This guide is designed to provide information and troubleshooting support for the Earlens Made for iPhone (MFi) hearing aid. If you have any questions or would like support, please call Earlens Technical Support at (844) 730-5986.

Photon Hearing Aid and Apple Device Compatibility

The Earlens Photon Hearing Aid is compatible with the following Apple device with iOS 9 or later:

iPhone®	iPad®	iPod®
iPhone 5	iPad mini	iPod touch (5th generation)
iPhone 5c	iPad mini 2	iPod touch (6th generation)
iPhone 5s	iPad mini 3	
iPhone 6	iPad mini 4	
iPhone 6 Plus	iPad mini with retina display	
iPhone 6s	iPad (4th generation)	
iPhone 6s Plus	iPad Air	
iPhone SE	iPad Air 2	
iPhone 7	iPad Pro	
iPhone 7 Plus		

Getting Connected

Pairing and Connecting to Your Apple Device

To connect to your Apple device, you must first pair it to your hearing aids.

1. Ensure your hearing aids are powered off, then turn them back on.
2. On the Apple device, tap on the **Settings** icon > **General** > **Accessibility** > **Hearing Devices**.
3. Ensure Bluetooth is enabled. The Apple device should start searching for hearing aids.
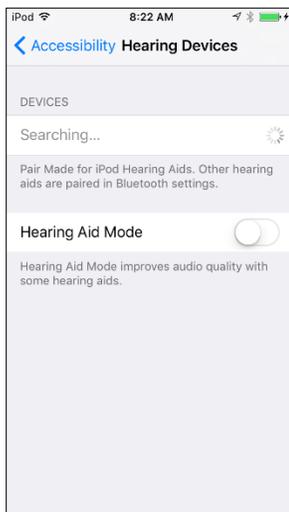
4. Once your hearing aids are discovered, your First Name + *Hearing Aid* and *R + L* will display (in black writing).
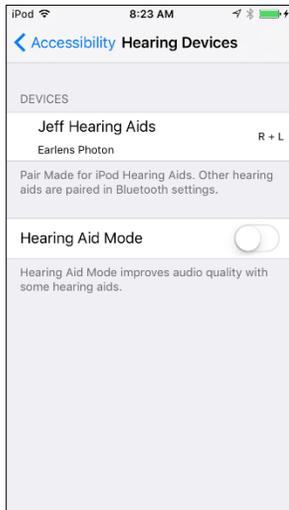

5. Tap on the name to connect to the Apple device.
6. A pairing request window will appear for each hearing aid, select **Pair**.
    NOTE: If you are only connecting one hearing aid, only *L* or *R* will display and only one pairing request window will appear.
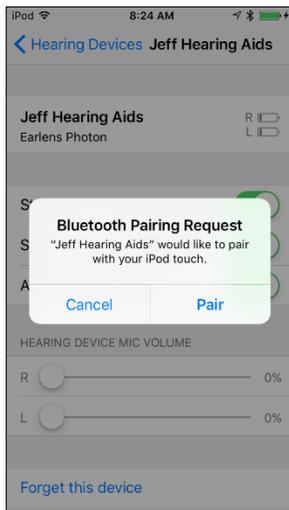
7. When the devices are paired and connected, a black check mark will appear next to your name and the text will display in blue.
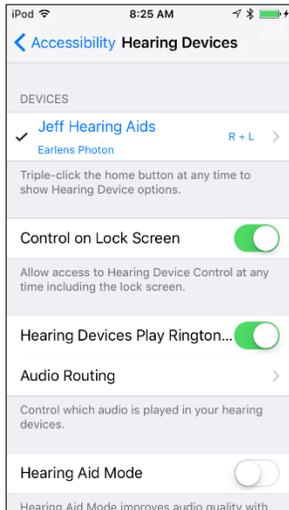
8. TIP: Performing a triple-click of the Home button will populate the Apple Hearing Aid Native Controls when the Processors are actively connected to the Apple device (see the Apple Native Hearing Aid Controls section for more information).

Home Button
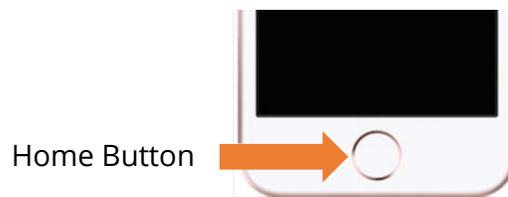
Reconnecting to Your Apple Device

When you place your hearing aids in the Charger at night, it will turn them off which disconnects them from the Apple device. When you remove your Processors from a plugged in Charger or turn them back on, they will automatically reconnect to your Apple device.

Pairing with More than One Apple Device

You can pair your Earlens hearing aids with up to 4 Apple devices. To pair them to another device:

1. Make sure all Apple devices are connected to the same Wi-Fi network and signed in to iCloud with the same Apple ID,
2. Disable the Bluetooth on the Apple device that your hearing aids are currently connected to.
3. Follow the *Pairing and Connecting to Your Apple Device instructions* to pair and connect with your additional Apple Device (Page 2).

NOTE: You can only have one Apple device actively connected to your hearing aids at a time.

Navigating the Earlens Control App Features

Home

Connectivity Status

A Bluetooth connection status icon and current battery level gauge of each hearing aid is located in the top bar of the screen.

Master Hearing Aid Volume

The volume level for both hearing aids can be decreased and increased by sliding the blue dot left and right.

Independent Hearing Aid Volume

Tap on the volume splitter icon to independently control the left and right hearing aid volume.

Mute

Tapping the Mute icon will mute the microphones on both hearing aids. When muted, the button turns orange. To unmute tap the Mute icon again and the hearing aids will return to the setting prior to muting.
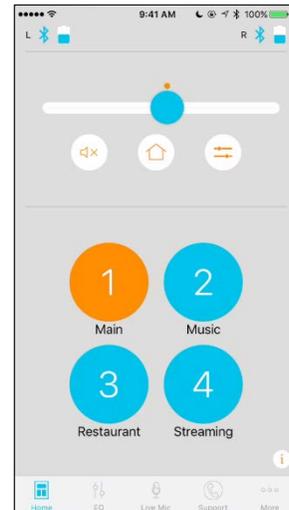
Home Tab

Independent Volume Control Enabled

Program

Change the hearing aid program by tapping on the program you wish to engage. The active program will be orange.
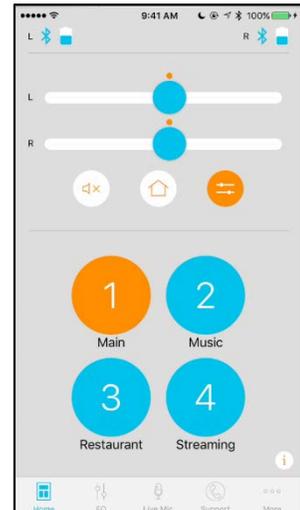
EQ (Equalizer)

You can adjust the master bass and treble settings in the EQ screen of the Earlens Control app to enhance listening in different environments or for audio streamed inputs.
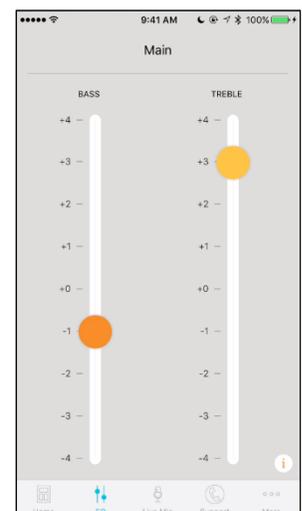
1. Slide your finger along the bass and/or treble bar to adjust the settings of both Processors.
2. The application will remember your settings on a per program basis.

EQ Tab

Live Mic

Users can turn the Apple device into a remote microphone that can be used as an assistive device. This feature is designed to be helpful in challenging listening environments such as noisy restaurants. To begin:

1. Tap on Start Live Mic tab
2. To begin Live Mic, tap on the blue microphone. When it is enabled, it turns orange.
3. Within the Streaming screen, you can independently slide the volume of the Liv Mic Volume vs. Hearing Aid Volume to achieve optimal mixing.
   NOTE: We recommended reducing the Hearing Aid Volume bar and increasing the Live Mic Volume bar.
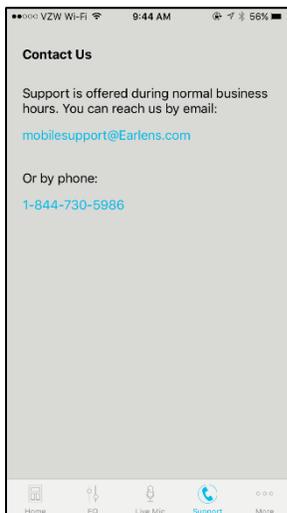4. To stop the live stream, tap on Start Live Mic, it will turn back to blue.
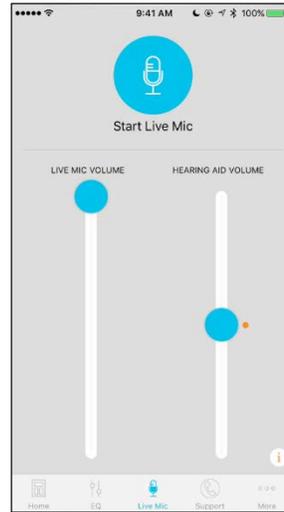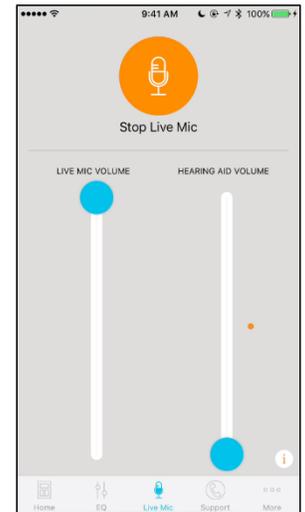
Live Mic Tab   Live Mic- Enabled

Support

To quickly get connected to Earlens Tech support, the user can select the Support tab to have easy access to contact information.

Support Tab

More

Locate

The locate hearing aid functionality allows you to see the last location your Processors and Apple device were connected in the event you misplace your Processors. To locate your devices:

1. Select **Locate**.
2. Select **Enable**.
3. A window will pop-up, select **Allow**.
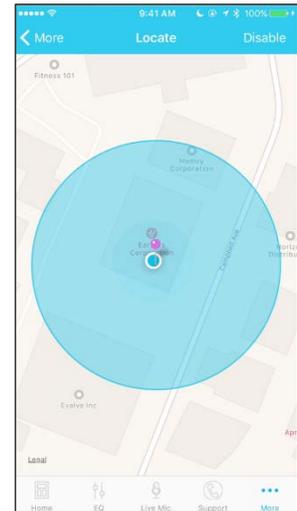
Locate Hearing Aid - Enabled

Settings

The settings screen allows you to configure a number of settings and most importantly allow you to enable a mineral oil reminder. To enable a notification:

1. Select **Settings**.
2. Enable **Mineral Oil Reminder**.
3. Select the Date and Time you want the reminder to start.
4. The reminder will repeat every seven days.

More Tab- Settings

More Tab- Settings:
Mineral Oil Reminder

Streaming Sound Directly to your Hearing Aids
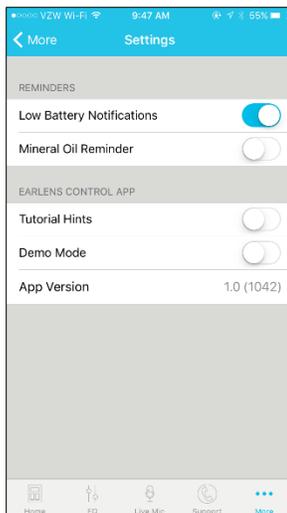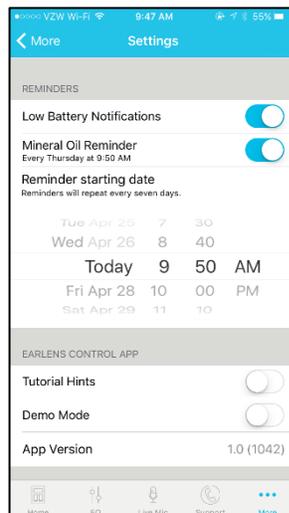
The Made for iPhone feature allows you to stream stereo audio directly from your Apple device to your hearing aids.

Audio Media

Audio will automatically stream to your hearing aids when you are connected to your Apple device. If it does not automatically route to your hearing aids or you would like to change where the audio signal routes, perform the following steps:

1. Swipe up from the bottom of the screen to open the Control Center
2. Swipe horizontally from right to left to find the "Now Playing" screen.
3. Press the AirPlay icon and select the hearing aids.
4. Return to the app or music you're wanting to play audio from and press Play.
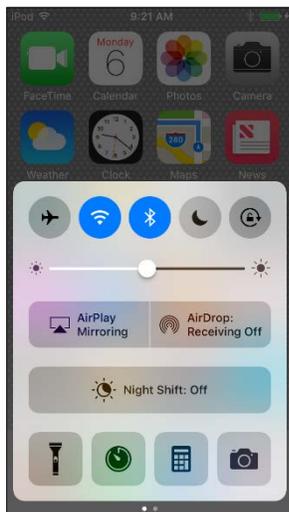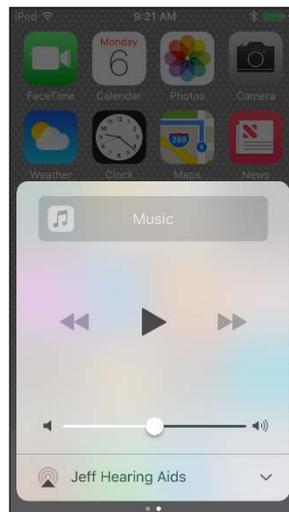
Apple Control Center	*Now Playing* Screen	*AirPlay* Audio Routing Options

Phone Calls

If you make or receive a phone call, the audio will automatically stream to your hearing aids as long as you are connected. If it does not automatically route to your hearing aids or you would like to change where the audio signal routes, perform the following steps:
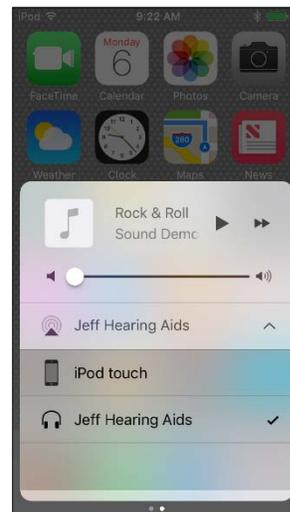
Outgoing

1. Select the Phone icon on the iPhone.
2. Select the contact name you would like to call or dial a phone number to initiate the call.
3. Once the phone begins to ring, the routing source display will indicate that the Processors are actively streaming.
4. Select the End icon to disconnect.
   NOTE: The source may be changed from this screen (ex. iPhone or Speaker).

Phone Call Screen
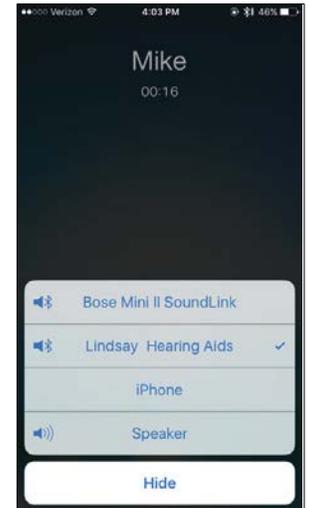
Phone Call Screen- Audio Routing Options

Incoming

1. The iPhone will indicate the arrival of an incoming call.
   NOTE: If the call is received while streaming media, the stream will be interrupted by the call. Once the call is ended, the stream will resume.
2. Select the Accept or Decline icon on the iPhone.
3. Select the End icon to disconnect.

Change How Audio Routing Default Settings

When hearing aids are connected to the Apple device, you can select how phone calls or media (e.g. podcasts, music) automatically route. To change settings:

1. Tap on the **Settings** icon > **General > Accessibility > Hearing Devices > Audio Routing**.
2. Select **Call Audio** or **Media Audio** and select your preferred audio routing.

Options include:

- **Always Hearing Aids**: Audio will always be routed to the hearing aids by default, even if the Apple device is connected to other Bluetooth devices (e.g. speaker, car).
- **Never Hearing Aids**: Audio will never route to the hearing aids by default, rather other connected Bluetooth devices or the Apple device itself. When this option is selected, you must actively select the hearing aids from the audio routing list.
- **Automatic**: Audio will route, potentially, to the most recent Bluetooth connection or the longest standing Bluetooth device. Performance may vary.
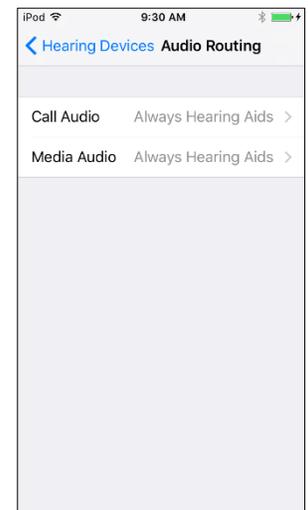
Apple Native Control- Audio Routing Options

ML00108vB
9

Apple Native Hearing Aid Controls

Apple offers hearing aid controls that allow you to adjust your hearing aids without accessing the Earlens Control app. The Apple controls allow you to:

- Make volume adjustments.
- Change programs.
- Engage the Live Listen functionality. Please note, this function is the same as the "Live Mic" feature in the Earlens Control app.

To quickly access the Apple controls, quickly click the Home button three times.

Apple Native Hearing Aid
Controls

Troubleshooting
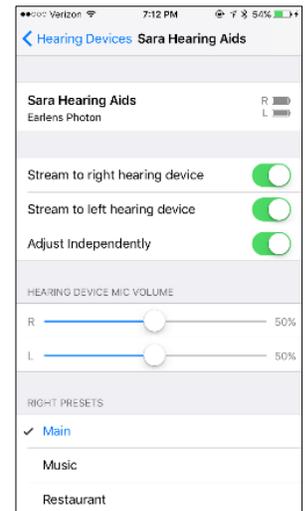
Hearing Aids Not Connected to Apple Device

If the hearing aids have been paired with the Apple device but the Bluetooth icon ⚹ does not appear in the Earlens Control app, the hearing aids are not actively connected. To reconnect, perform each step and check the Bluetooth status until connection is successful:

1. Turn the hearing aids OFF and then back ON.
2. Close the Earlens Control app by double-tapping the Home button and swiping up on the screen. Open the Earlens Control again.
3. On the Apple device, turn the Bluetooth OFF and then back ON by swiping up from the bottom of the device to open the Apple Control Center or by going to Settings>Bluetooth.
4. Turn the Apple device OFF and then back ON.
5. Re-pair the hearing aids to the Apple device by doing the following:
   a. Select **Settings** > **General** > **Accessibility** > **Hearing devices**
   b. Select the blue "i" icon
   c. Select **Forget this device.**
   d. A window will appear, select **Forget.**
   e. Proceed with instructions for *Pairing and Connecting to Your Apple Device.*

Audio Not Streaming to Hearing Aids

If audio fails to stream through the hearing aids, perform the following actions:

1. Verify the hearing aids are connected to the Apple device by opening the Earlens Control app. The Bluetooth icon ⚹ will be present if the devices are connected.
2. Ensure the volume settings of the Apple device are set to a minimum of 50%.
3. Close the Earlens Control app by double-tapping the Home button and swiping up on the screen. Open the Earlens Control again.
4. On the Apple device, turn the Bluetooth OFF and then back ON by swiping up from the bottom of the iOS to open the Control Center or by going to Settings>Bluetooth.
5. Turn the Apple device OFF and then back ON.

Hearing Aids Not Connecting to Apple Device Following iOS Update

When updating the version of iOS on your iPhone, the hearing aids may lose connection, requiring you to un-pair and re-pair the hearing aids with your iPhone. Please perform the following steps:

1. Un-pair your hearing aid from the Apple device
2. Select **Settings** > **General** > **Accessibility** > **Hearing Devices**.
3. Tap on the blue "i" icon
4. Select **Forget this device**.
5. A window will appear. Select **Forget**.
6. Turn the Apple device OFF and then back ON.
7. Turn hearing aids OFF and then back ON.
8. Pair hearing aids to Apple device:
    a. On the Apple device, tap on the **Settings** icon > **General** > **Accessibility** > **Hearing Devices.**
    b. Enable Bluetooth. The Apple device should start searching for hearing aids.
    c. Once the hearing aids are discovered, the First Name + Hearing Aid or H/A will display.
    d. Tap on the name to connect the left and/or right hearing aid to the Apple device.
    e. A pairing request window will appear for each device, select **Pair**.

Live Mic is Not Working

If the Live Mic feature from the Earlens Control app is not working, it is important to make sure you have approved the Earlens Control app to access the Apple microphones. To enable, perform the following steps:

1. On the Apple device go **Settings** > **Earlens Control**.
2. Enable Microphone.
3. Make sure the volume on the Apple device is set to at least 50%.

Locate My Hearing Aids is Not Working

If the Locate Hearing Aids feature from the Earlens Control app is not working, it is important to make sure you have Location access enabled for the Earlens Control app. To enable, perform the following steps:

1. On the Apple device go **Settings** > **Earlens Control**.
2. Tap on *Location.*
3. Select *Always.*
NOTE: Access to your location will be available even when the app is in the background.

Hearing Aids vs. Car Bluetooth

When both your hearing aids and car are paired and have an active connection to your Apple device, the routing of audio can become a bit unpredictable. For example, when you get into your car, an incoming phone call could ring to your hearing aids but outgoing call could go through your car. For best performance in the car, we recommend you stabilize the Bluetooth routing by performing these steps:

1. Turn on your car's Bluetooth connection.
2. Open the Control Center on your Apple Device by swiping up from the bottom.
3. Swipe horizontally from right to left to find the "Now Playing" screen.
4. Press the AirPlay icon and select the audio source you would like phone calls to come through (e.g. your hearing aids or car).
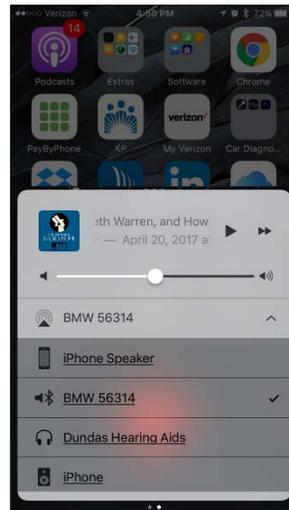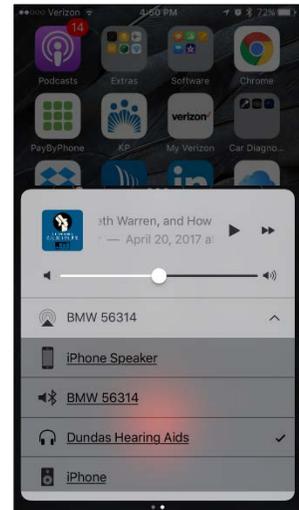   **NOTE**- Performance is not guaranteed.

| Apple Control Center | Now Playing Screen | AirPlay Audio Options Screen | Change Audio Routing |

Earlens Photon™ and the Earlens Control app are compatible with the following Apple devices: iPhone 7 Plus, iPhone 7, iPhone SE, iPhone 6s Plus, iPhone 6s, iPhone 6 Plus, iPhone 6, iPhone 5s, iPhone 5c, iPhone 5, iPad Pro, iPad Air 2, iPad Air, iPad (4th generation), iPad mini 4, iPad mini 3, iPad mini with Retina display, iPad mini, iPod touch (5th generation) using iOS 9 or later.

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Made for
iPod iPhone iPad