



# Bluetooth® Troubleshooting Guide.

A Sonova brand

**PHONAK**  
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# What is Bluetooth?

Bluetooth was initially developed as a secure communication for the military. It is a radio signal that uses standard protocols so different devices can communicate with each other.

The frequency band it uses is license exempt, meaning it can be used anywhere without having to pay a fee to the local regulator. Any company that manufactures Bluetooth device joins an organisation that regulates these standards. This is called The Special Interest Group or (SIG) as it is commonly known.

There are approximately 14 billion Bluetooth devices currently in use. As such it is inevitable that conflicts may occasionally occur. This document is designed to help you to identify a set up issue or if you have a hardware conflict that cannot be resolved. Whilst it cannot cover every scenario, If you follow these initial stages it will hopefully reduce the likelihood of trying to connect incompatible devices.

# Primary and Secondary Relationship.

There are two basic types of Bluetooth devices. A Primary or a Secondary.

## Primary Device

- The Primary Device will always control the relationship. A Primary could be a computer, phone or TV (the item that can transmit a signal).
- A Primary can be paired with a Secondary or another Primary

## Secondary Device

- A Secondary Device is the item without control in the relationship. A Secondary could be a hearing aid, headphones or a printer (the item that receives the signal)
- A Secondary can only be paired with a Primary



PRIMARY



PRIMARY      SECONDARY



SECONDARY

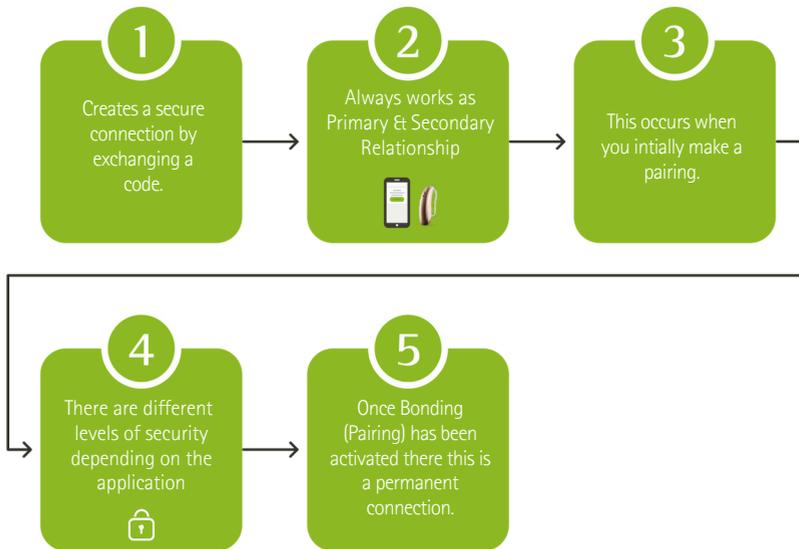


PRIMARY      SECONDARY

# The Bonding Process.

Before any Bluetooth system can be used they must be paired to each other. This sends a unique code from one device to the other. This is called the bonding process.

This code will be remembered by the devices so they can communicate in the future.

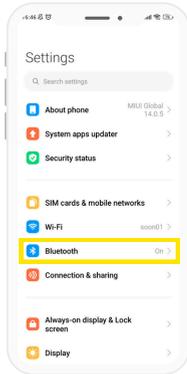


# Process of Pairing for Calls & Streaming.

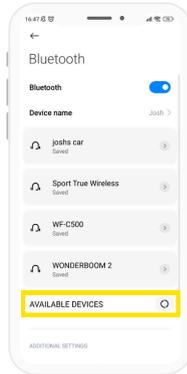
To connect Bluetooth enabled hearing aids for calls and media streaming, please follow the instructions below:



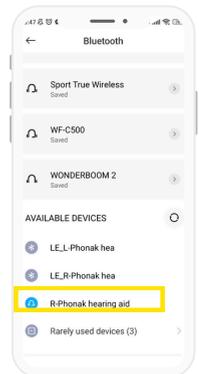
**Quick Access Menu:**  
At the top of your phone pull on the screen to access the quick settings menu. From there click the highlighted settings button.



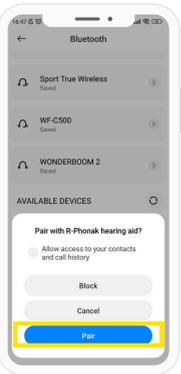
**Phone Settings:**  
In Settings select Bluetooth. At this time it is recommended to restart the hearing aids. Turning them off and on again.



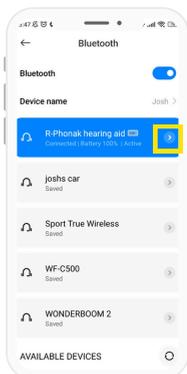
**Bluetooth Settings:**  
The phone will start looking for available devices in range.



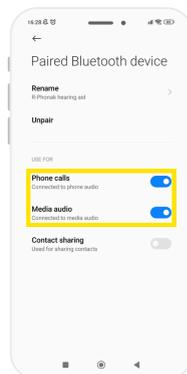
**Bluetooth Settings:**  
Select your Phonak hearing aid once it appears. (If no device found, restart hearing aids and Bluetooth.)



**Connection Confirm:**  
The phone will prompt you once it locates the hearing aids. Select Pair



**Connection Active:**  
Click on the arrow next to the new active connection.



**Paired Device:**  
Check that phone calls and media are both turned on.

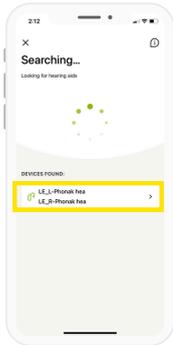
# myPhonak App.

To connect Bluetooth enabled hearing aids with myPhonak, please follow the instructions below:



## Pairing instructions

Tap **Let's get started** and follow the instructions for your hearing aids.



## Searching

The app is searching for compatible hearing aids and will display them once they are detected. This may take a few seconds. When the devices appear, tap on the device you want to connect.



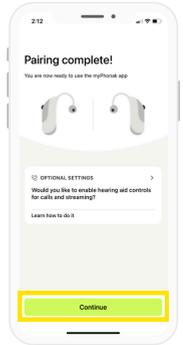
## Pairing the hearing aids

The app will connect to each hearing aid separately.



## Confirm for every device

On Apple devices, confirm pairing by tapping **Pair** in the popup for every device separately.



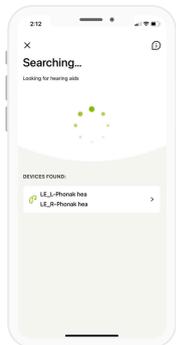
## Additional functions

When the hearing aids have been successfully paired, you have the option to pair your hearing aids to receive phone calls and stream music. Tap **Continue** if you want to skip this additional pairing

## Troubleshooting the pairing

Possible errors during the setup process.

For more troubleshooting information please visit the Phonak support page at <https://www.phonak.com/myphonakapp>



## Incompatible devices

The app cannot connect to the hearing aids because they are not compatible. Please contact your hearing care professional for further information.



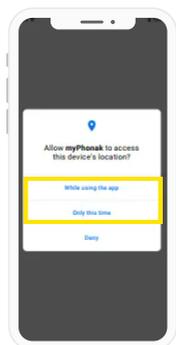
## Hearing aid connection error

If the pairing to one of the hearing aids fails, you can tap **Try again** to restart the pairing process.



## Connection fails to both

Tap **Try again** to restart the pairing process and follow the instructions.



## Location

On Android devices, you must enable location services when pairing Bluetooth® devices for the first time. After the initial setup you can disable the location services again.

# myPhonak App.

## How do I check the compatibility for my hearing aids?

For the use of the myPhonak app, Phonak hearing aids with Bluetooth connectivity are required.

myPhonak can be used on Phones with Bluetooth low energy (LE) capability running on iOS® Version 15 or newer.

myPhonak can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth 4.2 and Android OS 9.0

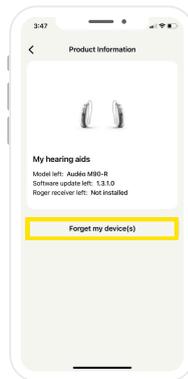
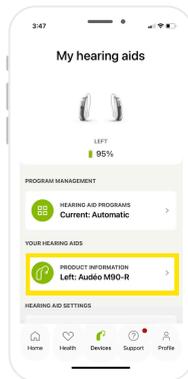
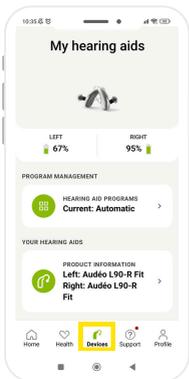
To check your phone for compatibility please go to:

<https://www.phonak.com/nz/en/support/product-support/compatibility.html> or scan the QR code.



## How do I reset the pairing?

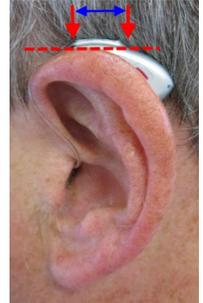
- 1) Select 'Devices'
- 2) Select 'Product information'
- 3) Scroll down 'Forget Devices'
- 4) Follow the pairing instructions ensuring you are connected to Wifi



# Improving Call Quality.

If the person who is receiving the phone call from the hearing aid user is having difficulty hearing the phone call check:

Hearing aid position - refer to the image of the correct orientation on the hearing aid shown on ear. The microphone must be horizontal on top of the ear for best results.



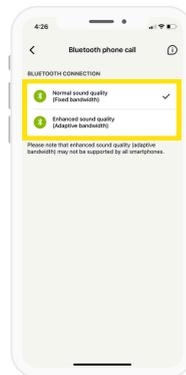
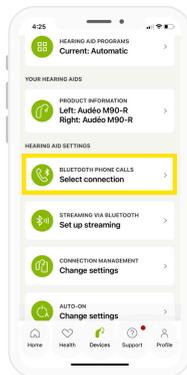
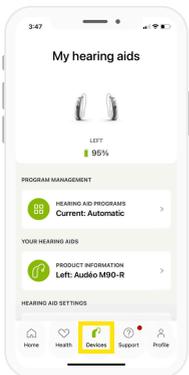
Environmental noise - be aware of the noise that is happening in the environment around you before establishing a phone call. For best results find a quiet room.

## Bluetooth adaptive switch

Changing the Bluetooth adaptive switch in the myPhonak app can effect the signal strength and call quality.

Normal sound quality - fixed bandwidth. This setting uses a fixed Bluetooth signal to make and receive calls. It provides a more consistent connection but may result in lower sound quality.

Enhanced sound quality - adaptive bandwidth. This setting allows your hearing aids to search for the best Bluetooth signal available at the time. It provides higher sound quality but may result in a less stable connection. Please note that this setting may not be supported by all smartphones.



## iPhone voice isolation

iPhones have there own voice isolation setting that we suggest you use.

- During your call, swipe down from the top right-hand corner of your screen to open Control Centre.
- Tap Mic Mode.
- Select Voice Isolation or Wide Spectrum.

# Top Tips.

## Compatibility

For the best audio quality and compatibility with the myPhonak App – check that the device you are pairing to uses Bluetooth V 4.2 or newer. Bluetooth is designed to be backwards compatible however, there may still be the occasional incompatibilities. If possible check the Bluetooth version of each device you wish to use, this can be found in data sheets or user guides, on our website. In general if they are similar you have a better chance of them working together. Look for the version number, for example Bluetooth V 4.2. You may also get the devices to pair but they may have limited functionality if the versions are too far apart.

To check if your phone is compatible visit:

<https://www.phonak.com/en-int/support/compatibility>

## User Guides

Ensure you are familiar with the user guide of each item and are confident with any visual indications of the various stages of the process. This can be time consuming but, it will save making errors. Note: some of these processes may be time limited so you may have to repeat them.

## Set Up

Ensure all items are fully charged or have new batteries. Low power level can affect the pairing process.

Ensure you have an active internet connection for setting up the myPhonak app (not required after setup).

Ensure your phone is running the latest version of its own operating system before connecting/installing myPhonak app.

## Positioning

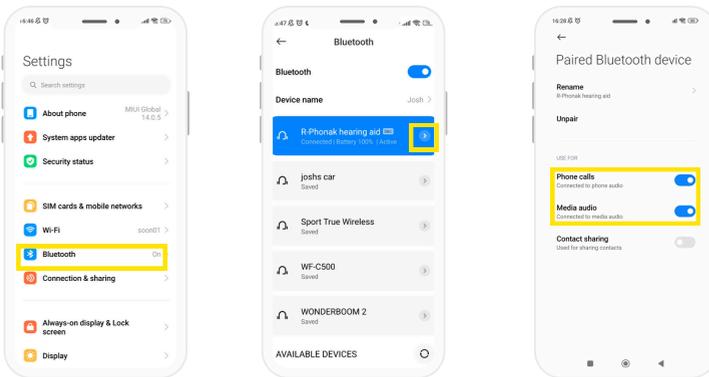
Whilst pairing please ensure the two items are close to each other and there are no other active Bluetooth devices in the location. As this may confuse the items that, you are attempting to pair.

# Troubleshooting

## Calls not ringing on hearing aids – Android

After establishing a connection to Phonak hearing aids for phone calls if the call is not ringing on the hearing aids themselves you will need check your phones Bluetooth call routing.

Navigate to the phones Bluetooth settings > select hearing aid connect and expand for more options > ensure that the devices has phone calls enabled.



## Calls not ringing on hearing aids – iPhone

After establishing a connection to Phonak hearing aids for phone calls if the call is not ringing on the hearing aids themselves you will need check your iPhones call routing.

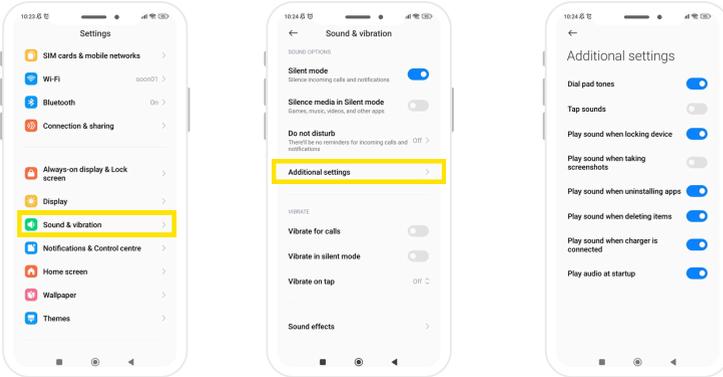
Navigate to the phones settings > Accessibility > Touch > Call Audio Routing > select Bluetooth Headset.



# Troubleshooting

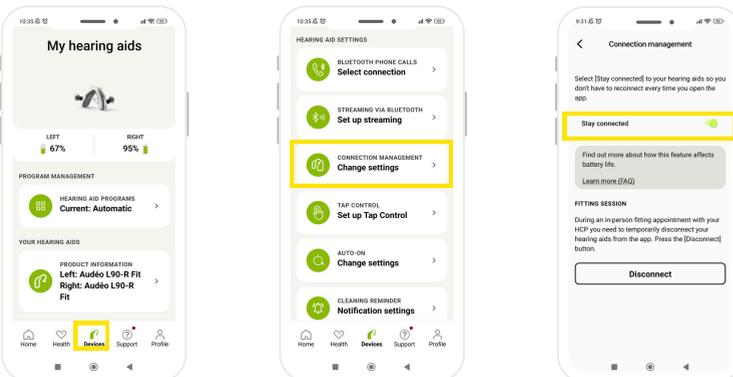
## Programs automatically switching out of selected program

After selecting a program for the hearing aids to be in they may switch back into Bluetooth streaming if any system sounds are enabled on the phone. Navigate to the phone settings > Sound and vibration > Additional settings and turn them off.



## App stops working when minimised

After selecting the desired program, if minimising the app changes the current program back into the default program you will need to turn on 'Stay connected' under Connection management.



## Hearing aids unmute automatically

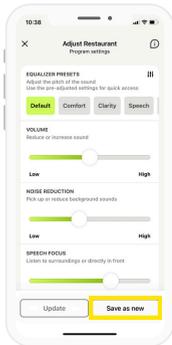
Muting the hearing aid (microphones) on the myPhonak app will not mute incoming calls or notifications. Phone calls and notification sounds have to be managed in the smartphone settings.

# Troubleshooting

## Adding custom programs



Select a program on the 'Home' page and then select adjust program.



Make desired adjustments and select 'Save as new'

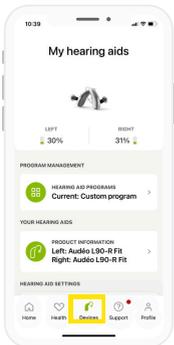


Name the new program and select 'Save'

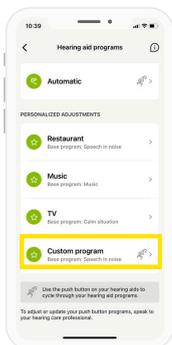


The new custom program will be in the carousel.

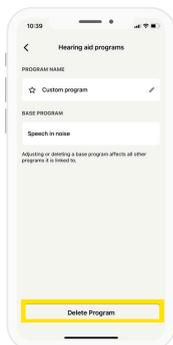
## Deleting custom programs



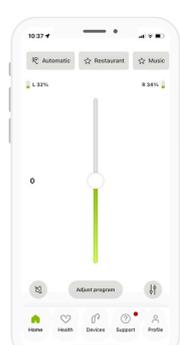
Select 'Devices'



Select the program you want to delete.



Select 'Delete Program'.



The deleted program will no longer be listed.

## Custom programs

If your audiologist changes a base program it will delete the custom program it is based off.

## FAQs

Visit [www.phonakpro.com/nz/en/support](http://www.phonakpro.com/nz/en/support) to find our Bluetooth connectivity FAQs.





# life is on

At Phonak, we believe that well-hearing equates to well-being and is essential to living life to the fullest. For more than 75 years, we have remained passionate about creating a world where 'life is on' for everyone. Our innovative hearing solutions are designed for people of all ages and all degrees of hearing loss, to connect socially, thrive mentally and emotionally.

[www.phonak.co.nz](http://www.phonak.co.nz)