

iOS13 upgrade resulting in issues on your Apple device for users of Nucleus® 7 Sound Processors

Users of the iPhone streaming or MFi capabilities for Nucleus® 7 Sound Processors have reported issues with streaming and pairing after updating to iOS13 on their Apple device.

Streaming and pairing issues commenced with the release of iOS13 and are not related to the Nucleus Smart App or Cochlear's Sound Processors. Cochlear is working with Apple to resolve these issues. Please be aware that you may experience these issues if you update to iOS13 (released 20th September 2019) or iOS13.1 (released 25th September 2019),

Cochlear understands this issue is also impacting other devices with MFi connectivity across the hearing industry and is working with Apple to resolve the issue as quickly as possible.

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Troubleshooting tips:

ISSUE: The Apple device is not streaming to the sound processor
TIP: Restart the sound processor. If this does not resolve the issue, try unpairing and re-pairing the sound processor to the Apple device.

ISSUE: Keyboard clicks and other device sounds are being streamed to the sound processor and the microphone volume is reduced.
TIP: Set the ringer/mute switch on the iPhone to silent. This stops the device sounds from streaming or go to 'Settings' > 'Sounds & Haptics' > 'Keyboard Clicks'. Turning this off will stop sounds from the keyboard.

ISSUE: Various MFi pairing and unpairing issues.
TIP: Unpair and re-pair the sound processor. If this does not resolve the issue, try restarting the Apple device.

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