

# Cell phone call streaming

To check compatibility of your patient's cell phone with Phonak devices, visit: <https://www.phonak.com/us/en/support/product-support/compatibility.html>

## Setup steps

### 1. Bluetooth® menu

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

### 2. Pairing

Open and close both hearing aid battery doors within 3 feet of the phone. The name of one hearing aid\* will appear on the phone. Tap on it to select, and click "pair" when prompted.

\*This is the assigned Bluetooth side that is selectable in the Target fitting software.

## Tips & Tricks

### Pairing:

- On your patient's cell phone, select "forget" for any previously paired hearing aids.
- Turn off the Bluetooth on other Bluetooth enabled devices nearby.
- If unable to connect the hearing aids to the cell phone, try to connect the hearing aids to a different cell phone or Bluetooth device.
- If unable to connect to any Bluetooth device, restart the patient's cell phone.
- Make sure the patient's cell phone operating system is up to date.

### Streaming:

- Streaming quality will be impacted by your patient's cellular signal – if they have a poor signal, they may experience intermittent streaming.

### Streaming (continued):

- Call routing is impacted by how the patient answers their phone.
  - When answered using the multifunction button or Tap Control on the hearing aid, the call will be routed directly to the hearing aids – this is the suggested method.
  - When answered via the phone, the patient may need to change the audio source on their phone from speaker to hearing aid or phone to hearing aid.
    - In iPhone: Settings > Accessibility > Touch > Call Audio Routing > Change from "Automatic" to "Bluetooth Headset"
    - In Android: Settings > Connected Devices or Connections > Bluetooth > Click the "gear" icon next to R(or L)-Phonak hearing aid
- Sound cuts in/out often
  - Notifications and alerts may cause an audible interruption.
  - If undesirable, turn off notifications and sounds in settings (phone call alerts will still be heard).

Further details to enhance the patient's experience and troubleshoot concerns can be found on the following side.

# Troubleshooting

## Steps to reset Bluetooth connectivity if a patient reports:

- Phonak devices not showing up in Bluetooth scanning display
- Poor call sound quality (on both near and far end)
- Connection issues with myPhonak app

1. Turn Bluetooth off and back on.
2. Restart the phone.
3. Switch both hearing aids off and on when device is not showing up in available Bluetooth device menu.
4. Disable WiFi and see if this improves connectivity.
5. Forget device and re-pair.
6. Switch Apple Watch® (or other smart watches/devices) off when trying to pair hearing aids.

## If a patient reports that a hearing aid cuts in and out during the following operations, solutions may be found in the settings menu for both iOS® and Android™ smartphones:

Situation	When I write a text or email	When I get a notification from an app	When I turn off my phone	When my phone rings it's too loud or soft
iOS	Settings > Sounds (Et Haptics) > Keyboard Clicks > Turn off	Settings > Notifications > Turn off app switch for each app	Settings > Sounds (Et Haptics) > Lock Sounds > Turn off	Settings > Sounds (Et Haptics) > Ringer Et Alerts > Adjust volume slider
Android	Settings > Sounds and Vibration > Keyboard Sound > Turn off	Settings > Notifications > All apps OR turn off apps individually	Settings > Sounds and Vibrations > Touch Sounds and Lock Sounds > Turn off	Settings > Sounds and Vibration > Volume

## If a patient wants to reroute the call audio:

iPhone 8 or lower versions	Swipe up to open Control Center > Touch and hold audio card > Tap to view devices > Tap the desired speaker, headphone or accessory
iPhone X, XR, XS, XMax	Swipe down from top right to open Control Center > Touch and hold audio card > Tap to view devices > Tap the desired device
Android	Swipe down > Tap audio output > Choose other option

## If a patient reports an odd interaction between their hearing aids and a particular app:

iPhone	App Store > Updates (bottom of screen) > List of apps appears > Choose desired app > Hit Update or Update All
Android	Google Play Store > three horizontal stripes near search bar > My Apps Et Games > Updates > Update ALL or update individual apps