

'No Audio' Issue Guide for iDevices (iPhone/iPod Touch/iPad)

Some users have reported issues with the audio in our apps, though this has actually been caused by Apple's changes to the way their devices handle audio. This guide has screenshots from our Jolly Phonics Songs app though is applicable to all of our apps. Also note, these screenshots are taken from an iPad running iOS 10, therefore your own screen may look slightly different if you're using a newer or older version of iOS.

The issue is that although you may have your 'volume' turned all the way up, if you mute the 'ringer' (which controls phone call alerts, text alerts, etc) then this will mute the audio for our apps, regardless of how loud you turn up your main 'volume'.

This means that to hear our apps, you need to ensure you've un-muted the 'ringer' on your iDevice. To check you've done this, follow these steps.


Check the 'side switch' is set to ON

Please ensure that the 'side switch' on your iDevice is set to 'on'. Often, the 'side switch' will control the mute function of the 'ringer' and will cause our apps to be muted.

✓ Switch set to ON**✗ Switch set to OFF**

What you should see on your screen is the 'ringer' icon. It should look like this as you switch the 'side switch' between 'on' and 'off' positions

✓ 'Ringer' IS NOT MUTED = 'Side Switch' OFF

 **ng**
(Tune: If You're Happy and You Know It)

If you're strong and you know it,
say "/ng/!"

If you're strong and you know it,
say "/ng/!"


If you're strong and you know it,
and you really want to
...if you're strong and you know it,
say "/ng/!"








Action: Pretend to be a weightlifter,
lifting a heavy weight above your head,
and say, ng....





✗ 'Ringer' IS MUTED = 'Side Switch' ON

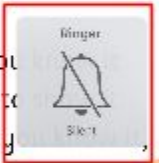
 **ng**
(Tune: If You're Happy and You Know It)


If you're strong and you know it,
say "/ng/!"

If you're strong and you know it,
say "/ng/!"


If you're strong and you know it,
and you really want to
...if you're strong and you know it,
say "/ng/!"








Action: Pretend to be a weightlifter,
lifting a heavy weight above your head,
and say, ng....




Once you've un-muted the 'ringer' of your iDevice, you should now be able to hear the audio from our apps. You're free to control the volume of our apps as you normally would, by using the volume controls on the side of your device.

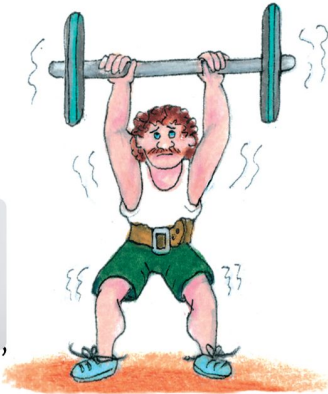
PLEASE NOTE: If you didn't see a bell icon when flicking the 'side switch' and instead see a padlock icon, you will need to follow the next set of instructions on the next page instead.


 **ng** (Tune: If You're Happy and You Know It)


If you're strong and you know it,
say "/ng/!"


If you're strong and you know it,
say "/ng/!"


If you're strong and you know it,
and you really want to be strong,
...if you're strong and you know it,
say "/ng/!"













Action: Pretend to be a weightlifter, lifting a heavy weight above your head, and say, ng....

Ensure that the 'ringer' volume isn't muted

Apple have made it so that the 'side switch' doesn't always control the 'ringer' volume. This may mean that switching the 'side switch' to on may not be enough. If you find that this is the case, please follow these instructions on how to ensure your 'ringer' is not muted.

Swipe twice from the bottom of the screen to bring up the 'media control menu'

The screenshot shows a music player interface. At the top left is a home icon and the word 'ng'. Below it, the lyrics are displayed: '(Tune: If You're Happy and You Know It) If you're strong and you know it, say "/ng/!"'. A cartoon illustration of a man lifting a barbell is on the right. At the bottom, there is a play button, a square button, and a small arrow tab at the very bottom center.

ng (Tune: *If You're Happy and You Know It*)

If you're strong and you know it,
say "/ng/!"

If you're strong and you know it,
say "/ng/!"

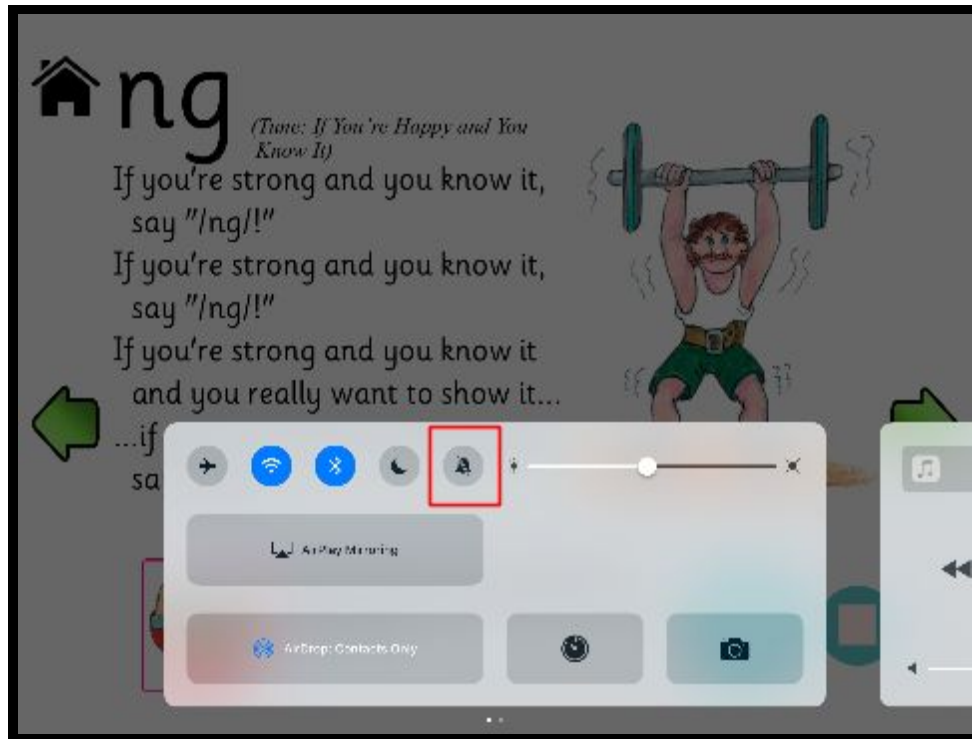
If you're strong and you know it
and you really want to show it...
...if you're strong and you know it,
say "/ng/!"

Action: Pretend to be a weightlifter,
lifting a heavy weight above your head,
and say, ng....

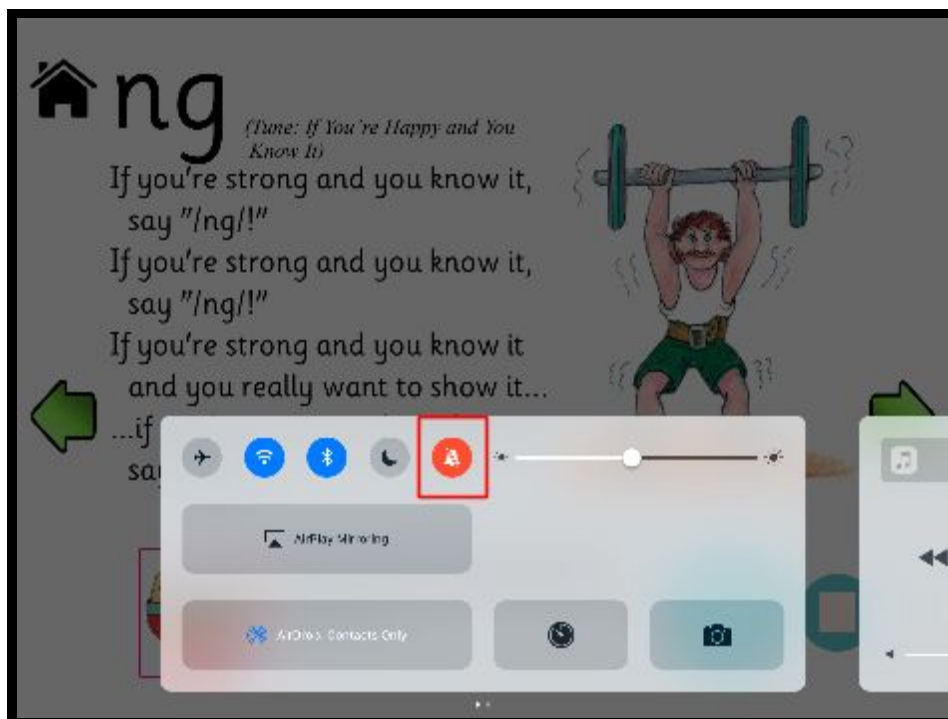
From within the app, drag your finger up from the bottom of the screen upwards. You should see, on the first swipe, a small arrow tab appear at the bottom of the screen. Swipe upwards again to bring up the full menu.

From the full menu, you need to look out for the 'ringer mute' button. It will look like a bell with a line through it. You need to make sure that the RINGER IS NOT MUTED.

✓ Ringer IS NOT MUTED



✗ Ringer IS MUTED



This should now see your iDevice's 'ringer' un-muted. Ensure that your main 'volume' is turned up and you should now be able to hear the audio from any of our apps. If you do continue to have issues, please contact us at support@jollylearning.com