Troubleshooting Guide for "Made-for-iPhone (MFi)" Hearing Aids

Quick Guide

Problem No. 1: "I cannot stream music from my Apple device into my hearing aids."

Step 1

Check the compatibility of your mobile device:

- "You can find the list of the compatible Apple devices here:
https://support.apple.com/en-us/HT201466
- Your device should have the iOS version 9.3 or later. You can check the version of your iPhone via Settings >> General >> Software Update.

Step 2

Check the wireless availability of your hearing aids:

Non-rechargeable hearing aids   Rechargeable hearing aids

- Your hearing aids should be ON.Immediately after turning your hearing aids on, you will hear a sound to confirm that the hearing aids are now on.
- Please turn off and on your hearing aids once, before starting to re-pair.

Step 3

Make sure that Bluetooth is ON on your Apple device:

- Either:

  Swipe upwards from the bottom of the screen to reveal the Control Center and tap the Bluetooth icon…

- Or:

  Check the "Bluetooth" menu option under "Settings"

Step 4

As a next step, check whether your hearing aids are paired with your Apple device:
Go to Settings >> General >> Accessibility >> Hearing Devices and check whether your hearing devices are visible in this menu.

You should be able to see:
- the names of the hearing devices together with battery levels, and

- the basic settings of your hearing devices
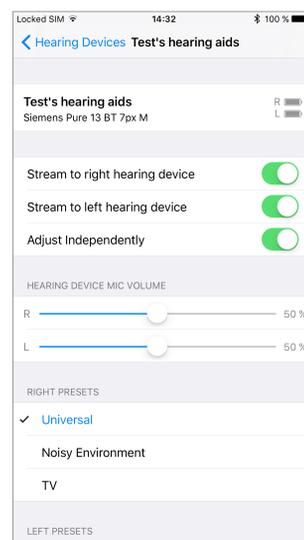
Step 5

By tapping the option "Hearing Devices" in the top left corner of the previous screen, you reach a menu where you should be able to see:

- the names of your hearing aids in blue,

- the info on which hearing aids are connected ("L" for "left" and "R" for "right"), and

- the "ok" symbol on the left side indicating that the hearing aids are paired.
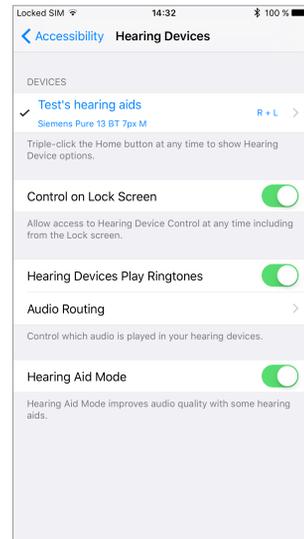
Step 6

If your Apple device menu matches the previous description, please check the connection status of the myControl App:

- Tap the "Settings" option symbol with 3 horizontal lines in the bottom right corner of the main window.
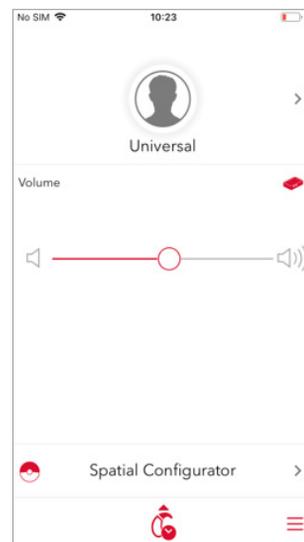
Step 7

You should be able to see your hearing devices listed in this menu together with their battery levels.

Please also make sure that the "Hearing Aid Airplane Mode" function is off in the middle section of the app menu.
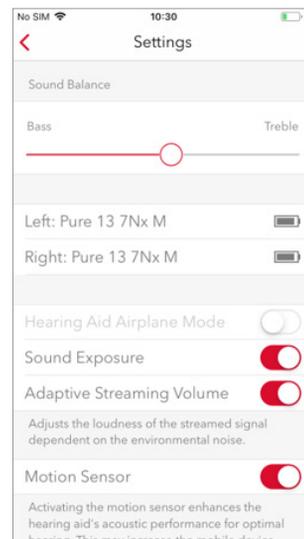
Step 8

If you still encounter a problem although you have checked every point mentioned above, pair your hearing aids again.

Go to Settings >> General >> Accessibility >> Hearing Devices and tap on the hearing aids.
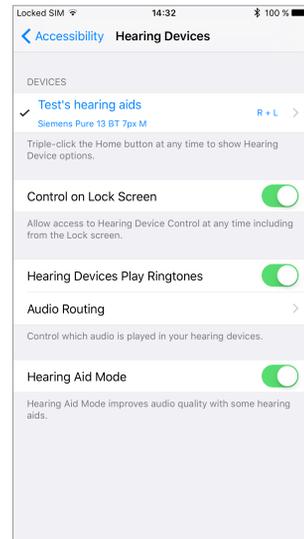
Step 9

As a next step:

1. Tap the option "Forget This Device" at the very bottom of this window.

2. Turn your hearing aids off and turn them on again (by opening and closing the battery door once).

3. Pair the hearing aids again by following the steps described in our Pairing Guide.
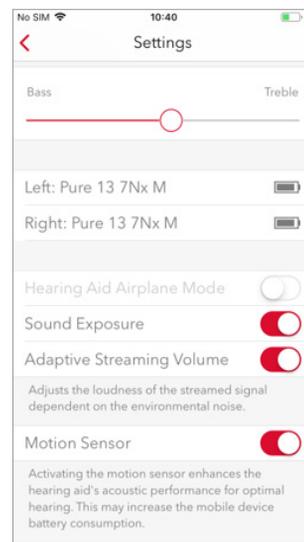
Problem No. 2: "I have 2 Apple devices. I cannot pair my hearing devices with my 2nd Apple device when they are paired with my 1st Apple device."

You **cannot** pair the hearing aids to more than one Apple device at the same time. In order to pair your hearing aids with your 2nd Apple device, you have to disconnect them from your 1st Apple device.

Problem No. 3: "I have done this, but my hearing aids still do not pair with my 2nd Apple device."

Step 1

Go to Settings >> General >> Accessibility >> Hearing Devices and tap on the hearing aids.
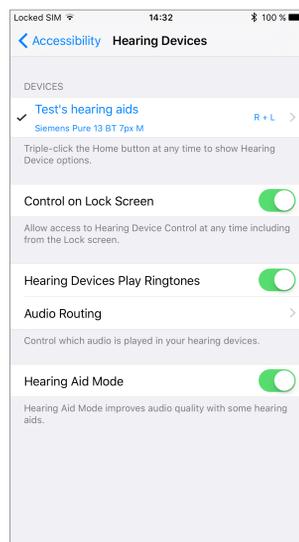
Step 2

Tap the option "Forget This Device" at the very bottom of this window.
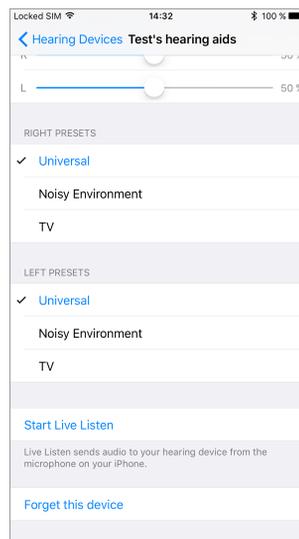
Step 3

Turn your hearing aids off and on again.

Non-rechargeable hearing aids · Rechargeable hearing aids

Step 4

Turn Bluetooth off on your 1ˢᵗ Apple device:

- Either:

  Swipe upwards from the bottom of the screen to reveal the Control Center and tap the Bluetooth icon…
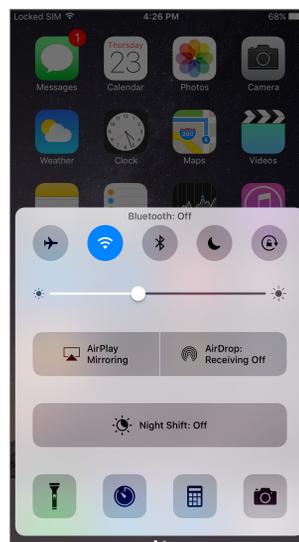
- Or:

  Turn off Bluetooth via the "Settings" menu.

Now, you can pair the hearing aids with your 2ⁿᵈ Apple device by following the steps described in our Pairing Guide.
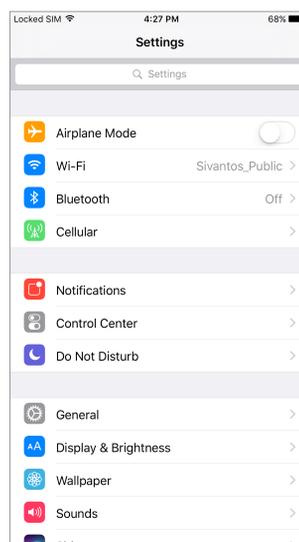
Problem No. 4: "While streaming music into my hearing aids in my car, other people in the car cannot listen to it via the car's loudspeakers."

Step 1

You can stream audio to the sound system of your car if your car has a Bluetooth connection.

Please note that you cannot stream audio to your hearing aids and to the sound system of the car at the same time.

In order to select the car sound system, tap the menu at the bottom of the player that shows where the sound is being streamed to (at the moment it is "Test's hearing aids").
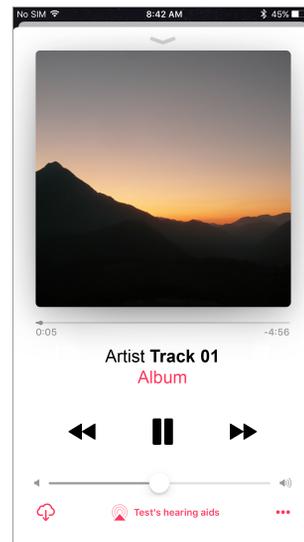
Step 2

After tapping this menu, you will see different streaming target options. Select your car (e.g. "Seat BT 4014") to start streaming to its sound system.
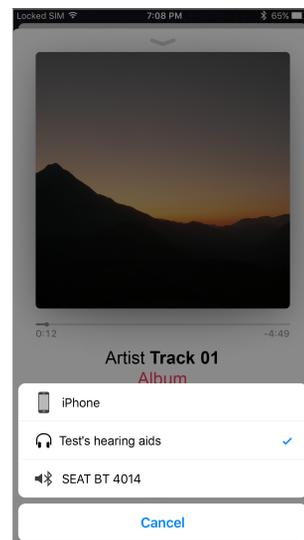
Problem No. 5: "My hearing aids have been away for repair. Now, streaming does not work."

After repair, you should pair your hearing aids with your Apple device again. Please follow the steps in our Pairing Guide in order to re-pair your hearing instruments.

Problem No. 6: "I have 2 hearing aids but only one of them receives the audio stream and control signals from my Apple device."

Please follow the steps described under Problem No. 1 for the hearing aid with this problem. If pairing cannot be established, please ask your Hearing Care Professional to synchronize both hearing aids.

Problem No. 7: "The myControl App cannot access the Motion Sensor of my Apple device."

Step 1

Please check whether the "Fitness Tracking" option on your Apple device is turned on.
You will find this option under Settings >> Privacy >> Motion & Fitness >> Fitness Tracking.

If not, please activate it by swiping the toggle to the right …
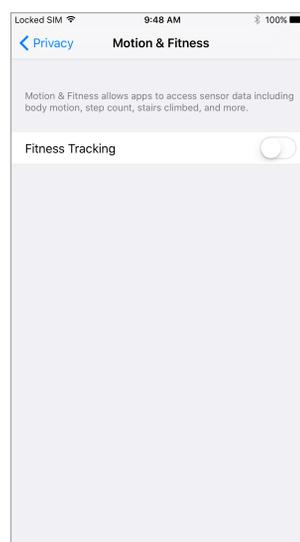
Step 2

… so that it turns green.
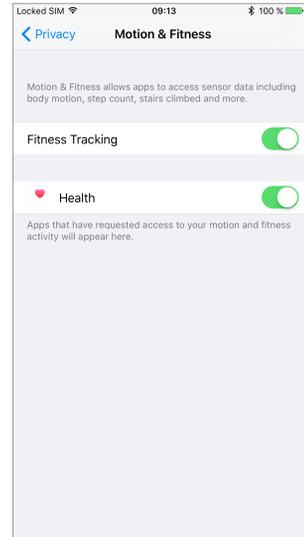
Step 3

After closing and re-opening the myControl App following this activation, you will see a pop-up window requesting permission to access your Apple device's Motion Sensor information.
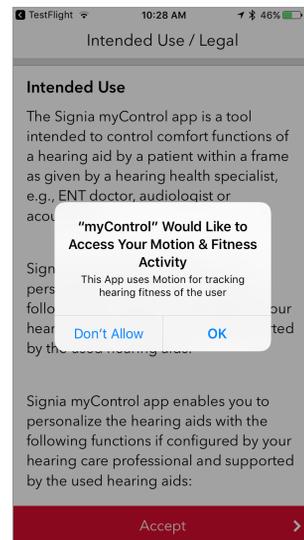
Step 4

After granting this access, you will see the "myControl App" listed under Settings >> Privacy >> Motion & Fitness >> Fitness Tracking.
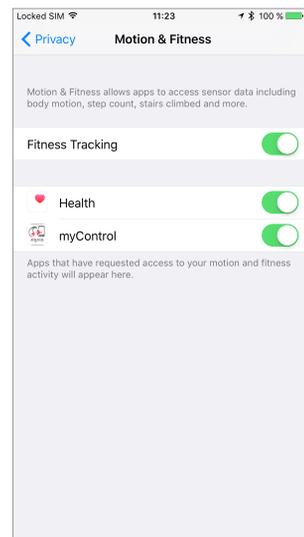
Step 5

In addition, please check whether the
"Location Services" option on your Apple device is on.

You will find this option under Settings >> Privacy >>
Location Services

If not, please activate it by tapping on this menu …
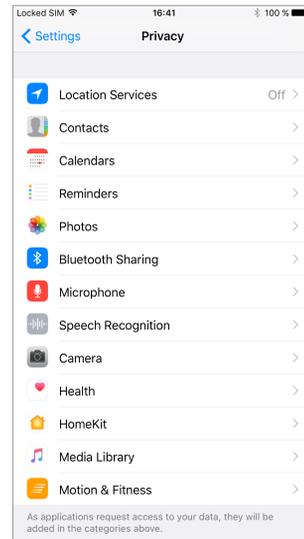
Step 6

… and swiping the toggle to the right so that it turns
green.

Step 7

After closing and re-opening the myControl App
following this activation, you will see the pop-up
window requesting permission to access your location
information.
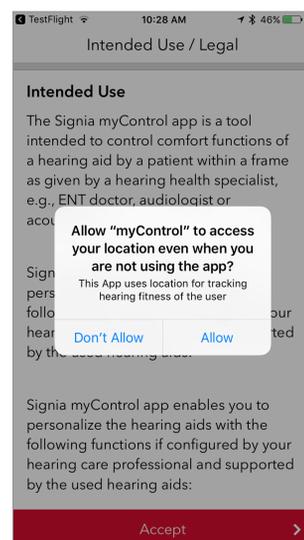
Step 8

After grantig this access, you will see "myControl App"
listed unter Settings >> Privacy >> Location Services.

Step 9

Finally, please make sure that the "Motion Sensor"
option is activated in your myControl App.
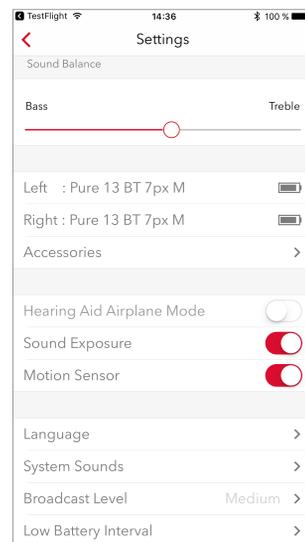
Problem No. 8: "I activated the airplane mode on my Apple device and now I cannot use the myControl App at all and the connection to my hearing aids has been lost!"

Step 1

To control your Made-for-iphone hearing aids remotely while you are on the plane, you have to activate "Hearing Aid Airplane Mode" in the myControl App.

Please first make sure that airplane mode is turned off on your iPhone.

- Either:

  Swipe upwards from the bottom of the screen to reveal the Control Center and tap on the airplane icon …

- Or:

  … check the "Airplane Mode" menu option under "Settings".

Step 2

Please wait until the hearing aids automatically re-establish the connection to your Apple device and myControl App.

Afterwards, please go to the "Settings" menu of the myControl App (the symbol with 3 horizontal lines in the bottom right corner of the main window) and activate "Hearing Aid Airplane Mode".
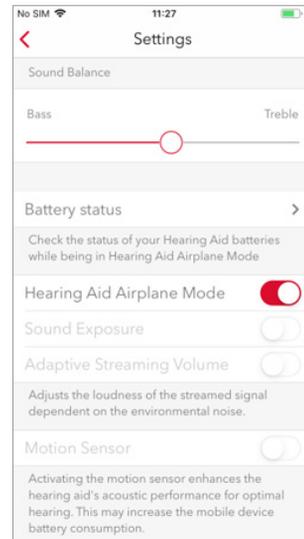
Step 3

As soon as the Hearing Aid Airplane Mode is activated, you will be able to control the basic settings of your hearing aids (program change, volume control, etc.) remotely.
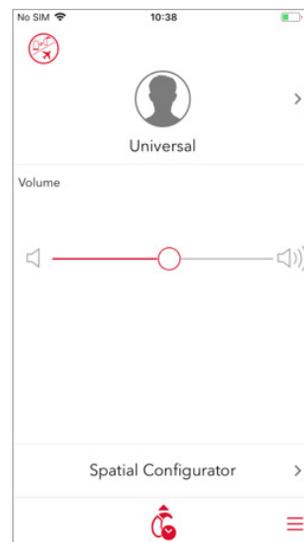
Step 4

Now, you can turn the airplane mode of your Apple device on again.

- Either:

  Swipe upwards from the bottom of the screen to reveal the Control Center and tap on the airplane icon …

13

- Or:

    ...check the "Airplane Mode" menu option under "Settings".

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Settings		
✈ Airplane Mode		⬤
🛜 Wi-Fi	Off >	
❋ Bluetooth	Off >	
Mobile Data	Airplane Mode >	
Personal Hotspot	Off >	
Notifications	>	
Control Centre	>	
Do Not Disturb	>	
General	>	
Display & Brightness	>	
Wallpaper	>	
Sounds	>	
Siri	>	
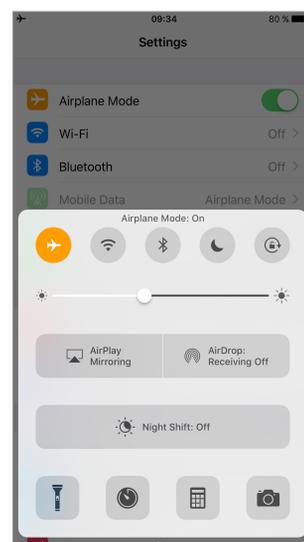
Problem No. 9: "I see a new icon in the main menu of myControl App regarding connection status and my hearing aids do not seem to be connected."

Please note that you will see the icon on the top left corner when your hearing aids are disconnected, but still paired. Via this icon, you can monitor the connection status of your hearing aids.

The reason for the disconnection might be that:

- the airplane mode of your Apple device is on, or
- Bluetooth of your Apple device is off, or
- your hearing aids are switched off.

Please refer to the related sections of the Troubleshooting Guide for solutions to these problems.

After the connection between your hearing aids and your Apple device has been re-established, this icon will disappear.
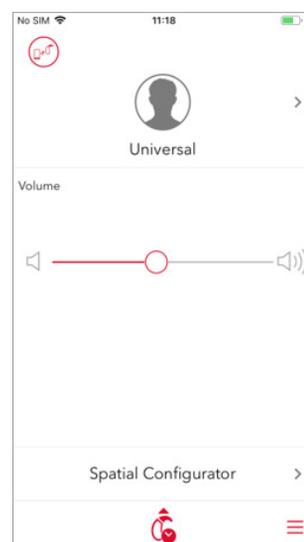
Problem No. 10: "While TV streaming via my StreamLine TV, I pressed the button "Forget this device" in myControl App by mistake and I cannot stream any more."

Step 1

If you tap on "Forget this device" under
Settings >> Accessories >> StreamLineTV
in myControl App, the TV streaming will stop and the
device will disappear from the App.
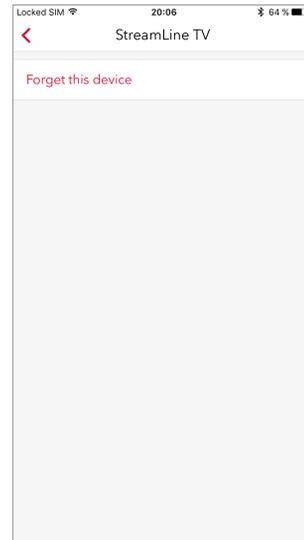
Step 2

To re-start TV streaming:

- please re-pair your hearing aids with StreamLine
  TV (by putting them ontop of the StreamLine TV
  and waiting for 30 seconds – please refer to the
  user guide for more information),

- turn your hearing aids off and on once, and

- tap on the small TV icon that will appear in the
  main window of the myControl App.
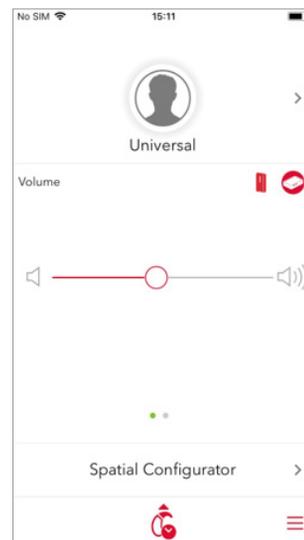
The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases and are subject to change without prior notice.

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