

Phone Pairing Guide

Phonak | Unitron | UHC Relate

To pair your hearing aids to your mobile device, please follow both steps in order:

STEP 1: PAIR UNDER PHONE BLUETOOTH MENU

1. Turn hearing aids off, and then back on. You can do this by holding the “down” button on the back of the hearing aid for 5-8 seconds until you see the red light (off) and then again until you see the green light. Additionally, you can do this by placing the hearing aids into the charger and then removing them from the charger.
2. On your phone, open Bluetooth settings
3. When “R-Phonak*_hearing aid” appears in the list, click the device name. Do not select any other connections.
4. If it prompts you to pair the hearing aid, select “Pair.”

STEP 2: PAIRING WITHIN THE APP

1. Turn hearing aids off and on again, as with step #1
2. Open the hearing aid app on your phone (e.g., myPhonak)
3. Under the “Devices” tab, click “Pair device.”
4. Wait for both hearing aids to appear.
 - a. You will see “LE_R-Phonak* hearing aid” + “LE_L-Phonak* hearing aid”.
 - b. When both devices show up, tap the device name.
 - c. It will ask you to pair the hearing aids two times, one for each hearing aid.

**Device name may change depending on brand*

TROUBLESHOOTING

1. Open the hearing aid app (e.g., myPhonak).
2. Wait 15-20 seconds. If the hearing aid fails to connect in the app, you will get an error message.
3. Click “Devices” tab on the bottom of the screen.
4. Scroll down and tap “Product Information...”
5. Select “Forget devices” and select “Confirm”. You may have to do this twice. Sometimes it does not work the first time.
6. Repeat Steps 1 and 2.
7. If after following each of these steps, there is still no connection, call our office or the appropriate manufacturer’s consumer line listed below.

MANUFACTURER CUSTOMER SERVICE NUMBERS

Your hearing aids’ manufacturer can also help with Bluetooth questions on their consumer support lines.

MANUFACTURER	PHONE NUMBER
Phonak	1-800-679-8906
Unitron	1-866-230-0115