

Phonak

iOS® FAQ

Accessing Settings

Tap on the Settings icon (gear symbol) or swipe down from the middle of the home screen and type “settings” into search bar to find the Settings icon

How to disable phone sounds (may vary slightly depending iPhone Model and)

Keyboard click sounds: Settings > Sounds (& Haptics) > Keyboard Feedback (Clicks)

Lock sounds: Settings > Sounds (& Haptics) > Lock Sound

Raise to Wake (iPhone 6S and higher): Settings > Display & Brightness > Raise to Wake
Also consider Settings > Sounds & Haptics > System Haptics

To Turn Off Haptics: Settings > Sounds & Haptics > Play Haptics in Ring Mode > Off
Settings > Sounds & Haptics > Play Haptics in Silent Mode > Off

Change Font size

Settings > General > Accessibility > Larger Text

Notification Volume

Settings > Sounds (& Haptics) > Ringer & Alerts > adjust volume slider

Notifications

Settings > Notifications > Go into each app > Sounds

Call Audio Routing

iOS 12 or below: Settings > General > Accessibility > Call Audio Routing > Bluetooth Headset

iOS 13 or higher: Settings > Accessibility > Touch > Call Audio Routing > Bluetooth Headset

Do Not Disturb – Stop calls from coming into the hearing aids

Settings > Focus > Do Not Disturb

Change audio output while streaming

iPhone 8 and earlier: Swipe up to open Control Center > Touch and hold audio card, then tap triangle/rainbow symbol to see a list of devices you can use > Tap speaker, headphone or accessory you want to use

iPhone X and higher: Swipe down from the top right corner of the screen to bring up Control Center, press and hold on the music controls to open them, and then press on the "triangle with circles over it" on the top corner of the music controls to bring up the audio output menu

Unpair Devices

Settings > Bluetooth > My Devices > Tap on “i” on far-right side of device > choose Forget Device

Volume Balance

iPhone iOS 13 or higher: Settings > Accessibility > Audio/Visual > Balance

iPhone iOS 12 or lower: Settings > General > Accessibility > Scroll down to Balance

Ringer volume increases by itself

iPhone: Settings > Sounds & Haptics > Ringer & Alerts > Turn off “Change with Buttons”

Auto Answer

iPhone iOS 12 or lower: Settings > General > Accessibility > Call Audio Routing > Auto Answer

iPhone iOS 13 or higher: Settings > Accessibility > Touch > Call Audio Routing > Auto Answer

Calls go straight to voicemail

Settings > Phone > turn off switch for Silence Unknown Callers

Turn on/off Bluetooth for apps

Settings > Scroll down to Phonak App, tap on it > Turn BT on

Settings > Privacy > Bluetooth > toggle BT on or off for desired app

Change Language on phone (to change language of app)

Settings > General > Language and Regions

Check for iOS update

Settings > General > Software Updates

Updating Apps

App Store > Open the App Store, then tap Today at the bottom of the screen > Tap your profile icon at the top of the screen > Scroll down to see pending updates and release notes. Tap Update next to an app to update only that app or tap Update All.

Change Program Name in myPhonak app

Devices > Hearing Aid Programs > Tap on the Desired Program > Tap on the Pencil in the upper right and change the name

Find iPhone or iOS Version

Settings > General > About

If Apple App Store is missing

Settings > Screen Time > Content & Privacy > iTunes and App Store Purchases > Installing Apps > On

Voice Isolation (help with callers hearing too much background noise), iOS 16.4+

Access Control Center > Mic Mode > select Voice Isolation

How to enable Cookies (Error code 400 in app blocking cookies)

Settings > Safari > Turn off block all cookies

App Cannot Access Bluetooth

Settings > Screen Time > Parental Controls > Content & Privacy Restrictions > Bluetooth Sharing > Allow Changes

Unlink to mFi hearing aids

Settings > General > Accessibility > Hearing Aids > Tap Hearing Aids name > Forget This Device

Closing open apps

iPhone 8 and lower: Double click home button. Swipe up the app you want to close

iPhone X and higher: Swipe up from bottom of screen. Swipe up the app you want to close

Reset Network Settings

Settings > General > Reset > Reset Network Settings > Enter PIN > Reset Network Settings > re-pair hearing aid.

Restart Phone

iPhone up to 8: Press and hold side button until power off slider appears. Slide to off. To turn back on, press and hold side button until you see Apple logo.

iPhone X and higher: Press and hold either volume button AND side button until power off slider appears. Drag slider to off. To turn back on, press and hold side button until you see Apple logo.

Set apps to Auto-Update

Settings > Tap name/photo profile at the top > iTunes & App Store > Automatic Downloads > toggle App Updates to “On”

Uninstall App

Touch and hold the app icon > Choose “Delete App” > Tap Delete

Enable Call Announcements (for Paradise only)

Settings > Phone > Announce Calls > Always

Enable Siri

Settings > Siri and Search > Turn on “Listen for Hey Siri” and make sure “Allow Siri When Locked” is also enabled.

If Phone Call Sound is not coming through Aids:

*****Make sure one aid is showing as connected for streaming in BT.*****

Check Call Audio Routing

Volume Limiter

Settings > Sounds & Haptics > Headphone Safety > Reduce Loud Sounds

Turn off Emergency Alerts

Settings > Notifications > scroll to bottom of screen > Government Alerts > Turn Off desired options

Turn off Sound Recognition

Settings > Accessibility > Sound Recognition (in the “Hearing section”) > Off

No Access to Bluetooth

Settings > Screen Time > Content & Privacy Restrictions > Bluetooth Sharing > Allow Changes > MPA → toggle on