Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Hearing Aids & Bluetooth

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Patient Information

Audiology Department

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Introduction

You can utilise the Bluetooth feature in the hearing aids in different ways:

1. **As hearing aids with streaming options** - this means you can listen to phone calls and media via Bluetooth.
2. **As regular hearing aids, with the use of the MyPhonak App** – this allows you to adjust the sound of your hearing aids. In the long term, we will be able to provide an option of remote appointments in your own home.

3. **As regular hearing aids, with both the above options together**

Bluetooth Guide

You should have been issued with a Bluetooth guide, which will support you in getting this set up. If not, please contact the department. Here are some simple steps to ensure that everything is working well for you.

1. Firstly, check that your mobile phone / tablet is compatible to work with the Bluetooth technology. You can use the link below: https://www.phonak.com/com/en/support/product-support/compatibility.html
2. Ensure that your phone has the latest software upgrade. If in doubt, check with your mobile phone manufacturer.
3. Try restarting the hearing aids by opening and closing the battery drawers/placing them in the charger for 10 seconds then taking them back out.
4. When connecting to Bluetooth settings, the Bluetooth device will only pair to one of your hearing aids and stream through both.
5. When connecting the app, you first need to pair one hearing aid to your mobile phone. Then pair both of your hearing aids to the app.
6. If you lose connection, click ‘Forget this device’ on the app or follow your phone instructions on how to ‘forget’ the device and then pair to the hearing aids again.

For more frequently asked questions please visit: https://www.phonaknhs.co.uk/support-faqs/#

Please remember the primary role of the Audiology Service is to ensure that you are hearing well. Unfortunately, we are unable to assist you with any technical issues with your phone.

Audiology Department

- Tel: 0300 707 5667
- Text: 07920 289578
- Email: audiology@wwl.nhs.uk

- Web: https://www.wwl.nhs.uk/our-departments?service=3



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