

Connect AirPods Max

Follow these steps to connect AirPods Max to an iPhone which is enrolled in DCOTA. Ensure persistent Bluetooth connection (steps 8-10).

1. Hold iPhone near AirPods Max.

Note: A white blinking light indicates discoverable on right headphone near lightning port.



2. Either scan the device serial number from Settings or the Hello Screen or Tap **Manual Entry**.
3. Press and Hold the Noise Control button > tap **Connect**.
4. For Noise Control or Media Control tap **Skip**.
5. When asked to Set Up "Hey Siri", tap **Not Now**.
6. Tap **Don't Announce Messages**.
7. Tap **See & Hear How It Works** (with headphones on your head) > tap **Turn On for Supported Videos** > tap **Done**.

8. While the Screensaver is running, press and hold the top right corner of the screen with **3 fingers for 5 secs**, mirroring the above blue dots to show the Hidden Menu.



9. In the hidden menu, Tap **Bluetooth > Bluetooth Settings**

10. Tap **OK**.

Note: The AirPods Max connection will persist during nightly refresh.



AirPods Max Troubleshooting

Step/Screen	Action
Put on headphones	automatically attempts to connect
Turn on Bluetooth	go to Settings > Bluetooth
Make AirPods Max discoverable	Press and hold Noise Cancellation button
Click iOS device power button and reopen	Hold AirPods Max close to display nearby card
Bluetooth pairing in settings	go to Settings > Bluetooth Tap AirPods Max
Error: Connection Unsuccessful (device displays but does not connect)	All Devices: in Settings > Bluetooth: tap info button, choose Forget This Device All Devices: Follow Connect AirPods Max steps on Page 2 DCOTA devices only: Save Bluetooth settings as directed on page 3