FULL UNINSTALL/ DELETE/ REBOOT/ RE-PAIR (UDRR)

1. delete all pairings from BT menu- if there are 2 aids--- the streaming ear a well as the LE_L and LE_R for the app (iphone= forget device, android= unpair)

2. delete the myPhonak app from the phone

3. reboot phone- for iphone-- i recommend a hard reboot-- some just want a regular reboot and that is fine, the hard reboot is just an extra little disco nap for the phone to unclog-----
look up hard reboot for whatever iphone model it is (its different for some models)--- any iphone without a home button is:

> *1 Press and quickly release the volume up button.*
> *2 Press and quickly release the volume down button.*
> *3 Press and hold the side button.*
> *4 When the Apple logo appears, release the side button.*
> **you have to do this in pre*
> *tty quick succession--- if you see the siri orb on the screen, you need to do the motions faster*

4. then leave the phone be and connect aids to target

5. under BT device options, change the name of both sides - doesnt matter what, just something different than it already is ie) my left aid, my right aid, name L, name R, etc

6. hit the checkbox for delete pairings

7. save and close target

8. go back to the phone---- see the system sounds pdf for the things to make sure are turned off

9. pair the main phone ear to the BT menu

10. after you pair to the phone for streaming, download the myPhonak app

11. finally pair to the app