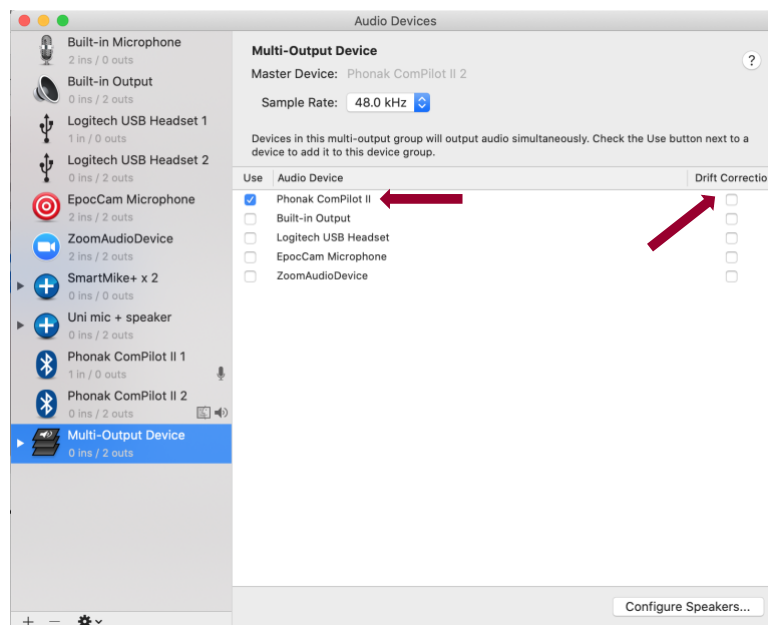
3. An “Audio Devices” window will open up and you’ll a list of devices on the left half of the window. Make sure you see your hearing/Bluetooth device(s) in that list.



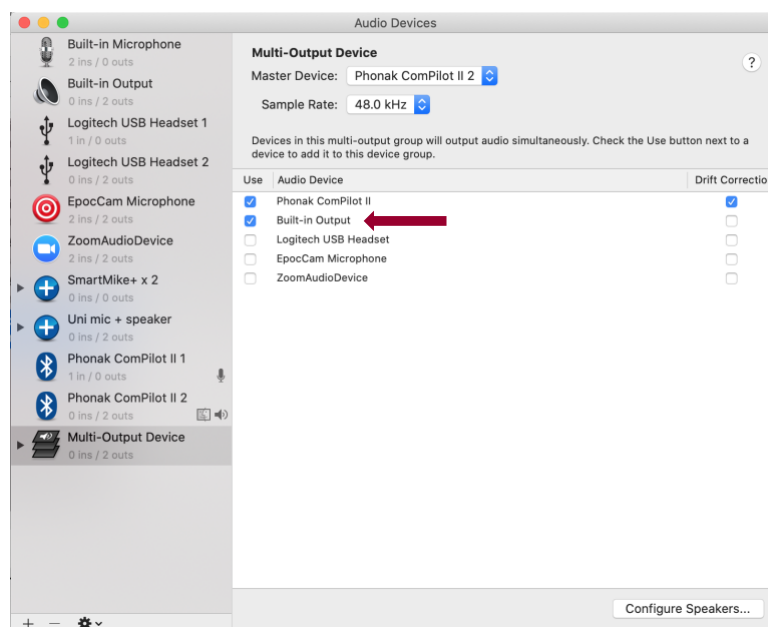
- Click on Output and then on the “+” in the bottom left-hand corner and select “Create Multi-Output Device” in the drop-down menu.



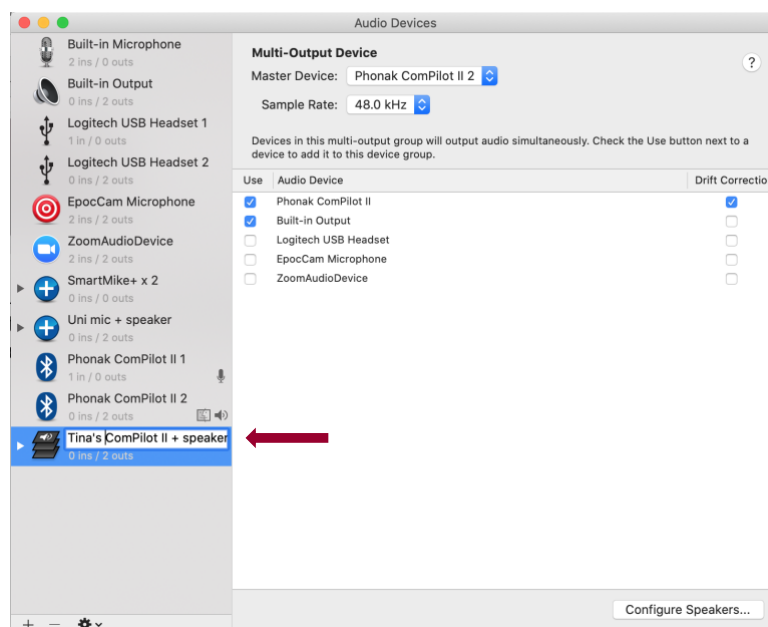
- On the right-side, click on the box next to your already paired hearing device(s). If you notice an echo, you'll want to go back and click on the “Drift Correction” box as well.



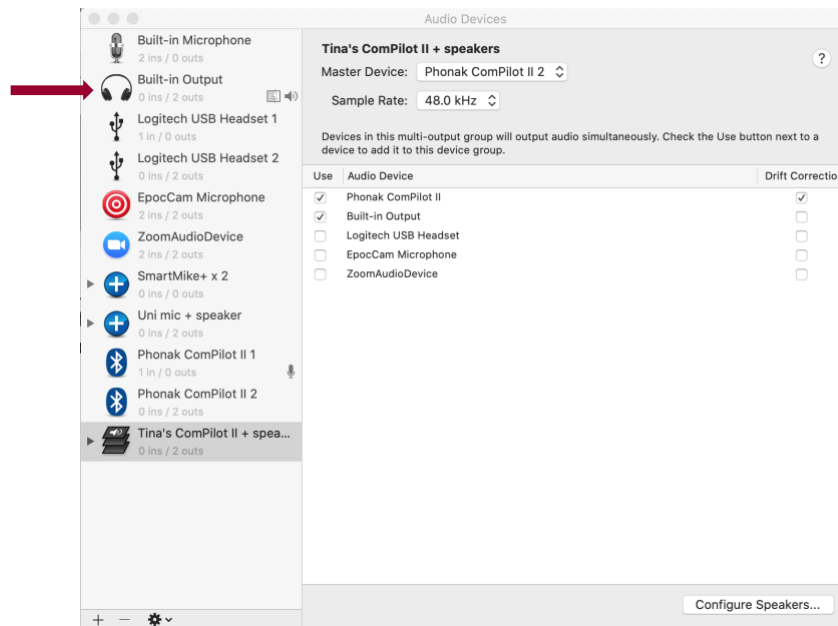
6. Make sure that “Built-in Output” is checked (sometimes it becomes unchecked).



7. Optional but you can go back to the left-hand side and change the name from “Multi-Output Device” to whatever you want. Click on the box and white, editable box will appear. If you rename, I would suggest one that uses the “(name of your child’s device) + speakers” so it’s clear which output you’re using.



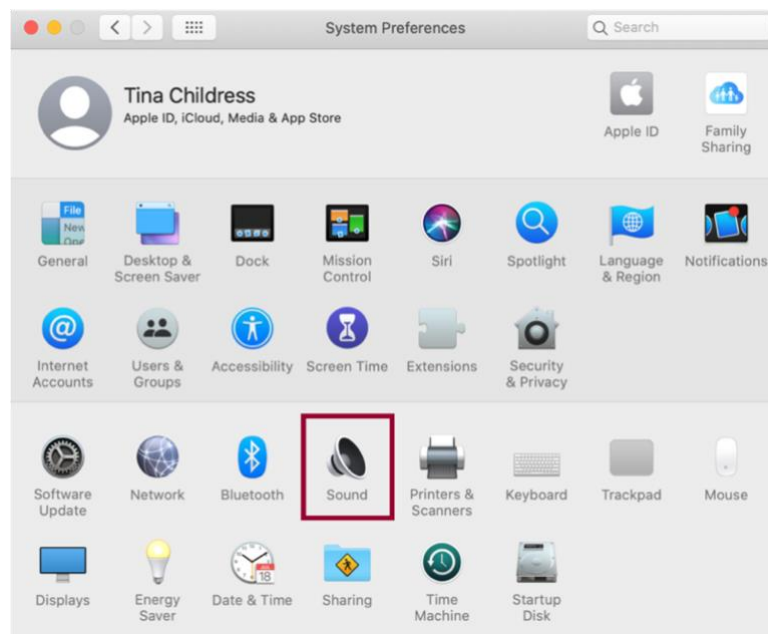
In playing around with this, I realized that the “Built-in Output” icon would change from a speaker (representing the internal computer speakers) to headphones (if headphones were plugged in).



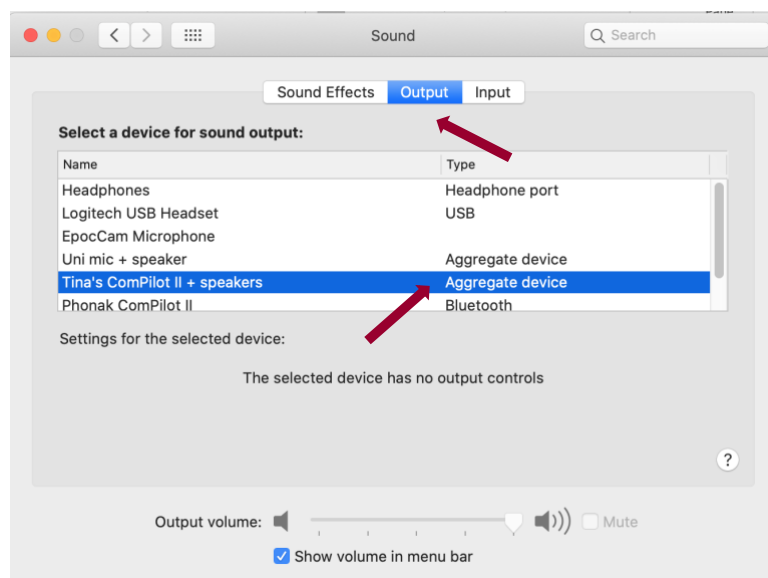
8. Now you're going to go to System Preferences for your computer.



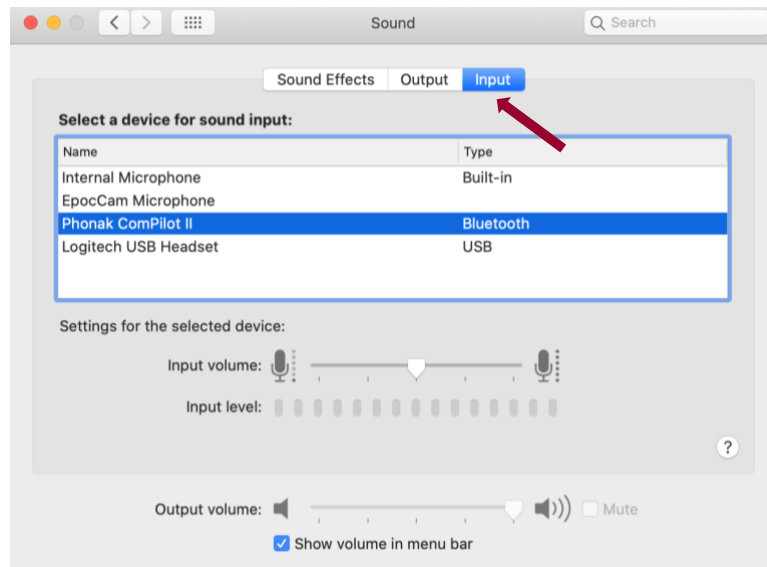
9. Click on “Sound”.



10. Go to the Output tab and click on the name that you designated. Under “Type”, it should say “Aggregate device” which means that it’s a combination of two devices.



11. Go to the Input tab. Here you have the choice to have your child talk into the “Internal Microphone” on the computer or you can have them talk into the Bluetooth device. For younger children, I would recommend internal microphone and for older children/adults they can talk into their Bluetooth accessory.



TIP: A quick way to check your Output source is to view the drop-down menu from the Volume icon.



That’s all there is to it! Now, when your child/student is on the computer and you want to hear what they hear, you should be able to hear it through their computer speakers or if you plug in headphones.