



# Bluetooth® Troubleshooting Guide

A Sonova brand

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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



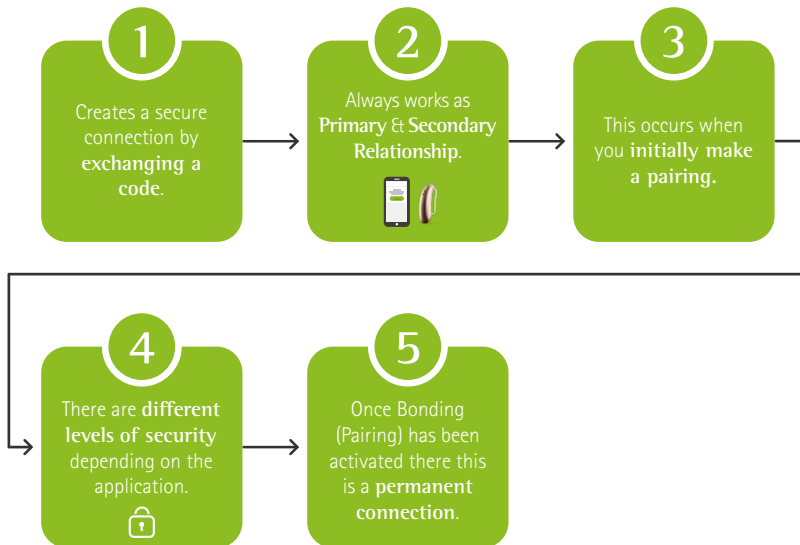
PRIMARY

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.



# 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.

## 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.

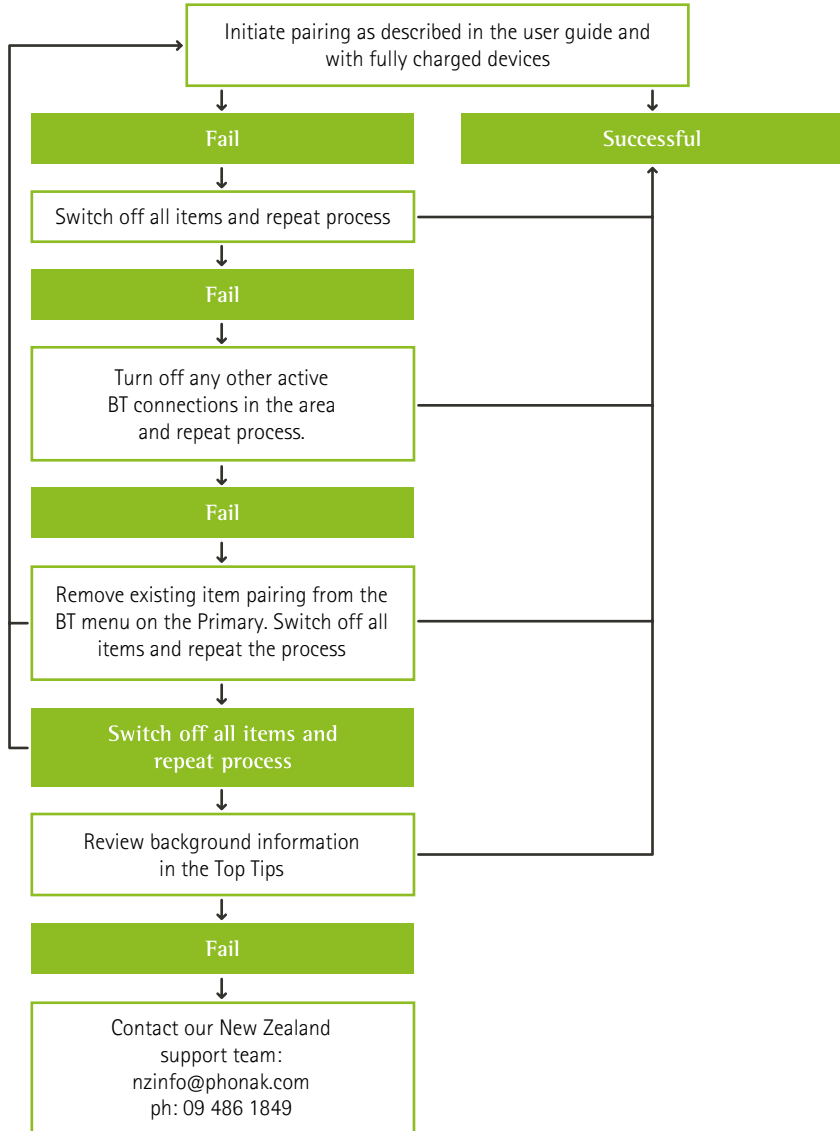
## Positioning

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.

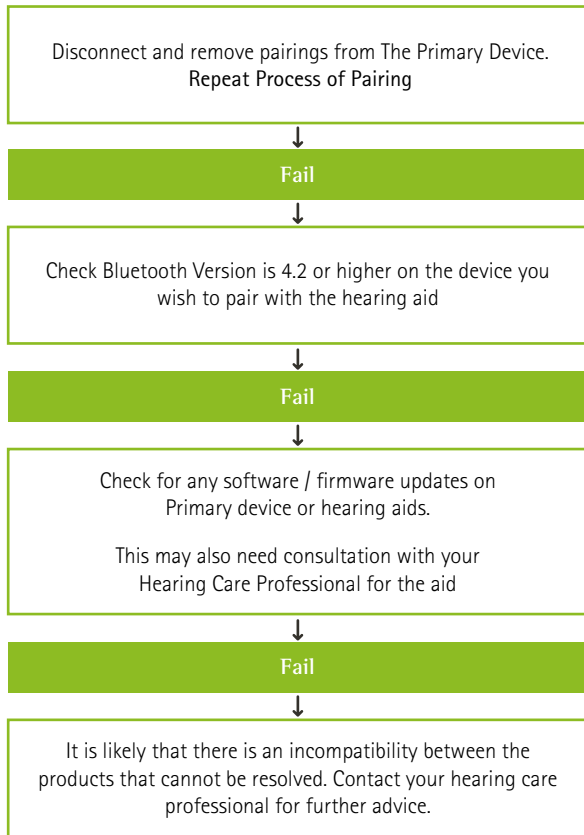
## FAQs

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

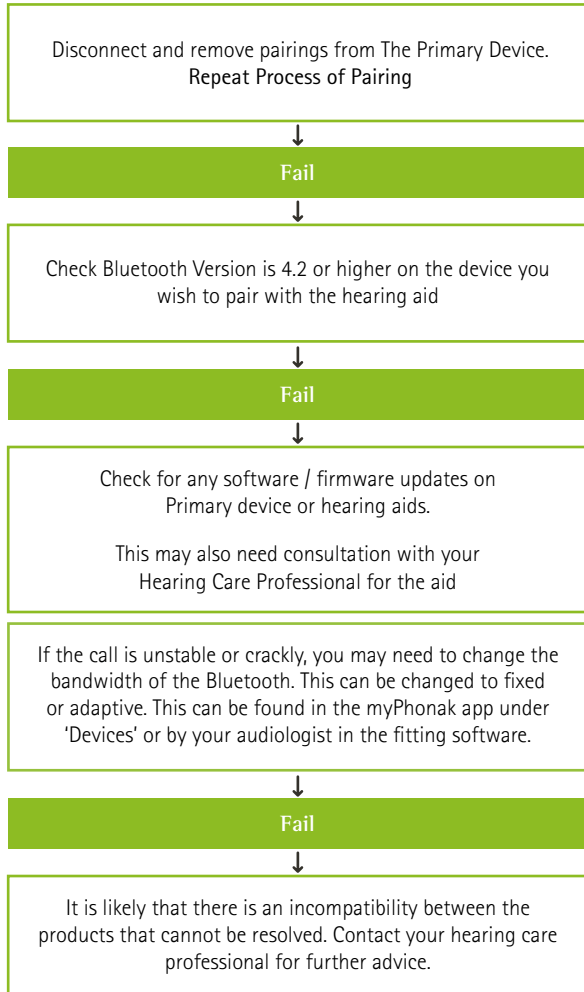
# Process of Pairing



# Successful Pairing but Limited Functionality



# Successful Pairing but Poor Call Quality

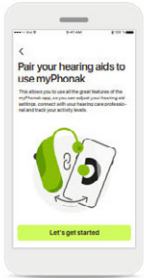




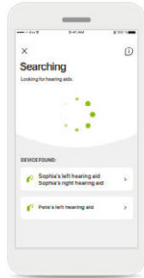
# myPhonak App

## Pairing with Phonak hearing aids

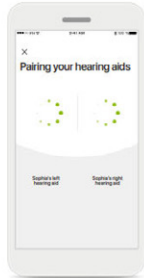
To connect Bluetooth® enabled hearing aids with myPhonak, please follow the instructions below:



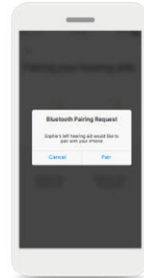
**Pairing instructions**  
Tap **Let's get started** and follow the instructions for your hearing aids.



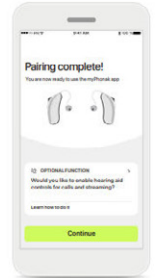
**Searching**  
The app is searching for compatible hearing aids and will display them once they are detected. This may take a few seconds. When the devices appear, tap on the device you want to connect.



**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.

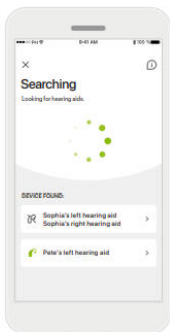


**Additional functions**  
When the hearing aids have been successfully paired, you have the option to pair your hearing aids to receive phone calls and stream music. Tap **Continue** if you want to skip this additional pairing.

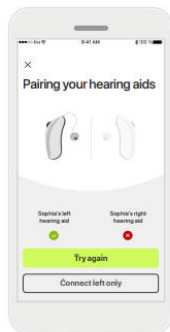
## Troubleshooting the pairing

Possible errors during the setup process.

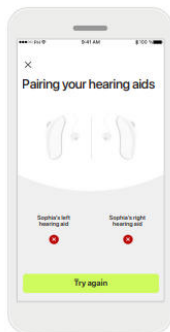
For more troubleshooting information please visit the Phonak support page at <https://www.phonak.com/myphonakapp>



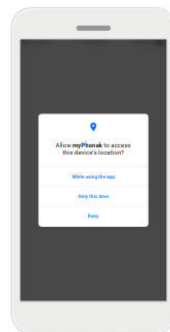
**Incompatible devices**  
The app cannot connect to the hearing aids because they are not compatible. Please contact your hearing care professional for further information.



**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 14 or newer.

myPhonak can be used on Google Mobile Services (GMS) certified Android™ devices supporting Bluetooth® 4.2 and Android OS 7.0

To check your phone for compatibility please go to:

<https://www.phonak.com/nz/en/support/product-support/compatibility.html>

or QR code below.



## 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

For access to our myPhonak User Guide, please use the link:

[https://www.phonak.com/content/dam/celum/69775/PH\\_UserGuide\\_myPhonak-6.1.0\\_297x210\\_EN.pdf](https://www.phonak.com/content/dam/celum/69775/PH_UserGuide_myPhonak-6.1.0_297x210_EN.pdf)

or QR code below.





## 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)