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 likely hood 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

SECONDARY

PRIMARY 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.

1. Creates a secure connection by **exchanging a code**.
2. Always works as **Primary** & **Secondary Relationship**.

3. This occurs when you **initially make a pairing.**
4. There are **different levels of security** depending on the application.

5. Once Bonding (Pairing) has been activated there this is a **permanent connection**.

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.

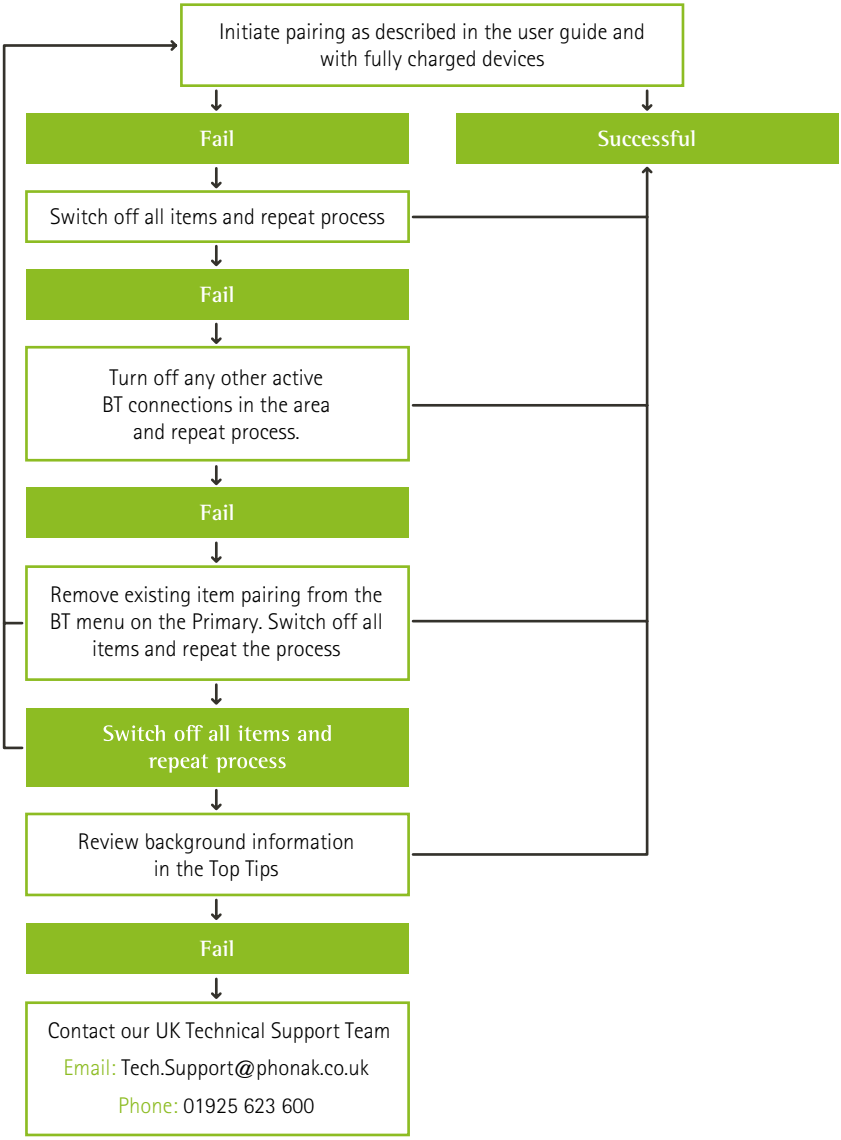
Positioning

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.

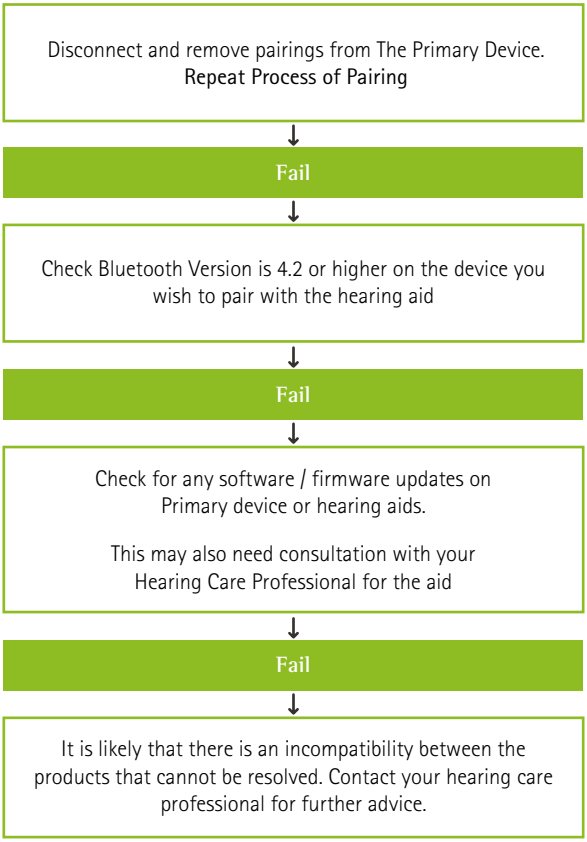
FAQs

Visit www.phonaknhs.co.uk and click through to Support Hub to find our Bluetooth connectivity FAQs

Process of Pairing



Successful Pairing but Limited Functionality



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At Phonak, we believe that well-hearing equates to well-being and is essential to living life to the fullest. For more than 70 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.phonaknhs.co.uk