

QUICKTIP

2-Way Audio

Apple Version

With our 2.4 GHz Neuro Processor and Thrive platform hearing aids, the hearing aids' microphones pick up and stream the voice directly back to iPhone and iPad, allowing patients to seamlessly talk hands-free.

Compatibility

All Neuro Processor wireless hearing aids require the following firmware versions:

- CIC, ITC/HS/ITE R, mRIC R, RIC RT, RIC 312: 8.2.2.11 or higher

All Thrive Platform wireless hearing aids will require the following firmware versions:

- CIC, ITC/HS/ITE R, micro RIC 312, BTE R, Power Plus BTE 13: 7.5.1.0 or higher
- RIC 312, RIC R, BTE 13 (70 gain): 6.11.1.0 or higher

iOS 15.1 or newer

iPhone 11, iPhone 11 Pro, iPhone 11 Pro Max, and later, iPhone SE (2nd generation), as well as iPad Pro 12.9-inch (5th generation), iPad Pro 11-inch (3rd generation), iPad Air (4th generation), and iPad mini (6th generation)

Voice Isolation requires iOS 15 or later for FaceTime audio or video calls, or in certain third-party mobile apps. For phone calls, iOS 16.4 or later is required.

Voice Isolation is available on these devices:

- iPhone XR, iPhone XS models, and later
- iPad (8th generation) and later
- iPad Pro 13-inch (M4)
- All iPad Pro 11-inch models
- iPad Pro 12.9-inch (3rd generation) and later
- iPad Air (3rd generation) and later
- iPad mini (5th generation) and later

Apple Device Setup

Native Controls

2-Way Audio is solely controlled via Apple native controls. Native controls can be accessed via a triple-click or from Control Center. 2-Way Audio is labeled “Mic Input”.

2-Way Audio Mic Input Options

On: iOS is using the hearing aid microphone for voice pick-up during a call.

Off: Hearing aid user is required to speak into iPhone or iPad microphone during calls. Call audio is still streamed to the hearing aids.

NOTE: *This setting cannot be changed during an active phone call.*

Hearing Aid Control

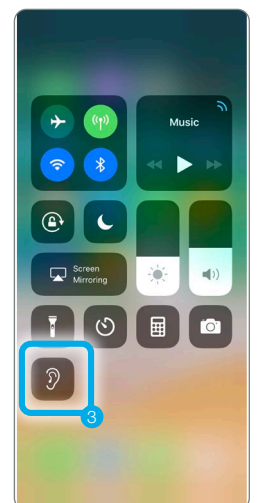
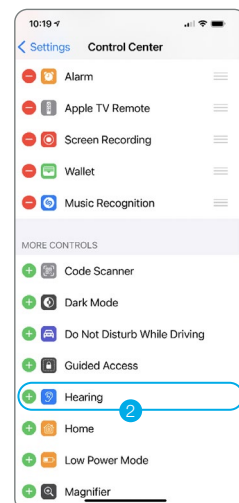
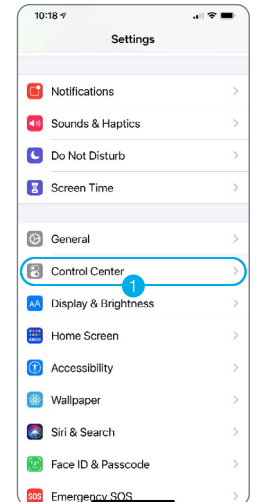
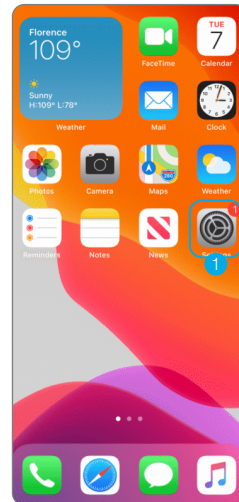
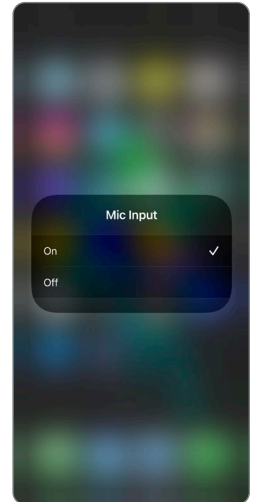
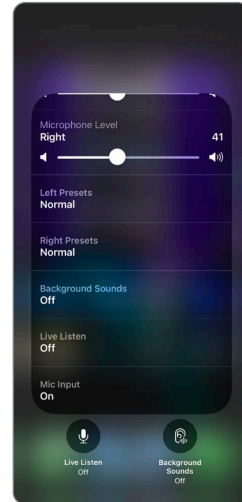
Adding the Hearing icon to Control Center allows for direct access to various hearing aid functions.

To add the Hearing icon to Control Center:

- 1 From the Home screen, tap Settings, then tap Control Center
- 2 Tap on the green + next to Hearing to add to Control Center
- 3 The Hearing icon is now listed and appears in Control Center

Access the following functions from Control Center:

- Battery Levels
- Volume Adjustment
- Memories
- Background Sounds
- Live Listen
- Mic Input



Using 2-Way Audio

- 2-Way Audio can be used for phone calls as well as with other apps such as FaceTime, Teams, and Zoom.
- When a phone call comes in, answer the call using your iPhone, iPad, or with a short press to the user control. For more information on how to manage phone calls with the hearing aid user controls, please see the User Controls QuickTIP.
- 2-Way Audio will stream based on the Mic Input option that was selected from Control Center.
- For the best streaming experience, iPhone or iPad should be within approximately 10 feet (3 meters) of the user.

Using Voice Isolation

Adjust the iPhone or iPad microphone settings to reduce ambient noise and increase clarity of the hearing aid user's voice.

To turn on Voice Isolation:

- 1 During an active phone call, swipe down from the top-right corner of the screen to open **Control Center**.
- 2 Tap **[App] Controls**.
- 3 Under **Audio & Video**, select **Voice Isolation**. This feature will prioritize the hearing aid user's voice and reduce ambient noises.

NOTE: *The selection affects only the app used to make the call.
Mic Modes persist for that app until a different Mic Mode is chosen.*

