

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 the Earlens Concierge at **(844) 999-5367**.

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Photon Hearing Aid and Apple Device Compatibility

The Earlens Hearing Aid is compatible with the following Apple devices with iOS 9, iOS 10 and iOS 11:

<i>iPhone</i> [®]	<i>iPad</i> [®]	<i>iPod</i> [®]
iPhone 8	12.9-inch iPad Pro 2 nd gen	iPod touch 6 th gen
iPhone 8 Plus	12.9-inch iPad Pro 1 st gen	iPod touch 5 th gen (iOS 10)
iPhone 7	10.5-inch iPad Pro	
iPhone 7 Plus	9.7-inch iPad Pro	
iPhone 6s	iPad Air 2	
iPhone 6s Plus	iPad Air	
iPhone 6	iPad 5th gen	
iPhone 6 Plus	iPad mini 4	
iPhone SE	iPad mini 3	
iPhone 5s	iPad mini 2	
iPhone 5c (iOS 10)	iPad 4 (iOS 10)	
iPhone 5 (iOS 10)		

Real-time updates for compatibility with newer Apple products and iOS versions can be found at www.earlens.com/connectivity. Some Apple products are not compatible with the latest iOS release. Instructions for older versions of Apple iOS are also available at www.earlens.com/connectivity.

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** > **MFi Hearing Aids**.
3. Ensure Bluetooth is enabled. The Apple device will start searching for hearing aids (Figure 1).
4. Once your hearing aids are discovered, your First Name + *Hearing Aid, R + L** and *Not Connected* will display in black writing (Figure 2).
*If you are only connecting one hearing aid, only *L* or *R* will display and only one pairing request window will appear.
5. Tap on the name.
6. A pairing request window will appear for each hearing aid. Select **Pair** (Figure 3).
7. When the devices are paired and connected, the text will turn blue and say **Connected** in the MFi Hearing Aid screen (Figure 4).

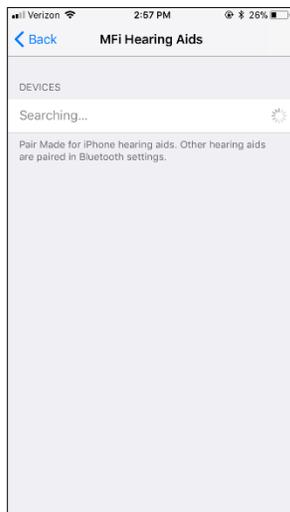


Figure 1

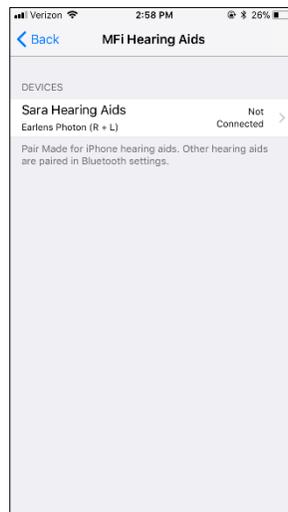


Figure 2

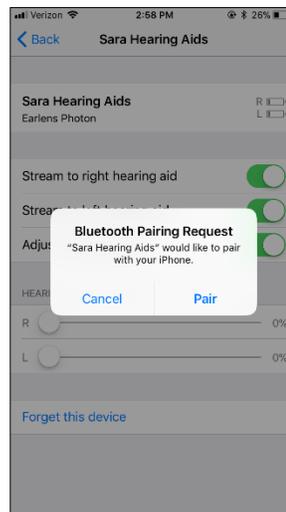


Figure 3

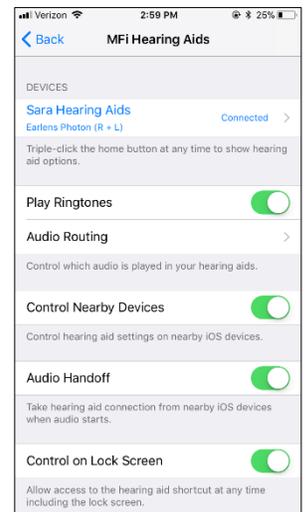


Figure 4

TIP: Performing 3 quick presses of the Home button (Figure 5) 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).

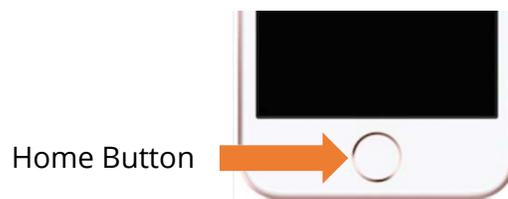


Figure 5

Reconnecting to Your Apple Device

When hearing aids are placed in the Charger at night, they will be turned off, which will disconnect them from the Apple device. To re-establish the connection, remove your hearing aids from a plugged-in Charger. Once on, the hearing aids will automatically connect to their Apple device.

When updating to new versions of iOS, the hearing aids may lose their pairing to the Apple device, requiring you to forget the hearing aid devices and re-pair them. See page 10 *Hearing Aids Not Connecting to Apple Device Following iOS Update* for instructions on how to re-pair them, or call the Earlens Concierge at (844) 999-5367 for support.

Pairing with More than One Apple Device

You can pair your Earlens Hearing Aids with up to 4 Apple devices. However, you can only have one Apple device actively connected to your hearing aids at a time. 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 3).

Navigating the Earlens Control App Features

Home (Figure 6)

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 (see purple box Figure 7) 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 the microphones, tap the Mute icon again and the hearing aids will return to the setting prior to muting.

Program

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

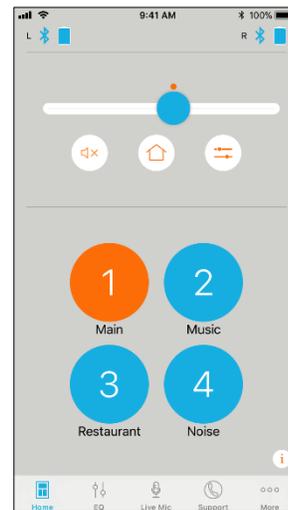


Figure 6

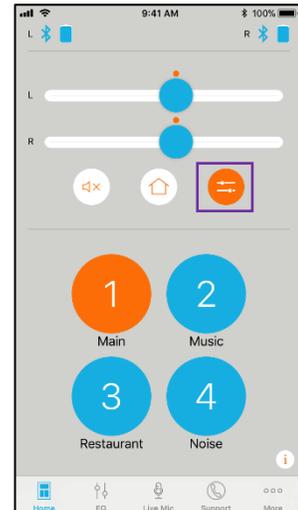


Figure 7

EQ (Equalizer)

You can adjust the master bass and treble settings in the EQ screen (Figure 8) 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.

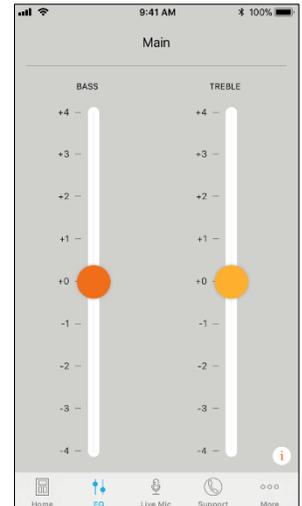


Figure 8

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 (Figure 9).
2. To begin Live Mic, tap on the blue microphone. When it is enabled, it turns orange (Figure 10).
3. Within the Streaming screen, you can independently adjust the Hearing Aid Volume slider to achieve optimal mixing.
NOTE: For an optimal listening experience, we encourage you to keep the hearing aid volume mic reduced or low when streaming.
4. To stop the live stream, tap on Start Live Mic. Once stopped, the button will turn back to blue.

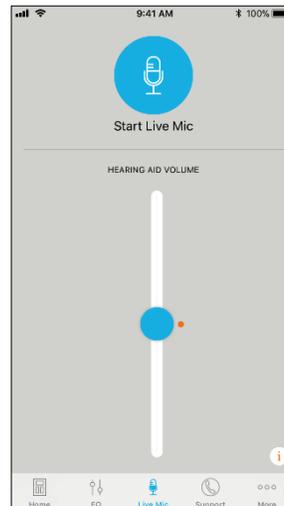


Figure 9

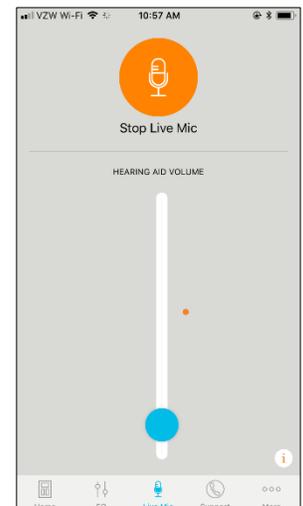


Figure 10

Support

To quickly get connected to the Earlens Concierge, MFi support videos or Processor & Charger troubleshooting help, select the Support tab (Figure 11).

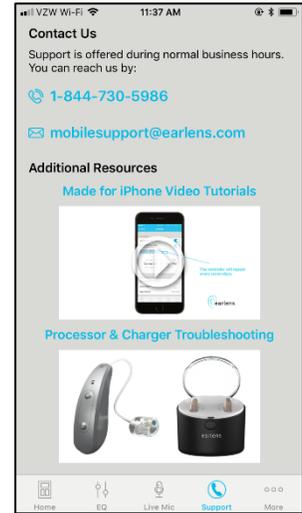


Figure 11

More

Users can turn on “locate” to identify the last known location of their hearing aids and set mineral oil reminders via the More tab (Figure 12).

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**.

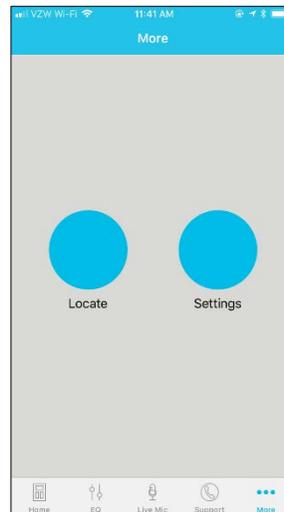


Figure 12

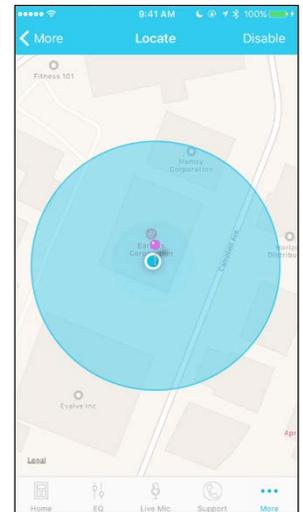


Figure 13

Settings

The Settings screen allows you to configure a number of settings and most importantly allow you to enable mineral oil reminders. Oiling is an important step for maintaining the Earlens Hearing Aid and requires a minimum application of two pumps of mineral oil to each ear at least twice a week. To help remind you, set a recurring reminder via the Earlens Control app by following these steps:

1. In the More tab, select **Settings** (Figure 14).
2. Enable Mineral Oil Reminders.
3. Tap on **Repeat** (Figure 15) and select **Custom** (Figure 16).
4. Tap on **Frequency** and select **Weekly** (Figure 17).
5. Below Frequency, select the days you would like reminders to appear (Figure 18).
6. At the top of the screen, tap on the arrow in the upper left corner twice (Figure 19 & 20) until you get back to the “New Event” screen and select **Add** (Figure 21).

- If you need to edit the reminders, select **Edit Mineral Oil Reminders** in the Settings screen (Figure 22).

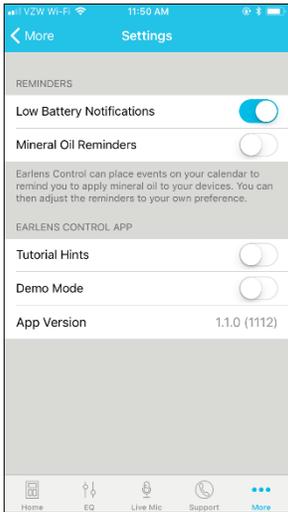


Figure 14

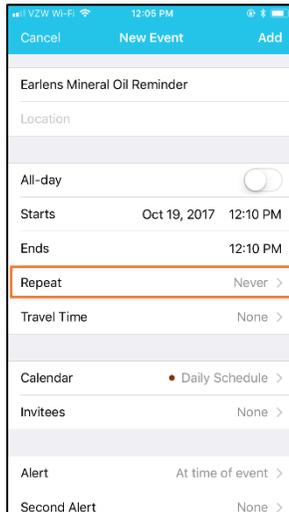


Figure 15

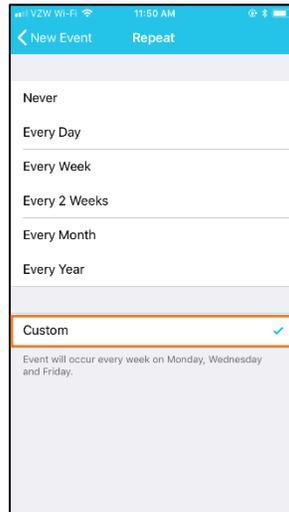


Figure 16

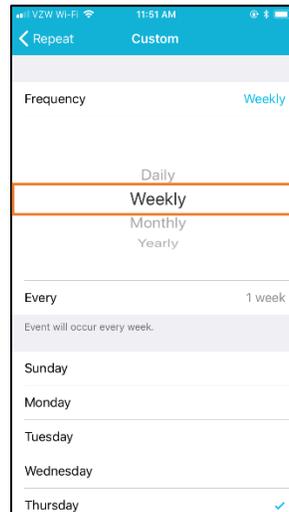


Figure 17

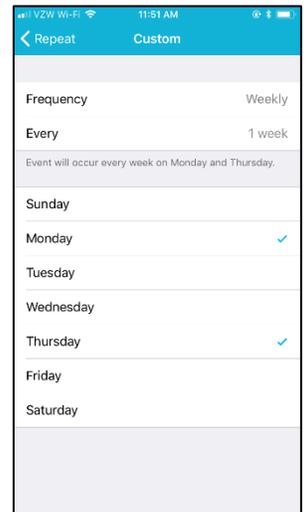


Figure 18

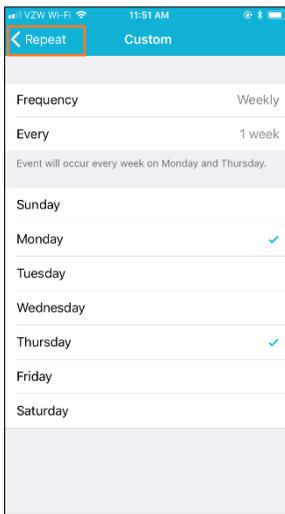


Figure 19

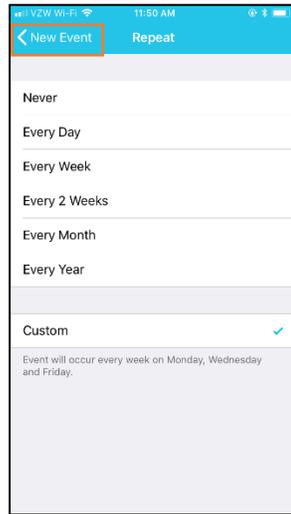


Figure 20

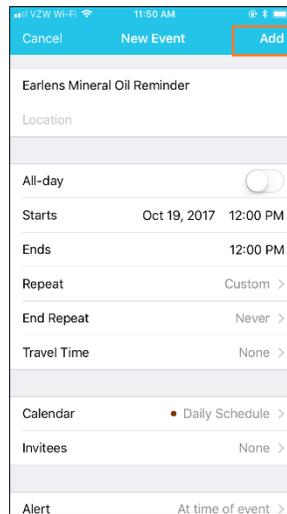


Figure 21

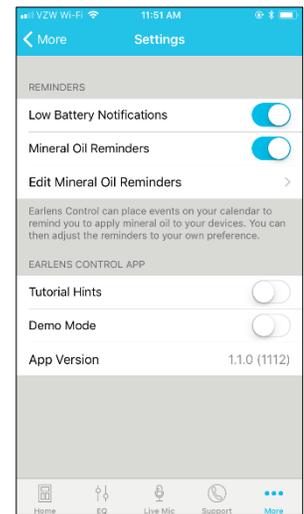


Figure 22

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 (Figure 23).
2. Press the  icon in the upper right corner of the audio card (see orange box on Figure 23). Select your preferred audio source (Figure 24).



Figure 23

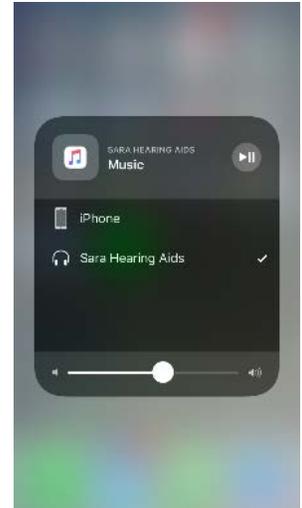


Figure 24

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 Calls

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 (Figure 25).
4. Select the End icon to disconnect.

NOTE: The audio routing may be changed from this screen by tapping on the audio source (indicated by orange box on Figure 25) and selecting the desired option (Figure 26).

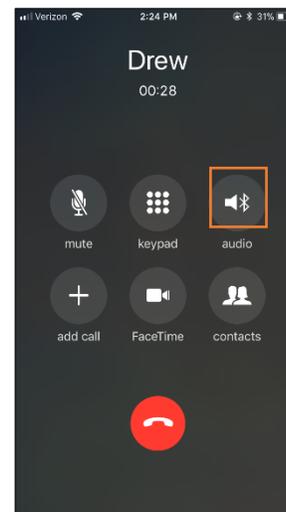


Figure 25

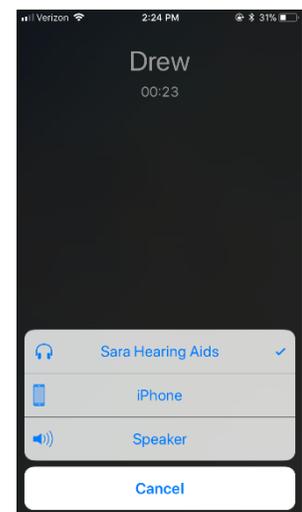


Figure 26

Incoming Calls

1. The iPhone will indicate the arrival of an incoming call.
 - NOTE:** If the call is received while media (e.g. podcasts, music) is streaming, 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 Audio Routing Default Settings

When hearing aids are connected to the Apple device, you can select how phone calls or media audio (e.g. podcasts, music) automatically route (Figure 27). To change settings:

1. Tap on the **Settings** icon > **General** > **Accessibility** > **Hearing Devices** > **Audio Routing** (with iOS11, it will be MFi Hearing Aids).
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 than 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 often route to the most recent Bluetooth connection or the longest standing Bluetooth device. Performance may vary.

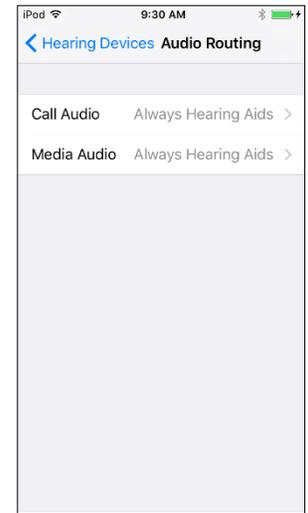


Figure 27

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 access the Apple Native Hearing Aid Controls, quickly press the Home button three times in a row (Figure 28).

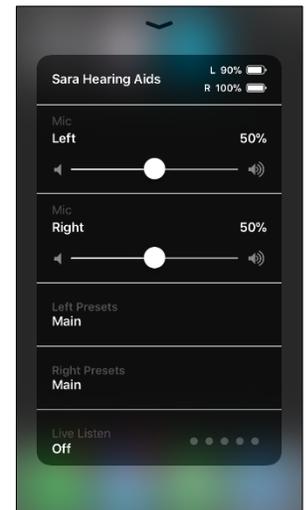


Figure 28

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 below and check the Bluetooth status until connection is successful:

1. Close the Earlens Control app by clicking the Home button 2 times so that you see your open apps displayed (Figure 29). Holding your finger on the Earlens Control app preview (see the orange box on Figure 29), drag the preview window up toward the top of the screen until it disappears.
2. Turn your Apple device OFF and then back ON.
3. Turn the hearing aids OFF and then back ON.
4. Quickly push the Home button 3 times in a row to open the Apple Native Hearing Aid 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. Select **Settings > General > Accessibility > MFi Hearing Aids**.
 - b. Tap on the hearing aid name displayed under Devices.
 - c. Select **Forget this device**.
 - d. A window will appear, select **Forget**.
 - e. Proceed with instructions for **Pairing and Connecting to Your Apple Device**.

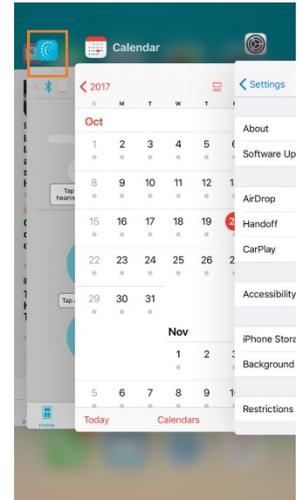


Figure 29

Audio Not Streaming to Hearing Aids

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

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. Quickly push the **Home** button three times 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. Close out of the Earlens Control App and re-pair the hearing aids to the Apple device:
 - f. Select **Settings > General > Accessibility > MFi Hearing Aids**.
 - g. Tap on the hearing aid name displayed under Devices.
 - h. Select **Forget this device**.
 - i. A window will appear. Select **Forget**.
 - j. Proceed with instructions for **Pairing and Connecting to Your Apple Device**.

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 > MFi Hearing Aids**.
3. Tap on the hearing aid name displayed under Devices.
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 > MFi Hearing Aids**.
 - 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 running 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 calls 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. Swipe up from the bottom of the screen to open the Control Center (Figure 30).

3. Press the  icon in the upper right corner of the audio card (see orange box on Figure 29). Select your preferred audio source (Figure 31).

NOTE: Stable Bluetooth performance is not guaranteed.

If you want to guarantee that phone calls always go to your hearing aids, select “Always Hearing Aid” audio routing for phone calls (please see page 9 *Change How Audio Routing Default Settings*).

If you prefer to have phone calls always route to your car, select “Never Hearing Aid” audio routing for phone calls. If you select this option, you will have to manually select hearing aid audio routing when you receive phone calls outside of the car.



Figure 30

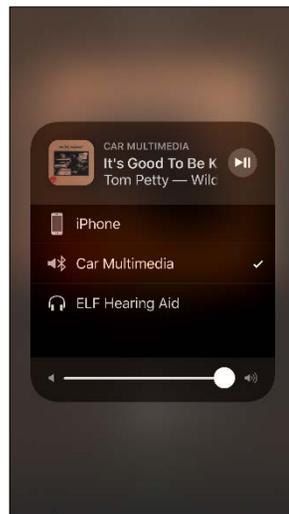


Figure 31

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