

Phonak

Android™ FAQ

Accessing Settings

Swipe down from the top of the screen and click the “gear” icon or open the app drawer and open the “settings” app

How to disable phone sounds (may vary slightly depending on Android phone manufacturer)

Consider disabling all Bluetooth Media sounds and allowing Phone calls via Bluetooth only if patient does not want to stream Bluetooth media.

Settings > Connected Devices or Connections > Bluetooth > Click the “gear” icon next to R(or L)-Phonak hearing aid > uncheck media audio

Keyboard click sounds:

- Non-Pixel phones: Settings > Sounds > System Sounds > Keyboard Sound (Samsung keyboard)
- Google Pixel Phones: Settings > System > Languages & Input > Virtual keyboard > Gboard > Preferences > Turn off the following: sound on keypress, haptic (or vibrate) feedback on keypress

Lock sounds: Settings > Sounds > System Sounds > Screen Lock Sounds

Touch sounds: Settings > Sounds (& Vibration) > System Sounds > Touch Sounds (interactions)

Lift to wake (Samsung): Settings > Advanced Features > Motions and Gestures > Lift to wake

Lift to check phone (Google): Settings > System > Gestures > Lift to check phone

Touch to check phone (Motorola): Settings > Display > Advanced > Peek Display

Change Font Size

Samsung: Settings > Display > Font & Screen Zoom

Google: Settings > Display > Advanced > Font Size

Notification Volume

Settings > Sounds & Vibration > Volume > adjust volume sliders

Notifications

Settings > Notifications > adjust for each app

Call Audio Routing

Android defaults to routing calls through Bluetooth headsets (including Phonak hearing aids). To disable: Settings > Connected Devices or Connections > Bluetooth > Click the “gear” icon next to R(or L)-Phonak hearing aid > uncheck Phone calls

Flip Phone:

1. Press Menu Settings Bluetooth Audio path:
 - a. Phone to answer incoming calls with the phone
 - b. Forward BT to forward incoming calls to the Bluetooth device
2. Press OK to confirm.

Do Not Disturb – Stop calls from coming into the hearing aids

Settings > Connected Devices or Connections > Bluetooth > Click the “gear” icon next to R(or L)-Phonak hearing aid > turn off/uncheck Phone calls

Change audio output while streaming

Android 9 or below: Swipe down notification menu > tap audio output > select another option

Android 10: Swipe down notification menu > tap Media > choose desired device

Android 11: Swipe down notification menu > click tiny pill-shaped button in the Now Playing notification > pop-up with connected audio devices, choose desired device.

Unpair Devices

Settings > Bluetooth > Click on cogwheel next to device you want to unpair > Unpair

Volume Balance

Settings > Accessibility > Hearing Enhancements > Left Right Balance (applies to media streaming only)

Auto Answer

Settings > Accessibility > Interaction and Dexterity > Answering and Ending Calls > Turn off Answer Automatically

Apps > Phone (to get into dialer) > choose 3 dots in upper right corner > Settings

Older models: Call Accessories > Auto Answer

Samsung S8 and newer: Answering and Ending Calls > Auto Answer

Driving Mode

Messages app (red background, white word bubbles) > tap 3 horizontal lines in upper left corner > make sure Driving Mode is off

Change Language on phone (to change language of app)

Settings > General Management > Language and input > Language > (Choose desired language)

Check for Android update

Samsung – Settings > Software update > Check for updates

Google – Settings > System > Advanced > System update

Updating Apps

Google Play Store > three horizontal stripes near search bar > My Apps & Games > Updates > Update ALL or Update individual apps

App missing from store / How to reinstall apps or turn apps back on:

1. On your Android phone or tablet, open Google Play store.
2. On the right, tap the profile icon.
3. Tap “Manage apps & device” then “manage”.
4. Select the apps you want to install or turn on. If you can't find the app, tap on “This device” at the top then tap on “not installed”.
5. Tap “install” or “enable”.

Live Listen

There are several apps that may be able to provide this function available through the Google Play Store. We do not make specific recommendations, but you can experiment and see which one may work best

Change Program Name in myPhonak app

Three horizontal lines in upper right corner of screen > My Hearing Aids > My Programs > Tap name of program you want to change > Click pencil icon and type new name

Find Model Number (to google what kind of phone it is)

Settings > About Phone > Model Number (google mfr and model # to get phone type)

If Google Play Store is missing

Settings> Apps or Applications or Applications Manager > Drop down arrow at top of screen, choose All > Scroll till you find Google Play Store > Tap it > Enable

Closing open apps

Tap the app switch button in the bottom navigation row (usually 3 buttons; home button, back button, app switcher button). Either “X” out of open app or swipe up to close (depending on operating system). Newer Google phones swipe up from the bottom of the screen if there are no navigation buttons present.

Separate App Sound (when media will not stream for specific apps)

Settings > Sounds and Vibration > Separate App Sound > Output Device

Reset Network Settings

Samsung: Settings > General Management > Reset > Reset Network Settings

Google: Settings > System > Advanced > Reset options > Reset Wi-Fi, mobile & Bluetooth

- **Make sure they have info on things like network name/password. What happens:
- [Wi-Fi network](#) - Stored network info and Wi-Fi passwords are deleted.
- [Wi-Fi Assist](#) - Restored to the default value (on).
- [Virtual Private Network](#) (VPN) - Stored VPN info (e.g., password, server name, VPN type, etc.) is deleted.
- Bluetooth Connections – deleted

Clear Bluetooth Cache

Settings > Apps > 3 dots at top right corner > Show System Apps > Bluetooth (app) > Storage > Clear Cache

Turn off Location (for MyPhonak App)

Settings > Apps > MyPhonak > App Permissions > Turn off slider for Location

How to Enable Cookies (Error 400 in app blocking cookies)

Chrome app > top right tap More, three dots > Settings > Site Settings > Cookies > on/off

Restart Phone

Press and hold power button on the side (not volume buttons) until screen prompts to power off or restart. Press restart if available, but if not press power off. If powered off press and hold the same button again until the screen comes on.

Check for System Updates

Settings > Software Update

Set apps to Auto-Update

Go to Google Play Store > tap 3 horizontal lines in Search bar > Settings > Auto-Update Apps

Uninstall App

Press and hold icon for app > Option will pop up to uninstall > Tap “Uninstall”

Enable Call Announcements (for Paradise only)

Settings > Accessibility > Interaction and Dexterity > Answering and Ending Calls > Read Caller Names Aloud (turn on slider)

Note: Call Announcement is not an available feature on Pixel phones

Change default assistant to Google, Bixby, or Amazon Alexa

Google: Settings > Apps & notifications > Advanced > Default apps > Digital assistant app > Select desired default assistant

Samsung: Settings > Apps > three dots at top right > Default apps > Device assistance app > Select desired default

If Phone Call Sound is not coming through Aids:

Make sure one aid is showing as connected for streaming in BT.

1. Check Settings > Connections > Bluetooth > Tap on Gear to the right of connected hearing aid. Make sure Calls and Audio sliders are turned on.
2. Check Settings > Accessibility > Hearing Enhancements > make sure Mute All Sounds is not turned on.

Block Unknown Callers

Phone (to go into dialer) > 3 dots in upper right > Settings > Block Numbers > switch for Block Unknown Callers

Turn Off Connection Management Notification

Android: Settings > Apps > myPhonak > Notifications > Notification Categories > Turn off "Remote Control" slider

Volume Limiter

Settings > Sounds & Vibration > Volume > 3 dots in top left corner > Media Volume Limit

Turn off Emergency Alerts

Settings > Notifications > Advanced Settings > Wireless Emergency Alerts > Turn Off

Default Ringtone is Playing (instead of in-band ringtone on Paradise, Lumity Aids), or No Ringtone is Heard

Settings > Connections > Bluetooth > 3 dots in top right corner > Advanced Settings > Turn on Ringtone Sync

(Note: Not all phones have this feature)