

# Introduction to ReSound smart hearing aids

## WHICH RESOUND HEARING AIDS ARE SMART HEARING AIDS?

Here is a list of smart hearing aids from ReSound that work with the ReSound Smart™ app. If you're not sure, please ask your hearing care professional.



ReSound LiNX2™



ReSound LiNX™



ReSound LiNX TS™



ReSound ENZO™

# Mobile devices that work with ReSound smart hearing aids

## Apple devices

ReSound smart hearing aids support Made for iPhone® (MFi) functionality with the following Apple devices.

iPhone 6

iPhone 6 Plus

iPhone 5s

iPhone 5c

iPhone 5

iPod touch® 5th generation

iPad® Air2

iPad Air

iPad 4th generation

iPad mini 3

iPad mini 2

iPad mini with Retina display

iPad mini

## SUPPORT AND UPDATES FOR IOS

ReSound smart hearing aids require iOS 7.0 or later. Make sure that iOS 7.0 or later is installed. For iPhone 6 and iPhone 6 Plus we recommend installing the latest version of iOS 8.

## Android devices

ReSound smart hearing aids work with one of the most popular Android phones, the Samsung Galaxy S5 running Android 4.4.2-4.4.4 'KitKat'.

For the most up-to-date information visit [www.resound.com/smartapp](http://www.resound.com/smartapp)



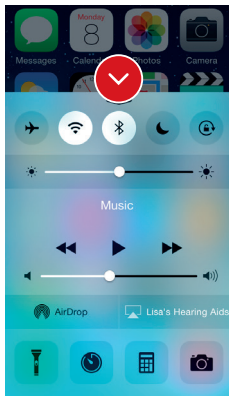
# Connectivity and ReSound Smart App for Apple Devices

## HOW TO PAIR YOUR SMART HEARING AIDS TO YOUR IPHONE, IPAD OR IPOD TOUCH

### Check battery

Insert a fresh battery in your ReSound smart hearing aid.

Keep the battery door open so the hearing aid cannot power up.

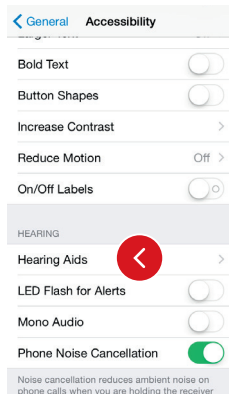
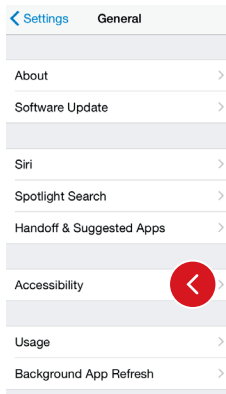
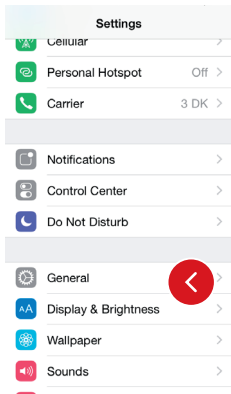


### Turn on Bluetooth



Swipe upwards from the bottom of the screen to reveal the Control Center.

Tap the Bluetooth icon.

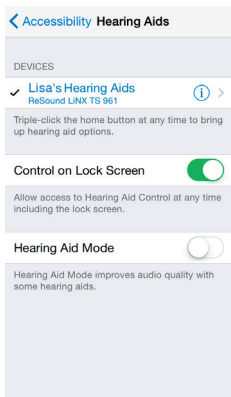
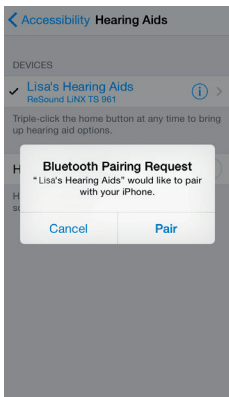


### Detect hearing aids

Now that Bluetooth is activated, go to **Settings**, tap **General**, then **Accessibility**.

Close the battery door to power up your hearing aid so your iPhone, iPad, or iPod touch can detect it and then tap **Hearing Aids**.





### Make the connection

Tap on the name and model number of your hearing aid when it appears on the screen.

When it's connected, your hearing aid name will be shown with a checkmark, and the color of the name will change from black to blue.

Tap **Pair** in the dialogue box. When pairing to two hearing aids, you will receive separate pairing requests. The second request may take a few seconds to appear after starting the first pairing.

Now you are connected. You can check the status of the connection on the Hearing Aid page.

### Re-connecting your hearing aids to your iPhone, iPad or iPod touch

When you turn off your hearing aids or Apple device, they will no longer be connected. To connect them again, turn on your hearing aids by opening and closing the battery door. The hearing aids will then automatically connect to your Apple device. You can also verify this connection by accessing the Accessibility shortcut (triple click the home button) and making sure that your hearing aids have been detected.

### Pairing to more than one Apple device

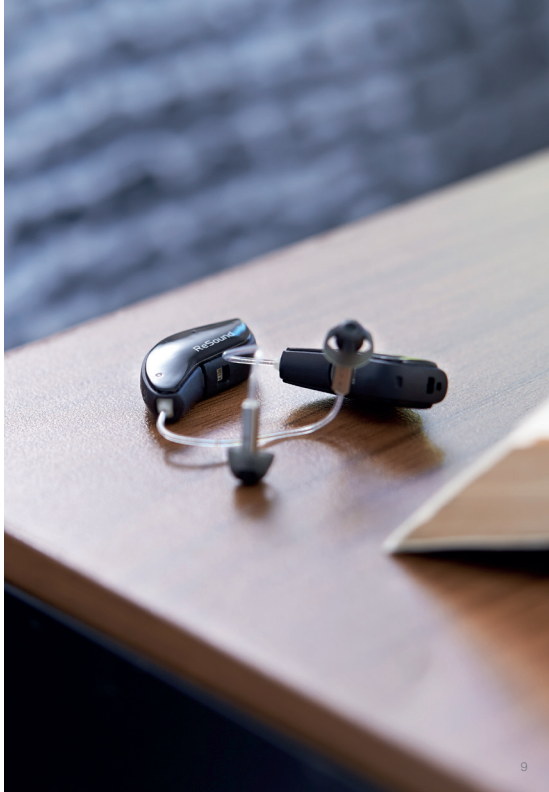
You can pair up to five different Apple devices to your ReSound smart hearing aids, but you can only connect to one Apple device at a time.

To switch connection from one Apple device to another, swipe up from the bottom of your Apple device's screen and turn Bluetooth off.

Now you can activate Bluetooth on the device you want to connect to next.

### Wait for authentication

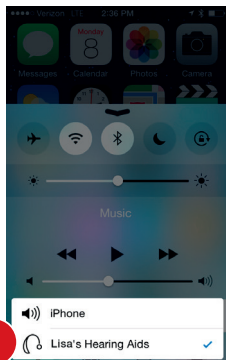
When you tap on Pair in the dialogue box, your ReSound smart hearing aid and Apple device need time to authenticate the pairing. Either put your hearing aid on and wait for a series of 6 beeps followed by a ripple tone, or wait at least 120 seconds for authentication to finish. Please don't stream audio until authentication is complete.



# Stream sound directly to your ReSound smart hearing aids

You can stream stereo audio, such as music, directly from your Apple device to your hearing aids.

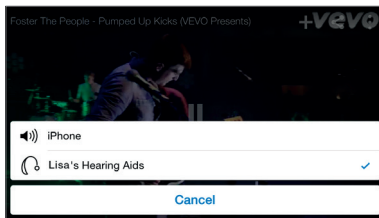
## CONTROL CENTER



Access the Control Center by swiping up from the bottom of the screen. Select the device for audio - in this case your hearing aids.

To stop streaming to your hearing aids and return to normal phone operation, select iPhone. You can also stop streaming audio to your hearing aids by tapping the media player's pause button.

## HOW TO STREAM AUDIO FROM DIFFERENT APPS

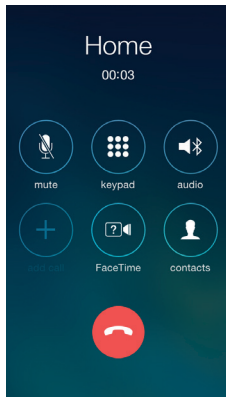


You can also stream audio from other apps such as YouTube™.

Open a media player app such as YouTube and press the on screen AirPlay icon.

Select the hearing aids for streaming and press play. Press pause to stop streaming the video. If you want to go back to normal iPhone operation click on the AirPlay icon and tap on iPhone in the dialogue box.

## PHONE AND FACETIME CALLS



If a call comes in while you are streaming audio from your music player, answer it and the system will automatically turn down the music and switch to your phone conversation.

Once you end a call, the system will continue streaming music from where you left off.





# Advanced control and personalization with the ReSound Smart app



## DOWNLOAD AND INSTALL THE RESOUND SMART APP.

The ReSound Smart app can be downloaded for free from the App Store by following these steps:

1. Go to the App Store
2. Search for “ReSound Smart”
3. If you are on an iPad, change the search criteria in the top right-hand corner to **iPhone only**
4. Tap on **Get** and then **Install** to start downloading the app
5. Now you are almost ready to personalize your hearing experience

## CONNECT THE RESOUND SMART APP TO YOUR HEARING AID

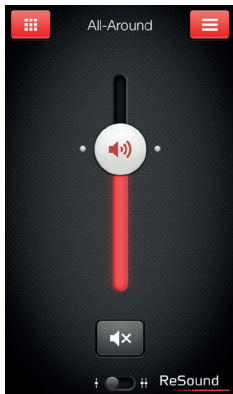
The first time you tap the icon on the home screen to open your ReSound Smart app, you'll be taken through the following steps:

1. When asked if you want to get started with the hearing aid now or run in demo mode, choose **Get started**
2. You will be asked to familiarize yourself with the printed user guide for the hearing aids and accept the terms of use; tap **Accept** to continue
3. You will see a list of the hearing aids that work with the ReSound Smart app; tap **Ok** to continue
4. If your hearing aids and mobile device are not paired, a screen will open showing you how to pair
5. When asked to allow the app to access your location, tap **Allow**
6. Now you're ready to use your ReSound Smart app

# ReSound Smart app overview

There are two main screens in the ReSound Smart app. You can simply slide between the Volume Control and Program Selection screens or use the top navigation buttons to move between screens.

## NAVIGATION BETWEEN MAIN SCREENS



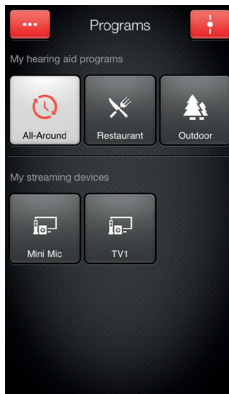
### Volume control



Tap this button to go to the Programs page.



Tap this button to go to the main menu page for additional functions.



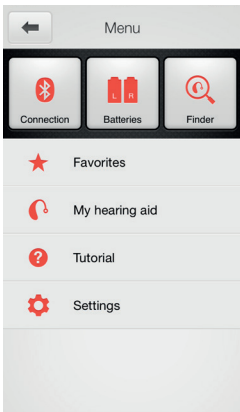
### Program selection



Tap this button to open a window which gives you access to advanced functions.



Tap this button when you are on the Programs page to return to the Volume control page.



Main menu for extra functions

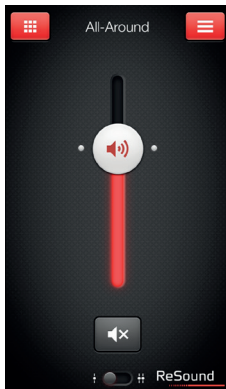


Tap the back button to return to the Volume control page.





## HEARING AID VOLUME CONTROL



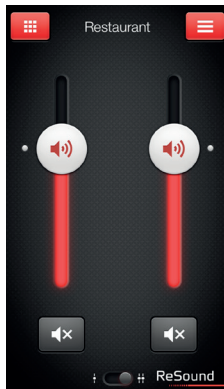
### Combined volume control



Slide the volume slider up to raise and down to lower the volume of the hearing aid.



Tap the mute button beneath the volume slider to mute the hearing aid, and tap again to unmute.



### Independent volume control

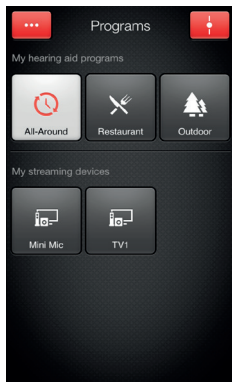


Use the pinch gesture to switch between combined and independent hearing aid volume control.



Or tap the toggle button at the bottom of the screen.

## CHANGE PROGRAMS



### Manual program change



Tap the buttons to choose one of up to four different hearing aid programs that have been optimized for particular hearing situations. Each program has its own icon to help you choose.

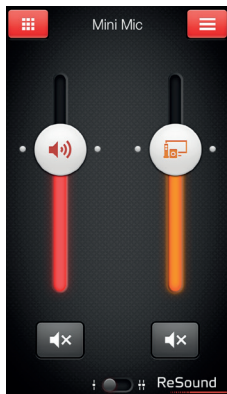
### Streaming device change



Tap a streaming device button to activate streaming from a ReSound Unite™ device such as a ReSound Unite™ TV Streamer 2.



## STREAMER VOLUME CONTROL



### Streamer program volume

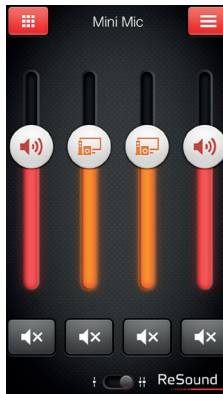


When a streamer program is selected, you can adjust the streaming volume separately with the orange volume slider.

### Hearing aid volume



You can still mute or adjust the volume of the hearing aids without affecting the volume of the audio you are streaming.



### Independent volume control



You can adjust the volume of left and right hearing aids independently. Switch between dual and independent volume control with the pinch gesture or tap the toggle button at the bottom of the screen.

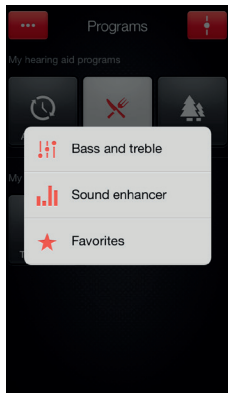
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### TIP CAN I MUTE MY DEVICES?

You can mute each device independently. Simply tap the mute button beneath each volume slider.

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## ADJUST BASS AND TREBLE



### More options

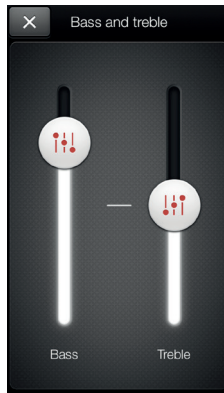


This button at the top left opens a pop-up menu with options that give you more advanced control and personalization of your hearing experience.

### The bass and treble option



You can adjust the bass and treble of all incoming sound including streaming from the iPhone.



### Adjusting bass and treble



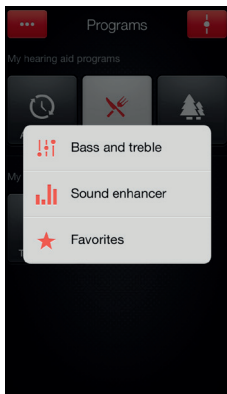
Increase or decrease bass and treble from sounds by moving the sliders up or down. Adjustments are also applied to streamed sound.

### TIP CAN I SAVE MY SETTINGS?

When you find bass and treble settings you like, you can save them as Favorites. If you are wearing ReSound LiNX<sup>2</sup> the adjustments will remain until you reboot your hearing aids (opening and closing the battery doors).

## SOUND ENHANCER: PERSONALIZE YOUR SOUND

Sound Enhancer will appear in the more options pop-up menu if it is available for one or more of the programs set by your hearing care professional. Sound enhancer is only available in ReSound LINX<sup>2</sup> 9 devices.

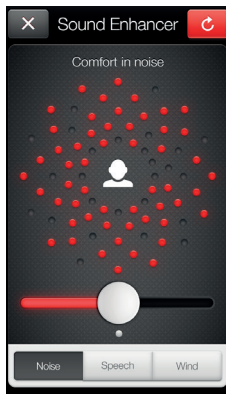


All adjustments are made by moving the slider or tapping the graphic.



To return to the fitted settings of the program after adjustments, tap **Undo**.

The tabs you'll see at the bottom of your screen represent the Sound Enhancer features available to you.



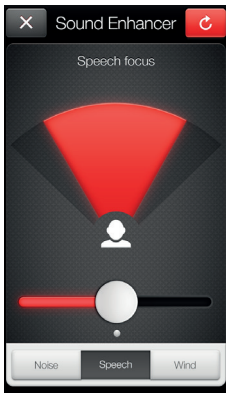
### Comfort in Noise

Adjust the level of noise reduction from full awareness of surroundings to focused hearing comfort.

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### TIP EXPLORE YOUR FAVORITE SETTINGS

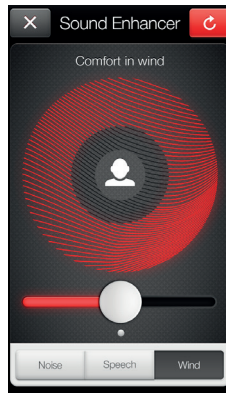
Save your Sound Enhancer settings as Favorites and show them to your hearing care professional at your next fitting.



### Speech Focus

Choose exactly what to listen to by adjusting the focus of the beam.

When the hearing aids are set to automatic focus, adjusting Speech focus will switch them to manual setting. To return to automatic use the Undo button.



### Comfort in Wind

Reduce wind noise for maximum listening comfort in windy situations.

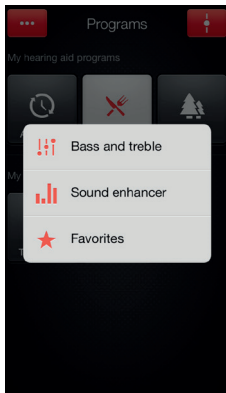
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#### TIP OPTIMIZE SPEECH FOCUS

When adjusting Speech Focus, also adjust the Comfort in Noise for maximum effect.

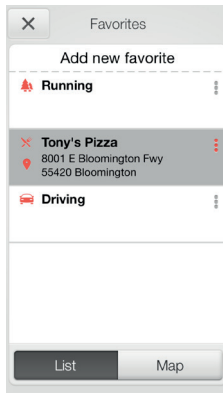
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## FAVORITES



### Add a Favorite

You can save your preferred volume, bass/treble settings and Sound Enhancer features as Favorites. You can also choose to attach a Favorite to a location and have your hearing aids change automatically when you enter that location.



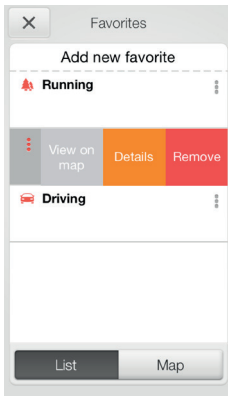
### Overview of Favorites

In the Favorites list, you can create a new Favorite by pressing **Add new favorite**, and activate an existing Favorite by tapping on its name. You can also switch between list view and map view.

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**TIP** YOU CAN ALSO ACCESS THE FAVORITES LIST FROM THE MAIN MENU.

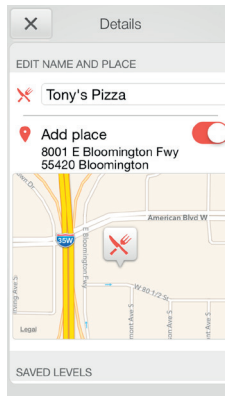
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### Additional Favorites options

By swiping left on a Favorite you can choose from the following options:

- View on map (if a location has been added)
- Details
- Remove



### Details of your Favorites

In the details view, you can edit the name of the Favorite and add/remove a location. You can also view the saved volume, bass/treble preferences and Sound Enhancer features.

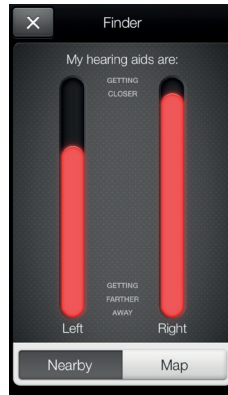
### TIP CAN I EDIT FAVORITES WITHOUT LOSING MY SETTINGS?

If you select a Favorite and tweak settings such as the volume or bass and treble, you can save your changes as a new Favorite.



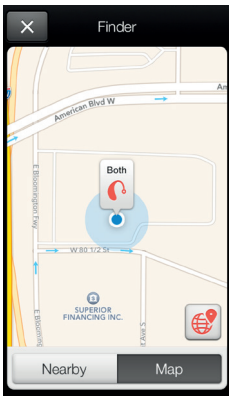


## FINDER: SEARCH FOR MISPLACED HEARING AIDS



### Search nearby

If the app detects the hearing aids nearby, it will go into **Nearby** mode. As you walk around, the red bars will show you if you are getting closer or farther away from your hearing aids. Hearing aids must be on to use this feature.



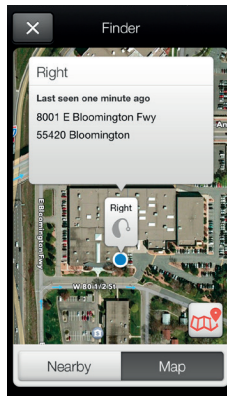
### Finder

If the app does not detect your hearing aids nearby, it will switch to **Map** view and display the place on the map where they were last connected to the app.



### Satellite view

Tap this button to go to the satellite view.



### Last location

Tap this button on the map or satellite view to bring up a pop-up menu to see the address and time your hearing aids were last detected.

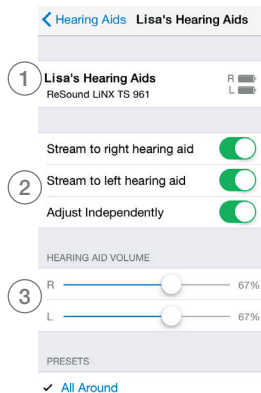
# Control of your hearing aids built into your iPhone, iPad, or iPod touch

## HOW TO ACCESS BASIC VOLUME AND PROGRAM CONTROLS

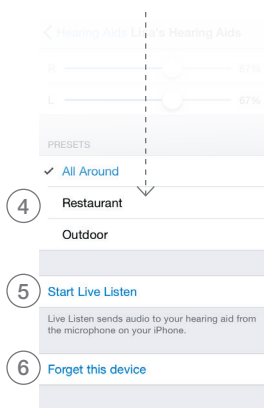
Triple click on the Home button on your Apple device to access basic volume and program controls.

## HOW TO USE APPLE'S NATIVE FUNCTIONALITY TO CONTROL YOUR RESOUND SMART HEARING AIDS

You can also access a control center for your hearing aids in **Settings**. Go to **Settings**, **General**, **Accessibility**, and **Hearing Aids** then tap on the circled **i** to go to the hearing-aid controls.



1. The name, model, and battery status of your hearing aids.
2. Streaming and volume settings for both hearing aids or independently for each hearing aid.
3. Independent volume control of each hearing aid.



Scroll down the page to see the following settings.

4. View and change the program
5. Start and stop Live Listen to use your iPhone, iPad or iPod touch as a microphone which sends sound directly to your hearing aids
6. Tap this if you want to forget this device and remove the pairing.



# Connectivity and ReSound Smart App for Android

The ReSound Smart app puts basic controls and more advanced features at your fingertips so you can personalize your hearing experience.

The ReSound Smart app is the first hearing aid app with a direct connection between your hearing aids and Android phone.

## WHAT CAN THE RESOUND SMART APP DO?

You can use the ReSound Smart app to:

- Adjust volume settings on your hearing aids
- Change programs
- Rename programs
- Adjust treble and bass
- Save a program and settings to favorite places
- See battery and connection status
- Get personalized information about your hearing aids
- Help locate lost or misplaced hearing aids



## WHERE CAN I FIND THE RESOUND SMART APP?

You can download the ReSound Smart app for free from the Google Play Store.

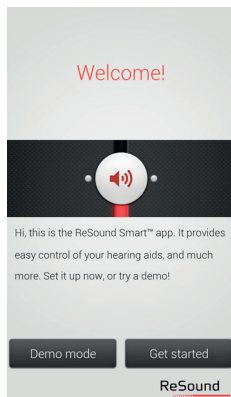
- Go to Play Store on your Android phone and search for **ReSound and Smart**
- Tap on **Install**, then **Accept** so the app can access certain features on your phone such as Bluetooth
- Your phone will now install the app
- When installation is complete, tap on **Open** to start up your ReSound Smart app

For more information, please visit [resound.com/smartapp](https://resound.com/smartapp)

# Pair with your Android phone

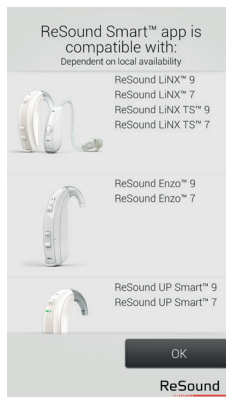
## HOW TO PAIR YOUR SMART HEARING AID TO YOUR ANDROID PHONE

Insert a fresh battery in your ReSound Smart Hearing aid.  
Keep the battery door open so the hearing aid remains off.



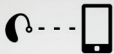
Open the ReSound Smart app on your phone.

You can start the pairing right away. If you would like to watch a demonstration of the app, press demo.



Check that your hearing aids are in the list of compatible products.  
Press OK.

Almost there!



1. Have your hearing aids ready with fresh batteries and make sure your mobile phone's Bluetooth is turned on
2. Close the battery door of your hearing aids
3. Press Pair

Demo

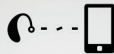
Pair

ReSound

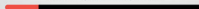
Insert a fresh battery into your ReSound smart hearing aid.

Close the battery door of the hearing aids and press pair.

Almost there!

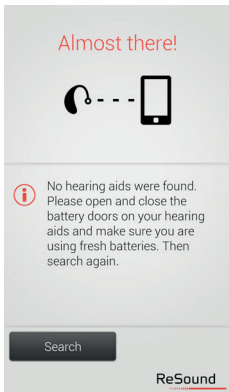


Finding Hearing Aids

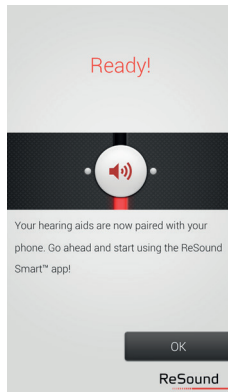


ReSound

The app will search for nearby hearing aids.

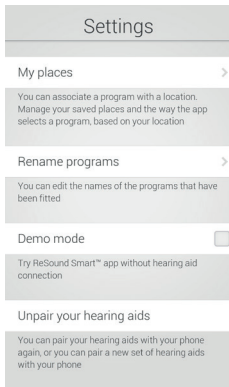


If no hearing aids were found, you can try searching for hearing aids again by pressing search.



The phone will now connect to your hearing aids. Press the ok button and you are ready to use the app.





### Unpairing your hearing aids

Follow these steps if you want to unpair your hearing aids so you can pair to different ReSound Smart Hearing aids, for example.

Go to the app Settings and select **Unpair your hearing aids**. Tap on **Unpair** in the pop-up notification and the hearing aids will be unpaired.

### How to re-connect your hearing aids to your Android phone

When your hearing aids are out of range, or you turn them or your Android phone off, they will no longer be connected. When the hearing aids come into range again, or you turn them or your phone back on, they will take a few seconds to automatically reconnect.

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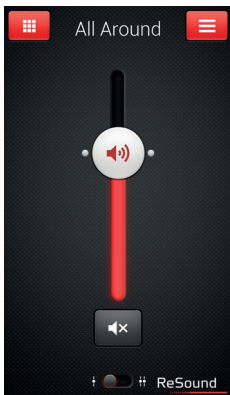
#### **TIP** WANT TO ACTIVATE UNPAIRED HEARING AIDS?

Once a hearing aid is unpaired, you will need to follow the steps on page 6 to pair it with your hearing aids again.

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## RESOUND SMART™ APP OVERVIEW

The app has two main screens: Volume control and program selection. You can simply slide from one screen to the other, or use the navigation buttons. There is also a main menu button which gives you access to additional app functions.



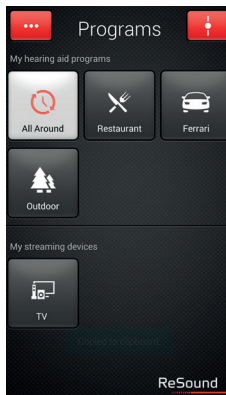
### Volume control



Tap this to go to the Programs page.



Tap this to go to the main menu page for extra functions.



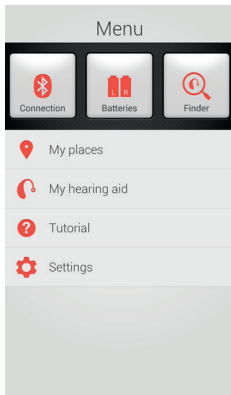
### Program selection



Tap this button when you are on the Programs page to return to the Volume



Tap the More options button to open a window which gives you access to advanced functions.



Main menu for extra functions



Additional app function include:

Connection status

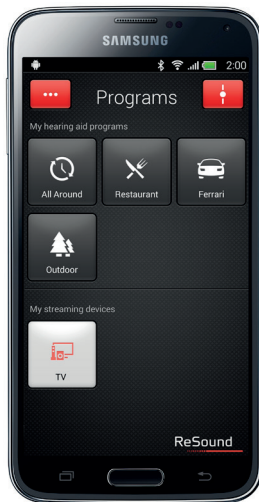
Battery status

Finder

My places

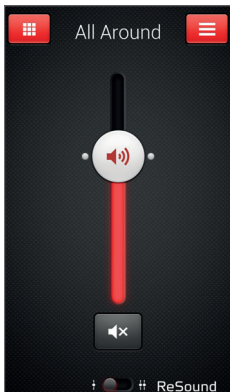
My hearing aid

App tutorial and settings



You can use your phone's back key to go back to the previous screen.

## ADJUST VOLUME SETTINGS



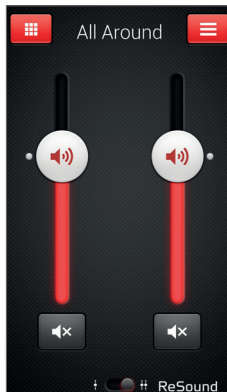
### Combined volume control



Slide the volume slider up to raise and down to lower the volume of the hearing aids.



Tap the mute button beneath the volume slider to mute the hearing aids, and tap again to unmute.



### Independent volume control

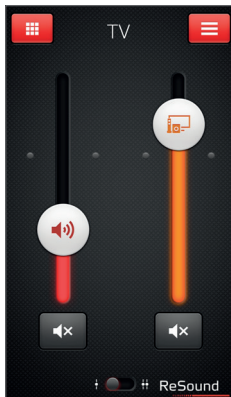


Use the pinch gesture to switch between combined and independent hearing aid volume control.



Or tap the toggle button at the bottom of the screen.

## STREAMER VOLUME CONTROL



### Streamer device volume

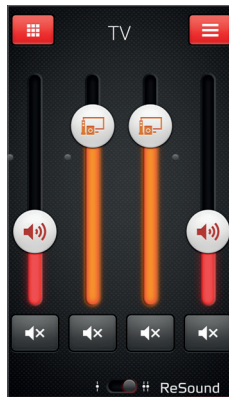


When a streamer device program is selected, you can adjust the streaming volume separately with the orange volume slider.

### Hearing aid volume



You can still mute or adjust the volume of the hearing aids without affecting the volume of the audio you are streaming.



### Independent volume control



You can adjust the volume of left and right hearing aids independently. Switch between combined and independent volume control with the pinch gesture or tap the toggle button at the bottom of the screen.

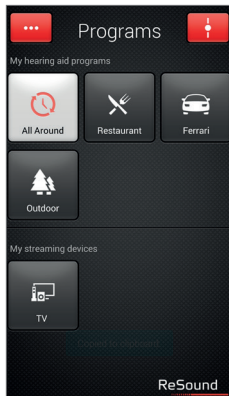
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### TIP HOW DO I RESET THE VOLUME?

To reset the volume to its default position, align the slider with the white dots.

---

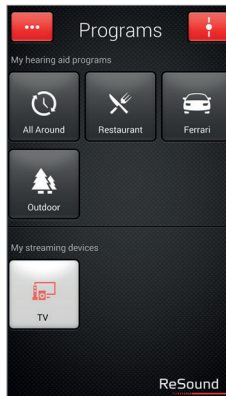
## CHANGE PROGRAMS



### Manual program change



Tap the buttons to choose one of up to four different hearing aid programs that have been optimized for particular hearing situations. Each program has its own icon to help you choose.

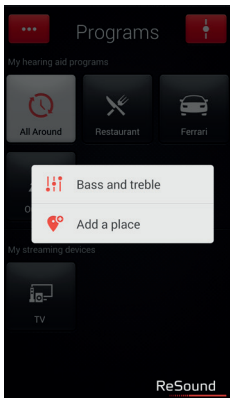


### Streaming device change



Tap a streaming device button to activate streaming from a ReSound Unite™ device such as a ReSound Unite™ TV Streamer 2.

## ADJUST BASS AND TREBLE



### More options

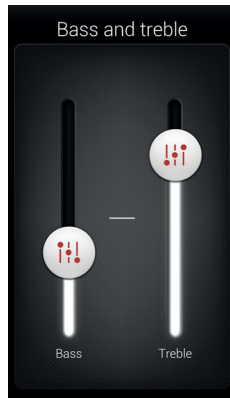


The red More options button at the top left opens a pop-up menu with options that give you more advanced control and personalization of your hearing experience.

### The treble and bass option



You can adjust the bass and treble of all incoming sound.



### Adjusting treble and bass



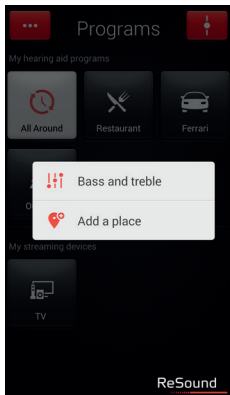
Increase or decrease treble and bass by moving the sliders up or down.

### TIP CAN I SAVE MY SETTINGS?

When you find treble and bass settings you like, you can save them and associate them with a certain place. If you would like these settings applied to your general hearing aid setup, simply show them to your hearing care professional.

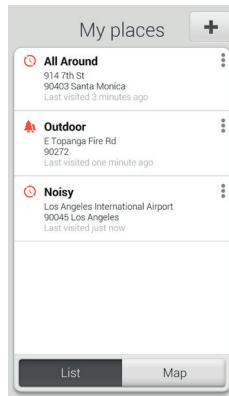
## MY PLACES

You can save your preferred settings to a place. This means that you can save your favorite program, treble and bass, and volume settings so they activate every time you return to that place.



### Add a place

You can save your preferred volume, bass and treble settings by adding a place. You can choose to have the settings activate automatically or to receive a prompt when you go back to that place.



### Overview of places

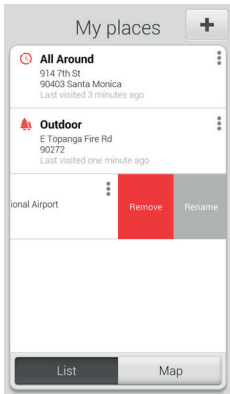
On the **My Places** page you can also add a place with a new set of settings by pressing the + button.

And, you can also switch between list view and map view.

## TIP CAN I SAVE SETTINGS FOR CERTAIN LISTENING SITUATIONS?

You can use My Places to create your preferred settings for certain listening situations. For example, you can save settings for noisy traffic, so whenever you find yourself in noisy traffic you can activate that profile by tapping Use now.



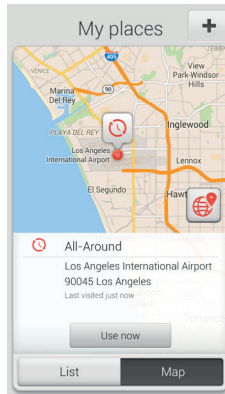


### Additional my places options

By swiping left on a place you are able to:

- Remove the place
- Rename the place

Tap a place or Map in My places to view the place on a map.



### Map view of my place

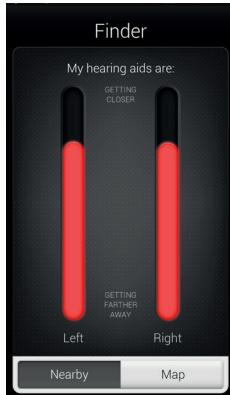
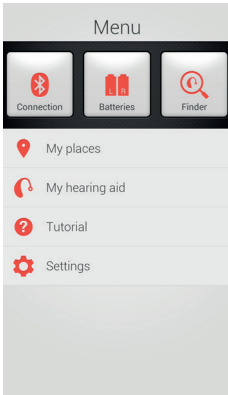
In map view you are able to:

- Get an overview of all your saved places
- See details of each place such as the address and the last time you were there
- Activate a place's settings from anywhere you like by pressing Use now.

### TIP CAN I EDIT MY PLACES WITHOUT LOSING MY SETTINGS?

If you select a place and tweak settings such as the volume or treble and bass, you can save your changes as a new place so you don't overwrite the original.

## FINDER: SEARCH FOR MISPLACED HEARING AIDS

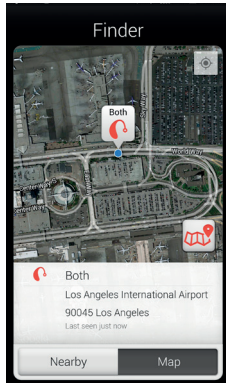
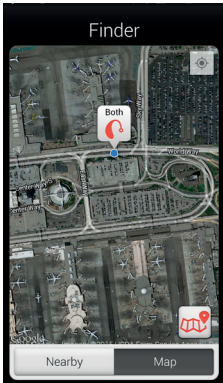


### Finder

Use the Finder to search for misplaced hearing aids.

### Nearby search

If the app detects the hearing aids nearby, it will go into **Nearby** mode. As you walk around the red bars will show you if you are getting closer or farther away from your hearing aids. Hearing aids must be on to use this feature.



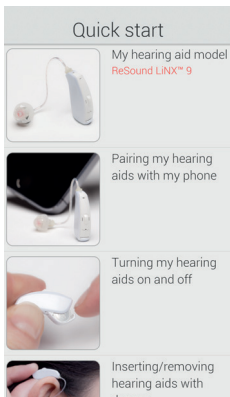
### Distance search

If the app does not detect the hearing aids nearby, it will switch to **Map** view and display the place on the map where they were last detected.

### Last location

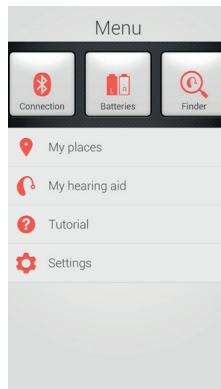
Tap the callout to see the address and time the hearing aids were last detected.

## ADDITIONAL APP OPTIONS



### My hearing aid

This section will help you get more out of your smart hearing aids.



### Battery status

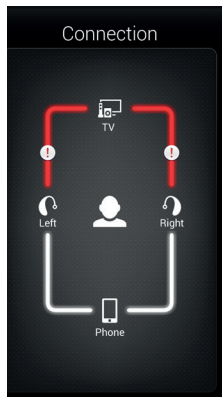
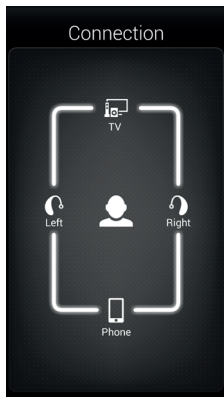


This shows the current status of left and right hearing aid batteries. The icons display the batteries as full, less than full or very low.



The icon displays the battery strength as full in the left hearing aid and very low in the right one.

## CONNECTION STATUS



### Check your connections

Shows the connection status between your hearing aids, streamer device and Android device.

The red line with an exclamation mark means the connection is missing or broken.

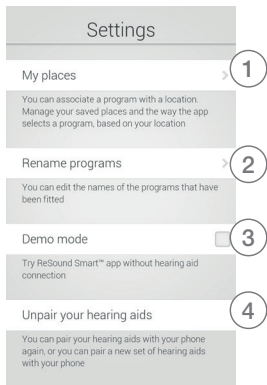
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### TIP WHAT IF I LOSE A CONNECTION?

When a connection is lost, press the exclamation mark to receive guidance on how to re-establish the connection. It is a good idea to check that your hearing aids are powered on, are within phone range and have enough battery charge. You can also open and close the battery door if connection is not re-established right away.

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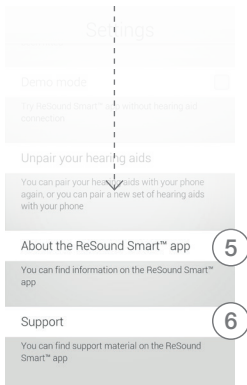
## APP SETTINGS



## Settings

The app settings enable adjustments to specific

1. Remove all places at once
2. Rename programs
3. Demo mode
4. Unpair your hearing aids
5. Background information about the Resound Smart app
6. Guide to support material



# Stream sound to your ReSound smart hearing aids

## STREAM FROM YOUR ANDROID PHONE TO YOUR RESOUND SMART HEARING AIDS USING THE RESOUND UNITE PHONE CLIP+

When paired and connected to the ReSound Unite Phone Clip+, your smart hearing aids can stream stereo sound from your Android phone.

Simply open a media player on your phone and press play. Your hearing aids will switch to the streaming program and after a few seconds you will hear audio.

### PAIRING YOUR RESOUND UNITE PHONE CLIP+ WITH YOUR ANDROID PHONE\*

- Go to the phone settings and make sure that Bluetooth is turned on
- Turn on the Phone Clip+, remove the silver cap, and locate the small blue Bluetooth pairing button
- Tap the button once to activate Bluetooth pairing mode. The LED indicator will turn blue and the Phone Clip+ will be in Bluetooth pairing mode for 2 minutes
- After a few seconds, select **Hearing Aid Phone** from the list of available Bluetooth devices on your phone
- If asked for a passcode, enter 0000 (four zeros) and then select **Headset**

### PAIRING YOUR RESOUND UNITE PHONE CLIP+ TO YOUR HEARING AIDS\*

- Open the hearing aid battery door
- Turn on the Phone Clip+, remove the silver cap, and locate the small white hearing aid pairing button
- Tap the button to activate the hearing aid pairing mode. The LED will blink yellow every 2 seconds and the Phone Clip+ will be in pairing mode for 20 seconds
- Close the battery doors on your hearing aids

For further information about the ReSound Unite Phone Clip+ refer to the user guide, instruction video or visit [www.resound.com/unite](http://www.resound.com/unite)

ReSound helps people rediscover hearing with hearing solutions that emulate the function of the natural ear. Our aim is to give you the opportunity to live a rich, active and fulfilling life unaffected by hearing loss.

For more information and support for the visit

[www.resound.com](http://www.resound.com)

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#### **Use with mobile device apps**

We strongly recommend that you do not disable app update notifications and that you install all updates to make sure your app always works correctly and is kept up to date. The app is only intended for use with GN ReSound devices. GN ReSound take no responsibility if the app is used with other devices.

#### **Intended use of smart phone apps**

GN ReSound mobile device apps are intended to be used with GN ReSound wireless hearing aids. GN ReSound mobile device apps send and receive signals from the GN ReSound wireless hearing aids via mobile devices for which the apps have been developed. Please also familiarize yourself with the hearing aid user guide before using GN ReSound mobile device apps.

# ReSound



rediscover hearing

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