



Unitron Bluetooth Troubleshooting Guide

September 2024



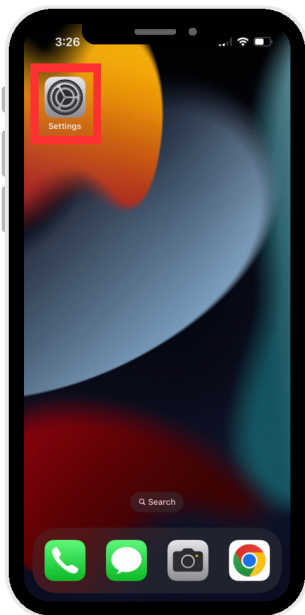
Clients can make hands-free phone calls, stream music, podcasts, and other media directly into their hearing aids.

Minimum requirements

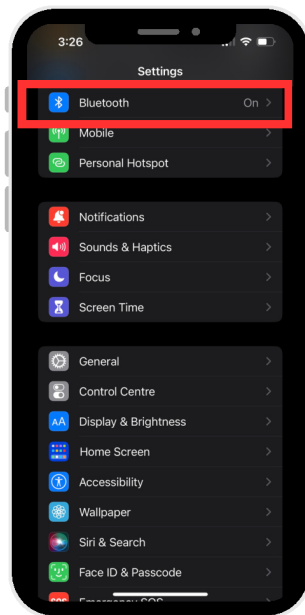
📱 Android 8 📱 iOS 15 📱 Bluetooth 4.2 📱 Remote plus App v5.0

Check compatibility: [Unitron compatibility guide](#)

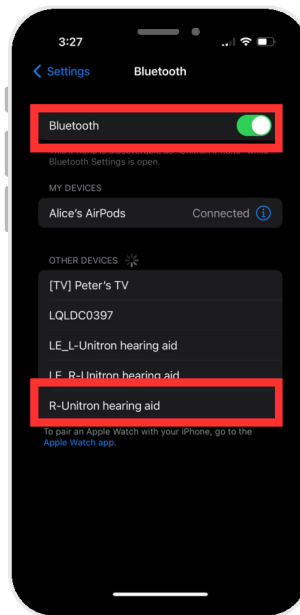
iOS **How to: Pair to iPhone**



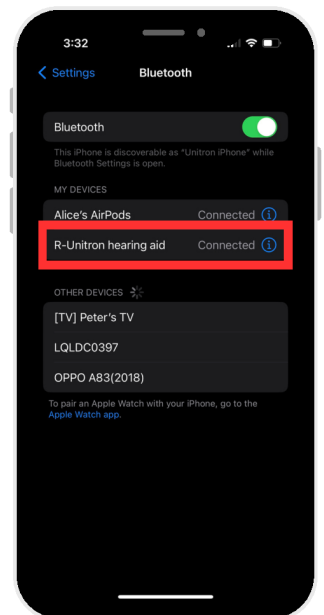
Open settings on the iPhone.



When settings is open, tap Bluetooth.



Check that the Bluetooth button is on. Put hearing instruments into pairing mode (check instructions below). Find the hearing device labelled 'R-Unitron hearing aid' and tap to connect.

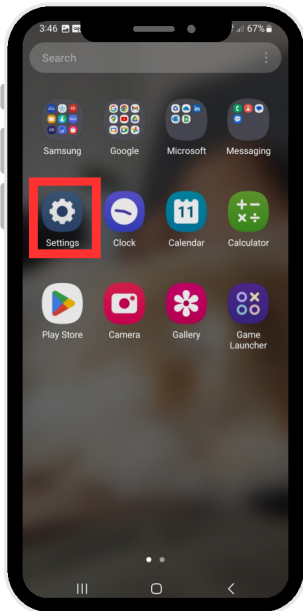


The hearing device/s are now paired to the phone. (Bluetooth Classic for phone and media streaming).

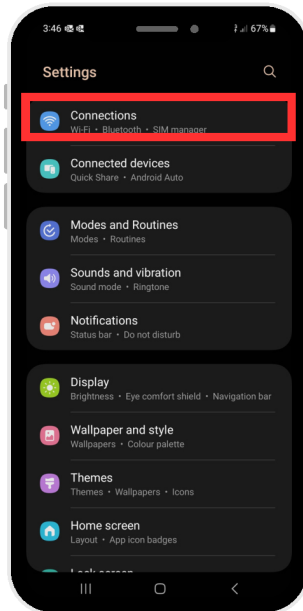
Pairing Mode

Put hearing instruments into pairing mode (stays in pairing mode for ~3 minutes).

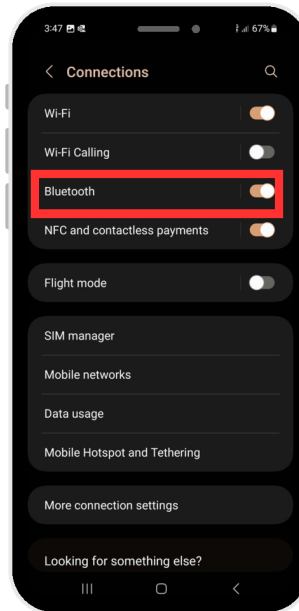
- Rechargeable devices:
 - Press and hold the bottom button for ~3 seconds to turn off (red light), then release and push again for ~2 seconds to turn back on (green flashing light).
 - OR put the instruments into their plugged in charger and take back out.
- Disposable batteries:
 - Open and close the battery door.



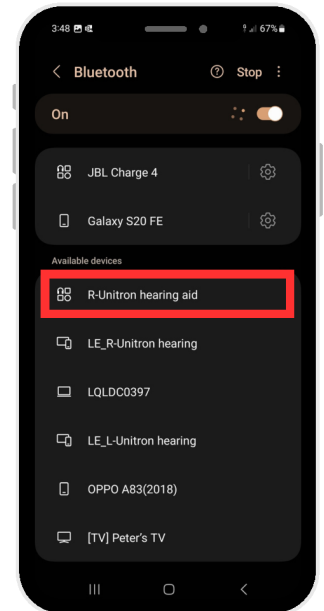
Open settings on the Android.



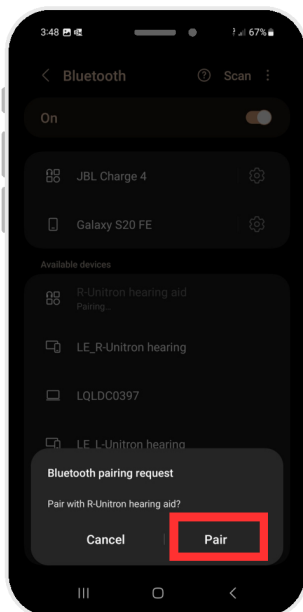
When settings is open, tap Connections.



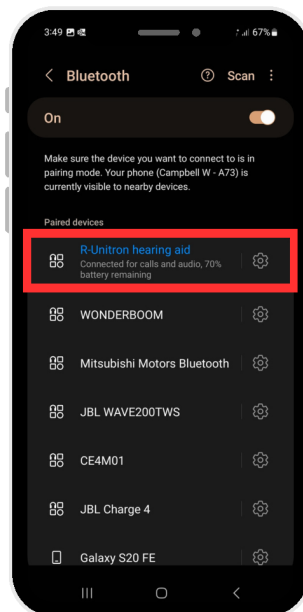
Check that the Bluetooth button is on. Tap into Bluetooth.



Put hearing instruments into pairing mode (check instructions below). Find the hearing device labelled 'R-Unitron hearing aid' and tap to connect.



Tap pair.



The hearing device/s are now paired to the phone. (Bluetooth Classic for phone and media streaming).

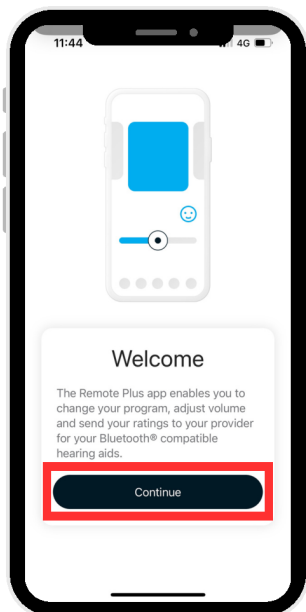
Pairing Mode

Put hearing instruments into pairing mode (stays in pairing mode for ~3 minutes).

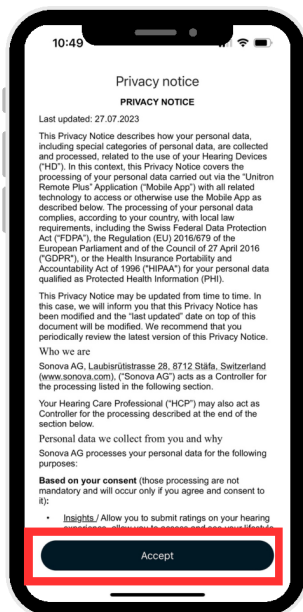
- Rechargeable devices:
 - Press and hold the bottom button for ~3 seconds to turn off (red light), then release and push again for ~2 seconds to turn back on (green flashing light).
 - OR put the instruments into their plugged in charger and take back out.
- Disposable batteries:
 - Open and close the battery door.

How to: Pair to Remote Plus app

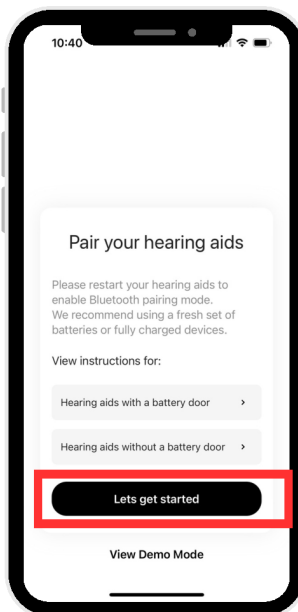
Download the Unitron Remote Plus app at the QR code.



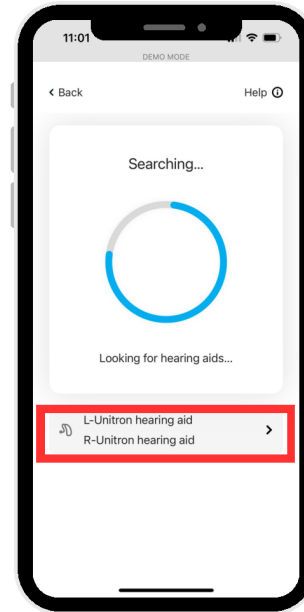
When you first open the app you will see this screen. Tap Continue.



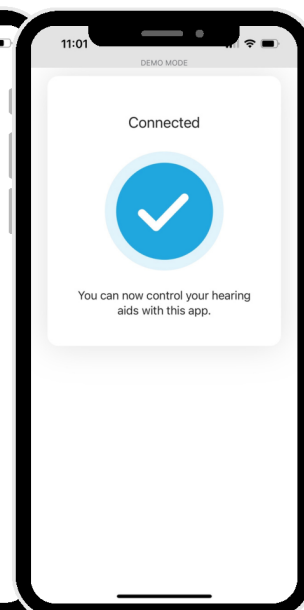
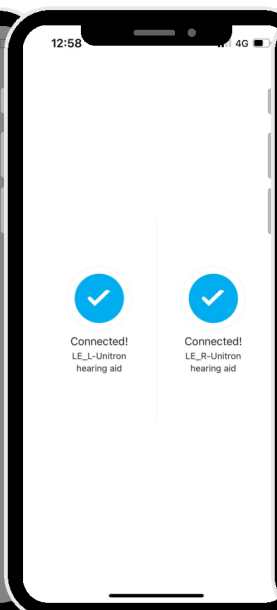
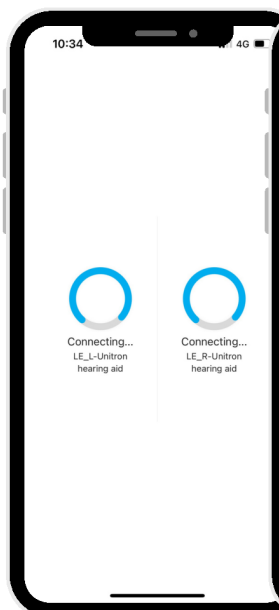
To use the Unitron Remote Plus app, you need to accept the privacy notice and the anonymous data analysis of the usage from the app.



Choose View Demo Mode to try the app without connecting your hearing aids. Please note, no remote control functionality is available in this mode. Tap Let's get started.

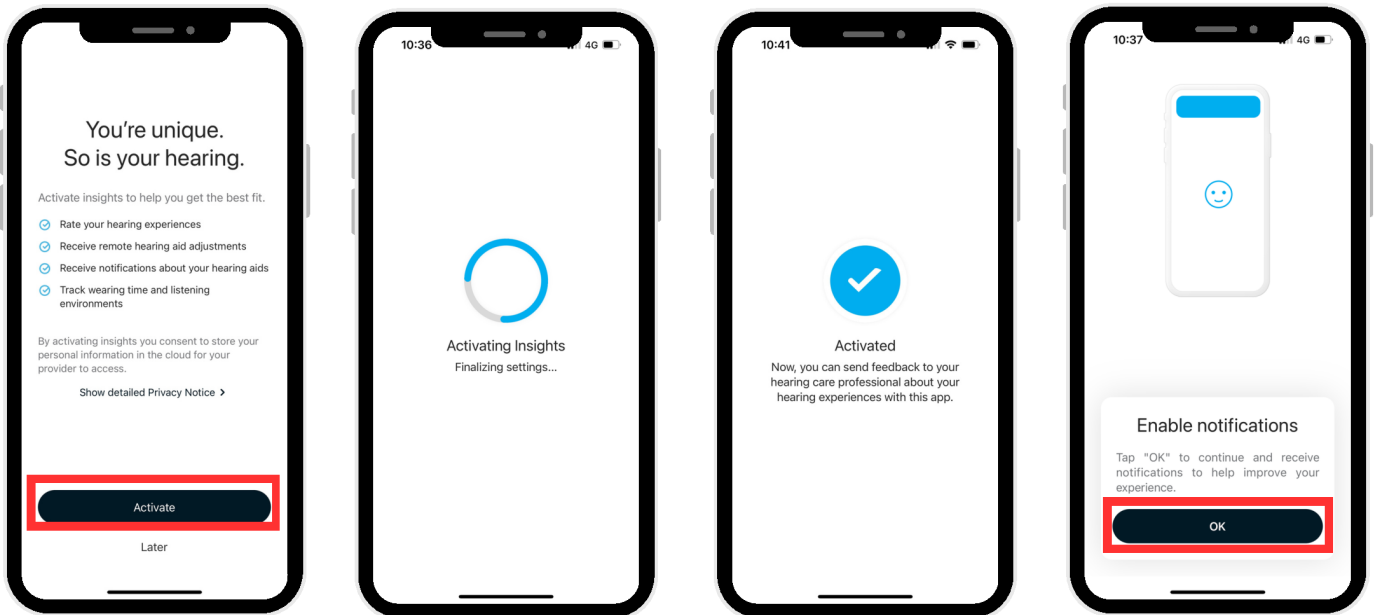


If more than one set of devices are detected by the app, press the button on your hearing aid and the corresponding device will be highlighted in the app.



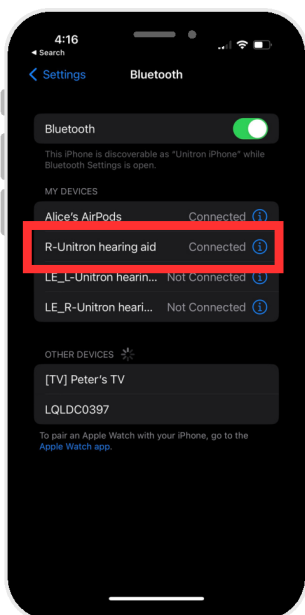
How to: Activate Insights

Activate Insights to enable and use Insights features including Remote Adjust, press the Activate button. To skip this step, tap the Later button.



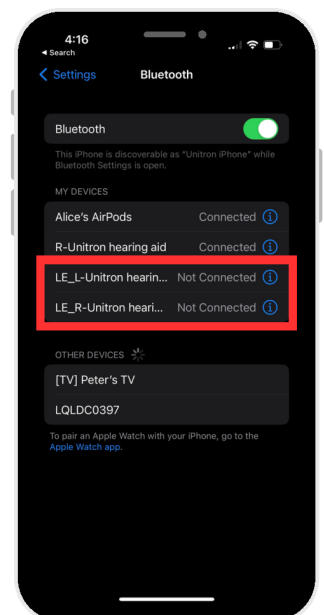
[Download the Remote App User Guide for more information](#)

How to: Verify what's connected



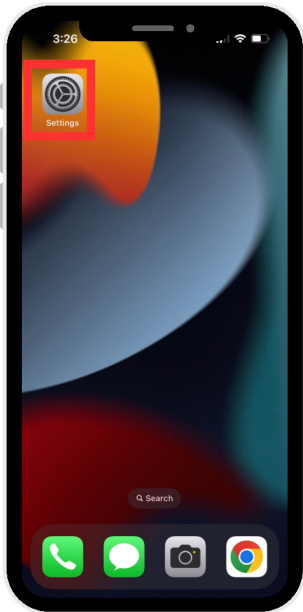
R-Unitron hearing aid means the device is paired to the phone. Bluetooth Classic for phone and media streaming.

LE-R-Unitron hearing aid/LE-L Unitron hearing aid means the device is paired to the Remote Plus app. Bluetooth low energy (LE) (this IS connected, although it says it isn't).

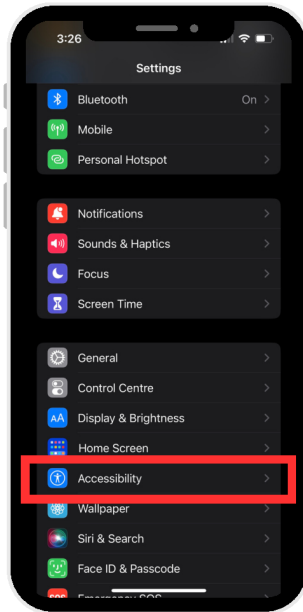




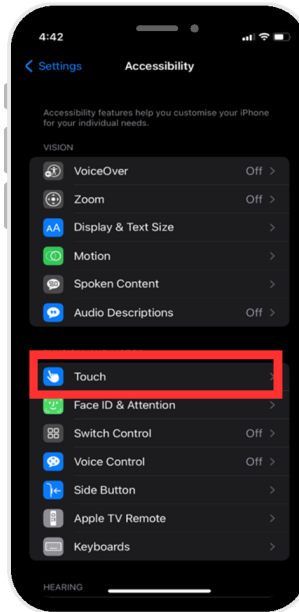
How to: Audio routing



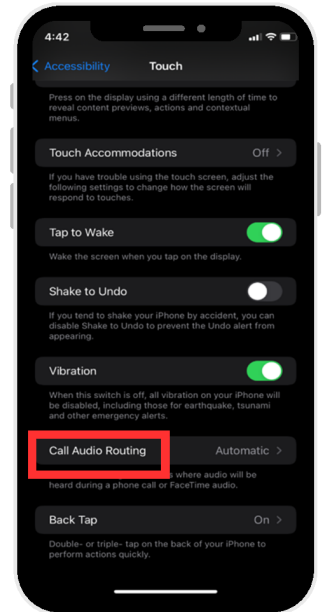
Open settings on the iPhone.



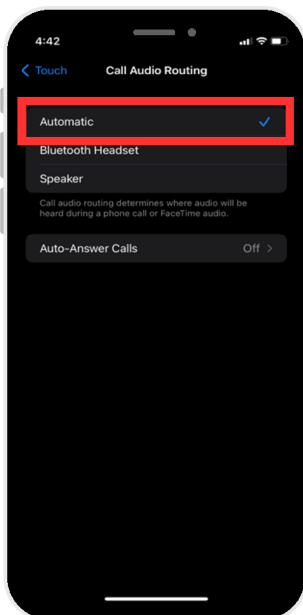
When settings is open, tap Accessibility.



Tap Touch.



Tap Call Audio Routing.

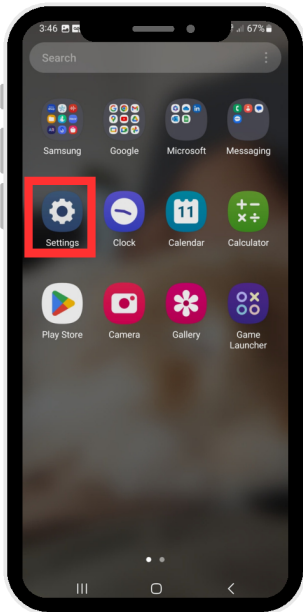


Automatic: Call will be streamed to the device answering the call.

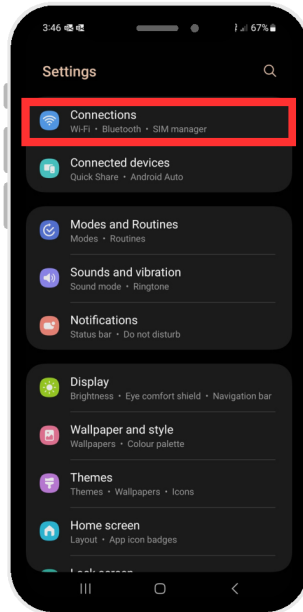
Bluetooth Headset: Call will be streamed to the hearing aids regardless of where the call is answered from, unless interfered by another BT connection such as Car Stereo.

Speaker: Call will be streamed through the iPhone.

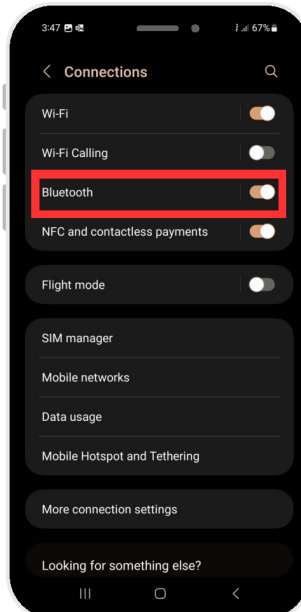
How to: Audio routing



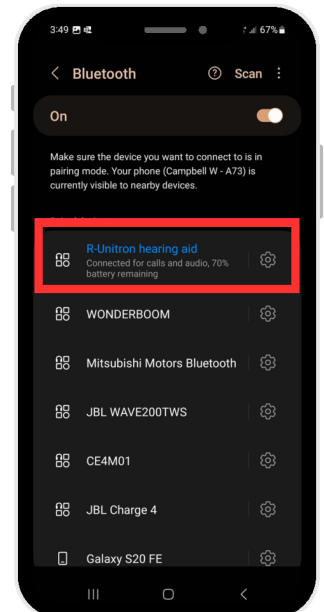
Open settings on the Android.



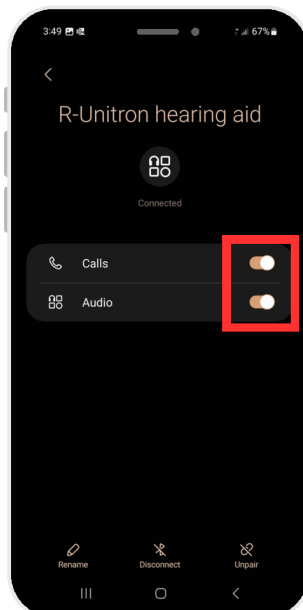
When settings is open, tap Connections.



Check that the Bluetooth button is on. Tap into Bluetooth.



Find the hearing device labelled 'R-Unitron hearing aid' and tap the settings



Incoming call audio will route based on how the call is answered:

- Answer the call on the instrument > hear call in the instrument.
- Answer the call on the phone > hear the call on the phone.
- Answer the call on the vehicle > hear the call on the vehicles Bluetooth.

During the phone call, the signal goes from the hearing instrument to the speaker if you press the speaker icon and from the speaker to the hearing instrument if you press the Bluetooth icon.

Troubleshooting

Concern: Hearing instruments aren't connecting to the phone

1. Check phone is running at least Bluetooth 4.2.
2. Check phone compatibility ([phone compatibility checker](#)).
3. Restart the phone.
4. Force close apps running in the background.
5. Check storage capacity..
6. Phone issue? Try replicating the issue on another phone.
7. Delete Bluetooth pairings from the phone (see the last page for how) and repair.
8. Delete wireless pairings (see last page for how).

Concern: Intermittent connection to Remote Plus app

N.B. Huawei and Oppo are renowned for having connectivity issues, as their operating systems are often based off Android but have been heavily customised and are not supported versions of Android.

1. Check that the phone is compatible with the Remote Plus app and has Bluetooth 4.2 or newer.
2. Ensure the phone operating system is up to date, and at least iOS 15/Android 8 or newer.
3. Force close all apps running in the background.
4. Restart the phone.
5. Delete pairing from the app and phone (see end of document for how).
6. Delete and reinstall the app.
7. Repair hearing devices to the app and phone.
8. Test connection to the Remote Plus app on another phone, to isolate if the issue lies with the phone or the hearing devices. Try only connecting to one device.

Concern: The Remote Plus app only connects to one device

N.B. Huawei and Oppo are renowned for having connectivity issues, as their operating systems are often based off Android but have been heavily customised and are not supported versions of Android.

1. Check that all pairings are stored in the phone correctly (for a binaural fitting there should be 2 “LE” pairings). If not, then delete any pairings and repair devices (see end of document for how).
2. Check that the phone is compatible with the Remote Plus app and has Bluetooth 4.2 or newer.
3. Ensure the phone operating system is up to date, and at least iOS 15/Android 8 or newer.
4. Restart the phone.
5. Test connection to the Remote Plus app on another phone, to isolate if issue lies with the phone or the hearing devices.

Concern: Connection to Remote Plus app dropping out

After 2 minutes of no activity, the Remote Plus app will sever the Bluetooth LE connection to the hearing devices to conserve battery power, and an alert will be displayed on the screen – “We automatically disconnected to preserve the battery of your hearing aids”.

1. Close and re-open the Remote Plus app to initiate reconnection.

Concern: Adjustments in Remote Plus not applying to hearing aids/program in Remote Plus keeps jumping to Bluetooth streaming

Event-driven system sounds can trigger hearing instruments to switch to the streaming program. Turn off.

- iOS: Settings > Sounds & Haptics > Keyboard Feedback > unselect Sound
- Android: Settings > Language and Input > Keyboard Settings tab > Android keyboard settings > unselect Sound on Keypress

Concern: Unable to use the Remote Plus app during a phone call

Two different Bluetooth protocols are used for phone calls (Bluetooth Classic Handsfree Profile) and the Remote Plus app (Bluetooth LE) and they cannot be used simultaneously.

Concern: Volume in the hearing devices continually fluctuates

It is most likely that the phone is continually playing notification sounds that are causing the hearing devices to switch to the Bluetooth Streaming program. The selected notification sound may be so brief that the alert is not heard in the hearing devices, but it's enough to cause the settings of the hearing aids to change.

1. Disable any unnecessary notification sounds in the phone (see end of document for how to).

Concern: Client doesn't want to hear system sounds/notifications in hearing instruments

Disable notification sounds:

- iPhone: Settings > Notifications > Turn off the switch for each app
- Android: Settings > Notifications > All apps OR turn off apps individually

Deactivate the keyboard sounds:

- iPhone: Settings > Sounds > Keyboard Clicks
- Android: Settings > Sounds and vibration > Keyboard Sound

Disable system sounds:

- iPhone Settings > Accessibility > Hearing devices > Play system sounds

Concern: Only streaming to one ear, streamed sound is intermittent/distorted, streaming quality is poor

1. Restart the phone.
2. Change Bluetooth side (see end of document for how to).
3. Change adaptive bandwidth (see end of document for how to).
4. Delete Bluetooth pairings from the phone and re-pair (see end of document for how to).
5. Test while paired to another phone to isolate if issue lies with the phone or the hearing devices.

Concern: Ringtone not audible in hearing devices

N.B. Both Discover and Blu platforms support In-Band Ringtones (the phone's selected ringtone will be heard in the hearing devices) whereas Discover Next does not.

- Restart the phone
- Make sure the smartphone is in sound mode, not vibration mode
- Adjust the smartphone/tablet's volume in the settings.
 - iPhone: Settings > Sounds & Haptics > Ringer & Alerts > Adjust volume slider
 - Android: Settings > Sounds and vibration > Volume
- Change the state of Bluetooth Adaptive Bandwidth (see end of document for how)
- Ensure no other hearing aids that are no longer used are paired to the phone
- Ensure appropriate call audio routing for iOS devices
- Re-pair hearing devices to phone
- Ensure phone operating system is up to date
- Delete wireless pairings (see last page for how to)
- Test ringtone audibility while paired to another phone, to isolate if issue lies with the phone or the hearing devices

Concern: Call audio routing to hearing devices instead of car stereo (i.e. Bluetooth Headset Call Audio Routing) while in the car

- Confirm that call audio routing (iOS) is set to Automatic (whatever is pressed to answer the call is where the call audio is routed)
- Restart the phone
- Ensure phone operating system is up to date
- Re-pair hearing devices to phone
- Delete wireless pairings
- Restart hearing devices

Concern: Unable to hear the call in the hearing devices when answering

1. Ensure hearing devices are paired to the phone for audio streaming (not just the LE connections for Remote Plus).
2. Check audio routing:
 - a. iOS is set to either Automatic or Bluetooth Headset.
 - b. Android is set for calls.
3. Make sure the client is applying a short press to the instrument multi-function button to accept the call.
4. Change the state of Bluetooth Adaptive Bandwidth.
5. Re-pair hearing devices to phone.
6. Restart the phone.
7. Ensure the phone operating system is up to date.
8. Test phone call audibility while paired to another phone, to isolate if the issue lies with the phone or the hearing devices.

Concern: Want to be able to hear calls in hearing aids but answer on the phone handset

Need to set call audio routing (iOS only) to Bluetooth Headset.

1. Phone's settings > Accessibility > Touch > Call Audio Routing > Bluetooth Headset

Concern: Static sound in the phone

1. Disable Bluetooth Adaptive Bandwidth, fixed bandwidth tends to be more stable.
- App: Settings > My hearing aids > Adaptive bandwidth
2. Verify phone software is up to date.
 3. Phone issue? Try replicating on another phone.
 4. Reset network settings (this will also reset networks, thus loss of passwords for saved WiFi, VPN and APN settings).
- iPhone: Settings > General > Reset > Reset Network Settings
 - Android: Settings > General > Reset > Reset Network Settings

Concern: The caller on the other end reports distortion and/or intermittency

1. Check the phone's network connection/signal. If the phone is switching from one type of signal to another, or there is poor service, the intermittency is related to the Bluetooth device, not the hearing instrument.
2. Change adaptive bandwidth (see end of document for how to).
3. Reset network settings (this will also reset networks, thus loss of passwords for saved WiFi, and VPN settings).

Concern: The client and the caller hear an echo

1. Use a more closed dome to avoid acoustic leakage to the microphone.
2. Change Adaptive Bandwidth (see end of document for how to).
3. Delete pairings from phone and re-pair instruments.

Concern: Intermittent calls/calls cut in and out/mute

1. Restart the phone.
2. Close apps running in the background.
3. Disable WiFi.
4. Event-driven system sounds can trigger hearing instruments to switch to the streaming program (see end of document for how to disable these).

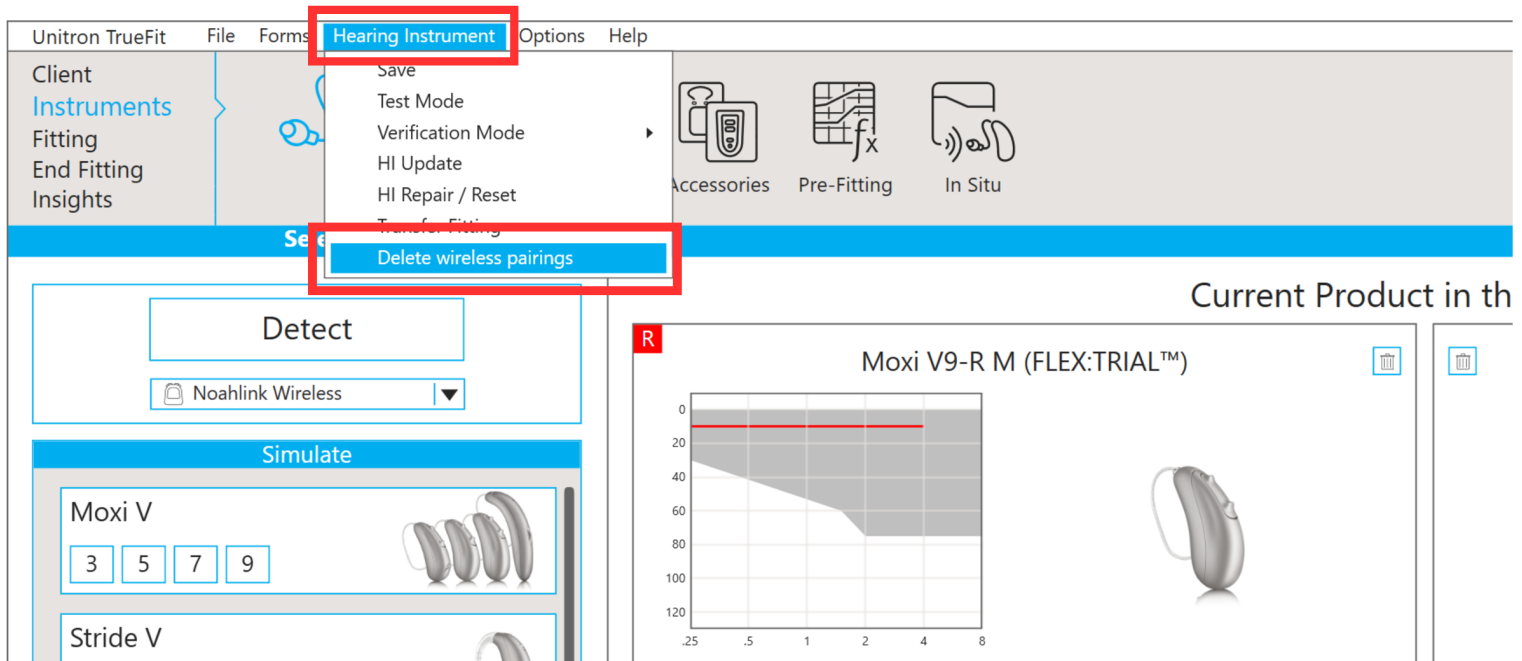
Concern: Client can hear the call but the person on the other end cannot (or vice versa)

1. Change the state of Bluetooth Adaptive Bandwidth (see end of document for how to).
2. Restart the phone.
3. Change Bluetooth side (see end of document for how to).
4. Re-pair for audio streaming.
5. Test phone call audibility while paired to another phone, to isolate if issue lies with the phone or the hearing devices.

How to: Delete wireless pairings

Deleting wireless pairings removes the memory of any Bluetooth connection from the hearing aids. This can be used as a troubleshooting step when hearing instruments aren't connecting, are connecting intermittently, or have abnormal connection behaviour.

1. Prior to deleting the wireless pairings you should delete the hearing instrument connection from the Bluetooth device.
2. Connect hearing instruments to TrueFit > Hearing Instruments > Delete wireless pairing



How to: Disable event driven sounds

When receiving notifications - Disable all notification sounds through the smartphone/tablet's settings:

- iPhone: Settings > Notifications > Turn off the switch for each app
- Android: Settings > Notifications > All apps OR turn off apps individually

When the phone screen turns on - Deactivate the Raise to Wake functionality:

- iPhone: Settings > Display & Brightness > Raise to Wake
- Android: Settings > Advanced Features > Motions and Gestures > Lift to wake
- Pixel: Settings > Advanced > Ambient Display > Always On/Double Tap/Lift to Check

When locking the phone screen - Deactivate the lock sounds:

- iPhone: Settings > Sounds & Haptics > Lock Sound
- Android: Settings > Sound > Advanced > Screen-locking sounds

When using the keyboard - Deactivate the keyboard sounds:

- iPhone: Settings > Sounds > Keyboard Clicks
- Android: Settings > Sounds and vibration > Keyboard Sound

Note: The instructions above to access the specific settings can be different from one smartphone/tablet model to another. You can find the specific setting from the search bar in the Bluetooth device's settings (i.e.: under search > tap Lift to wake)

How to: Change the state of Bluetooth Adaptive Bandwidth

1. Remote Plus app > Devices > Adaptive Bandwidth > either select or unselect Adaptive Bandwidth
2. TrueFit > End Fitting > HI Setup > Bluetooth > either select or unselect Bluetooth Adaptive Bandwidth
3. Restart both the phone and hearing aids.

How to: Delete pairing from the app and phone

1. Remote Plus app > Devices > My devices > Forget devices
2. Phone's Settings > Bluetooth > "LE_R-Unitron hearing aid" and/or "LE_L-Unitron hearing aid" > Forget This Device/Unpair

How to: Change Bluetooth side

1. Connect devices to Truefit > End Fitting > HI Setup > Bluetooth > Left/Right

The image shows two screenshots from the TrueFit app. The top screenshot is the main menu with 'End Fitting' and 'HI Setup' highlighted in red boxes. The bottom screenshot is the 'Hearing Instrument Setup' screen, which includes a 'Show Behaviour' dropdown menu, a 'Behaviour' section with 'Short press' and 'Long press' options, and a 'Button Function' section with various checkboxes. An illustration of hearing aids is on the left.

The image shows a 'Bluetooth' settings window with a red border. It features a 'Bluetooth side' dropdown menu set to 'Right', with 'Left' and 'Right' options visible. Below this, there are two text input fields for 'Bluetooth name', both containing 'L-Unitron hearing aid' and 'R-Unitron hearing aid' respectively. A red 'R' and blue 'L' are visible at the bottom left and right corners of the window.

Love the experience

We'll admit it—at Unitron we're a little obsessive. But that's because we're crafting hearing experiences so good, you can't help but love every single detail. The sound performance, the design, and the Experience Innovations. You'll love them all. And you'll love the way we blend all of that together for life-enhancing hearing experiences that seamlessly fits your clients' and customers' worlds.

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Favourite sound: the courier
pulling into the driveway