

Bluetooth[®] Troubleshooting Guide.



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



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 auick settings menu. From there click the highlighted settings button.



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

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	0	Dis	olay						

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

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Bluetooth

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Device name

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Connection Active:

to the new active

connection.

Click on the arrow next

WF-C500 Ω





Bluetooth Settings: Select your Phonak

hearing aid once it appears. (If no device found, restart hearing aids and Bluetooth.

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

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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:



Troubleshooting the pairing

to connect.

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.

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Pairing your hearing aids
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LE_L-Phone hes LE_R-Phone hes
Try again
Connect left side only

Hearing aid connection error If the pairing to one of the hearing aids fails, you can tap Try again to restart the pairing process.

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LE_LPhankhos LE_R-Proceit has	
Try again	

Connection fails to both Tap Try again to restart the pairing process and follow the

instructions.



additional pairing

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/productsupport/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 my not be supported by all smartphones.

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My hearing aids		HEARING AID PROGRAMS Current: Automatic	>
	YOUR HEAD	RING AIDS	
0		PRODUCT INFORMATION Left: Audéo M90-R	,
		Right: Audéo M90-R	
95%	HEARING A	ND SETTINGS	_
PROGRAM MANAGEMENT		BLUETDOTH PHONE CALLS Select connection	>
HEARING AID PROGRAMS Current: Automatic		STREAMING VIA BLUETOOTH	,
YOUR HEARING AIDS		Set up streaming	
PRODUCT INFORMATION		CONNECTION MANAGEMENT Change settings	-
HEARING AID SETTINGS		AUTO-ON Change settings	>
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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: <u>https://www.phonak.com/en-int/support/compatibility</u>

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.

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Always-on display & Lock	WONDERBOOM 2 Saved	
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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.

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Bluetooth On >		following settings to change how the screen will respond to touches.	heard during a phone call or PaceTime audio.
Mobile >	Motion >	The set Minist	Auto-Answer Calls
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Notifications		Shake to Undo	
		If you tend to shake your iPhone by accident, you can disable Shake to Undo to prevent the Undo alert from	
Sounds & Paptics		appearing.	
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Screen Time >	Switch Control Off >	When this switch is off, all vibration on your Phone will	
	Voice Control Off >	be disabled, including these for earthquake, tsunami and other energency allerts.	
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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.

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Settings	← Sound & vibration
SIM cards & mobile networks	SOUND OPTIONS
Wi-Fi scon01 >	Silent mode Silence incoming calls and notifications
Bluetooth On >	Silence media in Silent mode Garree, mask, videos, and other apps
Connection & sharing	Do not disturb
	notifications
Always-on display & Lock Screen	Additional settings >
Display	
Sound & vibration >	Vibrate for calls
Notifications & Control centre	
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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.

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10:37 -

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 to find our Bluetooth connectivity FAQs.

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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

