

Made for iPhone® Quick Start Guide iOS 12

Made for iPhone Tips and Tricks

Compatibility

- Apple frequently releases new versions of iOS, which may impact performance of the Earlens Made for iPhone feature. Please call the Earlens Concierge or visit www.earlens.com/connectivity for the latest compatibility information and prior to upgrading.

Apple Volume Controls

- When streaming audio to your hearing aids, use the volume controls located on your Apple device to change the volume of phone calls and audio media (Fig. 10).

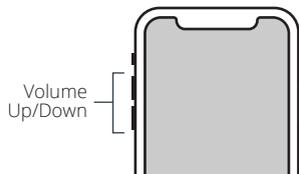


Figure 10. Apple volume controls

Connectivity

Bluetooth connectivity will never be perfect. However, certain actions may improve your experience.

- Keep the Apple device within 20 feet of the hearing aids and in line-of-sight when streaming audio.
- The body absorbs most of the Bluetooth signal. For optimal connectivity, hold the Apple device in your hand or in an armband and do not place it in pockets.
- Car and hearing aid Bluetooth may act unpredictably with your Apple device. Please call the Earlens Concierge for additional support.

Control Center

Accessing the Control Center is based on the generation of your Apple device.

- **Without** a home button, swipe down from the top right corner of the screen (Fig. 11).
- **With** a home button, swipe up from the bottom of the screen (Fig. 12).



Figure 11. Without home button

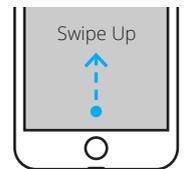


Figure 12. With home button

Contact the Earlens Concierge (6am - 6pm PST) for additional support at 1-844-730-5986



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Getting Started

To pair your hearing aids to your Apple device, follow these steps:

- 1 Turn your hearing aids off and back on.
- 2 On your Apple device, tap the Settings icon > General > Accessibility > MFI Hearing Devices.

- 3 Ensure Bluetooth is enabled. The Apple device will start searching for your hearing aids (Fig. 1).
- 4 Once your hearing aids are discovered, your *First Name* + *Hearing Aids* and *R+L* will display* (Fig. 2).
- 5 Tap on your name.
- 6 A pairing request window will appear for each device. Select **Pair*** (Fig. 3).
- 7 When your hearing aids are paired and connected, you will see the word "Connected" (Fig. 4) in the main MFI Hearing Devices screen.

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

Figure 3. Pairing request window

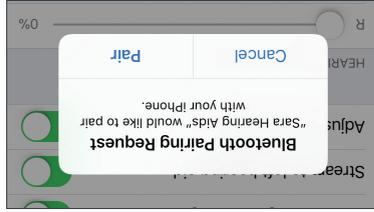


Figure 4. Hearing aids paired and connected



Figure 2. Hearing aids discovered

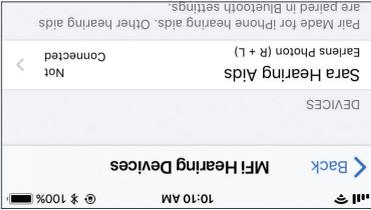
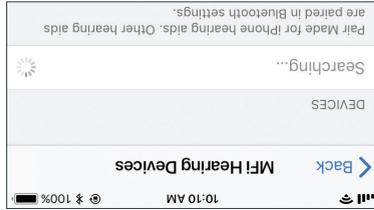


Figure 1. Searching for hearing aids



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. To change audio routing:

Phone Calls

- 1 Tap on **audio** in the phone call screen (Fig. 5).
- 2 Select the source you would like audio to play through. A check-mark will appear next to the active device (Fig. 6).

Audio Media

- 1 Open the Control Center (Fig. 7). For instructions on how to open the Control Center see Fig. 11 or 12.
- 2 Tap the  icon in the upper right corner of the audio card (Fig. 7). Select your preferred audio source (Fig. 8).

Earlens Control App

The Earlens Control app can be downloaded for free from the App Store. The app allows you to:

- Change programs and volume
- Customize the bass and treble to enhance your listening experience
- Set mineral oil reminders and much more

Troubleshooting

Important: Your hearing aids work even when they are not paired to an Apple product. In the event you encounter a Bluetooth connectivity issue, your hearing aids will continue to function normally.

Cannot Hear Audio Stream or Control Hearing Aids Using My Apple Device

If your hearing aids are paired but you are unable to hear the audio stream or control them from your Apple device, follow these steps:

- 1 Prior to performing any troubleshooting steps, confirm that Bluetooth is enabled in two places:
 - **Settings > Bluetooth**
 - **Control Center** (Fig. 9)

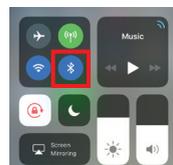


Figure 9. Bluetooth enabled in Control Center

- 2 Reset your hearing aid by pressing and holding the bottom user control for 15 seconds.

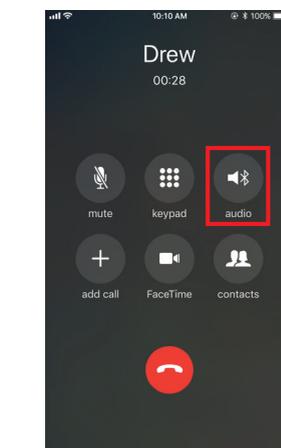
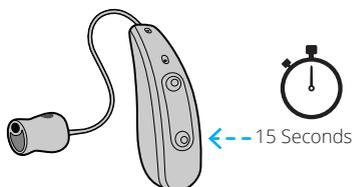


Figure 5. Phone call screen

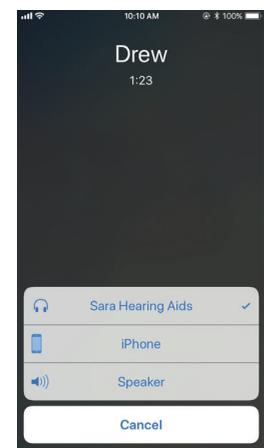


Figure 6. Phone audio source options

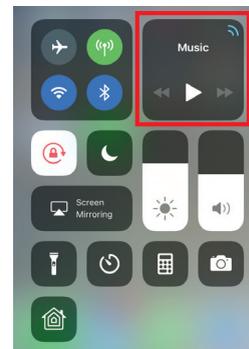


Figure 7. Control Center – audio card

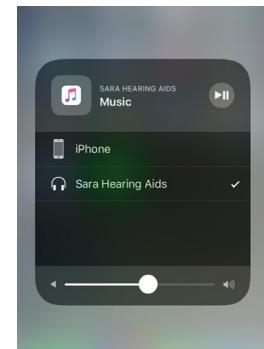
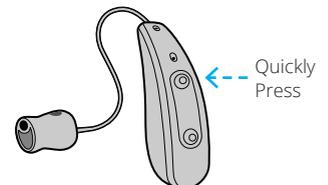


Figure 8. Audio source options

- 3 Press the top user control on the hearing aid until you hear the device turn back on.



- 4 Select **Settings > General > Accessibility > MFi Hearing Devices** and tap on your hearing aids, displayed under Devices, to verify they are paired and actively connected to the Apple device.

NOTE: If a pairing window pops-up, select **Pair**.

- 5 Forget and re-pair your hearing aids to the Apple device by following these steps:
 - a. Select **Settings > General > Accessibility > MFi Hearing Devices**.
 - 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**.
- 6 Turn the Apple device OFF and then back ON.

If these steps do not resolve your connectivity issue, please call the Earlens Concierge at 1-844-730-5986.