

# TruLink for Apple Frequently Asked Questions

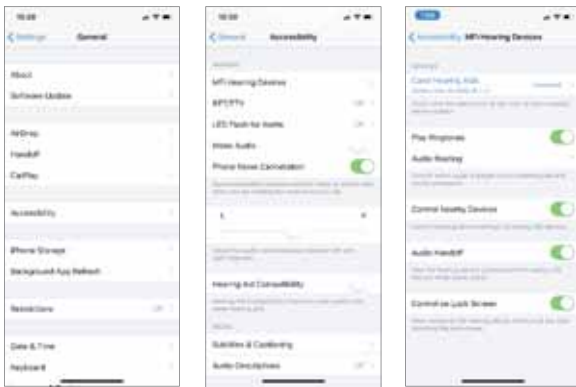


Visit [www.TruLinkHearing.com](http://www.TruLinkHearing.com) for Apple® compatibility and TruLink® Hearing Control app information.

## 1. What is the difference between paired and connected versus paired and not connected?

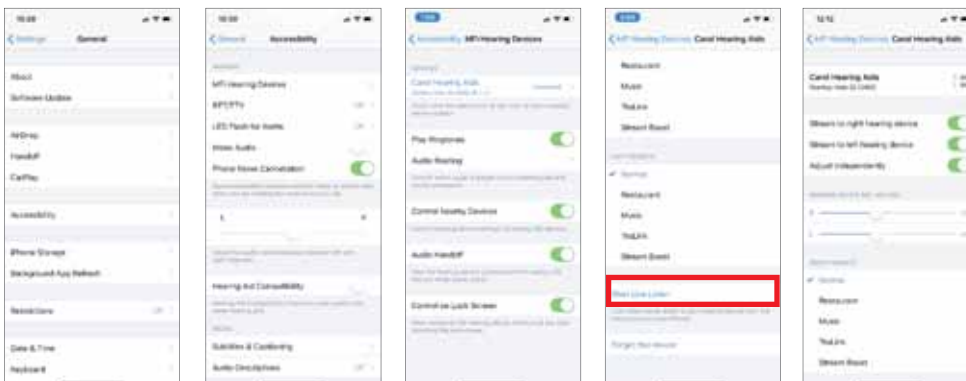
a. How do I know if my hearing aids are paired:

- If the Hearing Aid Name appears in blue font, then you are paired but not necessarily connected to the Apple device. To the right of the Hearing Aid Name it will say **Connected** or **Not Connected** to show the current state
- To access this screen: select **Settings > General > Accessibility > MFi Hearing Aids** to view the checkmark.



b. How do I know if my hearing aids are connected:

- Open the Apple device controls by triple-clicking the Home button or by navigating to **Settings > General > Accessibility > MFi Hearing Aids**.
- **Connected** will be visible to the right of the hearing aid name.
- Confirm that the option for **Start Live Listen** is available.
- Listen as you make a memory or volume change.



**NOTE:** Simply changing the memory or volume slider without going into Start Live Listen does NOT confirm that the hearing aids are connected. You may be able to visually see a change, but the change may not occur in the hearing aid.

**2. One of my hearing aids was not found by my Apple device after an iOS update. How do I fix this?**

Disconnect the found hearing aid and then re-pair both hearing aids to the Apple device. This communication breakdown could be the result of an iOS update.

- a. To disconnect (Forget this Device) the hearing aids:
  - Select **Settings > General > Accessibility > MFi Hearing Aids**.
  - Tap on the Chevron to the right of the Hearing Aid name.
  - Select **Forget this Device** at the bottom of this information screen.



- b. To re-pair the hearing aids:
  - Select **Settings > General > Accessibility**.
  - Open and close battery doors of the hearing aids.
  - Once hearing aids are powered on, select **MFi Hearing Aids**.
  - Tap on Hearing aid Name.
  - Accept **Bluetooth® Pairing Request** for both hearing aids.



**3. When I go into the TruLink app it just spins and searches for my hearing aids. Why is this?**

- a. Verify that batteries in the hearing aids are good (not low) – try TruLink again.
- b. Turn Bluetooth off/on (wait 10 seconds between off/on) – try TruLink again.
  - **Settings > Bluetooth**, toggle **Off to On**.

- c. Open the Apple device controls by triple-clicking on the Home button:
  - If volume controls are visible, verify that you can hear a change.
  - Verify that the option for **Start Live Listen** is visible.
  - If neither of these work, the hearing aids are not connected even though the native controls show up.
- d. Connect hearing aids:
  - Reboot your Apple device and relaunch the TruLink app.
  - If hearing aids still cannot be found, un-pair and re-pair the hearing aids to the Apple device.

i. To un-pair (Forget this Device) the hearing aids:

- Select **Settings > General > Accessibility > MFi Hearing Aids**.
- Tap on the Chevron to the right of the H earing Aid name.
- Select **Forget this Device** at the bottom of this information screen.



ii. To re-pair the hearing aids:

- Select **Settings > General > Accessibility**.
- Open and close battery covers of the hearing aids.
- Once hearing aids are powered on, select **MFi Hearing Aids**.
- Tap on Hearing Aid Name.
- Accept **Bluetooth Pairing Request** for both hearing aids.



**NOTE:** Connectivity between hearing aids and the Apple device are managed by the Apple device. TruLink asks the Apple device if hearing aids are connected and only works if the Apple device replies with hearing aid information.

**4. My hearing aid(s) has just come back from repair/replacement and it will not connect with my Apple device. Why is this?**

a. After hearing aid service or if a replacement device has been issued:

- It is imperative to read and load previous settings in both hearing aids within the Inspire® programming software. Contact your hearing care professional to make an appointment.
- After your hearing care professional has programmed, you will need to un-pair and re-pair the hearing aids to the Apple device.

i. To un-pair (Forget this Device) the hearing aids:

- **Select Settings > General > Accessibility > MFi Hearing Aids.**
- Tap on the Chevron to the right of the Hearing Aid name.
- Select **Forget this Device** at the bottom of this information screen.



ii. To re-pair the hearing aids again:

- Select **Settings > General > Accessibility.**
- Open and close battery boors of the hearing aids.
- Once hearing aids are powered on select **MFi Hearing Aids.**
- Tap on Hearing Aid Name.
- Accept **Bluetooth Pairing Request** for both hearing aids.



## 5. How do I know if an app is open on my Apple device?

Apple aids are designed to manage resources with apps constantly multitasking different functions. This occurs in the background.

a. To access your open apps:

- Double click on the Home button of the Apple device.
- Swipe left to see all apps currently running.
- They will appear as miniature screen pages.
- For the iPhone® X, swipe up from the bottom and pause your finger in the middle of the screen to then see all open apps appear.

## 6. How do I close an app on my Apple device?

To close any apps that are running in the background:

- a. Double click the Home button of the Apple device.
- b. Then touch on the app page and swipe up to close it out.

## 7. How can I change the audio/phone call to not stream to my hearing aids?

You can set a default for audio routing to your hearing aids. Options are Always, Never, and Automatic. The Reset button within the TruLink app clears all settings and returns TruLink to a state as if it was a brand new install.

- a. Tap **Settings > General > Accessibility > MFi Hearing Aids > Audio Routing**.
- b. Choose the default route for audio from phone calls or media audio.


## 8. What is the Reset button in the TruLink app settings?

You can set a default for audio routing to your hearing aids. Options are Always, Never, and Automatic. The Reset button within the TruLink app clears all settings and returns TruLink to a state as if it was a brand new install.

## 9. What is the Demo Mode setting in TruLink app?

Demo Mode allows the use of the TruLink app without having any hearing aids connected to the Apple device.

## 10. How do you disable Demo Mode in the TruLink app?

- a. With version 2.1 and lower:
  - Navigate to the TruLink app and tap **Settings** icon  .
  - Select Settings box.

- On bottom of screen swipe to disable Demo Mode.
- Shut down and restart app.
  - i. Double click the Home button of the Apple device. Open apps will appear as small pages.
  - ii. Swipe up on the TruLink app page to close it out.
  - iii. Then relaunch the TruLink app from your home screen (TruLink app icon).
- b. With version 2.1 and higher:
  - Close and restart the TruLink app.
  - Double click the Home button of the Apple device. Open apps will appear as small pages.
  - Swipe up on the TruLink app page to close it out.
  - Then relaunch the TruLink app from your home screen (TruLink app icon).

## 11. How do I pair my hearing aids in the TruLink app?

- a. Hearing aids are NOT paired in the TruLink app. Hearing aids must be paired within Settings of the Apple device:
  - Select **Settings > General > Accessibility**.
  - Open and close battery boors of the hearing aids.
  - Once hearing aids are powered on select **MFi Hearing Aids**.
  - Tap on Hearing aid Name.
  - Accept **Bluetooth Pairing Request** for both hearing aids.
- b. Once the hearing aids have been paired and connected to the Apple device the TruLink app will recognize and be able to control the hearing aids.

## 12. How does Ear-to-Ear work on the Made for iPhone BTE hearing aid?

The Made for iPhone BTE hearing aid has a memory push button, unlike the RIC. The Ear-to-Ear (E2E) works a little differently than our other wireless technology that operates at 900 mHz because the Made for iPhone products are operating at a Bluetooth transmission frequency of 2.4 GHz and are not communicating with one another, but with the Apple device instead.

**NOTE:** If hearing aids are NOT paired (and connected) to Apple device, E2E will not work for memory changes.

## 13. How can I learn more about other functions of my Apple device?

- To learn more about functionality of your Apple device please contact Apple Support online:  
<http://www.apple.com/support/contact/>
- Or by phone:
  - 1-800-MY-IPHONE (1-800-694-7466)
  - 1-877-204-3930 (for vision/hearing impaired)
- You can also visit your local Apple Store. Apple Store locations provide workshops and reservations for their Genius Bar service assistance. Find a list of Apple stores here:  
<http://www.apple.com/retail/storelist/>

## 14. How does automatic car memory or geotagging work?

- a. For automatic car memory or geotag changes, TruLink relies upon iOS location services that are running native on the Apple device.
- b. These services simply alert TruLink if the user is moving at great enough speed or have crossed a geotag boundary.
- c. The Apple device may at times delay or even temporarily shut off these services if it needs to conserve power or process other things.
- d. Location services uses several technologies in the Apple device that are all unique and not connected but can compliment each other to determine locations and speed. These are:
  - GPS (Global Positioning Satellites).
  - Wi-Fi (Wi-Fi routers can provide physical location information).
  - Cellular Signal for iPhone (used to triangulate physical location by relation to cellular towers).

## 15. How does the Automatic Car feature work?

- Automatic Car specifically will change to the memory selected by the user when the Apple device recognizes that it is traveling at more than 10 miles per hour.
- To gather speed information, iOS requires location services to be polling much more often and this can impact power resources on the Apple device.
- If TruLink is running in the background, iOS may pause location services for the car memory after a period of use to conserve the battery or prioritize resources for other tasks. This is completely under iOS control and cannot be disabled.
- To re-engage the automatic car feature, just open the TruLink app.
- When this comes to the forefront of your Apple device it forces location services back on for this feature.

## 16. How does the Geotagging feature work?

Geotagging a memory to a location on the map has TruLink instruct iOS to monitor that location with a 100 meter "geo-fence." When the Apple device crosses that "geo-fence" iOS alerts TruLink, and TruLink commands the hearing aid to change to the correct memory.



**NOTE:** The location services used for geotagging are not shut down by iOS and will work with TruLink in the background. If the Apple device is doing any significant processing, has poor cellular reception, or difficulty gaining a GPS signal this alert could be delayed until iOS recognizes the crossing of the "geo-fence."

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## 17. How can the font and/or formatting of the text within the app be increased in size?

TruLink was developed to support dynamic text, which means that it will increase in size based on the font size settings in the Apple device.

- a. To view TruLink app with larger font:
  - Select the **Settings** (on your Apple device) > **Display & Brightness** > **Text Size**.
  - Drag your finger to the right to enlarge text.
- b. To view TruLink with bold text:
  - **Display & Brightness** > **Bold Text** (swipe right to enable).
  - It will ask permission to restart your Apple device.

## 18. Why does the TruLink microphone not work?

Upon first time access to the microphone screen within the TruLink app, it prompts the user for access to this microphone feature. If the user selects no, the TruLink microphone will not work.

- a. To enable microphone access:
  - Select **Settings** (on your Apple device) > **TruLink** > **Enable Microphone**.

## 19. How do I get my hearing aids not to stream when I go in to Facebook or other programs like it?

Within the Facebook app, turn off auto play for video and photos.

## 20. How do I reduce battery drain on my Apple device?

- a. Try reducing the brightness setting. See Apple's recommendations: <https://www.apple.com/batteries/maximizing-performance/#ios>
- b. Additional options:
  - Turn off auto play features.
  - Turn off location services (only if car memory and/or geotags are not being used).
  - Recommend additional battery packs.

## 21. Can my Apple device ring into my hearing aids?

With iOS 9.0 or later the user can now set a default for audio routed directly to hearing aids. Users can select Always, Never or Automatic.

- a. Tap **Settings** > **General** > **Accessibility** > **MFi Hearing Aids** > **Audio Routing**.
  - b. Choose the default route for audio from phone calls or media audio.
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## 22. How can Streamboost be disabled?

- a. Turn off auto-streaming in **Settings** of the TruLink app.
- b. Change the auto-streaming memory from Streamboost to preferred memory for streaming.

“Made for iPod,” “Made for iPhone,” and “Made for iPad” mean that an electronic accessory has been designed to connect specifically to iPod, iPhone, or iPad, respectively, and has been certified by the developer to meet Apple performance standards. Apple is not responsible for the operation of this device or its compliance with safety and regulatory standards. Please note that the use of this accessory with iPod, iPhone, iPad or Apple Watch may affect wireless performance.

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