

Bluetooth Pairing and Troubleshooting Guide

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Minimum requirements for connectivity

- Bluetooth 4.2
- Android 7
- iOS 12

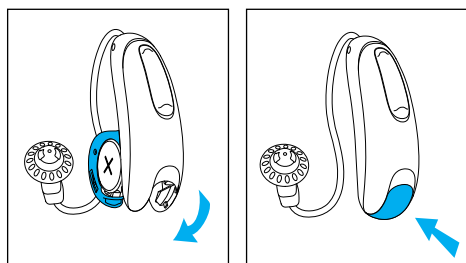
It is highly recommended to update the client's phone to the latest operating system possible.

[Click this link to check phone compatibility with Unitron hearing aids](#)

Rebooting hearing aids

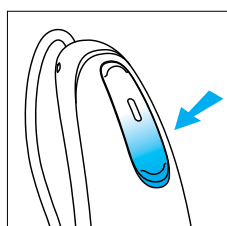
Rebooting the hearing aids will allow them to enter pairing mode for 3 minutes.



For battery operated devices: open and close the battery door.



For rechargeable devices: hold down the lower push button for 3 seconds.

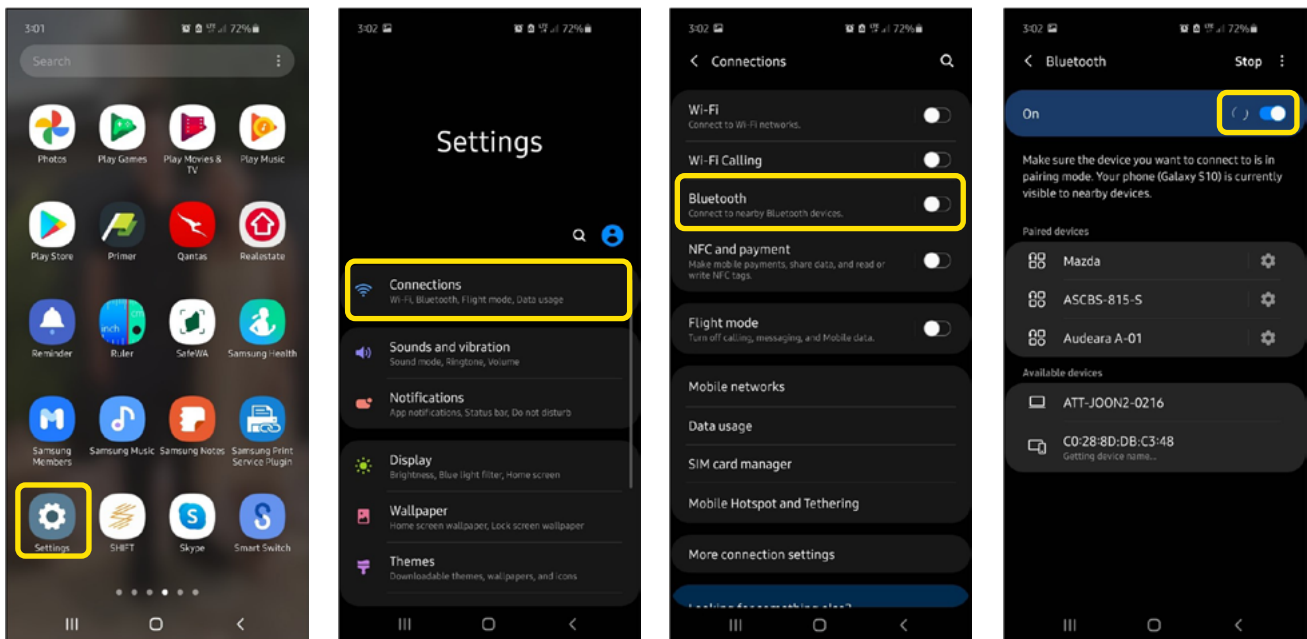
- If device is turned on: turn off and back on to reboot
- If device is turned off: turn on to reboot



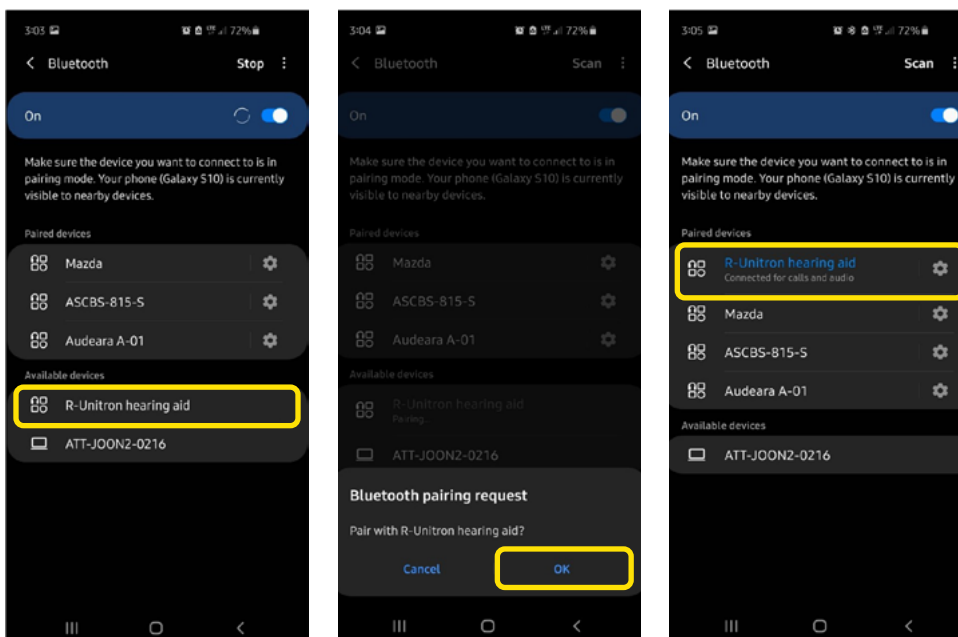
	Blinking green	Hearing aid is switching on
	Solid red for 2 seconds	Hearing aid is switching off

How to pair to an Android phone

Open settings > Connections > Bluetooth > Turn on Bluetooth

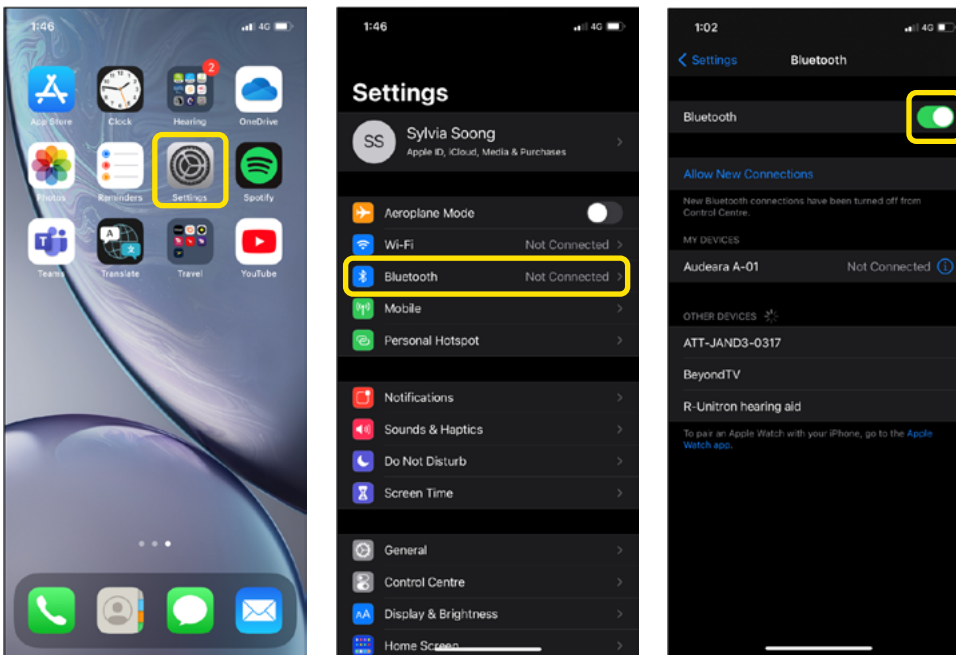


- Reboot the hearing aids (refer to page 3 for instructions)
- Only **one** of the hearing aids need to be paired for streaming purposes, this is dependent on how the devices are set up in the software. Unless it has been renamed, look for *R-Unitron hearing aid* **OR** *L-Unitron hearing aid*
- Select *R/L-Unitron hearing aid*, allow pairing request, devices will pair and state *Connected for calls and audio*
- Test by calling the client's mobile - they should be able to hear you clearly through **both** hearing aids

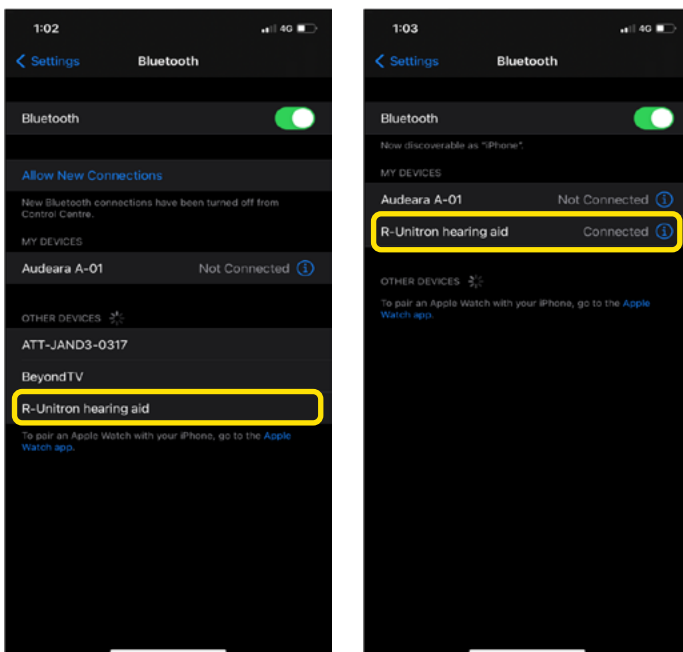


How to pair to an iPhone

Open settings › Bluetooth › Turn on Bluetooth

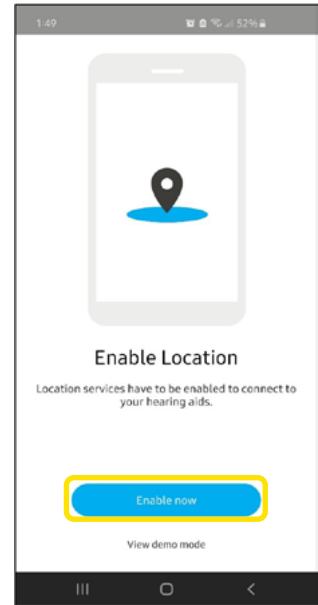
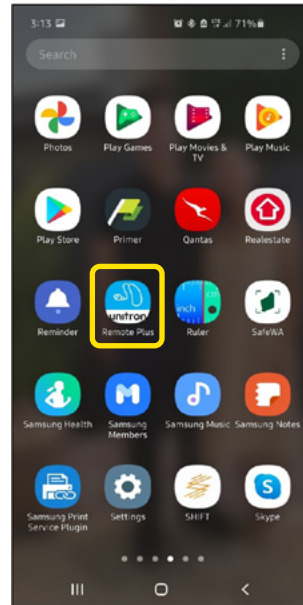
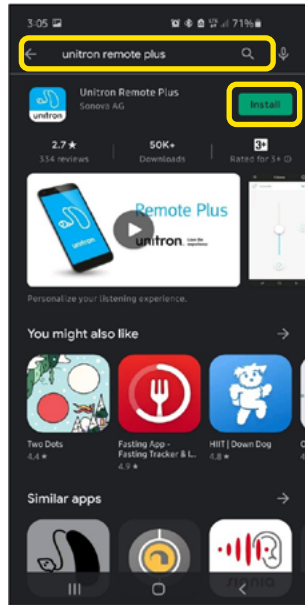
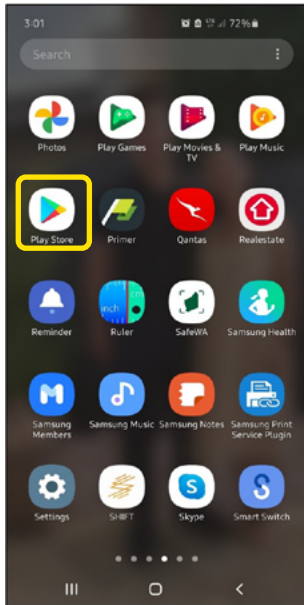


- Reboot the hearing aids (refer to page 3 for instructions)
- Only **one** of the hearing aids need to be paired for streaming purposes, this is dependent on how the devices are set up in the software. Unless it has been renamed, look for *R-Unitron hearing aid* **OR** *L-Unitron hearing aid*
- Select *R/L-Unitron hearing aid*, devices will pair and state *Connected*. If requested to allow pairing permissions, please grant access.
- Test by calling the client's mobile - they should be able to hear you clearly through **both** hearing aids



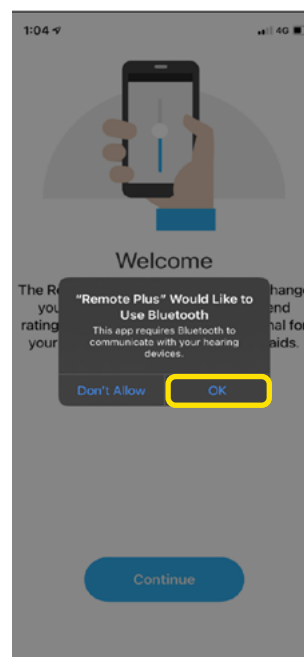
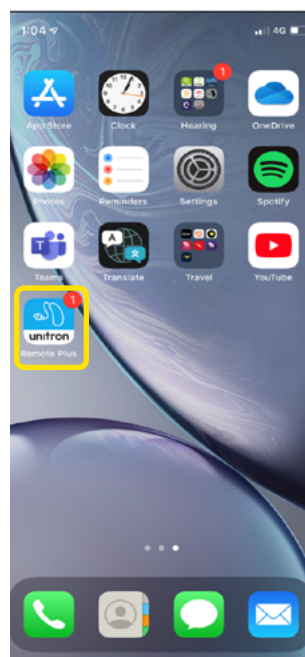
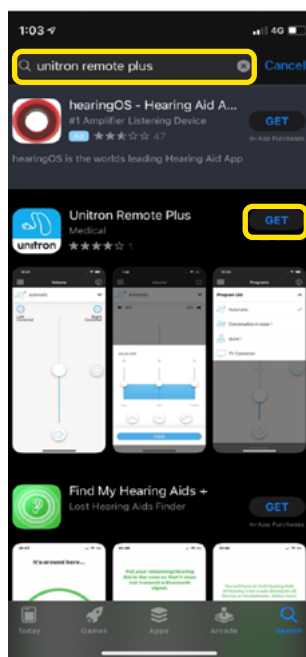
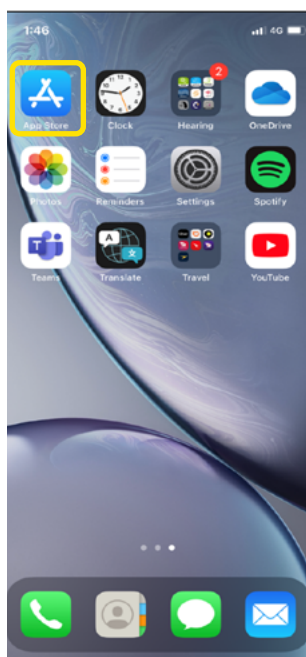
How to download the Remote Plus app for Android

- Open *Google Play Store*
- Search for *Unitron Remote Plus* and install
- Enable permissions for location (this is not optional however you may select the “*this time only*” option)



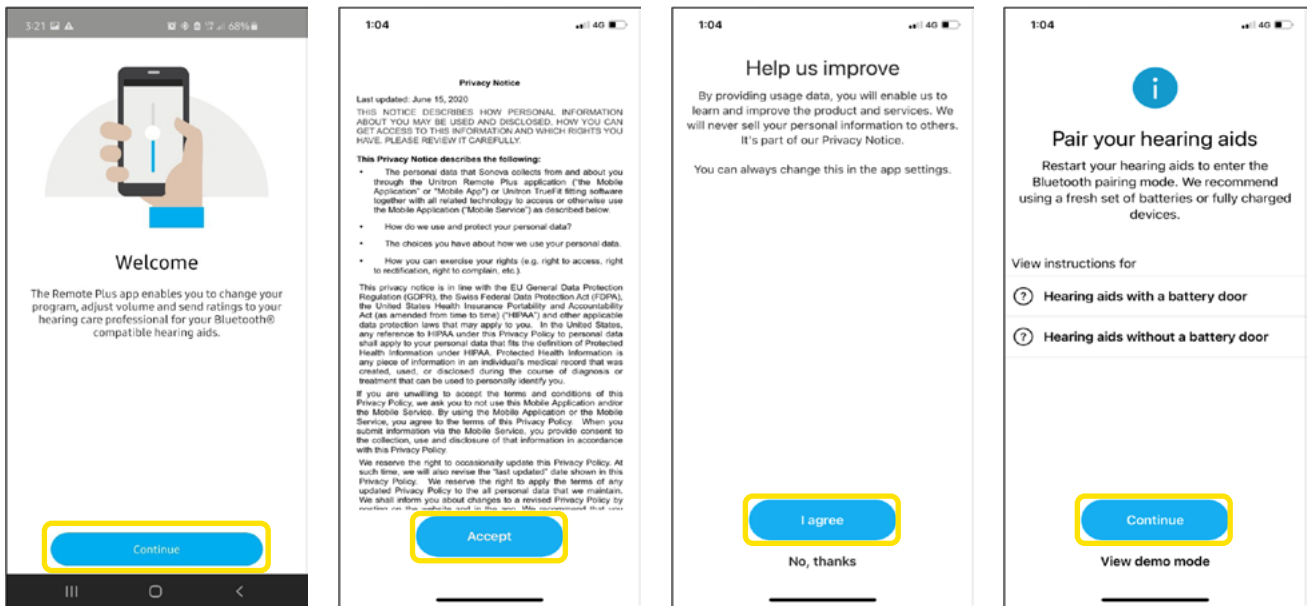
How to download Remote Plus app for iPhone

- Open App Store
- Search for *Unitron Remote Plus* and install
- Enable permissions for Bluetooth (this is not optional)

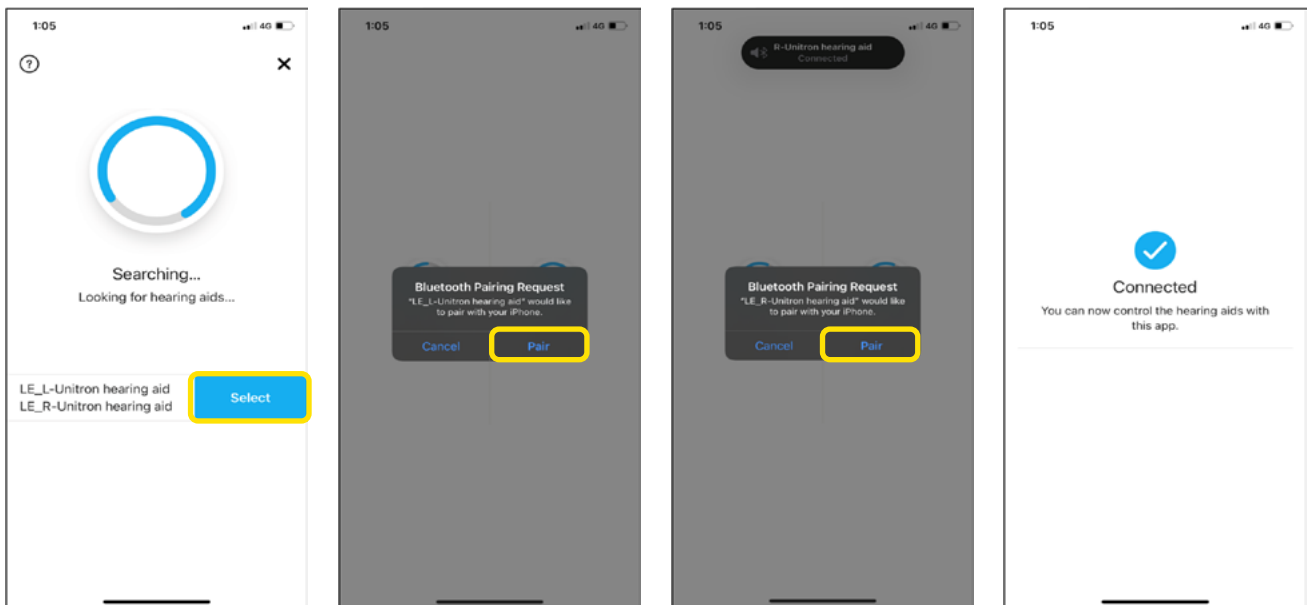


How to pair to the Remote Plus app

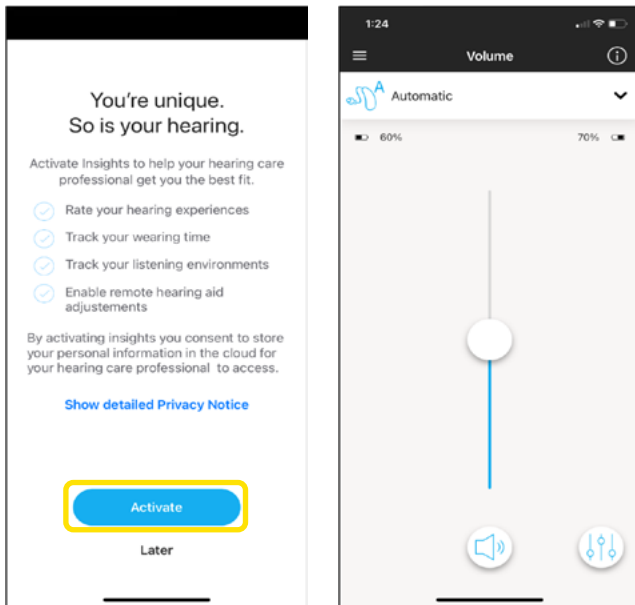
Pairing procedure for the Remote Plus app is the same for Android and iPhone.



- Reboot the hearing aids
 - » If binaural fitting: both hearing aids must be paired (*LE_L-Unitron hearing aid and LE_R-Unitron hearing aid*)
 - » If monaural fitting: *LE_L-Unitron hearing aid or LE_R-Unitron hearing aid*
- Allow pairing request/s



- Activating Insights allows the client to access Coach, Ratings and Remote Adjust features.
- Remote Plus app is now set up to control the hearing aids!

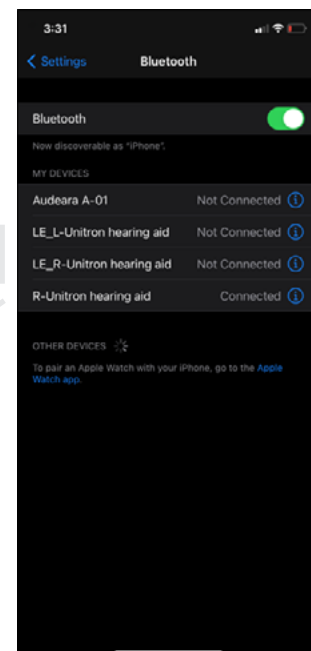


Best Practices

- It is always recommended to pair to the Bluetooth menu for streaming before downloading the app
- If the client does not wish to stream and only wants the *Remote Plus app* setup, do not pair to the Bluetooth Menu go straight to downloading the app and vice versa
- If the phone is successfully set up for streaming phone calls/media and app usage
 - » For binaural fittings: there should be **3 pairings** in the Bluetooth menu
 - › *R or L-Unitron hearing aid*
 - › *LE_L-Unitron hearing aid and LE_R-Unitron hearing aid*
 - » For monaural fittings: there should be **2 pairings** in the Bluetooth menu
 - › *R or L-Unitron hearing aid*
 - › *LE_L-Unitron hearing aid or LE_R-Unitron hearing aid*

Pairings for Remote Plus app.
Always states **not connected**

Pairing for streaming phone calls and media. Must state **connected** to work.



Troubleshooting Bluetooth Streaming

Scenario:

- Calls only stream to one ear
- Not hearing ringtone in hearing aids
- Intermittence/“bouncing” between ears
- Calls not coming through to hearing aids

Troubleshooting checklist:

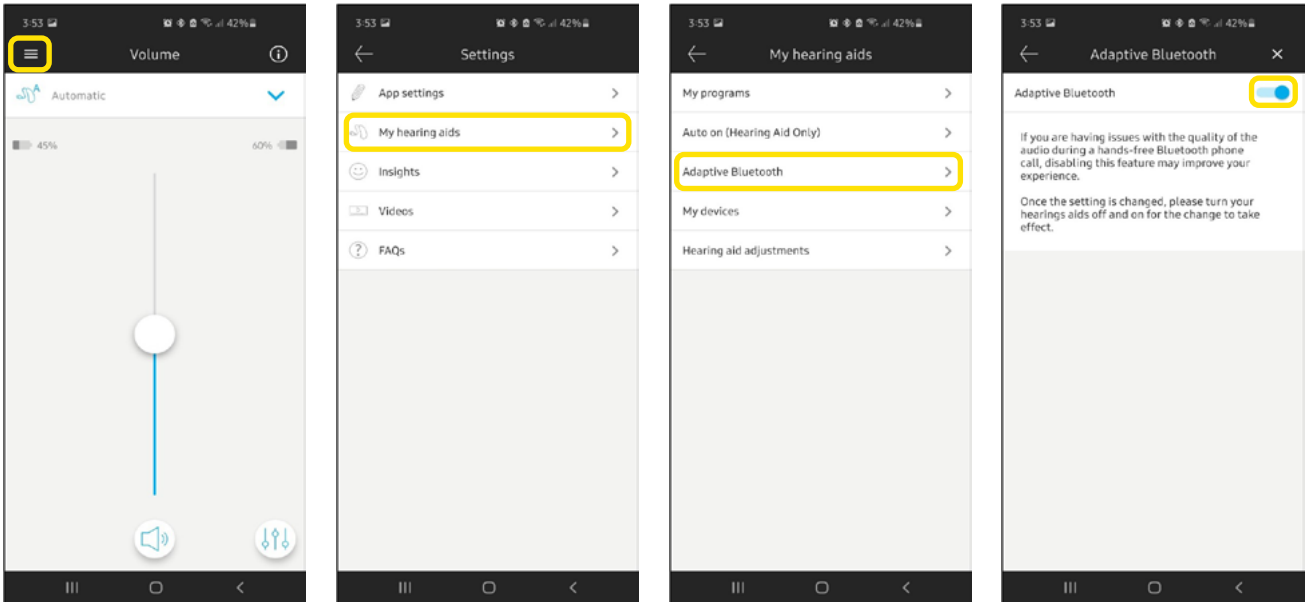
Please click on the troubleshooting suggestion for more detail

- Ensure Bluetooth is turned on
- Ensure *R/L-Unitron hearing aid* pairing states “Connected”
 - » Simply select *R/L-Unitron hearing aid* pairing to reinstate the connection
- Ensure the phone’s operating system is up to date
- Ensure the hearing aid/s firmware is up to date
- Delete *R/L-Unitron hearing aid* pairing and re-pair
- Ensure it is not a localisation issue (if client reports only hearing streaming signal in one ear)
 - » Remove from the ear the device which the client **can** hear the signal through and confirm there is no signal in the contralateral ear
 - » If no signal: continue through the troubleshooting checklist
 - » If signal is present but reduced in comparison to the other ear localisation issue has been identified, connect to TrueFit and adjust the gain for Bluetooth Phone and/or Media programs appropriately (refer to page 15 and 16 for instructions)
- Restart the phone
- [Turn off adaptive bandwidth](#)
- [Change Bluetooth Side](#)
- [Delete wireless pairings](#)
- [For Android phones: ensure calls and audio is enabled](#)
- Try replicating the issue on another phone
 - » If the issue is resolved, it is the phone that is causing the issue
- If issues persist, please send devices for service

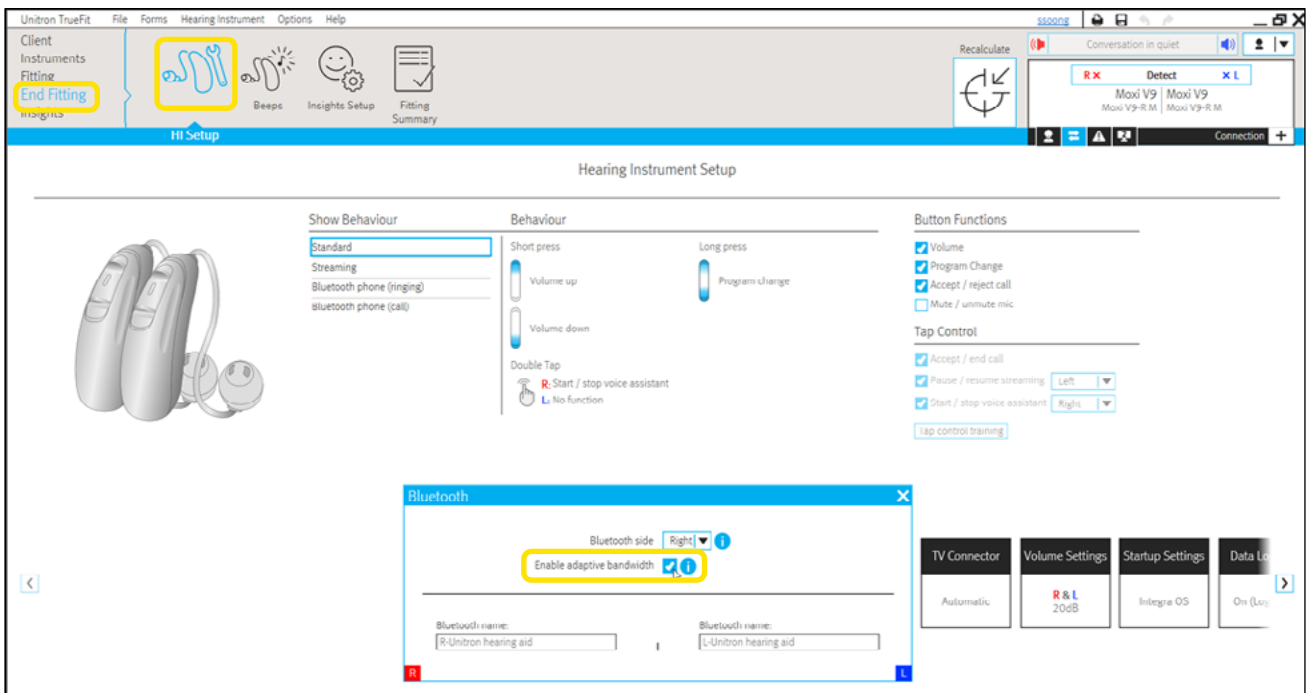
Turn off adaptive bandwidth

This feature is intended to enhance the sound quality of phone calls, however, may sometimes cause the following scenarios: client reports poor sound quality for streamed phone calls, person on the other line is struggling to hear hearing aid wearer, cannot hear ringtone in the hearing aids

To change adaptive bandwidth in the Remote Plus app go to *Menu* > *My hearing aids* > *Adaptive Bluetooth* > *Turn off* > You must reboot the hearing aid/s and restart the phone for the change to be applied



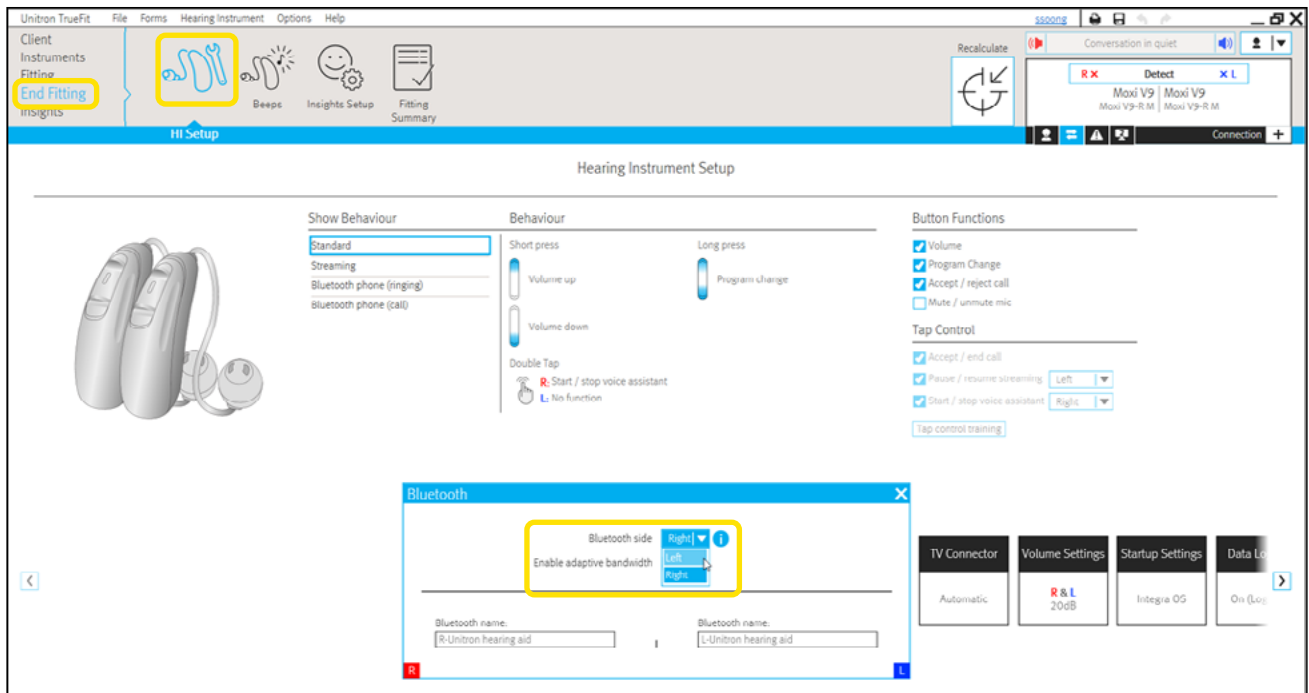
To change adaptive bandwidth in TrueFit, go to: *End Fitting* > *HI Setup* > *Bluetooth* > *untick Adaptive Bandwidth*



Change Bluetooth Side

This is only applicable if the client is binaurally fitted.

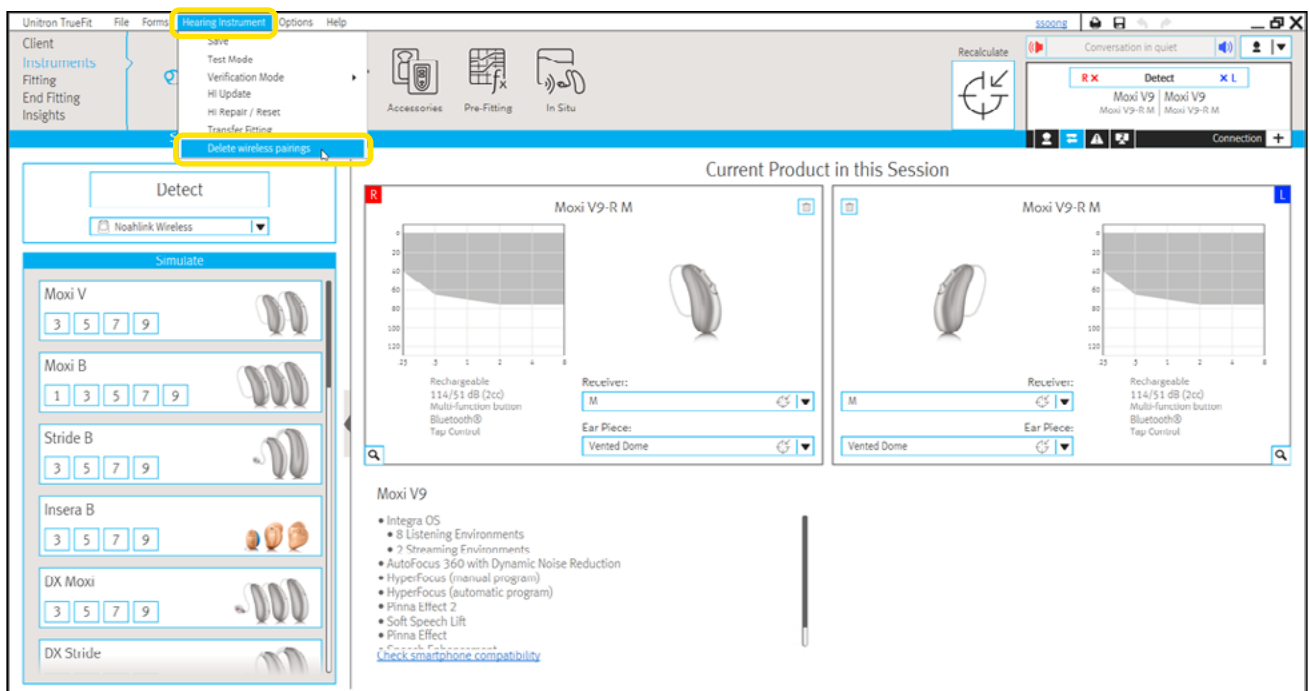
In TrueFit go to: *End Fitting* > *HI Setup* > *Bluetooth* > *Bluetooth side* > *Select the opposite ear* > *Save a new session in TrueFit* > *Re-pair to the phone's Bluetooth menu*



Delete Wireless Pairings

This will delete all previous pairings to devices and accessories. Re-pairing must be performed after deleting wireless pairings.

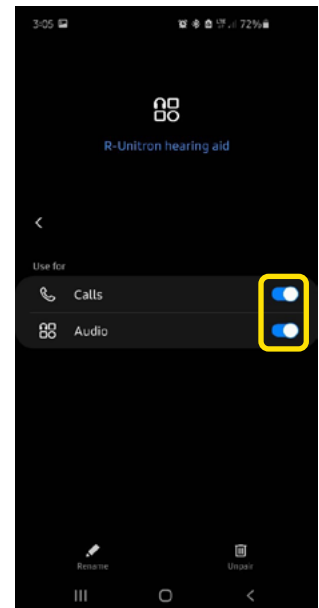
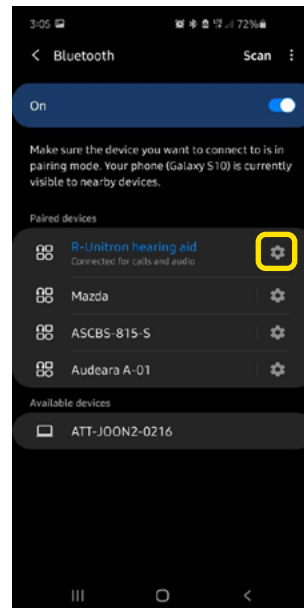
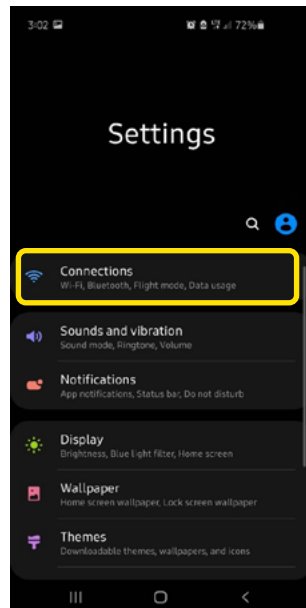
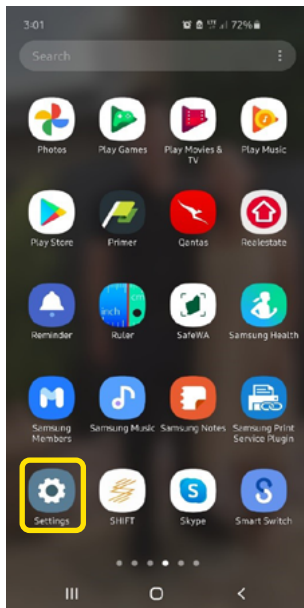
In TrueFit go to: *Hearing Instrument* > *Delete Wireless Pairings* > *Save to hearing instruments and database* > *re-pair to devices and accessories*



For Android phones: Ensure calls and audio are enabled

Android phones have the option to enable/disable calls and/or audio. Ensure both are enabled for streamed phone calls and media to work.

Settings > Connections > Bluetooth > Enable calls and audio



Troubleshooting streamed sound quality

Scenario:

- Sound quality of streamed phone calls is poor
- Sound quality of streamed media is poor
- Phone calls sound intermittent/distorted/static
- Person on the other line cannot hear hearing aid wearer

Troubleshooting checklist:

Please click on the troubleshooting suggestion for more detail

- [Turn off adaptive bandwidth](#)
- [Adjust gain for Media programs](#)
- [Adjust gain for Bluetooth phone program](#)
- [Change Microphone Attenuation for Media](#)
- [Change Microphone Attenuation for Bluetooth Phone](#)
- [For iPhone only: activate Voice Isolation for calls](#)
- [Ensure hearing aids are selected as the audio source](#)

Adjust gain for Media programs

Adjusting gain for Media will change sound quality for all streamed media (excludes streamed phone calls)

In TrueFit go to: *Fitting* > *Tuning* > *Media* > *Soft/Mod/Loud Controls* > *Adjust gain accordingly*

The screenshot shows the Unihron TrueFit software interface. The top menu includes 'Unihron TrueFit', 'File', 'Forms', 'Hearing Instrument', 'Options', and 'Help'. The 'Client Instruments' section has 'Fitting' highlighted. The 'Tuning' section is active, showing 'Media music' selected in the program list. Two frequency response graphs are displayed, both labeled 'Not Connected'. The 'Soft / Mod / Loud Controls' window is open, showing a table of gain values for different frequencies and listening modes.

	All	2k	2.3k	2.7k	3k	3.4k	4k	4.8k	5.9k	7.5k	9.6k	All
Soft	13	13	12	12	11	12	13	13	14	15		Soft
Mod	11	11	10	9	9	10	11	11	12	13		Mod
Loud	4	3	2	2	1	2	3	4	5	5		Loud
CR	1.5	1.4	1.5	1.5	1.5	1.5	1.5	1.4	1.4	1.5		CR

Adjust gain for Bluetooth Phone program

Adjusting gain for Bluetooth Phone will change sound quality for streamed phone calls

In TrueFit go to: *Fitting* > *Tuning* > *Wireless* > *Bluetooth phone* > *Soft/Mod/Loud Controls* > *Adjust gain accordingly*

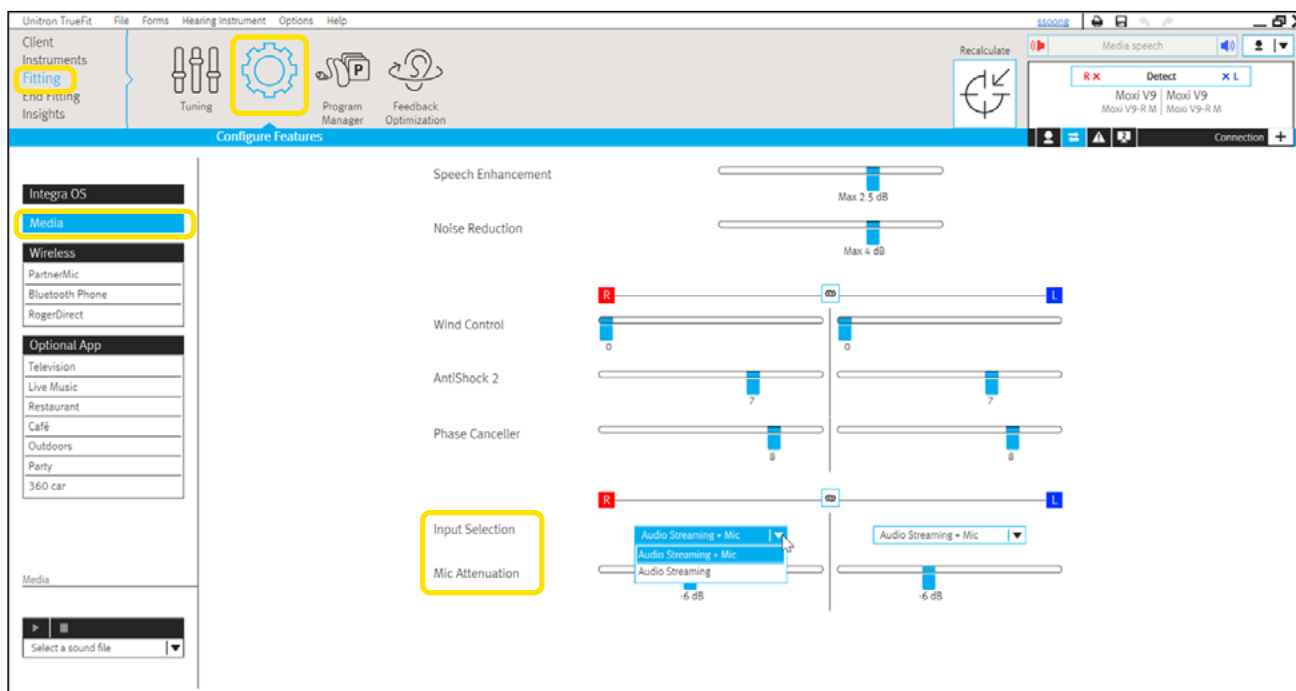
The screenshot shows the Unihron TrueFit software interface. The top menu bar includes 'Unihron TrueFit', 'File', 'Forms', 'Hearing Instrument', 'Options', and 'Help'. The 'Client Instruments' section has 'Fitting' highlighted. The 'Tuning' section is active, showing 'Bluetooth Phone' selected in the program list. Two frequency response graphs are displayed, both labeled 'Not Connected'. The 'Soft / Mod / Loud Controls' dialog box is open, showing gain adjustment tables for 'Soft', 'Mod', and 'Loud' settings, along with a 'CR' row. The dialog also includes sliders for 'View right ear only' and 'View left ear only', and a 'Gain / Insertion Gain' control.

	All	170	340	520	690	860	1k	1.2k	1.4k	1.6k	1.7k	All
Soft	2	8	9	8	9	8	7	7	8	8	8	Soft
Mod	-1	4	5	5	5	6	5	5	6	6	6	Mod
Loud	-5	-1	1	1	0	1	0	0	1	2	2	Loud
CR	1.3	1.4	1.4	1.3	1.4	1.3	1.3	1.3	1.3	1.3	1.3	CR

Change Microphone Attenuation for Media

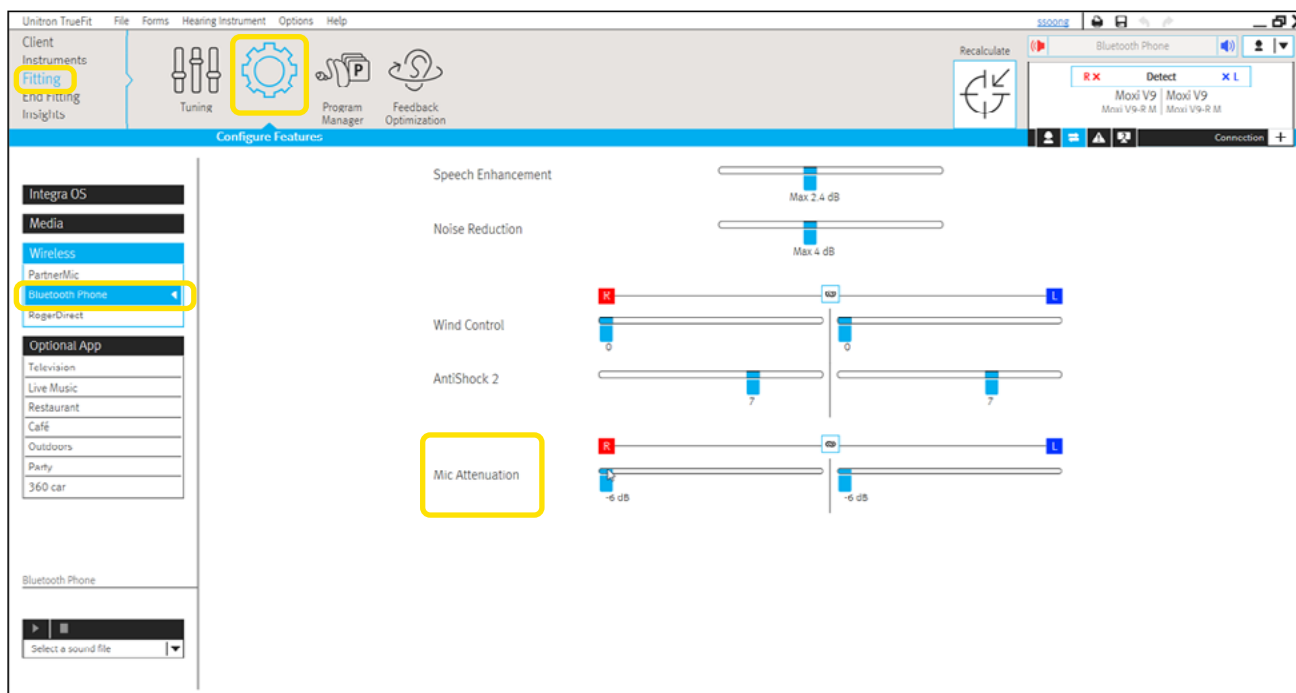
In TrueFit go to: *Fitting* > *Configure Features* > *Media* > *Input Selection* > *Audio Streaming* (this will disable hearing aid microphones)

Mic Attenuation: Increase mic attenuation to reduce ambient noise (i.e. more negative number)



Change Microphone Attenuation for Bluetooth Phone

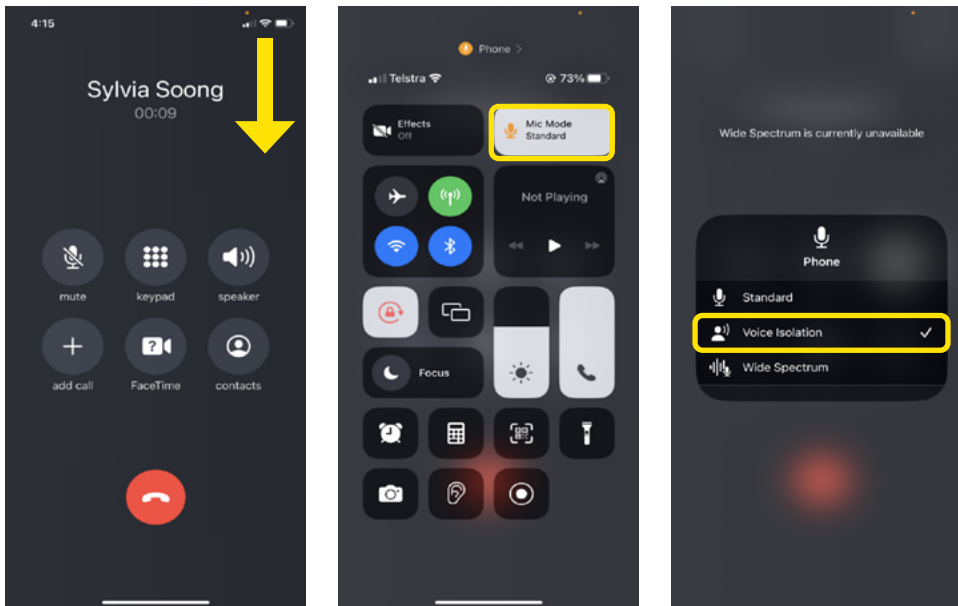
In TrueFit go to: *Fitting* > *Configure Features* > *Wireless* > *Bluetooth Phone* > *Mic Attenuation*



For iPhone only: Activate Voice Isolation for calls

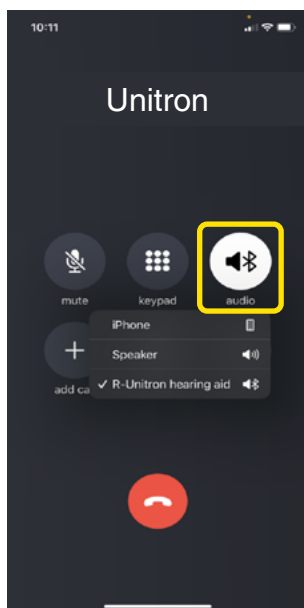
Phone must be running on iOS 16.4 or higher, activating Voice Isolation will prioritise the speaker's voice and reduce ambient noise

Whilst in a call: *swipe down from the top right corner* › *Mic Mode* › *Voice Isolation*

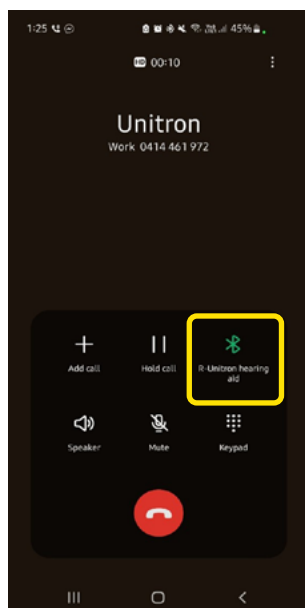


Ensure the hearing aids are selected as the audio source

The audio source can be changed **during** a phone call to phone, speaker or Bluetooth device.



iPhone



Android

Troubleshooting Remote Plus app

Scenario:

- devices can't connect to app
- takes a long time to connect to app
- app keeps crashing
- any app related issues

Troubleshooting checklist:

Please click on the troubleshooting suggestion for more detail

- Ensure phone meets minimum Bluetooth and operating system specifications ([refer to page 3 for specifications](#))
- Ensure Bluetooth is turned on
- Ensure both LE pairings are in the Bluetooth menu (unless monaural fitting)
 - » *LE_L-Unitron hearing aid* **and/or** *LE_R-Unitron hearing aid*
- Make sure the phone's operating system is up to date
- Make sure the hearing aid/s firmware is up to date
- Force close and re-open the app
- [For Android phones: Clear the cache](#)
- Delete the app and LE pairing/s in the Bluetooth menu and re-pair
- Restart the phone
- [Delete Wireless Pairings](#)
- Try replicating the issue on another phone
 - » If the issue is resolved, it is the phone that is causing the issue
- If issues persist, send the devices for service

For Android phones: Clear the Cache

Settings › Apps › Remote Plus › Storage and Cache › Clear Storage › Clear Cache

