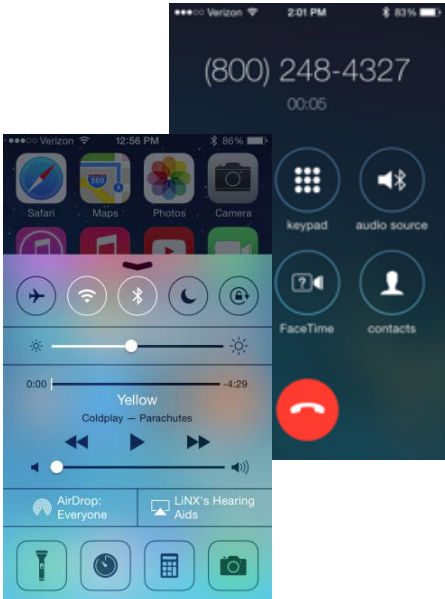


Helpful Hints for your Made for iPhone Hearing Aids

1. Shut down and restart your iPhone®, iPad® or iPod touch® occasionally. Like a computer, your device needs a reboot on occasion for optimum performance.
2. Close down apps that are not in use. Double-click the home button > Swipe up to close apps (simply pressing the home button does not actually close the app on your phone; it will continue to run in the background).
3. Turn off Bluetooth on other Apple devices that are within range and have been previously paired to your hearing aids.

Issue	Solutions	Notes
<p>Detecting the hearing aids to initiate pairing</p>	<ol style="list-style-type: none"> 1. Go back to “Accessibility” screen on the Apple device 2. Re-enter the “Hearing Aids” screen to detect devices 3. Reboot the hearing aids or try new batteries 	
<p>If the streaming signal cannot be initiated...</p>	<ol style="list-style-type: none"> 1. Check the audio source (which is visible during phone calls) 2. Or swipe up to view AirPlay to ensure the audio signal is being directed to the hearing aids.  <p>The screenshot shows an iPhone call interface. At the top, it displays the phone number (800) 248-4327 and a timer of 00:05. Below the number, there are two rows of circular icons for call controls: 'keypad' and 'audio source' in the first row; 'FaceTime' and 'contacts' in the second row. A red end-call button is visible at the bottom right. At the bottom of the screen, the music player interface is visible, showing the song 'Yellow' by Coldplay - Parachutes. The 'audio source' icon is highlighted, indicating that the audio is being streamed to the hearing aids.</p>	
<p>If streaming signal cannot be initiated or quits during use...</p>	<ol style="list-style-type: none"> 1. Replace the hearing aid batteries 2. Verify that you are using the latest iOS version and update as needed 	

Issue	Solutions	Notes
If streaming signal quits during use after fresh battery...	<ol style="list-style-type: none"> 1. Check that the Apple device is within range (approximately 20 feet) and reboot the hearing aids by opening and closing the battery doors. 2. After the hearing aids are rebooted, swipe up and turn Bluetooth off/on and confirm hearing aids are connected 	Wait for 10 seconds after battery doors are open to allow battery to recover from previous usage.
If the issue persists...	Reboot the Apple device by holding down the "Home" button and the "Sleep/Wake" button until your device restarts.	
If the issue persists...	<ol style="list-style-type: none"> 1. "Disconnect the device" 2. Reboot the iOS device 3. Re-do pairing 	Go to settings > general > accessibility > hearing aids. Tap on the "i". Scroll down to "disconnect the device"
Is the issue persists...	<ol style="list-style-type: none"> 1. "Disconnect the device" 2. "Reset Network Settings" on Apple device <p>Note: This will not only force a reboot of the Apple device & clear any previously stored WiFi passwords from the Apple device</p>	Do not select "Reset All Settings". This will clear passwords and reset all settings on the Apple device back to standard factory defaults.

If the steps above do not work, please contact your hearing healthcare professional, so they can re-program the hearing aids in Aventa fitting software.