


# Made for iPhone® Quick Start Guide

With the Made for iPhone feature, you can connect your Earlens Hearing Aids to your Apple device. This connection, along with the Earlens Control App, allows you to easily and discretely change your hearing aid programs and volume. You can also take phone calls and stream media from your iPhone, iPad and iPod touch directly to your hearing aids!

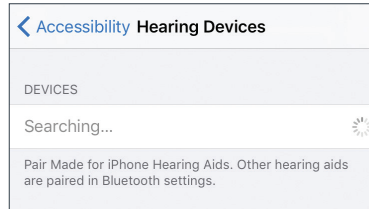
## Getting Started

### Pairing and Connecting to Your Apple Device

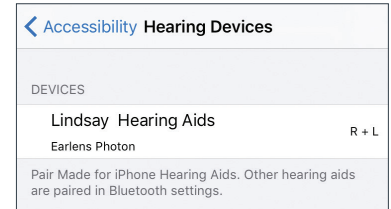
To connect to your Apple device, you must first pair it to your hearing aids.

- 1 Ensure your hearing aids are powered off, then turn them back on.
- 2 On your Apple device, tap the **Settings** icon  > **General** > **Accessibility** > **Hearing Devices**.
- 3 Ensure Bluetooth is enabled. The Apple device will start searching for your hearing aids.
- 4 Once your hearing aids are discovered, your *First Name + Hearing Aids* and *R+L* will display.\*
- 5 Tap on the name to connect to your Apple device.
- 6 A pairing request window will appear for each device. Select **Pair**.\*
- 7 When your hearing aids are paired and connected, a black check mark will appear next to the name and the text will display in blue.

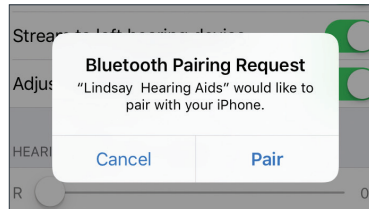
\* If you connect one hearing aid, an *L* or *R* will display and only one pairing request window will appear.



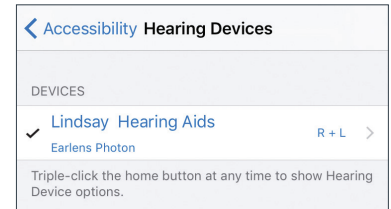
Searching for hearing aids



Hearing aids discovered



Pairing request window



Hearing aids paired and connected


## Take Phone Calls and Stream Audio Media Directly to Your Hearing Aids

Once connected, audio will automatically route from your Apple device to your hearing aids. If audio does not play through the hearing aids or you would like to change the device that audio plays through, perform the following.

### Phone Calls

- 1 Tap on **audio** in the phone call screen.
- 2 Select the source you would like audio to play through. A check-mark will appear next to the active device.

### Audio Media\*

- 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 source you would like audio to route to.
- 4 Return to the app or music you want to play audio from and press Play.

\* Instructions for Apple devices running iOS 10 or newer.

## Earlens Control App

The app allows you to seamlessly interact with your hearing aids. There are four main screens in the Earlens Control App:

- **Home:** Change programs and volume, mute your hearing aids and check the battery status and Bluetooth connection.
- **EQ:** Modify the bass and treble for any program to customize your listening experience.
- **Live Mic:** Turn your Apple device into a microphone and live stream audio directly to your hearing aids.
- **More:** Locate your hearing aids, set weekly oiling reminders and contact Earlens Tech Support for assistance.

## Troubleshooting

### Hearing Aids Not Connected to Apple Device

If the Bluetooth icon  does not appear or your hearing aids are not responding to actions in the Earlens Control App, the hearing aids may not be actively connected to your Apple device.

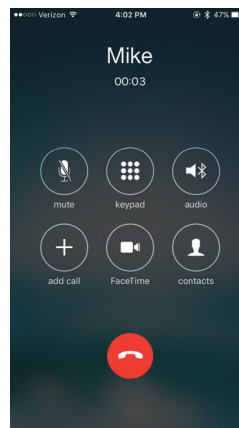
- 1 On the Apple device, turn the Bluetooth OFF and then ON by swiping up from the bottom of the screen to open the Apple Control Center or by going to **Settings > Bluetooth**.
- 2 Double-click the Home button, locate the Earlens Control App and swipe up on the screen to close the app. Re-launch the app.
- 3 Turn the hearing aids OFF and then back ON.
- 4 Triple-click the Home button to open the Apple native controls and check the connection status.
  - If controls are visible, adjust the volume or program to verify connection.
  - If no controls are visible or are visible but do not update in your hearing aid, the devices are not connected. Re-pair the hearing aids to the Apple device:
    - a. Ensure your hearing aids are powered off, then turn them back on.
    - b. Select **Settings > General > Accessibility > Hearing Devices**.
    - c. Tap on the hearing aid name displayed under Devices.
    - d. Select **Forget this device**.
    - e. A window will appear. Select **Forget**.
    - f. Proceed with the instructions for **Pairing and Connecting to Your Apple Device**.

### Audio Not Streaming to Hearing Aids

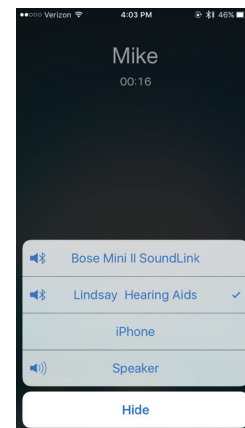
- 1 Verify that the Bluetooth is enabled on your Apple device.
- 2 Ensure the volume settings of your Apple device are set to a minimum of 50%.
- 3 On your Apple device, turn the Bluetooth OFF and then back ON by swiping up from the bottom of the iOS to open the Control Center or by going to **Settings > Bluetooth**.
- 4 Triple-click the Home button to open the Apple native controls and check the connection status.
  - a. If controls are visible, adjust the volume or program to confirm to verify connection.
  - b. If no controls are visible or are visible but do not update in your hearing aid, the devices are not connected. Re-pair the hearing aids to the Apple device (see Troubleshooting> Hearing Aids Not Connected to Apple Device> step 4a).

Additional troubleshooting resources are available at [www.earlens.com/connectivity](http://www.earlens.com/connectivity)

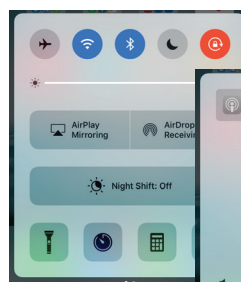
Please contact Earlens Technical Support at [mobilesupport@Earlens.com](mailto:mobilesupport@Earlens.com) or call 1-844-730-5986 with any questions.



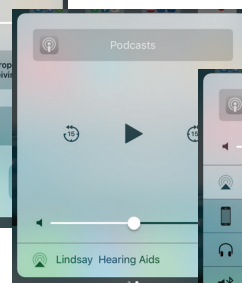
Phone call screen



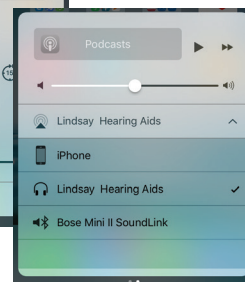
Audio source options



Apple Control Center



Now Playing screen



AirPlay audio options



## Made for iPhone Tips and Tricks

- To increase or decrease the volume of phone calls or audio media when you are streaming to your hearing aids, use the volume buttons located on the Apple device.
- For robust connectivity, maintain a distance of 20 feet or less between your hearing aids and Apple device.
- Triple-clicking the Home button will open the Apple native controls where you can verify the Bluetooth connection status and make quick program and volume changes to your hearing aids.
- Apple frequently releases new versions of iOS, which may impact the performance of the Earlens Made for iPhone feature. We encourage you to call Earlens Tech Support or visit [www.earlens.com/connectivity](http://www.earlens.com/connectivity) for compatibility information prior to upgrading.



Earlens Photon™ and 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 (4<sup>th</sup> generation), iPad mini 4, iPad mini 3, iPad mini with Retina display, iPad mini, iPod touch (5<sup>th</sup> generation) using iOS 9 or later.

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