

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 **1-844-234-5367**.

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Hearing Aid and Apple Device Compatibility

The Earlens® Contact Hearing Solution is compatible with the following Apple devices with iOS 13 and newer:

<i>iPhone</i> ®	<i>iPad</i> ®	<i>iPod</i> ®
iPhone 11	12.9-inch iPad Pro	iPod Touch (7 th generation)
iPhone 11 Pro	11-inch iPad Pro	
iPhone Pro Max	10.5-inch iPad Pro	
iPhone XR	9.7-inch iPad Pro	
iPhone XS Max	iPad (7 th generation)	
iPhone XS	iPad (6 th generation)	
iPhone X	iPad (5 th generation)	
iPhone 8	iPad mini (5 th generation)	
iPhone 8 Plus	iPad mini 4	
iPhone 7	iPad Air (3 rd generation)	
iPhone 7 Plus	iPad Air 2	
iPhone 6s		
iPhone 6s Plus		
iPhone SE		

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 iOS 13 or newer release. Instructions for older versions of Apple iOS are also available at www.earlens.com/connectivity.

Shortcuts for Apple Products

Without a Home Button

Newer Apple iPhones (e.g. iPhone X) no longer have a home button. Below are shortcuts to best utilize your hearing aids and phone together.

- To access the **Control Center** swipe down from the top right of the screen (Figure 1).
- For quick access to the Native Controls, triple click the lock/power button (Figure 2).
 - This will allow you to change your hearing aid volume, programs and view your hearing aid battery life.
- To power off your Apple Device press the lock/power button and the up volume button at the same time for 3 seconds (Figure 2).
 - Slide to power off your device.

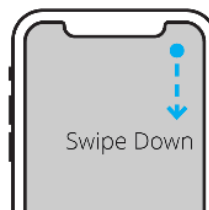


Figure 1

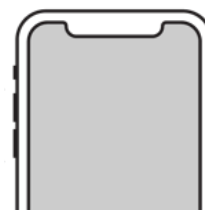


Figure 2

With a Home Button

If you still use Apple products which have a home button at the bottom of the screen you can use the following shortcuts.

1. To access the Control Center swipe from the bottom of the screen to the center of the screen (Figure 3).
2. For the accessibility short cut, triple click the home button (Figure 4).
3. To power off your Apple Device press the lock/power button for 3 seconds and then swipe to power down.

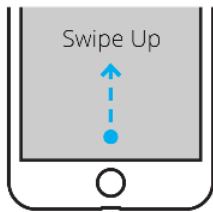


Figure 3

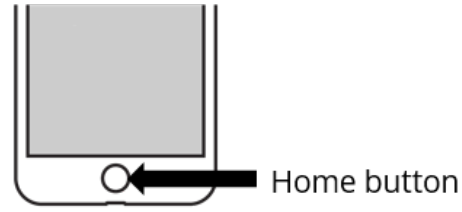


Figure 4

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. Turn the hearing aids off and back on.
2. On the Apple device, tap on the **Settings** icon > **Accessibility** > **Hearing Devices**.
3. Ensure Bluetooth is enabled. The Apple device will start searching for hearing aids (Figure 5).
4. Once the hearing aids are discovered, the First Name + *Hearing Aid, R + L** and *Not Connected* will display in black writing (Figure 6).
*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 device. Select **Pair** (Figure 7).
7. When the hearing aids are paired and connected, you will see the word “Connected” (Figure 8) in the main Hearing Devices screen.

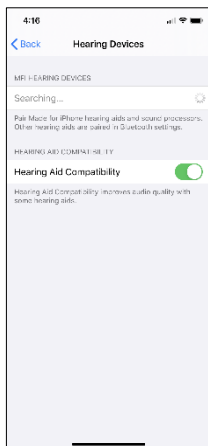


Figure 5

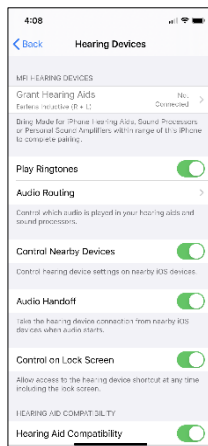


Figure 6

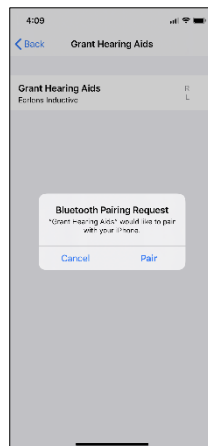


Figure 7

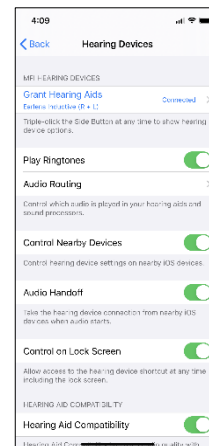


Figure 8

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) 234-5367 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:

- If all of your Apple devices share the same iCloud account, you do not need to go through the pairing process. The pairing information will automatically port over to all compatible Apple devices on that iCloud account.
- If all of your Apple devices have different iCloud accounts, follow the steps outlined in *Getting Connected - Pairing and Connecting to Your Apple Device*

IMPORTANT: You can only maintain one active connection at a time. Make sure to turn Bluetooth off for devices connected to your hearing aids when you are not using it and within range of the device to ensure a good experience. For example, if your iPhone and iPad are both paired to your hearing aids, if you are in range of both devices and Bluetooth is enabled, the audio streaming may not work appropriately. .

Navigating the Earlens Control App Features

Concierge Opt-in

If you have any questions, require assistance, or would like to learn more about your Earlens Hearing Aid the Earlens Concierge is here to support you! This remote service is free to you and available during normal business hours. When you first open the Earlens Control app, you will be asked if you would like to enroll in the concierge program. We will ask that you provide for your name, phone number, and email address so that we can contact you in the event we have important product updates or alert you when a new Apple iOS version is available.

Home Screen (Figure 9)

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 10) 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 9).

EQ (Equalizer) Screen

You can adjust the master bass and treble settings in the EQ screen (Figure 11) 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.

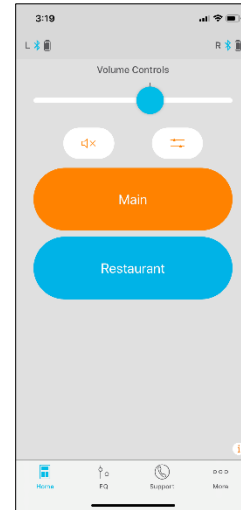


Figure 9

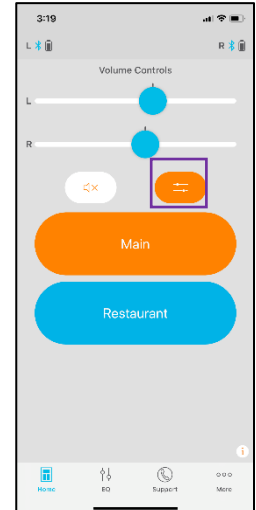


Figure 10

Support Screen

To quickly get connected to the Earlens Concierge, MFi support videos or Processor & Charger troubleshooting help, select the Support tab (Figure 12).

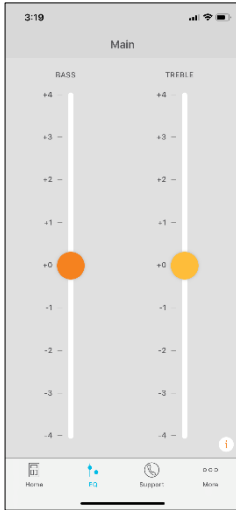


Figure 11

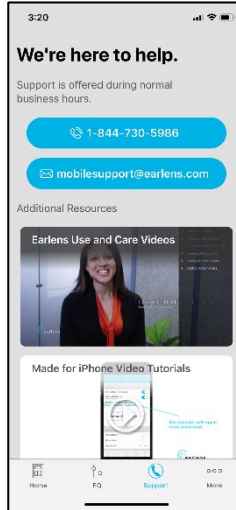


Figure 12

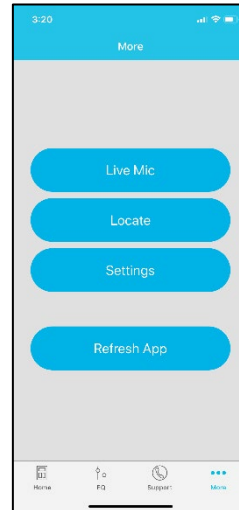


Figure 13

More Screen (Figure 13)

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. In the More Screen, Tap on Live Mic (Figure 13).
2. To begin Live Mic, tap on the blue *Start Live Mic* icon. When it is enabled, the icon turns orange (Figure 15).
3. You can adjust the volume of the audio stream vs. hearing aid environment microphone globally in the Live Mic screen or independently by going to the Home Screen, to achieve optimal mixing.

NOTE: We recommended keeping the hearing aid volume microphones reduced or low when streaming.

4. To stop the live mic stream, tap on the orange *Stop Live Mic* icon. Once stopped, the icon will turn to blue

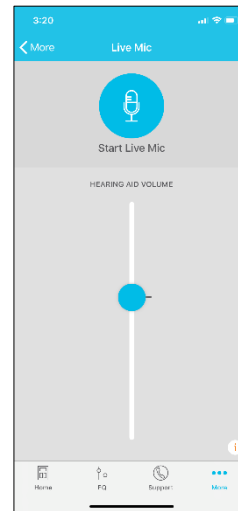


Figure 14

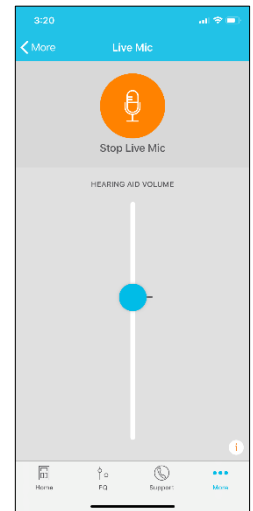


Figure 15

Locate

The Locate Hearing Aid functionality allows you to see the current or last location your Processors and Apple device were connected in the event you misplace your Processors. To locate your devices:

1. In the More Screen, select Locate (Figure 16)
2. Select Locate.
3. Select Enable.
4. A window will pop-up, select Allow.
5. The features will display the location of the hearing aids vs. the Apple device (Figure 17).

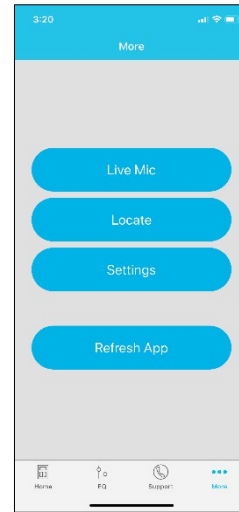


Figure 16

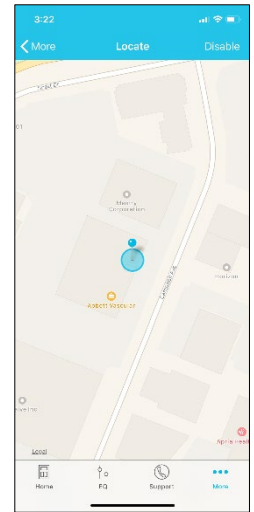


Figure 17

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 one pump of mineral oil to each ear daily. 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 18).
2. Enable *Mineral Oil Reminders*.
3. Tap on *Repeat* (Figure 19) and select *Every Day* (Figure 20).
4. At the top of the screen, tap on the arrow in the upper left next to *New Event* screen and select *Add*.
5. You can always edit the reminder by going back to More >Settings > *Edit Mineral Oil Reminders*.

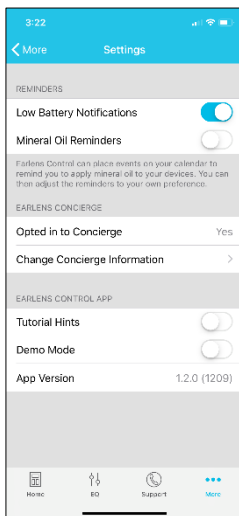


Figure 18

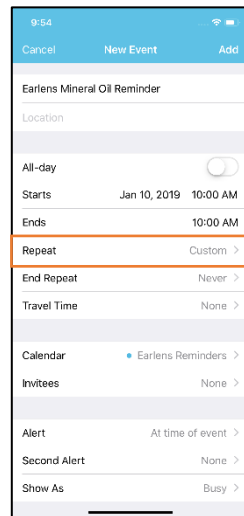


Figure 19

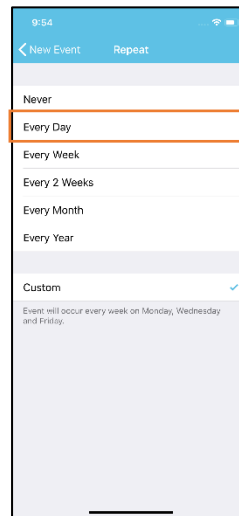


Figure 20

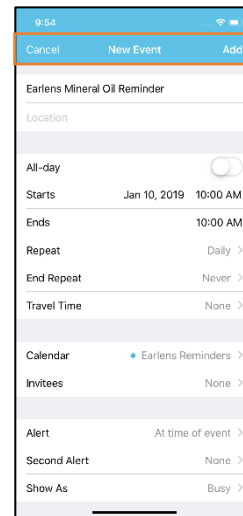


Figure 21

Refresh App


The Refresh App features offers a quick way to refresh communication between the hearings aids and application. Selecting Refresh App is akin to closing the Earlens Control app and reopening it. This should only be used for troubleshooting purposes.

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

In the event the audio stream does not automatically route to your hearing aids or you would like to change where the audio signal routes, perform the following steps:

1. Open the Control Center (Figure 22).
2. Press the  icon in the upper right corner of the audio card (see orange box on Figure 22). Select your preferred audio source (Figure 23).

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.
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 24).
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 24) and selecting the desired option (Figure 25).

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.

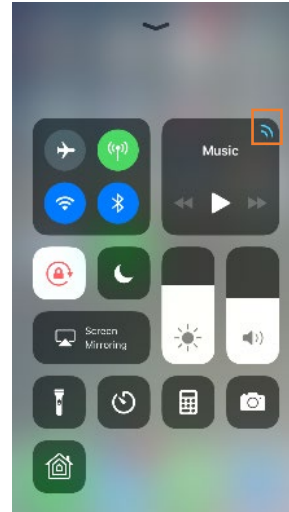


Figure 22

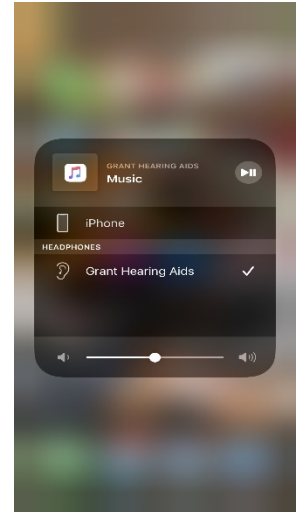


Figure 23

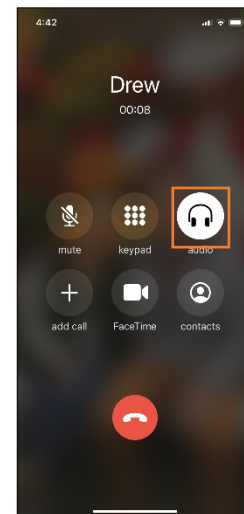


Figure 24

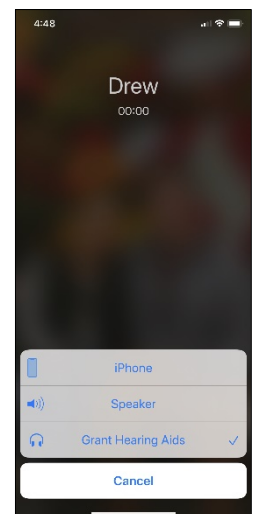


Figure 25

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 26). To change settings:

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

Options include:

- **Always Hearing Devices:** 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 Devices:** 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.

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 Lock button three times in a row (Figure 27).

Troubleshooting

Cannot Hear Audio Stream or Control Hearing Aids Using Apple Device

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

1. Prior to performing any troubleshooting steps, confirm that Bluetooth is enabled in two places on the Apple device:
 - Under Settings>Bluetooth - enabled

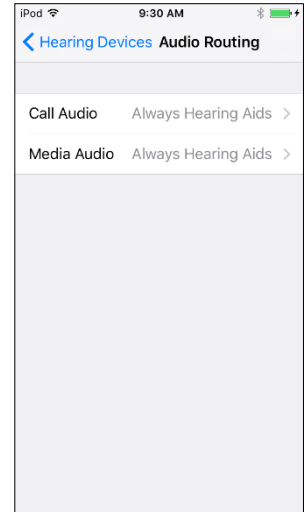


Figure 26

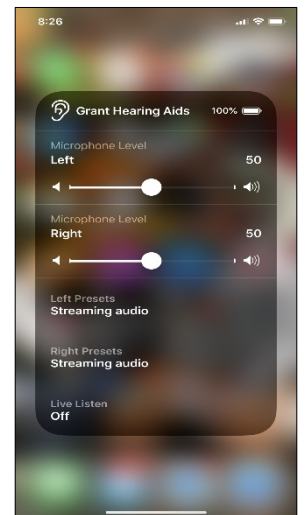


Figure 27

- Control Center – Bluetooth icon should be blue
- 2. Reset the hearing aid by pressing and holding the bottom user control for 3 seconds.
- 3. Press and hold the top user control on the hearing aid for 3 seconds until you hear the device turn back on.
- 4. Select **Settings > Accessibility > Hearing Devices** and tap on your hearing aids, displayed under Devices, to verify that they are paired and actively connected to your Apple device.
Note: If a pairing window pops-up, select **Pair**.
- 5. Forget and re-pair your hearing aids to the Apple device.
 - a. Select **Settings > Accessibility > Hearing Devices**.
 - b. Tap on your 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 the connectivity issues, call the Earlens Concierge 1-844-234-5367

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 > Accessibility > Hearing Devices**
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. Proceed with instructions for **Pairing and Connecting to Your Apple Device**.

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. Open the Control Center (Figure 28).
3. Press the  icon in the upper right corner of the audio card (see orange box on Figure 28). Select your preferred audio source (Figure 29).

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.

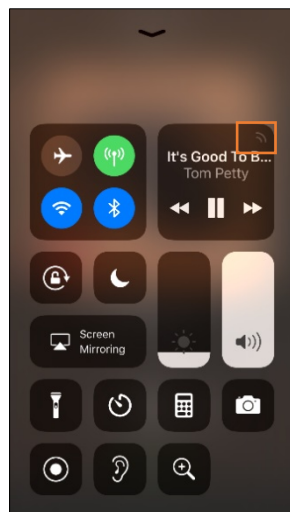


Figure 28

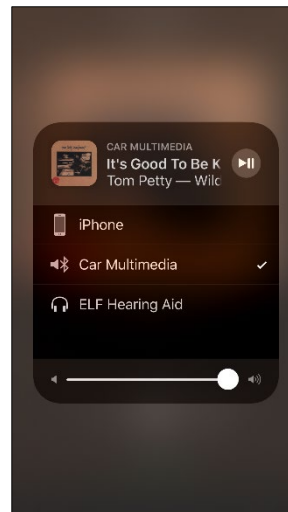


Figure 29

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