Quick guide to connectivity and the ReSound Smart™ app for iOS

GN Making Life Sound Better

Smart Hearing

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 LiNX^{2}™

ReSound LiNX™

ReSound LiNX TS™

ReSound ENZO^{2}™
ReSound ENZO™

ReSound Up Smart™

Apple devices that work with ReSound Smart Hearing aids

ReSound Smart Hearing aids support Made for iPhone (MFi) functionality with the following Apple devices.

iPhone 7 Plus
iPhone 7
iPhone 6s Plus
iPhone 6s
iPhone 6 Plus
iPhone 6
iPhone SE
iPhone 5s
iPhone 5c
iPhone 5

iPad Pro (12.9-inch)
iPad Pro (9.7-inch)
iPad Air 2
iPad Air
iPad mini 4
iPad mini 3
iPad mini 2
iPad mini
iPad (4th generation)

iPod touch (6th generation)
iPod touch (5th generation)

SUPPORT AND UPDATES FOR IOS

ReSound Smart Hearing aids require iOS 8 or later. Make sure that the latest version of iOS is installed on the Apple device for best performance.
For use with the Apple Watch extension, min. watchOS 2 is required for Apple Watch and iPhone must be running iOS 9 or newer.

For the most up-to-date information visit
www.resound.com/smartapp

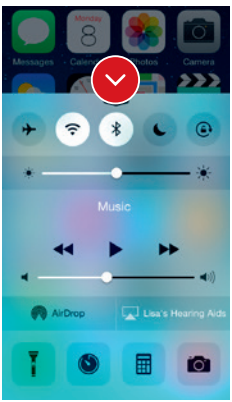
Pair with your iPhone, iPad or iPod touch

HOW TO PAIR YOUR RESOUND SMART HEARING™ AIDS TO YOUR iPhone, iPad OR iPod touch

Check battery

Insert a fresh battery in your ReSound Smart Hearing aid.

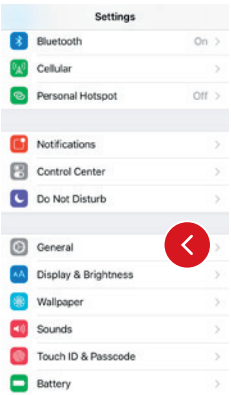
Keep the battery door open so the hearing aid cannot power up.

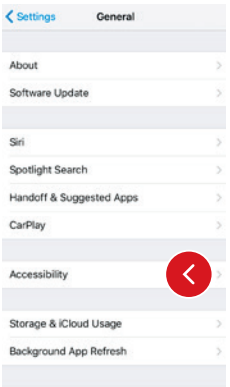


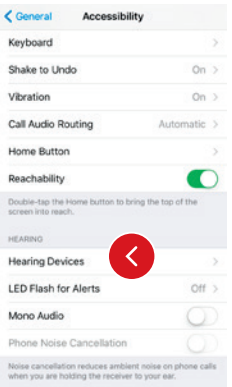
Turn on Bluetooth

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

Tap the Bluetooth icon.



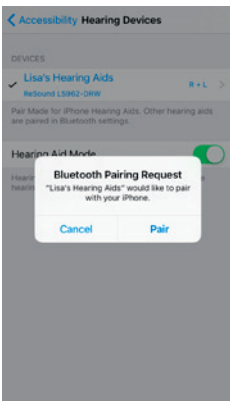


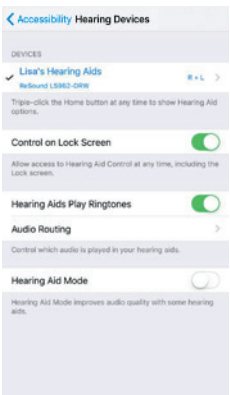


Detect hearing aids

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 Devices**.





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 that you are connected, you can check the status of the connection on the Hearing Devices 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. Follow the steps on page 4 and 5 to reconnect.

Pairing to more than one Apple device

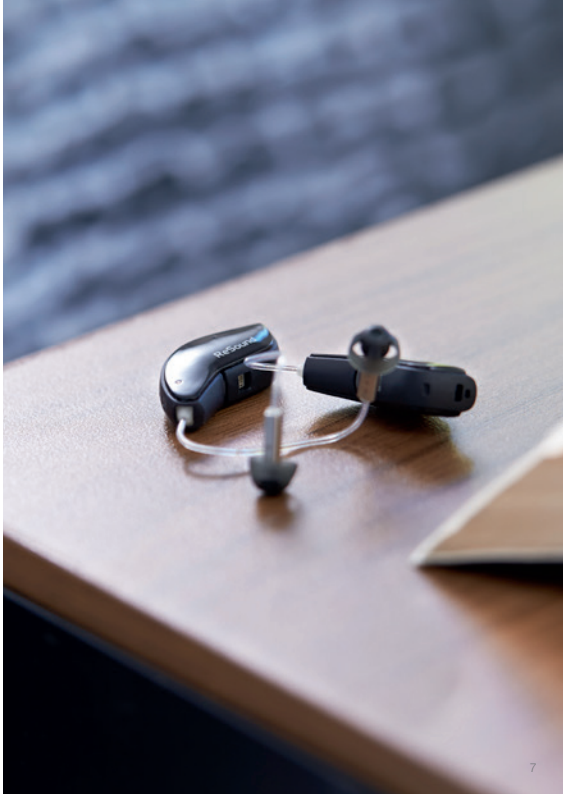
You can pair up to five different Apple devices to your ReSound Smart Hearing™ aids, but you can only connect to one Apple device at a time.

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

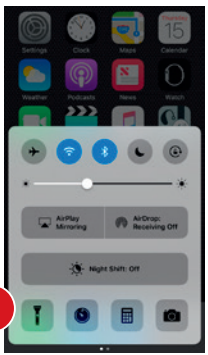
When you tap on **Pair** in the dialogue box, your ReSound Smart Hearing aid and Apple device need time to authenticate the pairing. Either put your hearing aid on and wait for a series of 6 beeps followed by a ripple tone, or wait at least 120 seconds for authentication to finish. Please don't stream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



Stream sound directly to your ReSound Smart Hearing™ aids

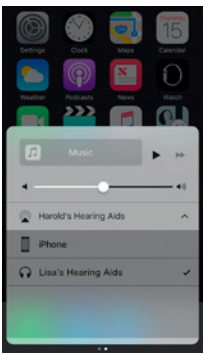
You can stream stereo audio, such as music, directly from your Apple device to your hearing aids.

CONTROL CENTER

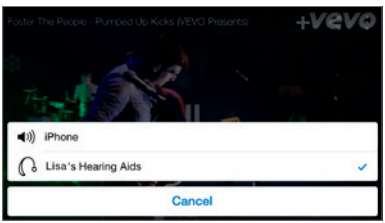


Access the Control Center by swiping up from the bottom of the screen. Swipe left to access the second panel. Select the device for audio - in this case your hearing devices.

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

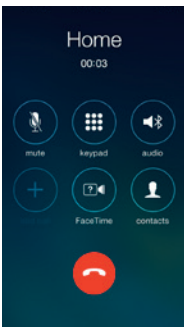


You can also stream audio from other apps such as YouTube™.

Open a media player app such as YouTube and press the 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.

TIP IF I ANSWER A CALL FROM APPLE WATCH, DO I GET THE SOUND IN MY HEARING AIDS?

If you get a call on your Apple Watch, scroll down on the digital crown and choose Answer on iPhone to get the sound in your hearing aids. Use the microphone on the iPhone to pick up your own voice.

Smart 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 left-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

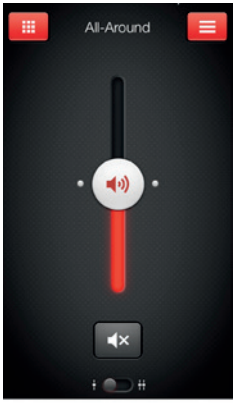
The first time you tap the icon on the home screen to open your ReSound Smart app, you’ll be taken through the following steps:

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

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.

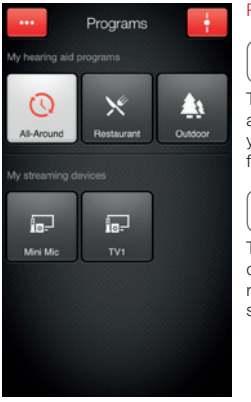
NAVIGATION BETWEEN MAIN SCREENS



Volume control

Tap this button to go to the Programs screen.

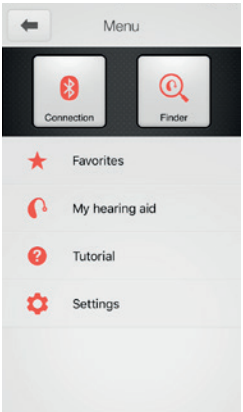
Tap this button to go to the main menu screen for additional functions.



Program selection

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

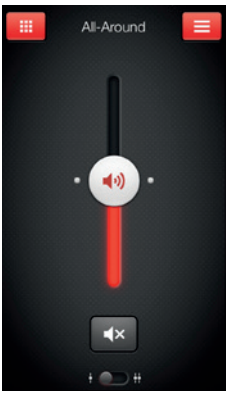
Tap this button when you are on the Programs screen to return to the Volume control screen.



Main menu for extra functions

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

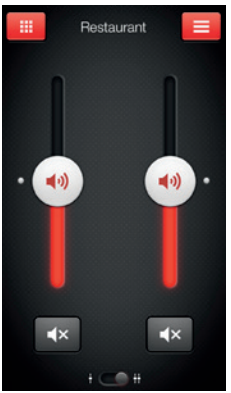
HEARING AID VOLUME CONTROL



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.

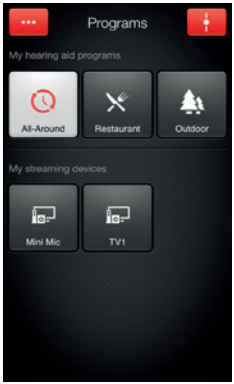


Independent volume control

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.

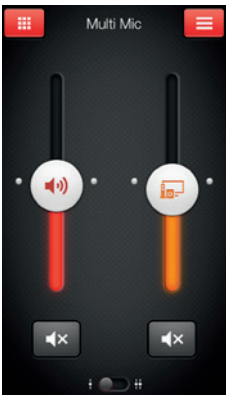
Streaming device change

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

TIP CAN I GO BACK TO MY FITTED PROGRAM SETTINGS?

If you have made adjustments to volume, bass/treble, Sound Enhancer and/or Tinnitus Manager, restore your fitted program settings by re-tapping the program button.

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.

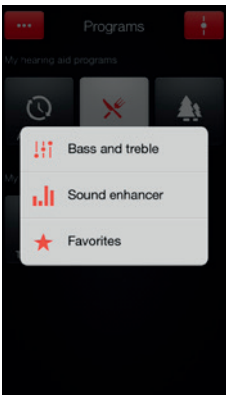
Independent volume control

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.

TIP CAN I MUTE MY DEVICES?

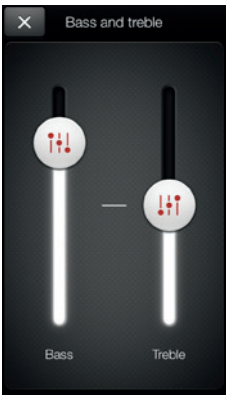
You can mute each device independently. Simply tap the mute button beneath each volume slider.

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.



Adjusting bass and treble

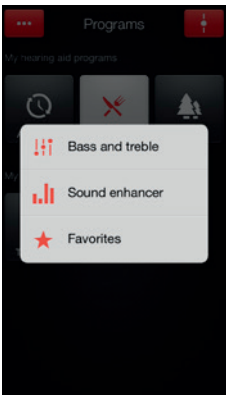
Increase or decrease bass and treble from sounds by moving the sliders up or down. Adjustments are also applied to streamed sound.

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^2 or ReSound ENZO^2, the adjustments will remain until you reboot your hearing aids (opening and closing the battery doors).

SOUND ENHANCER: PERSONALIZE YOUR SOUND

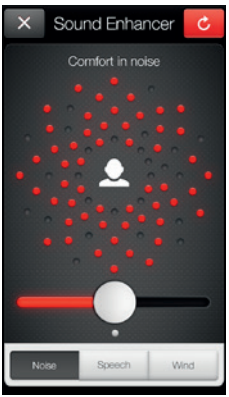
Sound Enhancer will appear in the **More options** pop-up menu if it is available for one or more of the programs set by your hearing care professional. The Sound Enhancer features are available for ReSound LiNX² 9 and ENZO² 9 only.



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.

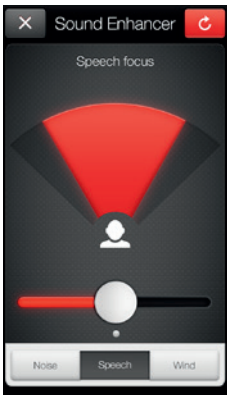


Comfort in Noise

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

TIP EXPLORE YOUR FAVORITE SETTINGS

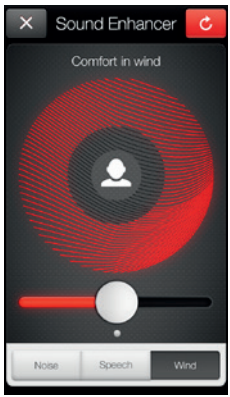
Save your Sound Enhancer settings as Favorites and show them to your hearing care professional at your next fitting.



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.

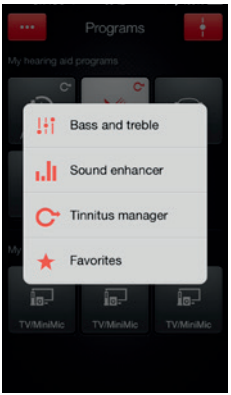
TIP OPTIMIZE SPEECH FOCUS

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

TINNITUS MANAGER

The Tinnitus Manager is available for ReSound LiNX² and ReSound ENZO² only. Its features will be available for you in the app if the Tinnitus Sound Generator (TSG) has been enabled in one or more of your fitted programs by your hearing care professional. A small icon will appear on program buttons where you have the TSG fitted. If you go to the More options menu from one of those programs, you will see the Tinnitus Manager available.

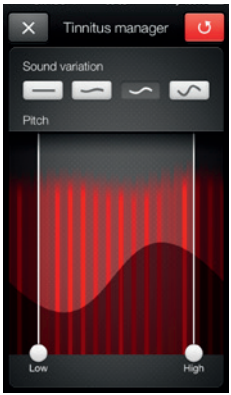
WHAT YOU WILL HAVE ACCESS TO IN THE APP



You will find the Tinnitus Manager in the menu on the program screen.

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

If you have a program fit with white noise



Sound variation

Adjust the variation of the white noise sound input by tapping the buttons towards the top.

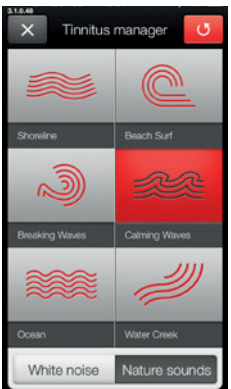
Pitch

Adjust the frequency shaping (Pitch) by moving the two sliders left and right.

TIP EXPLORE YOUR FAVORITE SETTINGS

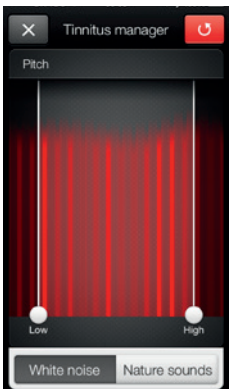
Save your Tinnitus Manager settings as Favorites and show them to your hearing care professional at your next fitting.

If you have a program fit with a Nature Sound™



Nature Sounds

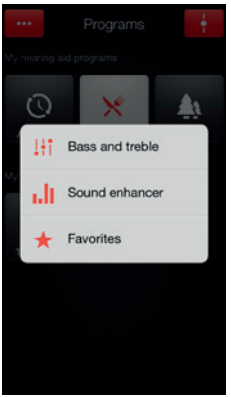
Choose between one of the six new Nature Sounds in the hearing aid.



Activate white noise

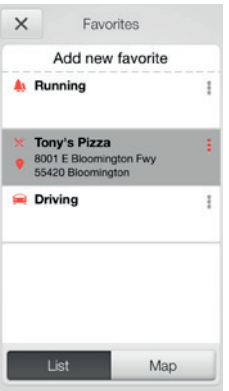
You can also activate the white noise sound input and adjust the Pitch.

FAVORITES



Add a Favorite

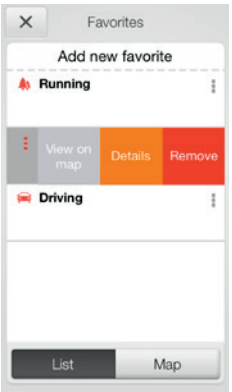
You can save your preferred volume, bass and treble, Sound Enhancer and Tinnitus Manager settings as Favorites. You can also choose to attach a Favorite to a location and have your hearing aids change automatically when you enter that location.



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.

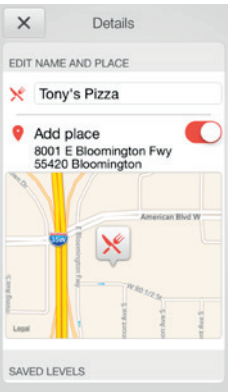
TIP YOU CAN ALSO ACCESS THE FAVORITES LIST FROM THE MAIN MENU.



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.

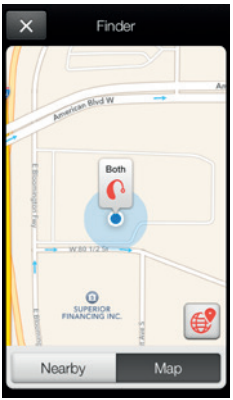
TIP CAN I EDIT FAVORITES WITHOUT LOSING MY SETTINGS?

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.

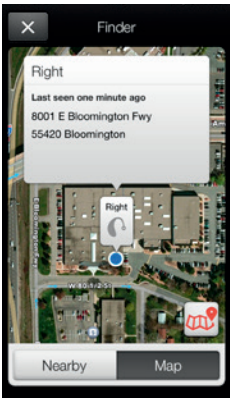


Finder

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.

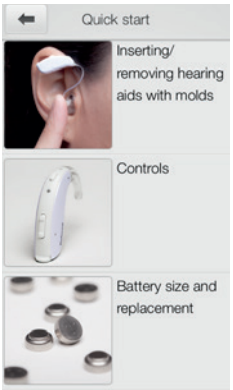


Last location

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.

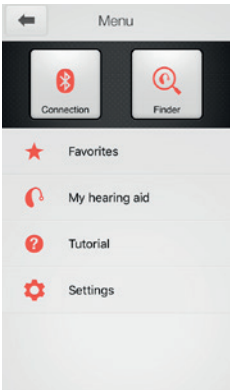
Additional app options

Information for you about your hearing aids



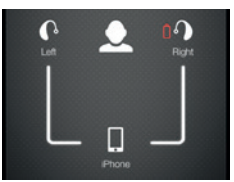
My hearing aid

This section will help you get more out of your ReSound Smart Hearing™ aids.



Battery

Low battery warning is displayed on the connection button and also next to the hearing devices in the connection status. The small red battery icon indicates if one or both hearing devices are running on a low battery level. The indicator warning will disappear when the battery are exchanged for new ones.



CONNECTION STATUS

Check your connections

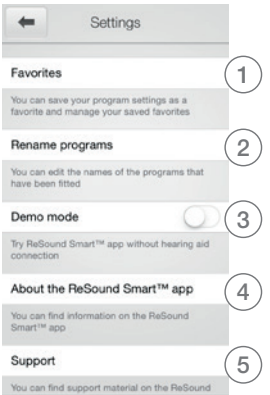
Shows the connection status between your hearing aids, streamer device and Apple device.

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

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 straight away.

APP SETTINGS



Settings

The app settings enable adjustments to specific features of the ReSound Smart™ app.

1. Remove all Favorites at once
2. Rename programs
3. Demo mode
4. Background information about the ReSound Smart app
5. Guide to support material

RESOUND SMART™ APP FOR APPLE WATCH™

Control the smartest hearing aids straight from your wrist.

How to get the ReSound Smart app on your Apple Watch

What you need

The ReSound Smart app must be installed on your iPhone. We recommend updating the app to version 3.4.0 or later. Please see Apple compatibility information on p. 3.

How to pair

Pair your Apple Watch to your iPhone by following the instructions found in the Apple Watch companion app on your iPhone.

How to get the app on Apple Watch

You can use the Apple Watch companion app on your iPhone to turn on or off or to set preferences for your apps on Apple Watch, including the ReSound Smart app.

- Open the Apple Watch app on your iPhone.
- Scroll down until you see ‘Smart’ in your list of apps. Tap it.
- Enable ‘Show App on Apple Watch’. If you would like to use the digital crown for slider adjustment enable “Use Crown slider adjustment” too.
- You will see the ReSound Smart app become available on your Apple Watch.

Enable “complications”

- You can also use ReSound Smart app ‘complications’. These are small control icons shown on the main Watch screen. They will show your current program, and will take you directly to the app with a simple tap.
- You can enable complications by customizing the Apple Watch face. This is initiated via a long press on the Watch face and by choosing “customize”.

- The small square areas are complications. Select one complication and use the slider to navigate to the ReSound complication icon.

TIP HOW DO I MOVE BETWEEN SCREENS?

Simply slide sideways to move between screens.

VOLUME CONTROL

Hearing aid volume control

Tap the + or – icons to increase or decrease the volume of the hearing aid. To mute the hearing aids, force touch on the screen. To unmute, tap the + or – icons. You can also adjust the volume control by turning the Apple Watch digital crown.

Streamer volume control

When a streamer program is selected you can adjust the streaming volume separately with the orange volume slider. You can also mute the streaming volume by force touch. You can also adjust the streamer volume by turning the Apple Watch digital crown.

PROGRAMS AND FAVORITES

Choose a program or a Favorite

Tap one of the program icons to choose a program. Scroll down to choose between hearing aid programs, streamer programs and your own Favorites. You can create new Favorites in the ReSound Smart™ app on the iPhone.

BASS AND TREBLE

Adjust bass and treble

Tap the + or – icons to increase or decrease bass and treble. You can also adjust bass and treble by rotating the Apple Watch digital crown.

SOUND ENHANCER

Adjust Sound Enhancer

Adjust all three features by tapping the + and – icons. Use force touch to reset to fitted settings.

Comfort in Noise

Adjust the level of comfort in noise by turning noise reduction up or down.

Speech Focus

Adjust speech focus by setting beam width.

Comfort in Wind

Adjust comfort in wind by turning wind noise reduction up or down.

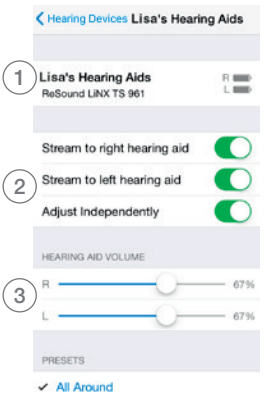
Control of your hearing aids built into your iPhone, iPad, or iPod touch

HOW TO ACCESS BASIC VOLUME AND PROGRAM CONTROLS

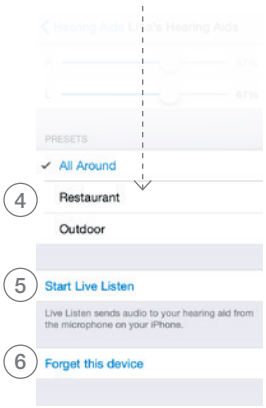
Triple click on the Home button on your Apple device to access basic volume and program controls.

HOW TO USE APPLE'S NATIVE APP 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 Devices** 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.

Try more apps from ReSound

ReSound Relief™

If you suffer from tinnitus, you might like to try the ReSound Relief app*.

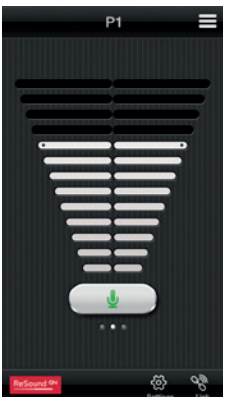
It combines relaxing sounds and exercises that aim to help you find relief from tinnitus.

www.resound.com/reliefapp

*Dependent on local availability.

Download on the App Store

ANDROID APP ON Google play



ReSound Control™

Don't forget to download the ReSound Control app* if you are using wireless ReSound hearing aids with a Phone Clip+.

The app enables you to change programs and adjust volume.

www.resound.com/control

*Dependent on local availability.

Download on the App Store

ANDROID APP ON Google play

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.

Please also refer to resound.com/smartapp for more information and a user guide for the ReSound Smart™ app

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Worldwide Headquarters
ReSound A/S
Lautrupbjerg 7
DK-2750 Ballerup, Denmark
Tel.: +45 45 75 11 11
resound.com

CVR no. 55082715

United Kingdom
GN ReSound Ltd.
Kirtlington Business Centre
Portway
Kirtlington
Oxon OX5 3JA
Tel.: +44 1869 352 800
resound.com

Australia
GN ReSound Pty. Ltd.
Gate C, 19-25 Khartoum Road
Macquarie Technology Park
Macquarie Park NSW 2113
Tel.: (free) 1800 658 955
resound.com

New Zealand
GN ReSound (NZ) Ltd.
Ground Floor, North Entrance
4 Fred Thomas Drive
Takapuna
Auckland, 0622
Tel.: (free) 0800 900 126
resound.com

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