



ReSound GN

Connectivity guide for ReSound Smart 3D™ app



Table of contents

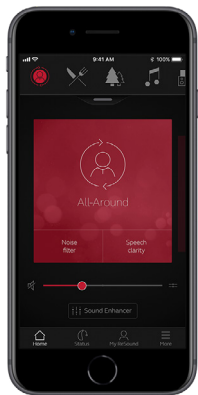
Introduction to ReSound Smart Hearing Aids	3
Mobile Devices that Work with ReSound Smart Hearing Aids.....	3
Connectivity and ReSound Smart 3D App for Apple Devices	4
Built-in iOS control of your hearing aids	11
Connectivity and ReSound Smart 3D App for Android Devices	50
More apps from ReSound	83

Compatible ReSound Smart Hearing aids

These Smart Hearing™ aids work with the ReSound Smart 3D app. If you're in doubt, please ask your hearing care professional.



ReSound LiNX 3D™ and ReSound ENZO 3D™



Compatible mobile devices

You can use the free ReSound Smart 3D app to control and optimize your ReSound Smart Hearing aids right from your iPhone®, iPad®, iPod® touch, Apple Watch™ or select Android™ devices.*

*Visit [resound.com/compatibility](https://www.resound.com/compatibility) for a complete list of compatible devices.

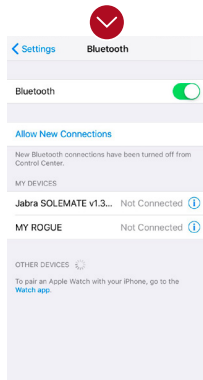
Connectivity and ReSound Smart 3D app for Apple devices

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.

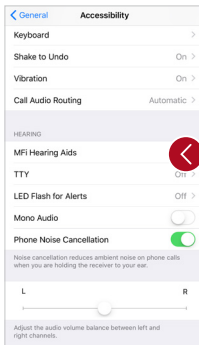
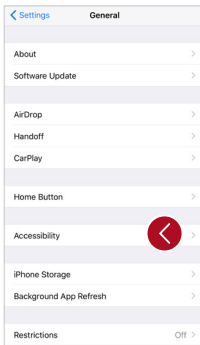
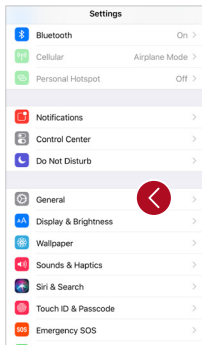
Keep the battery door
open so the hearing aid
cannot power up.



Turn on Bluetooth



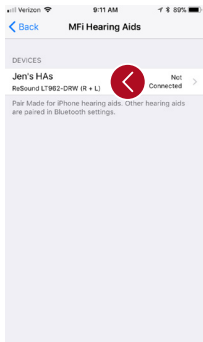
Go to **Settings**, tap
Bluetooth, and turn on
Bluetooth.



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 **MFI Hearing Aids**.



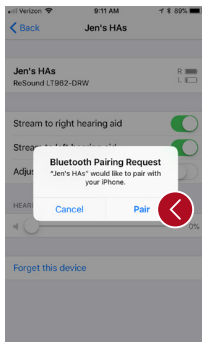
Make the connection

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

Tap **Pair** in the dialogue box. When pairing to two hearing aids, you will receive separate pairing requests.

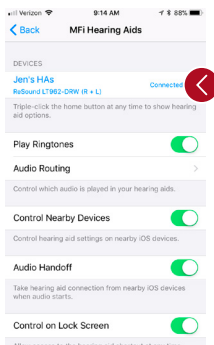
The second request may take a few seconds to appear after starting the first pairing.

When it's connected the color of the name will change from black to blue and display "Connected."



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.



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 doors. 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, or access from the Control Center if customized) and making sure that your hearing aids have been detected.

Pairing to more than one Apple device

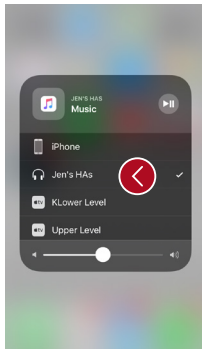
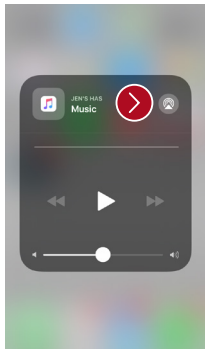
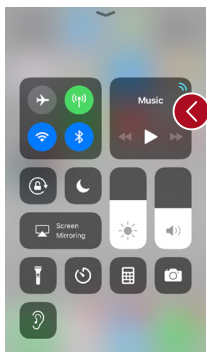
You can pair up to five different Apple devices to your ReSound Smart Hearing aids, but you can only connect to one Apple device at a time.

To switch connection from one Apple device to another, swipe up from the bottom of your Apple device's screen and tap on the Bluetooth icon to disconnect the hearing aids. Now you can activate Bluetooth on the device you want to connect to next.

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.

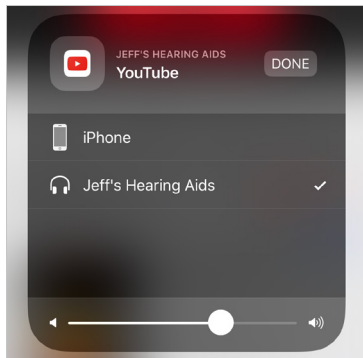
Control Center



Access the Control Center by swiping up from the bottom of the screen. Press on media player to open. Tap **AirPlay** icon in upper right and select desired audio source (your name by headphone icon).

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

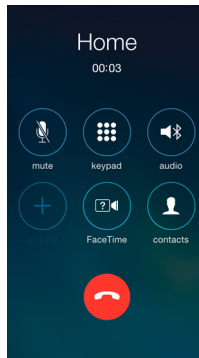


You can also stream audio from other apps such as YouTube.

 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



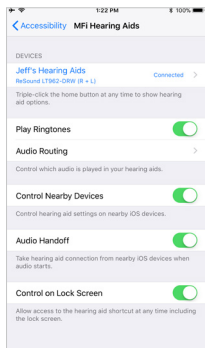
If a call comes in while you are streaming audio from your music player, answer it and the system will automatically turn down the music and switch to your phone conversation.

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

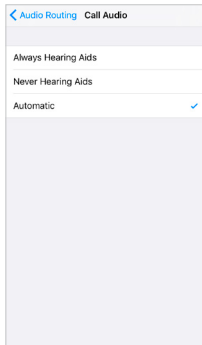
 If I answer a call from Apple Watch, do I get the sound in my hearing aids?

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.

Ringtones & Audio Routing



Play Ringtones
You can choose to stream your phone's ring tone directly to your ears. Go to **Settings**, tap **General**, tap **Accessibility**, tap **MFi Hearing Aids**. Turn on **Play Ringtones** to stream ringtones to your hearing aid (toggle will be green) or turn off to have ringtones come through your iPhone speaker (toggle will be gray).



Audio Routing

Audio routing allows you to control how different audio inputs will be directed.

Go to **Settings**, tap **General**, tap **Accessibility**, tap **MFi Hearing Aids**, then **Audio Routing**.

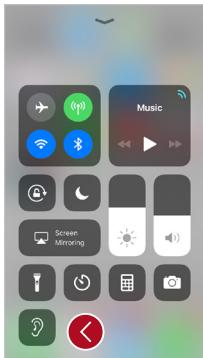
Select either:

Call Audio (incoming phone calls) or **Media Audio** (for example streaming music).

Select how you wish to direct the audio input, for example **Always Hearing Aids**.

Setting to **Automatic** routing will route to a wired audio source if connected, then search and stream to either standard Bluetooth devices (for example CarPlay, A2DP Bluetooth devices) or hearing aids.

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



Customize Control Center

You can customize your Control Center to add a shortcut for quick access to basic control of your hearing aids. Go to **Settings**, tap **Customize Controls**, tap the plus sign (+) next to Hearing Aids. The shortcut icon will now be visible in the Control Center.

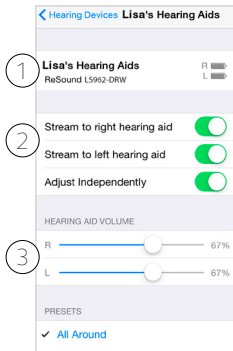
How to access basic volume and program controls

Triple click on the Home button on your Apple device, or tap the ear icon in your Control Center (if customized), to access basic volume and program controls.

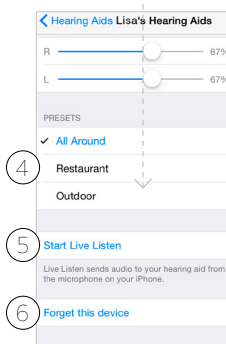
How to use Apple's native app to control your ReSound Smart Hearing aids

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

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



1. The name and model 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.



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.

Smart control and personalization with the ReSound Smart 3D app



Download and install the ReSound Smart 3D app

The app can be downloaded for free on the App Store by following these steps:

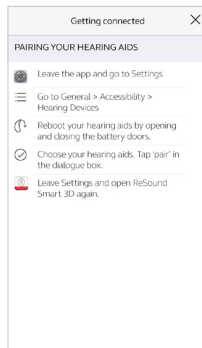
If you have an iPhone, iPad or iPod touch:

1. Go to the App Store
2. Search for “ReSound Smart 3D”
3. If you are on an iPad, change the search criteria in the top left-hand corner. Tap **Filters**, tap **Supports**, then **iPhone only**.
4. Tap on **Get** and then **Install** to start downloading the app
5. Tap the ReSound Smart 3D app on your Home screen to start up your ReSound Smart 3D app



Getting connected

The first time you open the app, we will take you through a few steps to get you connected. Start by accepting the Terms & Conditions and then continue with the flow shown here.

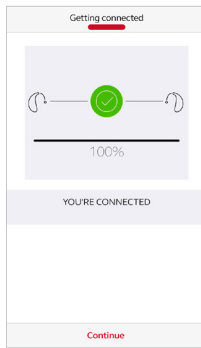
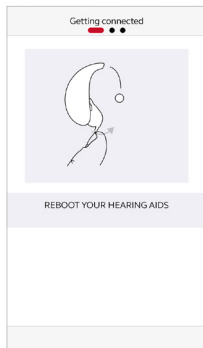
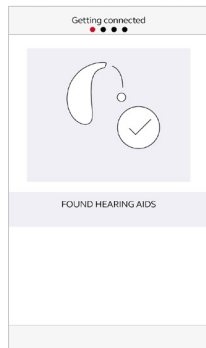


If you haven't already paired your Apple device with your hearing aids, please go to p. 4 and follow the steps to pair.



Remember to allow push notifications and use of location based services to always stay up to date and enjoy the app fully.

The ReSound Smart 3D app will guide you through the rest of the flow:



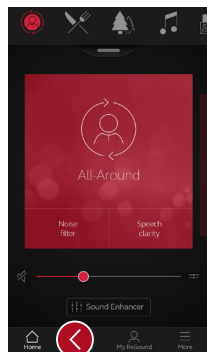
The first time you open the app after pairing in iOS settings, the app will confirm it found the hearing aids.

Next, establish a secure connection between the app and your hearing aids by rebooting your hearing aids.

When the green check mark appears, you're ready to go!

ReSound Smart 3D app overview

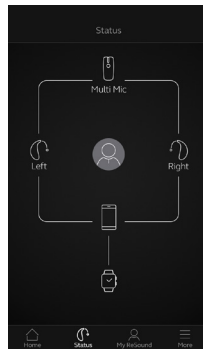
The ReSound Smart 3D app has four main screens, all accessible from the bottom navigation menu.



Home screen

The Home screen is your center for control. From here you have easy access to program and sound control.

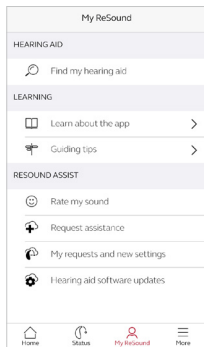
You can always return to this screen by clicking the Home icon in the bottom menu.



Status

The status screen will show you information about the connectivity between your mobile device, hearing aids, ReSound wireless accessories and Apple Watch.

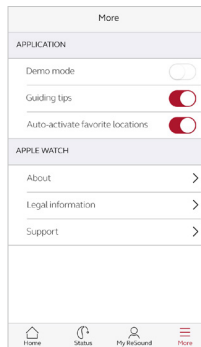
Low-battery warnings will also be displayed here.



My ReSound

My ReSound is about you and your hearing aids.

This is where you find ReSound Assist, if enabled by your hearing care professional.

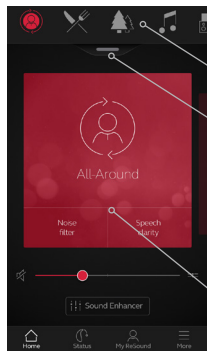


More

The More menu is where you adjust general app settings and find support and legal information.

Program change

The ReSound Smart 3D Home screen gives you direct access to change programs and Favorites in three convenient ways:



Top menu

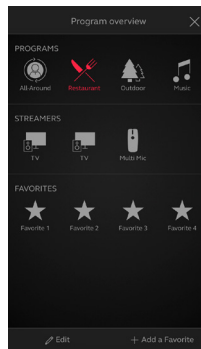
Swipe to the left for all programs and Favorites.

Program overview

Pull down or tap on the handle below the top menu to view all programs and Favorites.

Quick swipe

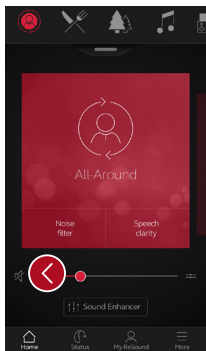
Swipe on the red card to change programs. This view of each program also displays available Quick buttons.



Program overview

When opening the program overview, you can see all your programs and Favorites. You can change and edit programs and also add Favorites.

Hearing aid volume control

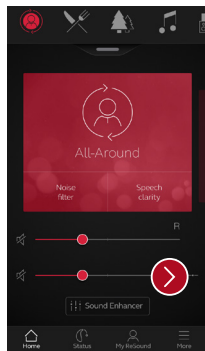


Volume control

Move the slider to adjust the volume in the hearing aids.

Mute

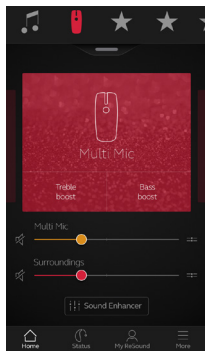
To instantly mute the sound coming from your hearing aids, tap the mute icon to the left of the volume slider.



Independent volume control

To adjust volume for right and left hearing aids independently, tap the split icon to the right of the volume slider. Sliders for each hearing aid appear.

Streamer volume control

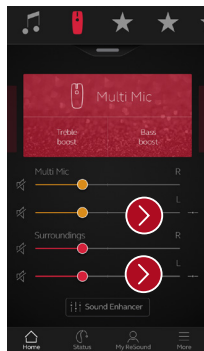


Streamer volume control

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

Hearing aid volume

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



Independent streamer volume control

To adjust volume for right and left sides of the streamer device independently, tap the split icon to the right of the orange slider.

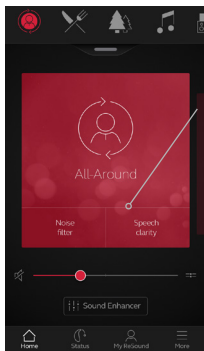


Can I mute all my devices?

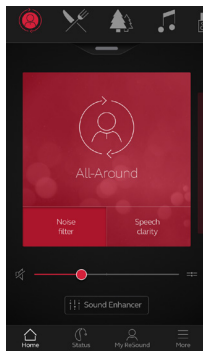
You can mute your hearing aids or your streamer device independently by tapping on one of the mute icons to the left of the volume sliders. To unmute, re-tap the mute icon or tap on the card in the middle of the screen.

Quick buttons

Each program has individual Quick buttons or short-cuts to instant sound optimizations when you need them.



Quick buttons are displayed on the red card just below the program name.



In the All-Around program, Noise filter and Speech clarity are available.

Tapping a Quick button will activate it until you tap it again to deactivate it.



ReSound Smart 3D app for Apple Watch

Control the smartest hearing aids
straight from your wrist.



What you need

The ReSound Smart 3D app must be installed on your iPhone. Please follow the instructions found in the Apple Watch companion app on your iPhone.

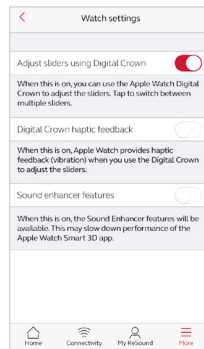
How to get the ReSound Smart 3D app on your Apple Watch

How to get the app on Apple Watch

- Open the Apple Watch app on your iPhone.
- Scroll down until you see **Smart 3D** in your list of apps. Tap it.
- Enable **Show App on Apple Watch**.
- You will see the ReSound Smart 3D app become available on your Apple Watch.

More menu

- When your Apple Watch and iPhone are paired, further Watch settings are accessible from the More menu.
- Sound Enhancer features should be specifically enabled in this menu in order to see them on Watch.



Enable “complications”

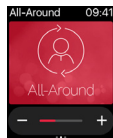
- You can also use ReSound Smart 3D app ‘complications’. These are small control icons shown on the main Apple Watch screen. They will show your current program, and will take you directly to the app with a simple tap.
- You can enable complications by customizing the Apple Watch face. This is initiated 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.

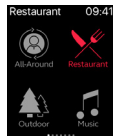
You can also use the Apple Watch digital crown for volume adjustments when on the Home screen. In streamer programs, tap the streamer bar to adjust that with the digital crown.

Home screen



The Home screen shows you the current program.

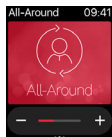
Programs and Favorites



Program overview

Swipe right from the Home screen to see program overview. 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 3D app on the iPhone.

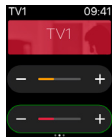
Volume control



Hearing aid volume control

Tap the + or - icons to increase or decrease the volume of the hearing aid.

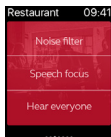
To mute/unmute the hearing aids, force touch on the screen.



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/unmute the streaming volume by force touch.

Quick buttons and Sound Enhancer



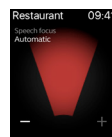
Swipe left from the Home screen to find Quick buttons and Sound Enhancer.

Adjust all Sound Enhancer features by tapping the + and - icons. Use force touch to reset to fitted settings.

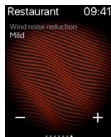
Comfort in Noise



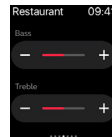
Speech Focus



Comfort in Wind



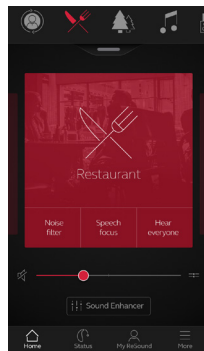
Bass and treble





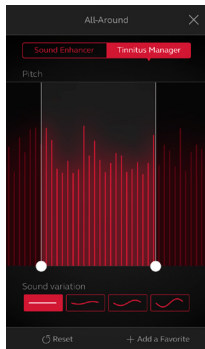
Tinnitus Manager

The Tinnitus Manager is available for ReSound Smart Hearing aids. 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 in the top right corner on programs if you have the TSG fitted. If you select the Sound Enhancer menu from one of those programs, you will see the Tinnitus Manager available.

Tinnitus Manager functionality



If you have a program fit with white noise

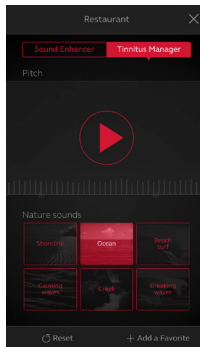
Pitch

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

Sound variation

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

Tap **Reset** to return to fitted settings.



If you have a program fit with Nature Sounds™

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

You can also activate the white noise sound input on the **Play** button and adjust the Pitch.



Can I save my settings?

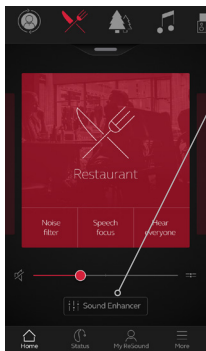
When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you reboot your hearing aids (open and close the battery doors).



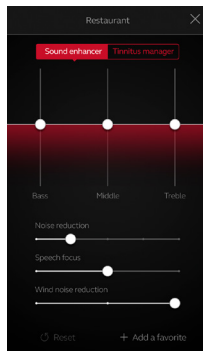
Sound Enhancer: personalize your sound

The Sound Enhancer gives you control to fine-tune bass, middle and treble frequencies, noise reduction, speech focus and wind noise reduction.

Availability of Sound Enhancer varies per program depending on your fitting. Noise reduction, speech focus and wind noise reduction are only available in certain LiNX 3D 9 and ENZO 3D 9 models. Bass, middle and treble frequency adjustments are always available.



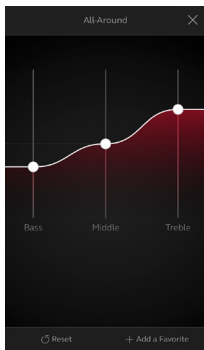
Access Sound Enhancer from the bottom of the Home screen.



Move the sliders to interact with each feature and make adjustments.

When you interact with one of the features, the screen will focus on that feature alone. See next page.

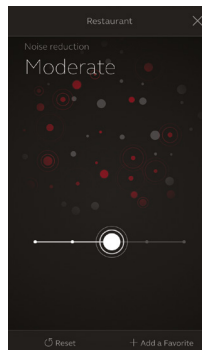
Tap **Reset** to return to fitted settings.



Bass, middle and treble

Increase or decrease bass, middle and treble frequencies.

Adjustments are also applied to streamed sound.



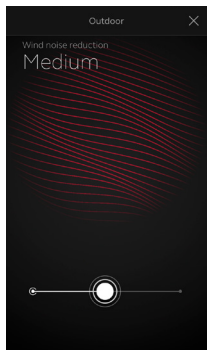
Noise reduction

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



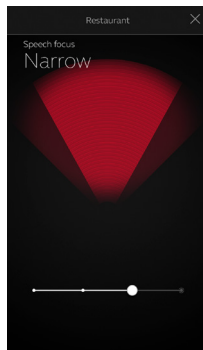
Can I save my settings?

When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you reboot your hearing aids (open and close the battery doors).



Wind noise reduction

Adjust and reduce wind noise for maximum listening comfort in windy situations.



Speech focus

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

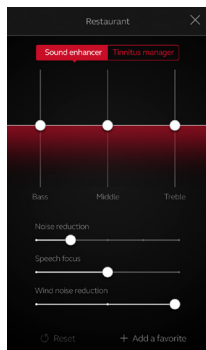
When the hearing aids are set to automatic focus, adjusting speech will switch them to the manual setting. To return to automatic use, slide the bar to the far right.



Optimize Speech focus

When adjusting speech focus, also try the noise reduction for maximum effect.

🏠 Favorites

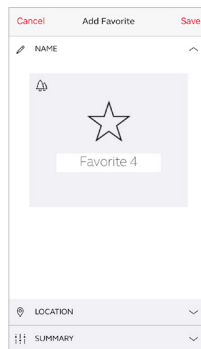


Add a Favorite

You can save your preferred sound settings as a Favorite.

Tap **Add a Favorite** at the bottom of the Sound Enhancer or the program overview.

Changes made to sound settings can be saved as a new Favorite or to update an existing Favorite.



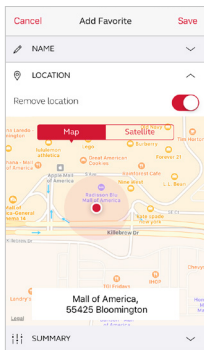
Name

Start by naming your Favorite.



What are the settings of my Favorite?

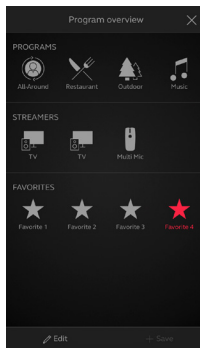
To view the settings of your Favorite, tap **Summary** at the bottom of the screen. You can do this when you add the Favorite or if you enter Edit mode.



Location

You can also choose to add a location to a Favorite.

You can choose to have your hearing aids automatically change to the Favorite when you enter that location.



Favorite overview

When you have saved your Favorite, it will be added to the program navigation menus.

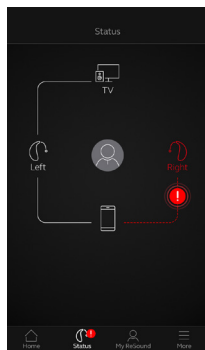
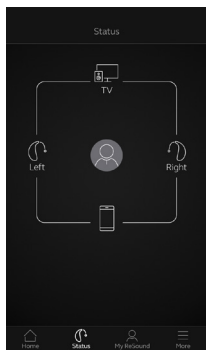
To edit or delete an active Favorite, tap **Edit** at the bottom of the program overview. Then tap the **Favorite**. Edit name, location or tap

Delete at the bottom of the screen.

To delete all your Favorites, simply tap **Delete all Favorites** at the bottom of the program overview after you tap **Edit**.

Status

Connection and battery status



Connection status

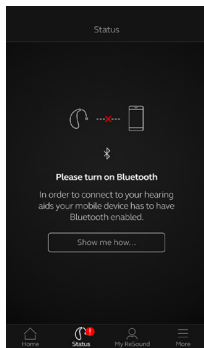
Shows the connection status between your hearing aids, streamer device and mobile device. If you have an Apple Watch connected, that will be shown too.

If you see a red line with an exclamation mark, it means the connection is missing or broken.



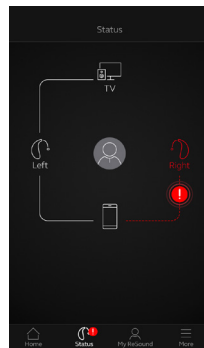
What if I lose a connection?

When a connection is lost, tap the **exclamation mark** to receive guidance on how to re-establish the connection. 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.



Bluetooth off

Bluetooth must always be on to use the app with the hearing aids. If it is turned off, the app will guide you to turn it on.



Low battery warning

If the battery on one or both of your hearing aids is running low, you will hear a low battery warning in your hearing aids and the Smart 3D app will show a red battery warning next to the hearing aid(s).



ReSound Assist

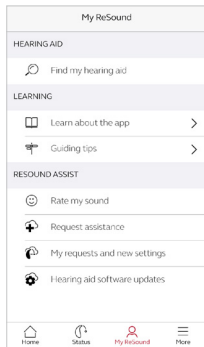
The ReSound Smart 3D app lets you optimize many settings yourself. But if you experience recurring problems or need additional fine-tuning after your initial fitting with your hearing care provider, ReSound Assist may be able to help. With ReSound Assist, you can send a request for assistance with your hearing aid settings right from the ReSound Smart 3D app.

Please note that access to ReSound Assist requires the following:

- Availability in your market
- It has been enabled for you by your hearing care professional

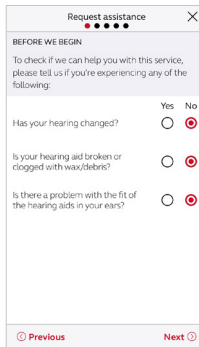


Request assistance



My ReSound

Go to My ReSound in the bottom menu to find ReSound Assist. Tap **Request assistance** to reach out to your hearing care professional.



Before we begin

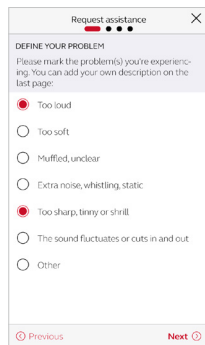
The first set of questions will help us determine if the assistance you need can be completed remotely through ReSound Assist. Answer all of the questions and tap **Next**.



Try out your direct fine-tuning options in the ReSound Smart 3D app first. Use ReSound Assist if you're experiencing recurring problems or need more fine-tuning than you can find in the app.

Defining your problem and sending

In the following steps, simply mark your responses as they match your experience. The more input you give, the better your hearing care professional can help you.



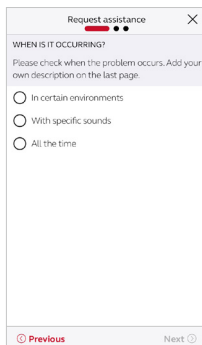
Request assistance [Progress indicator: 1 of 3]

DEFINE YOUR PROBLEM

Please mark the problem(s) you're experiencing. You can add your own description on the last page:

- ☒ Too loud
- ☐ Too soft
- ☐ Muffled, unclear
- ☐ Extra noise, whistling, static
- ☒ Too sharp, tinny or shrill
- ☐ The sound fluctuates or cuts in and out
- ☐ Other

[Previous](#) [Next](#)



Request assistance [Progress indicator: 2 of 3]

WHEN IS IT OCCURRING?

Please check when the problem occurs. Add your own description on the last page.

- ☐ In certain environments
- ☐ With specific sounds
- ☒ All the time

[Previous](#) [Next](#)



Request assistance [Progress indicator: 3 of 3]

HOW SEVERE IS THE PROBLEM?

WHICH SIDE IS THE PROBLEM ON?

WHICH PROGRAM(S)?

[Previous](#) [Next](#)

Define your problem

Choose from the available descriptions to help define your problem for your hearing care professional. You may also choose 'Other' if none of the options accurately describe your experience.

On the second and third step, tell your hearing care professional when your problem is occurring, how severe it is and in which ear and program you experience it. Tap **Next** to continue.

 Fill in a response on every screen in order to proceed.

Send request

Review the summary of your problem. You can also add a personal message to describe it even further. Tap **Send request** when you're ready.

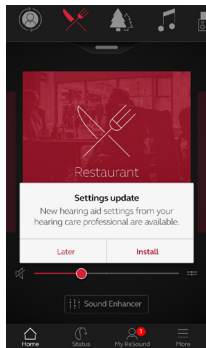
Viewing requests

To view your previous requests and responses from your hearing care professional, go to My ReSound and tap **My requests and new settings**. Lists of active and closed requests will be accessible. Tap one to see more.



After you send the request, you will receive a confirmation from your hearing care professional.

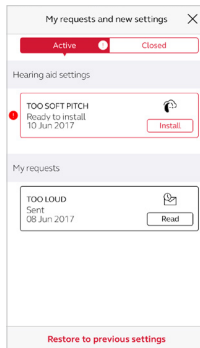
Receiving new hearing aid settings



Notification

When your hearing care professional sends you new hearing aid settings, you will receive a notification directly in the app. Tap **Install** to begin the installation now, or **Later** to install it when it's more convenient for you.

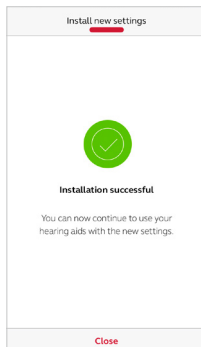
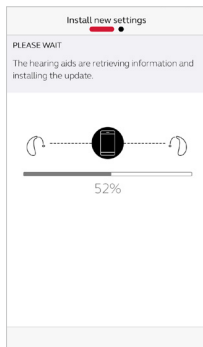
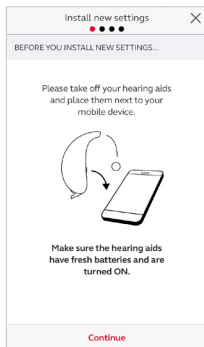
If you tap **Later**, a notification badge on My ReSound will remind you to install your new settings later.



Starting the installation

New hearing aid settings are listed first on the screen.

Prior to installing new settings, insert fresh batteries in your hearing aids. Remove your hearing aids and keep them next to your smartphone. Tap **Install**.



Installing new hearing aid settings

In the following steps, the app guides you through the flow. Note that the hearing aids will turn off sound during the installation.

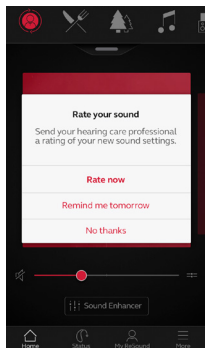
You can follow the progress of the installation. The green check mark tells you when it's complete. Tap **Close** and try out your new hearing aid settings!



If you want to restore your previous settings, go to My ReSound and tap **My requests and new settings**. The option to restore previous settings is available at the bottom.

Rate my sound

When you have a new fitting or fine-tuning of your hearing aids, the app will ask you to rate your sound settings after a few days. Your rating will be sent directly to your hearing care professional. If you're not satisfied with your sound settings, your hearing care professional can then adjust them for you.

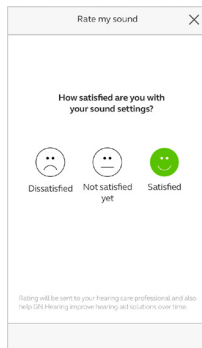


Notification

You will receive a notification to rate your sound settings. It will show either on your mobile device, or directly in the app.

If you tap 'Remind me tomorrow', you will receive another notification in a day. You

can also go to My ReSound to rate under 'Rate my sound'.

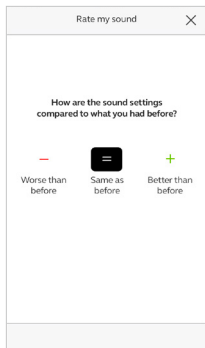


Rating

Rate your sound settings with one of these three options:

- Satisfied
- Not satisfied yet
- Dissatisfied

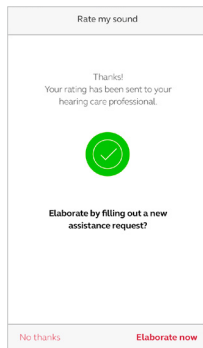
You can rate your sound settings once.



Comparison

If your sound settings have been fine-tuned, the app will ask you to compare the new sound settings with your previous sound settings. Are they:

- Better than before
- Same as before
- Worse than before



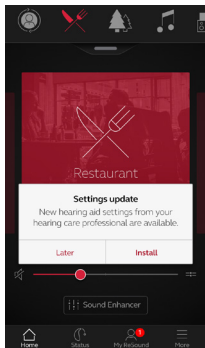
Sending a new request

If you rated 'Dissatisfied' or 'Not satisfied yet', the app will ask you to elaborate by filling out a new Assistance request.

Elaborating on your experience greatly helps your hearing care professional to adjust your sound settings.

Receiving new hearing aid software

In the event that your hearing aids require a software update, you can complete this with ReSound Assist in the Smart 3D app.

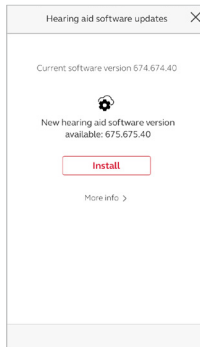


Notification

When a software update is ready for your hearing aids, you will receive a notification directly in the app. Tap **Install** to begin the installation now, or **Later** to install it when it's more convenient for you.

If you tap **Later**, a notification badge on My

ReSound will remind you to install your new settings later.



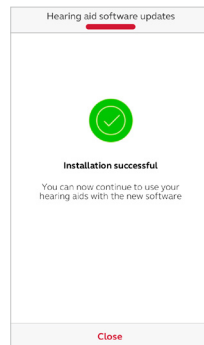
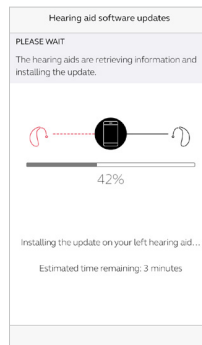
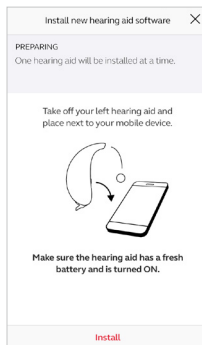
Information

You will see which new software version is available for your hearing aids. A message will also be included, to explain what is in the update.

Installing new hearing aid software

Prior to installing new settings, insert fresh batteries in your hearing aids. Remove your hearing aids and keep them next to your smartphone. In the following steps, the app guides you through the flow.

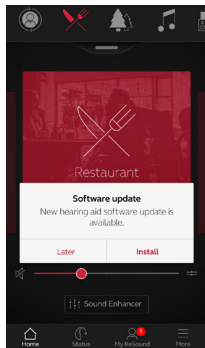
The green check mark tells you when the installation is complete. Tap **Close** and you're ready to go.



Install the new hearing aid software when it's convenient for you.

Guiding tips

The ReSound Smart 3D app offers Guiding tips to help you get a better hearing experience. The Guiding tips pop up in the app during the first weeks of wearing your hearing aids and using the app. It's your choice if you want to receive Guiding tips.

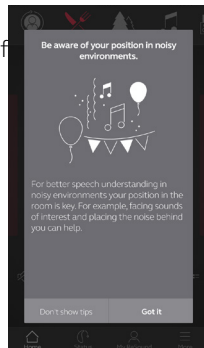


Experienced hearing aid user

If you are an experienced hearing aid user, you will receive the Guiding tips on use of the app.

These tips will highlight different features in the app, if you haven't already used them.

Tap **Got it** when you've read the tip. Tap **Don't show tips** if you don't want Guiding tips to be shown.



New hearing aid user

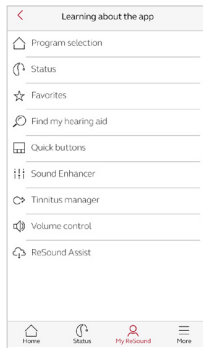
If you are new to wearing hearing aids, or would just like to know more, you will receive Guiding tips for use of the app as well as general hearing guidance.

Tips on general hearing guidance include advice about

getting used to wearing hearing aids and what you can do to achieve the best result.

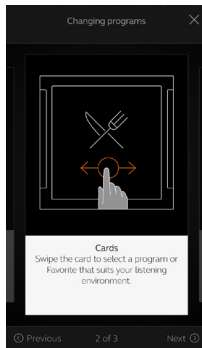
Learn about the app

To learn even more about how the app works, go to **Learn about the app** in the My ReSound menu. Explore the app, and what you can do, section by section.



Overview

The full list of items that you can explore to learn more about the app.

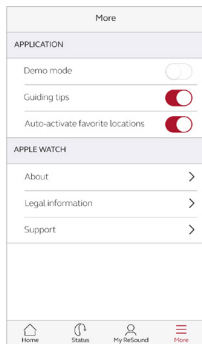


Example: Changing programs

Learn how to change programs by swiping on the cards on the Home screen.

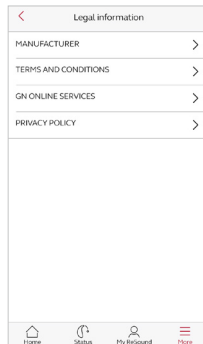
≡ More

Additional app options



Application: App customization

1. Demo mode: view the app without being connected to hearing aids.
2. Guiding tips: turn on or off.
3. Auto-activation of favorite locations: Choose if you want your Favorites to automatically change to the locations you saved.



Legal information

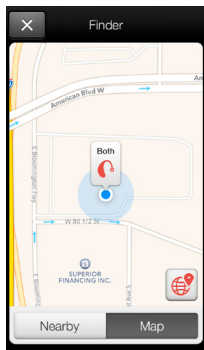
1. Information about legal manufacturer, app version number etc.
2. Terms and conditions for use of the app.
3. GN Online Services: Review, give or withdraw consent to data-processing.
4. Privacy policy.

General info

1. About: Read about the app and the ReSound brand
2. Legal information: See next screen
3. Support: Find tips and links for further support

Find my hearing aid

If you have lost your hearing aids, go to My ReSound and tap on **Find my hearing aid**. The app may help you locate them.



Last location

The map will show where the hearing aids were last seen connected to the app. Tap the hearing aids to see the address and time they were last seen.

You can switch between Map and Satellite views.

Search nearby

If the app detects the hearing aids nearby, it will show you if you are getting closer or farther away from your hearing aids. Look for the indicator on the red bars at the bottom of the screen.

Hearing aids must be on to use this feature.



Location services must be enabled to use the Finder feature. Go to **Settings** on the iOS device, tap **Privacy**, then **Location Services**. Turn **Location Services** on. Scroll down to Smart 3D app and select "Always" on.

Connectivity and ReSound Smart 3D app for Android devices

How to pair your ReSound Smart Hearing aids to
your Android device

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

Go to **Settings**, tap
Bluetooth. Turn Bluetooth on.



Smart control and personalization with the ReSound Smart 3D app



Download and install the ReSound Smart 3D app

The app can be downloaded for free on the Google Play Store by following these steps:

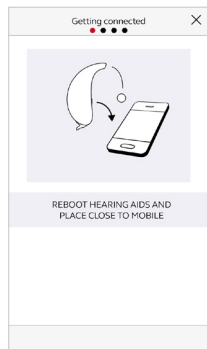
If you have an Android device:

1. Go to the Google Play Store
2. Search for “ReSound Smart 3D”
3. Tap on **Install**, then **Accept** so the app can access certain features on your phone such as Bluetooth
4. When installation is complete, tap **Open** to start up your ReSound Smart 3D app



Getting connected

The first time you open the app, we will take you through a few steps to get you connected. Start by accepting the Terms & Conditions and then continue with the flow shown here.



Pair your Android device to your hearing aids:

Take off your hearing aids

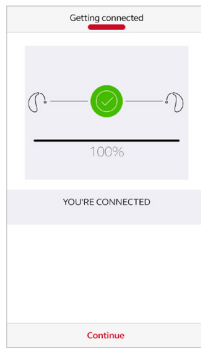
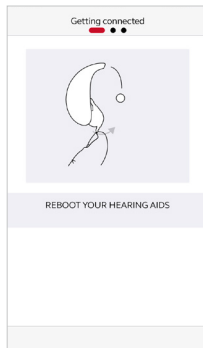
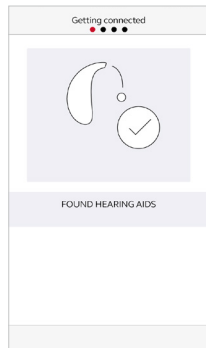
Reboot them (open and close the battery doors)

Place the hearing aids close to your mobile device



Remember to allow push notifications and use of location based services to always stay up to date and enjoy the app fully.

The ReSound Smart 3D app will guide you through the rest of the flow:



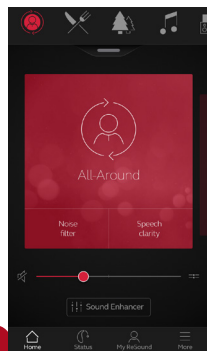
When you have paired Android, the app will confirm that it has found the hearing aids.

Next, establish a secure connection between the app and your hearing aids by rebooting your hearing aids again.

When the green check mark appears, you're ready to go!

ReSound Smart 3D app overview

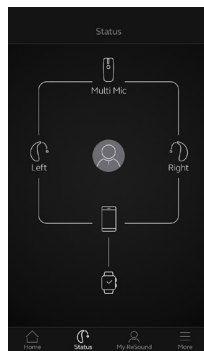
The ReSound Smart 3D app has four main screens, all accessible from the bottom navigation menu.



Home screen

The Home screen is your center for control. From here you have easy access to program and sound control.

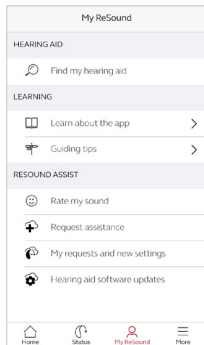
You can always return to this screen by clicking the Home icon in the bottom menu.



Status

The status screen will show you information about the connectivity between your mobile device, hearing aids and ReSound wireless accessories.

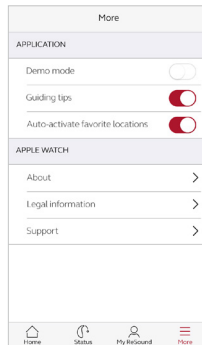
Low battery warnings will also be displayed here.



My ReSound

My ReSound is about you and your hearing aids.

This is where you find ReSound Assist, if enabled by your hearing care professional.

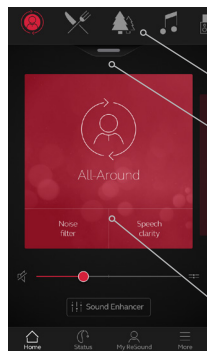


More

The More menu is where you adjust general app settings and find support and legal information.

Program change

The ReSound Smart 3D Home screen gives you direct access to change programs and Favorites in three convenient ways:



Top menu

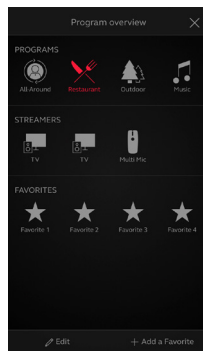
Swipe to the left for all programs and Favorites.

Program overview

Pull down or tap on the handle below the top menu to view all programs and Favorites.

Quick swipe

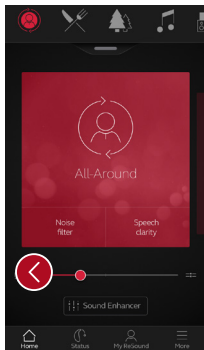
Swipe on the red card to change programs. This view of each program also displays available Quick buttons.



Program overview

When opening the program overview, you can see all your programs and Favorites. You can change and edit programs and also add Favorites.

Hearing aid volume control

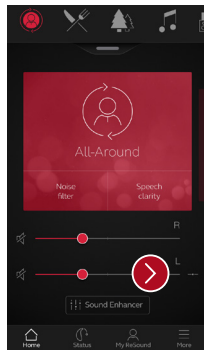


Volume control

Move the slider to adjust the volume in the hearing aids.

Mute

To instantly mute the sound coming from your hearing aids, tap the mute icon to the left of the volume slider.



Independent volume control

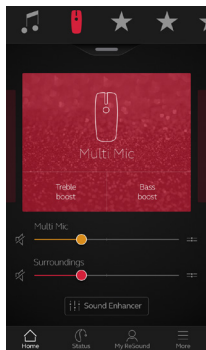
To adjust volume for right and left hearing aids independently, tap the split icon to the right of the volume slider. Sliders for each hearing aid appear.



How do I reset the volume?

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

Streamer volume control

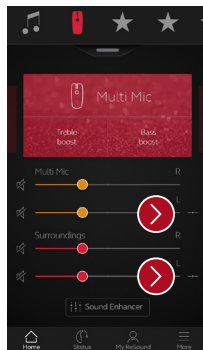


Streamer volume control

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

Hearing aid volume

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



Independent streamer volume control

To adjust volume for right and left sides of the streamer device independently, tap the split icon to the right of the orange slider.

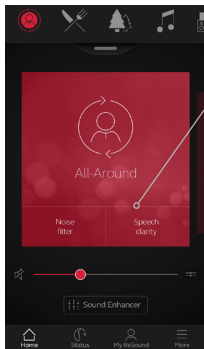


Can I mute all my devices?

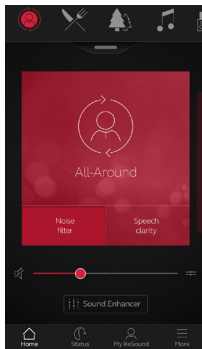
You can mute your hearing aids or your streamer device independently by tapping on one of the mute icons to the left of the volume sliders. To unmute, re-tap the mute icon or tap on the card in the middle of the screen.

Quick buttons

Each program has individual Quick buttons or short-cuts to instant sound optimizations when you need them.



Quick buttons are displayed on the red card just below the program name.



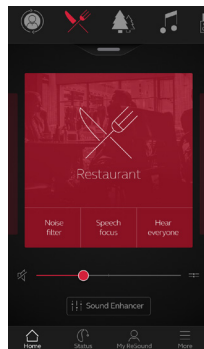
In the All-Around program, Noise filter and Speech clarity are available.

Tapping a Quick button will activate it until you tap it again to deactivate it.



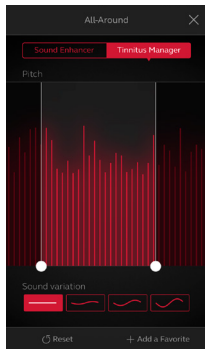
Tinnitus Manager

The Tinnitus Manager is available for ReSound Smart Hearing aids. 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 in the top right corner on programs if you have the TSG fitted. If you select the Sound Enhancer menu from one of those programs, you will see the Tinnitus Manager available.

Tinnitus Manager functionality



If you have a program fit with white noise

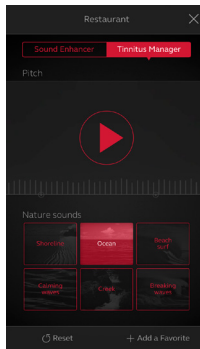
Pitch

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

Sound variation

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

Tap **Reset** to return to fitted settings.



If you have a program fit with Nature Sounds™

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

You can also activate the white noise sound input on the **Play** button and adjust the Pitch.



Can I save my settings?

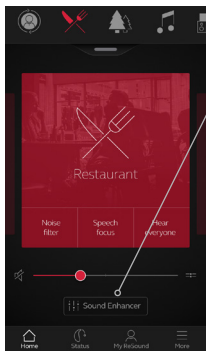
When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you reboot your hearing aids (open and close the battery doors).



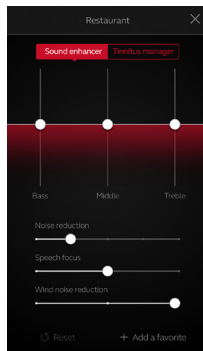
Sound Enhancer: personalize your sound

The Sound Enhancer gives you control to fine-tune bass, middle and treble frequencies, noise reduction, speech focus and wind noise reduction.

Availability of Sound Enhancer varies per program depending on your fitting. Noise reduction, speech focus and wind noise reduction are only available in certain LiNX 3D 9 and ENZO 3D 9 models. Bass, middle and treble frequency adjustments are always available.



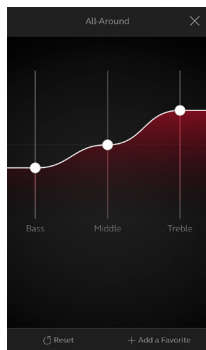
Access Sound Enhancer from the bottom of the Home screen.



Move the sliders to interact with each feature and make adjustments.

When you interact with one of the features, the screen will focus on that feature alone. See next page.

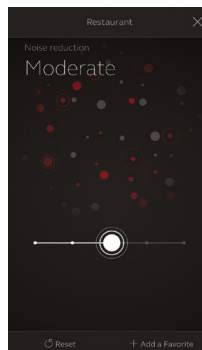
Tap **Reset** to return to fitted settings.



Bass, middle and treble

Increase or decrease bass, middle and treble frequencies.

Adjustments are also applied to streamed sound.



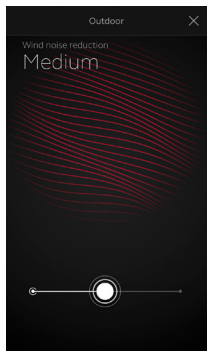
Noise reduction

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



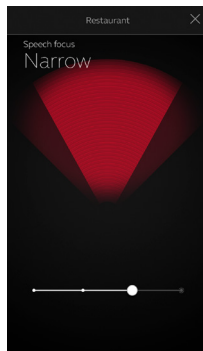
Can I save my settings?

When you find settings you like, you can save them as Favorites. If you don't save them, the adjustments will remain until you reboot your hearing aids (open and close the battery doors).



Wind noise reduction

Adjust and reduce wind noise for maximum listening comfort in windy situations.



Speech focus

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

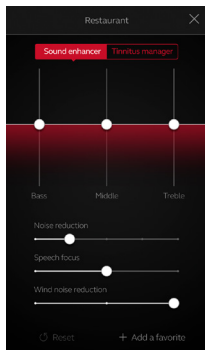
When the hearing aids are set to automatic focus, adjusting speech will switch them to the manual setting. To return to automatic use, slide the bar to the far right.



Optimize Speech focus

When adjusting speech focus, also try the noise reduction for maximum effect.

🏠 Favorites

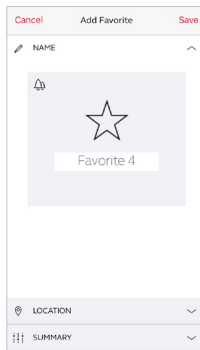


Add a Favorite

You can save your preferred sound settings as a Favorite.

Tap **Add a Favorite** at the bottom of the Sound Enhancer or the program overview.

Changes made to sound settings can be saved as a new Favorite or to update an existing Favorite.



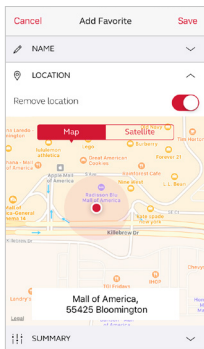
Name

Start by naming your Favorite.



What are the settings of my Favorite?

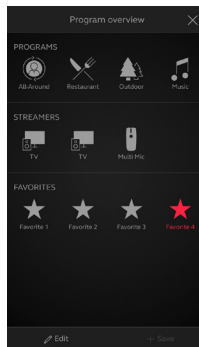
To view the settings of your Favorite, tap **Summary** at the bottom of the screen. You can do this when you add the Favorite or if you enter Edit mode.



Location

You can also choose to add a location to a Favorite.

You can choose to have your hearing aids automatically change to the Favorite when you enter that location.



Favorite overview

When you have saved your Favorite, it will be added to the program navigation menus.

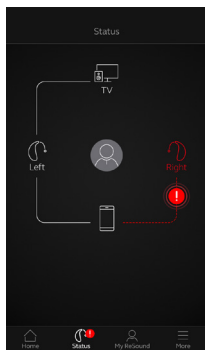
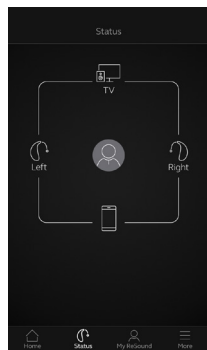
To edit or delete an active Favorite, tap **Edit** at the bottom of the program overview. Then tap the **Favorite**. Edit name, location or tap

Delete at the bottom of the screen.

To delete all your Favorites, simply tap **Delete all Favorites** at the bottom of the program overview after you tap **Edit**.

📶 Status

Connection and battery status



Connection status

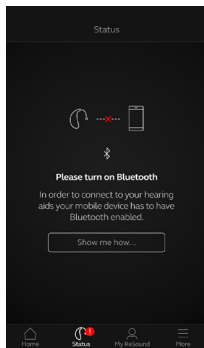
Shows the connection status between your hearing aids, streamer device and mobile device.

If you see a red line with an exclamation mark, it means the connection is missing or broken.



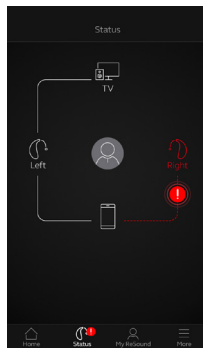
What if I lose a connection?

When a connection is lost, tap the **exclamation mark** to receive guidance on how to re-establish the connection. 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.



Bluetooth off

Bluetooth must always be on to use the app with the hearing aids. If it is turned off, the app will guide you to turn it on.



Low-battery warning

If the battery on one or both of your hearing aids is running low, you will hear a low battery warning in your hearing aids and the Smart 3D app will show a red battery next to the hearing aid(s).



ReSound Assist

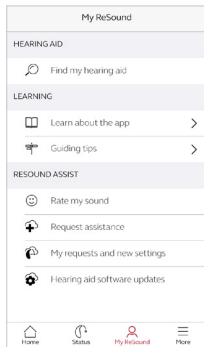
The ReSound Smart 3D app lets you optimize many settings yourself. But if you experience recurring problems or need additional fine-tuning after your initial fitting with your hearing care provider, ReSound Assist may be able to help. With ReSound Assist, you can send a request for assistance with your hearing aid settings right from the ReSound Smart 3D app.

Please note that access to ReSound Assist requires the following:

- Availability in your market
- It has been enabled for you by your hearing care professional

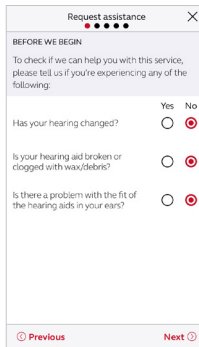


Request assistance



My ReSound

Go to My ReSound in the bottom menu to find ReSound Assist. Tap **Request assistance** to reach out to your hearing care professional.



Before we begin

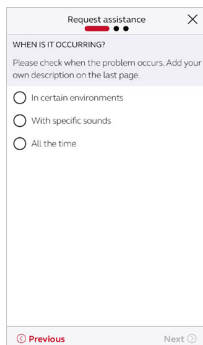
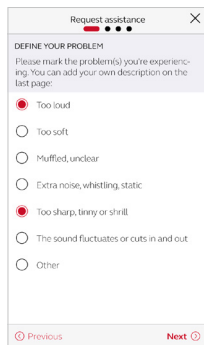
The first set of questions will help us determine if the assistance you need can be completed remotely through ReSound Assist. Answer all of the questions and tap **Next**.



Try out your direct fine-tuning options in the ReSound Smart 3D app first. Use ReSound Assist if you're experiencing recurring problems or need more fine-tuning than you can find in the app.

Defining your problem and sending


In the following steps, simply mark your responses as they match your experience. The more input you give, the better your hearing care professional can help you.



Define your problem

Choose from the available descriptions to help define your problem for your hearing care professional. You may also choose 'Other' if none of the options accurately describe your experience.

On the second and third step, tell your hearing care professional when your problem is occurring, how severe it is and in which ear and program you experience it. Tap **Next** to continue.

 Fill in a response on every screen in order to proceed.

Send request

Review the summary of your problem. You can also add a personal message to describe it even further. Tap **Send request** when you're ready.

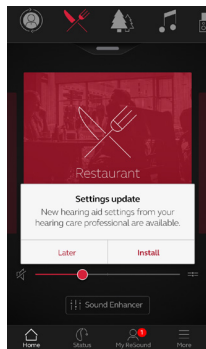
Viewing requests

To view your previous requests and responses from your hearing care professional, go to My ReSound and tap **My requests and new settings**. Lists of active and closed requests will be accessible. Tap one to see more.



After you send the request, you will receive a confirmation from your hearing care professional.

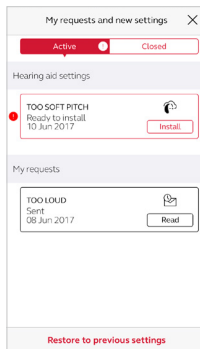
Receiving new hearing aid settings



Notification

When your hearing care professional sends you new hearing aid settings, you will receive a notification directly in the app. Tap **Install** to begin the installation now, or **Later** to install it when it's more convenient for you.

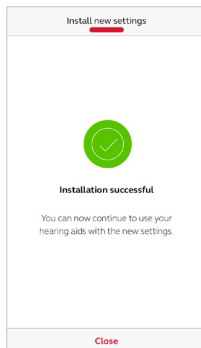
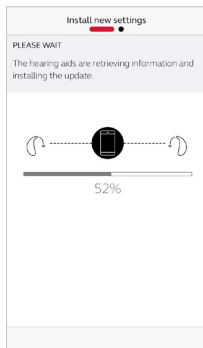
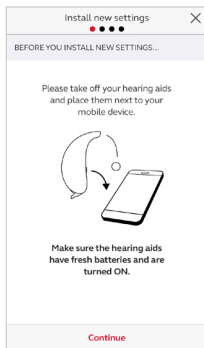
If you tap **Later**, a notification badge on My ReSound will remind you to install your new settings later.



Starting the installation

New hearing aid settings are listed first on the screen.

Prior to installing new settings, insert fresh batteries in your hearing aids. Remove your hearing aids and keep them next to your smartphone. Tap **Install**.



Installing new hearing aid settings

In the following steps, the app guides you through the flow. Note that the hearing aids will turn off sound during the installation.

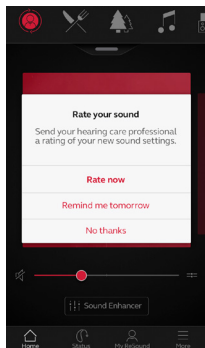
You can follow the progress of the installation. The green check mark tells you when it's complete. Tap **Close** and try out your new hearing aid settings!



If you want to restore your previous settings, go to My ReSound and tap **My requests and new settings**. The option to restore previous settings is available at the bottom.

Rate my sound

When you have a new fitting or fine-tuning of your hearing aids, the app will ask you to rate your sound settings after a few days. Your rating will be sent directly to your hearing care professional. If you're not satisfied with your sound settings, your hearing care professional can then adjust them for you.

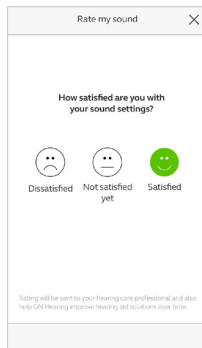


Notification

You will receive a notification to rate your sound settings. It will show either on your mobile device, or directly in the app.

If you tap 'Remind me tomorrow', you will receive another notification in a day. You

can also go to My ReSound to rate under 'Rate my sound'.

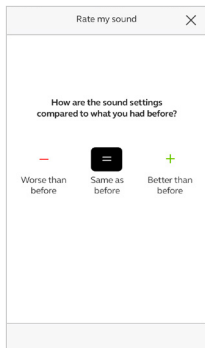


Rating

Rate your sound settings with one of these three options:

- Satisfied
- Not satisfied yet
- Dissatisfied

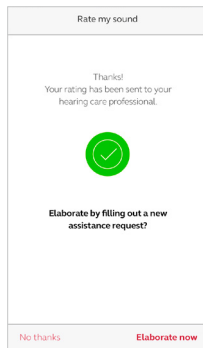
You can rate your sound settings once.



Comparison

If your sound settings have been fine-tuned, the app will ask you to compare the new sound settings with your previous sound settings. Are they:

- Better than before
- Same as before
- Worse than before



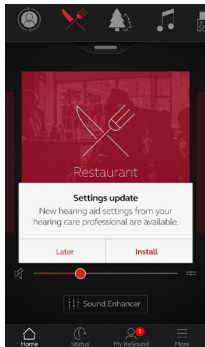
Sending a new request

If you rated 'Dissatisfied' or 'Not satisfied yet', the app will ask you to elaborate by filling out a new Assistance request.

Elaborating on your experience greatly helps your hearing care professional to adjust your sound settings.

Receiving new hearing aid software

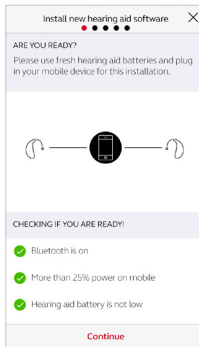
In the event that your hearing aids require a software update, you can complete this with ReSound Assist in the Smart 3D app.



Notification

When a software update is ready for your hearing aids, you will receive a notification directly in the app. Tap **Install** to begin the installation now, or **Later** to install it when it's more convenient for you.

If you tap **Later**, a notification badge on My ReSound will remind you to install your new settings later.



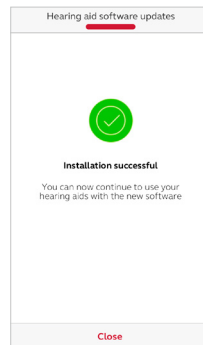
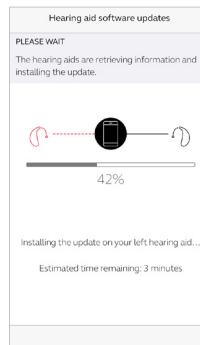
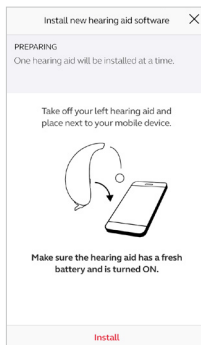
Information


You will see which new software version is available for your hearing aids. A message will also be included, to explain what is in the update.

Installing new hearing aid software

Prior to installing new settings, insert fresh batteries in your hearing aids. Remove your hearing aids and keep them next to your smartphone. In the following steps, the app guides you through the flow.

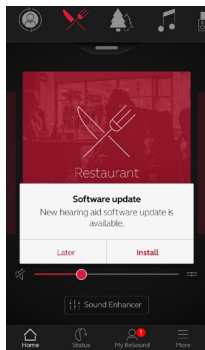
The green check mark tells you when the installation is complete. Tap **Close** and you're ready to go.



 Install the new hearing aid software when it's convenient for you.

Guiding tips

The ReSound Smart 3D app offers Guiding tips to help you get a better hearing experience. The Guiding tips pop up in the app during the first weeks of wearing your hearing aids and using the app. It's your choice if you want to receive Guiding tips.

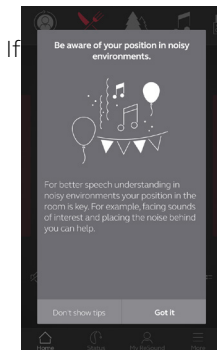


Experienced hearing aid user

If you are an experienced hearing aid user, you will receive the Guiding tips on use of the app.

These tips will highlight different features in the app, if you haven't already used them.

Tap **Got it** when you've read the tip. Tap **Don't show tips** if you don't want Guiding tips to be shown.



New hearing aid user

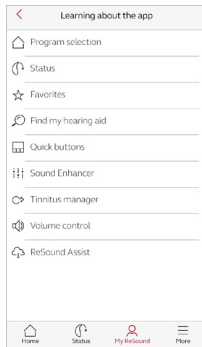
you are new to wearing hearing aids, or would just like to know more, you will receive Guiding tips for use of the app as well as general hearing guidance.

Tips on general hearing guidance include advice about

getting used to wearing hearing aids and what you can do to achieve the best result.

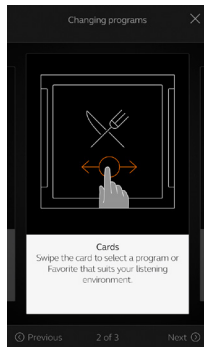
Learn about the app

To learn even more about how the app works, go to **Learn about the app** in the My ReSound menu. Explore the app, and what you can do, section by section.



Overview

The full list of items that you can explore to learn more about the app.

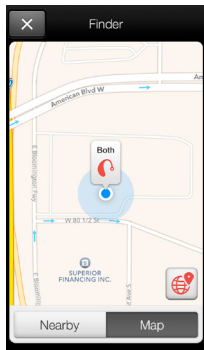


Example: Changing programs

Learn how to change programs by swiping on the cards on the Home screen.

Find my hearing aid

If you have lost your hearing aids, go to My ReSound and tap on **Find my hearing aid**. The app can help you locate them.



Last location


The map will show where the hearing aids were last seen connected to the app. Tap the hearing aids to see the address and time they were last seen.

You can switch between Map and Satellite views.

Search nearby

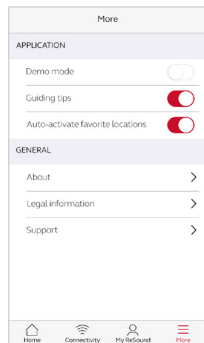
If the app detects the hearing aids nearby, it will show you if you are getting closer or farther away from your hearing aids. Look for the indicator on the red bars at the bottom of the screen.

Hearing aids must be on to use this feature.

 Location services must be enabled to use the Finder feature. Go to the phone's settings, tap Location. Toggle to "on" (green) in the top right corner. To ensure the Finder feature can track your hearing instruments, keep the hearing instruments connected to the phone and keep the Smart app open, running in the background.

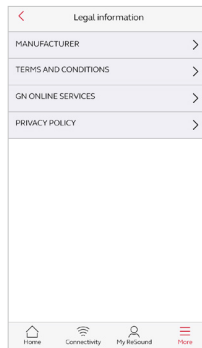
≡ More

Additional app options



Application: App customization

1. Demo mode: view the app without being connected to hearing aids.
2. Guiding tips: turn on or off.
3. Auto-activation of favorite locations: Choose if you want your Favorites to automatically change to the locations you saved.



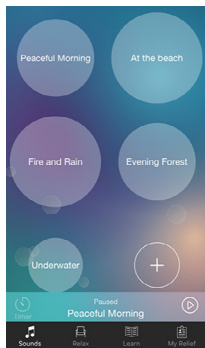
Legal information

1. Information about legal manufacturer, app version number etc.
2. Terms and conditions for use of the app.
3. GN Online Services: Review, give or withdraw consent to data-processing.
4. Privacy policy.

General info

1. About: Read about the app and the ReSound brand
2. Legal information: See next screen
3. Support: Find tips and links for further support

Try more apps from ReSound



ReSound Relief™ app

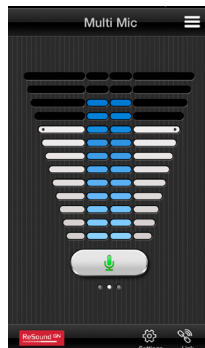


If you suffer from tinnitus, you might like to try the ReSound Relief app*.

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

resound.com/reliefapp

*Dependent on local availability.



ReSound Control™ app



Don't forget to download the ReSound Control app* if you are using wireless ReSound hearing aids with a Phone Clip+ and do not have a smartphone that is compatible with the ReSound Smart 3D app.

The app enables you to change programs and adjust volume.

resound.com/control

*Dependent on local availability.

Please refer to resound.com/smart3Dapp for more information.

Manufacturer according to FDA:

GN ReSound North America

8001 E Bloomington Freeway
Bloomington, MN 55420
USA
1-888-735-4327
resound.com

Manufacturer according to Health Canada:

ReSound Canada

303 Supertest Road
Toronto, ON M3J 2M4
Canada
1-888-737-6863
resound.com

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