

Troubleshooting Bluetooth

In the event you experience trouble with your connections, please first check that your phone's operating system is up to date. Then, turn Bluetooth off and back on again. If a problem persists, reboot your phone. Finally, it may be necessary to re-pair your devices. Visit Phonak.com/BluetoothHelp or scan the QR code below to learn how to do this.



Visit Phonak.com/support for additional support.



If you need personal support with your Bluetooth connection, please call Phonak Technical Support at 800-679-4871. This support line is available to help with Bluetooth connectivity issues. If you have other concerns related to your hearing devices, we would recommend reaching out to your hearing care professional.

life is on

Since 1947, Phonak is dedicated to preserving social, emotional and physical life quality by opening new acoustic worlds. We believe that well-hearing equates to well-being and thus is essential for living life to the fullest. Today we offer the broadest portfolio of innovative hearing solutions. And, together with our hearing care professionals, we keep on focusing on what matters most: improving speech understanding, changing people's lives and having a positive effect on society as a whole.

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Phonak Connectivity.

Instructions and tips



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Connecting to your phone for phone calls and audio

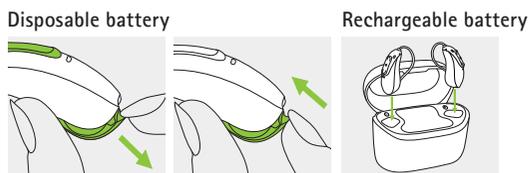


Visit Phonak.com/BluetoothSetup to watch a video of this process or scan the QR code.

1. Open the Bluetooth® menu on your phone (often found in "Settings"). Make sure Bluetooth is on.



2. Turn your hearing aid(s) off and back on again. For disposable battery hearing aid(s), open and shut the battery door. For rechargeable hearing aids, place them in the charger for at least 10 seconds and then remove them. This will enable pairing mode for 3 minutes and make them discoverable on your phone.



3. One hearing aid will show in the devices list (typically as "R-Phonak hearing aid"), but your hearing care professional may have changed the name or side. If you do not see a device, tap "Scan" or "Search". When your device appears, tap on it to pair and then accept any Bluetooth pairing requests from the phone.



Note: only one pairing is required for phone calls and audio streaming. If you have two hearing aids, you will hear the audio in both hearing aids with the single pairing.

Connecting to the myPhonak app to control your hearing aid(s)

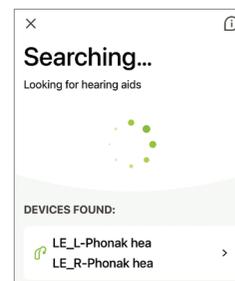
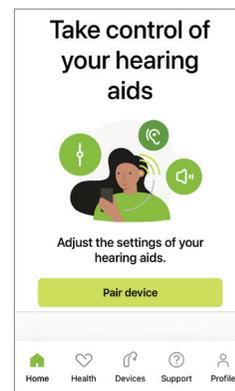


Visit Phonak.com/AppSetup to watch a video of this process or scan the QR code.

1. Search for "myPhonak" on the Google Play™ Store or Apple App Store® or open your camera app to scan the QR code and then install the app.



2. Open the app and restart your hearing aids to enable pairing mode for 3 minutes. See previous page for instructions.
3. Tap "Pair device" when you reach the "Home" screen.
4. Wait for your hearing aid(s) to show up. If you wear two hearing aids, make sure both display before continuing. If you only see one hearing aid, reboot both and try again. Once your device(s) are found, tap on them to pair to the app.



After pairing the app, you will see two new Phonak connections in your phone's Bluetooth menu starting with "LE_". These connections are for your app to communicate to each device. They may say "Not Connected." That is typical as they will automatically connect when the app is opened. Do not remove them unless you are troubleshooting your app connection.

Improving the experience with Bluetooth



Turning off system sounds, such as keyboard clicks, can greatly improve your experience. Visit Phonak.com/BluetoothSounds to watch a video of this process or scan the QR code.

Android*:

Settings > Sounds & Vibration > System Sound Disable:

- Touch interactions
- Dialing keypad
- Keyboard
- Charging
- Screen lock/unlock

Settings > Apps

Disable for individual apps:

- Notifications set to "Silent"

iPhone (iOS® 16 or higher):

Settings > Sounds and Haptics

Disable:

- Keyboard Feedback
- Lock Sound

Settings > Notifications

Disable for individual apps:

- Sounds

*This example is with a Samsung phone. For other phones, the settings are similar. Use the search function in settings to help find them.

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