ReSound Preza and ReSound Smart 3D App for Apple Users

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Q. What Apple devices are compatible with ReSound Preza?

A. For the most current list of compatible devices, click here to go to our **Compatibility Page**.

Q. I just updated my operating system or bought a new phone and now I can't get the app. What can I do?

A. We always recommend that you wait to update your operating system until we can verify that the new operating system will work well with your hearing instruments. The most recent information on compatible phones and operating systems can be found on **future-resound.com**. If your new phone or operating system should be compatible, it may still be necessary to go through the pairing process again in order to get your hearing aids and phone to work well together.

Q. Where can I get help with ReSound Preza and my Apple device?

A. Your hearing care professional is a great resource to answer your questions about ReSound Preza. Consumer Care Representatives are also available to answer questions about ReSound Preza and pairing to your Apple device by calling 1 (844) 833-1133.

Apple also has their own toll free numbers for general support of their products:

Apple iPhone support: 1 (800) 694-7466

Apple iPad and iPod touch support: 1 (800) 275-2273.

Apple Accessibility support: 1 (877) 204-3930

For questions how to use your Apple device, consider enrolling in a course or scheduling an appointment with the Apple genius bar at your local Apple retail store or visit **http://www.apple.com/support/**.

Q. How do I get the app for my Apple device?

A: The ReSound Smart 3D app is available free through the Apple App Store.

Enter the App Store by tapping the blue **App Store** icon on your iPhone, iPad or iPod touch. Search for **ReSound Smart 3D** to find the app. Tap **Get**. Tap **Install**, enter your Apple ID password and the ReSound Smart 3D app will start downloading.

Q. How do I download the ReSound Smart 3D app for my iPad?

A: The ReSound Smart 3D app is optimized for iPhone, but will run on the iPad either in normal iPhone app size or in a double up format (2x mode). When you search the App Store from an iPad, it automatically searches for iPad-apps only. To find the ReSound Smart 3D app, tap on the Filters in the top left corner of the App store, and change to **iPhone only**. Then search for **ReSound Smart 3D.**

Please note, the location-based services are not available on the iPod Touch, on iPads without a cellular connection / SIM card or if your device does not have Wi-Fi or a data subscription.

Q. Which operating system must my Apple device run?

A. The mobile device must have iOS 10 or later. If you are running an older operating system version you can easily update following the instructions from **Apple**. We recommend always running the latest version of iOS for optimal app performance.

Q. How do I pair ReSound Preza to my Apple device?

A: Follow the instructions below. They can also be found in **video** format in the Videos.

• Turn on **Bluetooth** functionality on the Apple device if it is not already on.

- Go to the **Settings** > **General menu**. Then select **Accessibility** in the General menu.
- Power up ReSound Preza hearing instruments by closing the battery doors, or removing them from the charger.
- Select **MFi Hearing Devices** in the Accessibility menu on the Apple device.
- Once you enter the Hearing Devices screen, you will see the name of your hearing instruments appear along with the ReSound Preza model number.
- Tap on the center of the name of your hearing instruments on the screen.
- Pairing requests will now appear asking if you would like to pair to your iPhone, iPad®, or iPod touch®. Press **Pair** to begin the pairing process to your ReSound Preza hearing instruments. Note that for pairing to two hearing instruments, there will be two separate pairing requests.
- Your iPhone, iPad, or iPod touch will now pair to the ReSound Preza hearing instruments and automatically connect to them.

KEY NOTE:

This first-time pairing includes an authentication process. **WHILE THIS PROCESS OF AUTHENTICATION IS OCCURRING, DO NOT START ANY STREAMING TO RESOUND PREZA AFTER ACCEPTING THE PAIRING REQUESTS.** You can verify this process is complete in one of two ways:

• Place the hearing instruments on your ears while the process is occurring. You will hear a ripple tone when the process is complete.

• Wait for more than 120 seconds to be certain that the process is complete.

Your iPhone, iPad, or iPod touch will now detect the ReSound Preza hearing instruments and automatically connect. Your hearing instruments are now ready to stream from the Apple device.

Q. Why does the app take time to load after pairing?

A: When you open the app after the hearing instruments were disconnected, the app reads information from the hearing instruments. During this connection process, you can see progress bars at the top of the app screen.

Q: Why can't I see the ReSound Preza hearing instruments in the Bluetooth pairing menu on Apple devices?

A: ReSound Preza hearing instruments will not show up in the Bluetooth menu because they are paired by going to **Settings** > **General** > **Accessibility** > **MFi Hearing Devices.**

Q. What remote control functionality is available on my mobile device?

A: Remote Control function is available through the ReSound Smart 3D app. Those basic controls include:

- Adjust volume
- Change programs
- Mute the hearing instrument microphones
- View battery indicators
- Adjust bass, mid and treble
- Geotag to assign hearing aid programs to specific locations
- Use your saved settings at any time
- Find your lost hearing instrument with "Find my hearing instrument"
- Access to noise reduction and wind noise reduction settings
- Streaming focus quick buttons to minimize the sound from the hearing aid microphones
- Hear all quick buttons to equalize the hearing aid microphone and phone streaming sounds
- Access information about how to use and maintain your hearing instruments
- Activate direct streaming from the Multi Mic, Micro Mic, or TV Streamer 2

Q: My hearing instruments disconnected from my mobile device and didn't automatically reconnect. What do I do?

A: If the hearing instruments disconnect from your mobile device, it's typically because they are out of Bluetooth range (around 30 ft) from the phone. If the ReSound Preza devices disconnect from your mobile device, they will go into search mode for 180 seconds before deactivating wireless transmission. When the ReSound Preza devices come back into range of the mobile device, you need to open and close the battery doors or put them in to the charger until the lights illuminate and then remove so they begin searching for a device they can connect to.

Volume & Mute

Q. What am I adjusting with the ReSound Smart 3D app volume slider?

A: The app volume slider adjusts the hearing instrument microphone level.

Q. Can I mute the hearing instrument microphone volume?

A: Yes. Just tap the **mute** button to the left of the volume slider in the app. To mute the volume from a streaming accessory, tap the **mute** button to the left of the orange streaming volume slider.

Q. How do I adjust the volume for each hearing instrument individually?

A: Press the small toggle button to the right of the volume slider. The button will shift between individual and common volume control.

Q. Can I mute the volume on ONLY my right or left hearing instrument?

A: Yes, when you have two volume sliders for individual volume control, just tap the **mute** button to the left of either the left or right volume slider.

Q. How can I reset my volume level to the default level?

A: You can reset the volume level to the default level by placing the volume slider on the small gray hash mark of the volume bar. This will set the volume to the default level.

Q. Can I use the app to adjust the streaming volume?

A: Yes, if you are streaming from a streaming accessory (e.g. a TV streamer), you can adjust the streaming volume from the orange volume bar with the streaming icon.

If you are streaming sound from your mobile device (e.g. playing music), you can adjust the volume as you normally do by using the hard key volume buttons on the mobile device. You can also use the volume control in the particular app playing the music.

Q. Can I use the app to adjust hearing instrument volume during calls or while streaming sound?

A: Yes, adjust the hearing instrument volume by moving the volume slider left and right to increase the volume of the surroundings.

Q. What is the small gray hash mark on the volume bar?

A: The gray hash mark indicates your default volume setting, when the volume is at the default setting this hash mark will be red. This is determined by the way the Hearing Care Professional programmed the hearing instruments.

Q. How can I improve the sound quality of my phone calls or streaming audio?

A: There are a few things that you can do to improve streaming audio quality. First, turn down the volume of the hearing aid microphones so that the streaming audio does not have to compete with environmental noises processed by the hearing aids. Next, adjust the equalizers of the streaming apps. For the iTunes music app the equalizer is found in **Settings** > **Music**. Many music streaming services such as Spotify offer an equalizer built into their apps. Lastly, your hearing care professional may be able to make programming adjustments if these measurements aren't satisfactory.

Q. I increased the volume of the hearing instruments to the maximum, but I still can't hear the phone call or streaming music. What else can I do?

A: The volume control for any streamed audio is located on the side of the phone. The volume control for traditional hearing instrument use is in the Settings menu, the triple-click menu, and the ReSound Smart 3D app. If the phone's physical volume is turned up to its maximum and the volume is not sufficient, consult with your hearing care professional.

Programs

Q. Why can't I change programs?

A: If you lose connection to your hearing instruments, the program buttons are grayed out and nonselectable. At the same time, a white exclamation mark indicates the hearing instruments lost connection to the mobile device. After re-establishing the connection, you can change programs again.

Q. Why can't I press the program button with the phone icon?

A: The program button with the phone icon appears when you stream either audio (e.g. music) from your iPhone, iPad or iPod touch or a phone call. The hearing instruments will remain in the streaming program. To change the program, end streaming or the phone call.

Q. Why are there no streaming device programs in the app?

A: You will only see a streaming device, such as the ReSound TV Streamer 2, if one has been paired to the hearing instruments.

Q. How can I edit the program names?

A: You can edit the program names in the Program overview screen. Go to the home menu in the app, pull down the shade from just above the program card, then tap **Edit** in the bottom right corner. Then you will see the current programs listed and you can edit each of them as you like by tapping on the program you wish to edit. Keep in mind that a program name must be between 3-10 characters. If you would like a two letter name, you can always add space as the third character.

Q. If I edit the names of the programs, will my Hearing Care Professional be able to recognize the original programs?

A: Yes, when you edit the program names, the new name is stored in the hearing instrument. When your Hearing Care Professional connects your hearing instrument, he or she can read from the hearing instruments and see the program names you have chosen.

PLEASE NOTE: When your Hearing Care Professional reconnects your hearing instruments to the fitting software in his/her office, the fitting software will overwrite the changes you made. This unfortunately means that the programs you renamed will return to the original names. If you want to keep the names you edited, either ask your Hearing Care Professional to read from the hearing instruments or edit the program names in the fitting software to your preferred names prior to reprogramming.

Q. Why did I lose the program names that I entered?

A: When your Hearing Care Professional reconnects your hearing instruments to the fitting software in his/her office, the fitting software will overwrite the changes you made. The programs you renamed will return to the original names. To keep the names you edited, ask your Hearing Care Professional to either read from the hearing instruments or edit the program names in the fitting software prior to reprogramming.

Q. Why was my program renaming not remembered by the app?

A: When you edit the program names, remember to tap **Save** and then **Done** when you are finished, or they will not save. You can rename the programs in the app Settings under Rename Program.

PLEASE NOTE: If your Hearing Care Professional reconnects your hearing instruments to the fitting software in his/her office, the fitting software will reverse the program names to the original names. To keep the names you edited, ask your Hearing Care Professional to either read from the hearing instruments or edit the program names in the fitting software prior to reprogramming.

Q. Why did the name of the program change when I chose it?

A: If your Hearing Care Professional has entered new hearing instrument programs names during the fitting session, you will see these names when you enter the program for the first time after the fitting.

Q. Why are some of the program buttons grayed out and others not?

A: This can occur if:

- You are streaming audio (e.g. music) from your iPhone, iPad or iPod touch. Only the phone program icon will be highlighted and the remaining buttons will be grayed out.
- You have two hearing instruments in different programs and one of the hearing instruments disconnects, then the program of the disconnected hearing instrument will look semi grayed out. This indicates the program is disconnected in one hearing instrument, however, you can still choose the program for the connected hearing instrument.

Bass, Mid and Treble

Q. What does the bass, mid and treble adjust?

A: The treble, mid, and bass adjust the high, mid, and low frequencies. Adjusting bass, mid and treble means you can customize your hearing experience. The treble/mid/bass range is from +6 dB to -6 dB. You can adjust the bass, mid and treble for all incoming sounds, including sounds streamed from an Apple device.

Favorites

Q. What does the app notification "Turn on Location Services to allow "Smart 3D to determine your location" mean?

A: To add a place, you must have the Location Services turned on for your mobile device. If it is turned off, a notification will prompt you to go to **Location Services** in the device settings.

To activate the Location Services on the iPhone, iPad or iPod touch, go to **Settings** > **Privacy** > **Location Services.** Tap the **toggle button** next to Location Services to activate or deactivate the function. The button will turn green when the Location Services are active. Then turn on Location Services specifically for the ReSound Smart 3D app. Go to **Settings** > **Privacy** > **Location Services** > Set the app to **Always**.

Q. Why can't I add a Favorite?

A. There can be different reasons for being unable to add a Favorite:

- If your subscription does not include a data package, you are unable to use the location-based services and you will receive the notification saying a place could not be added. This can be resolved by acquiring a subscription with a data package.
- If you are using an iPad without a cellular connection, the location-based services are not available.
- If you have not inserted your sim card into the mobile device.
- If your mobile device is in airplane mode.

In these cases you will either get a notification that a place could not be added or you will not be able to activate "Q" in the app. On rare occasions, the location cannot be immediately established. This will result in a notification that the place cannot be added to a program.

Q. How can I delete a saved Favorite?

A: Open the **Program Overview** screen by tapping the shade pull down icon just above the Program Card on the main screen. Then select **Edit** from the bottom left corner, tap the favorite you would like to delete, the tap **Delete** on the bottom of the screen.

Q. How can I delete all my Favorites at once?

A: From the Program Overview screen, select **Delete Favorites** from the bottom right corner of the screen.

Q. Why did I lose all my saved Favorites at the fitting session?

A: Favorite locations are tied to a program environment that was established by your Hearing Care Professional during your fitting. If your Hearing Care Professional changes the original program environment to a new program environment, it will erase any saved Favorite that was associated with the original program environment.

Q. Why did all my saved Favorites disappear?

A: Your saved Favorites may disappear when you update the ReSound Smart 3D app to the latest version. You can re-save all your Favorites again.

Q. Can I use the settings from a particular place, when I am in another location?

A: Yes, you can tap on the **location** and choose **Use now**.

Finder

Q. How can I use the Finder to locate my hearing instruments?

A: You can use the Finder in two ways. The Finder will detect if your hearing instruments are close by or far away. The Finder will shift to "Map mode" and the signal strength indicator will be on the same screen. This will show you the location of the last time your hearing instruments were connected to the mobile device, as long as Location Services is enabled and the ReSound Smart 3D app is running in the background. You can see the location address by tapping the **callout**. The callout will also show how long ago the hearing instruments were in that particular location.

If your hearing instruments are within Bluetooth range and turned on, the Finder will shift to "Nearby mode." The red bars will show if you are getting closer to the hearing instruments or getting further away. In that way, you can search for your hearing instrument nearby (in your house for example).

Q. Why are the red bars in the Finder Nearby mode not accurate?

A: When using the Finder in "Nearby mode," move the mobile device slowly. Depending on how fast you normally walk or move the mobile device, you might have to slow down a little when searching for the hearing instruments.

Q. Does the Finder work if the hearing instruments have run out of batteries?

A: Some of it does. The "Map mode" shows the location of last time the hearing instruments were connected to the mobile device and this position will continue to be shown even if the hearing instruments run out of batteries. Please note: Map mode of the Finder does not track the hearing instrument location in real time, so the hearing instrument might have been removed in the meantime. On the contrary, the "Nearby mode," where you can look for your hearing instruments close by, only works if the hearing instruments have batteries with strength and they are connected to your mobile device.

Connection

Q. What do the lines on the Status screen mean?

A: The white line means a connection is established. The connection is between the hearing instrument and the streamer accessory or between the hearing instrument and the mobile device. The red line with exclamation mark means the connection is missing or broken. Press the exclamation mark and you will receive guidance on how to reestablish connection.

Q. What is the exclamation mark on top of the Status icon or Volume screen trying to tell me?

A: You are probably missing a connection between your mobile device and your hearing instrument. Tap the **Status** icon and you will see an overview of the connections between your mobile device, your hearing instruments and your streaming device (if you have a streaming device paired). If a particular connection is not established, the line will be red and have an **exclamation mark** on it. Tap the exclamation mark or the red line to get tips for reestablishing the connection.

Q. What do I do when the app loses connection?

A: If the app loses connection, it is typically the connection between the hearing instrument and the Apple device that has been lost. On the Status screen, there will be exclamation marks showing where the connection is lost. If you press the exclamation mark, you will receive guidance on how to reestablish connection.

Q. Why doesn't the app update certain screens?

A: Sometimes the app can take a little while to update a screen. This can be easily resolved by leaving and reentering the screen.

Q. Why are my notifications (text messages, beeps, alarms) coming from my phone's speaker rather than streaming through my hearing aids like everything else?

A: At this time the Bluetooth profile used to communicate with the iOS device does not allow notifications to come through the hearing aids. Audible notifications can come through the iOS device. To adjust volume, utilize the "ringer and alerts" slider in the settings under sounds. If you toggle **Change with buttons**, you can turn the ringer up using the buttons on the side of the iOS device. If you use the Phone Clip+, you can receive notifications in the hearing aids.

Batteries

Q. How does the Smart 3D app or audio streaming impact battery consumption?

A: The app does not significantly impact the consumption of the hearing instrument battery. Running the app will take up some of the mobile battery similar to what other smartphone apps do. Streaming audio via the Phone Clip+ increases battery consumption and will reduce the battery life of the hearing instrument.

Sound Enhancer

Q. Why are one or more of the Sound Enhancer features not available?

A: Only the Sound Enhancer features that are available for each program will be displayed. If a particular feature is not available in Sound Enhancer, then it will not be visible in the Sound Enhancer Menu. All available features will be displayed for each program they are available.

Other

Q. Can I get the app in a language other than English?

A: Yes, the app is available in Spanish, French, Italian, traditional Chinese, Japanese and Korean. The app follows the language of the phone. For example, if your phone is set to Spanish, the app will automatically display Spanish as well.

Q. What is Demo mode?

A: Demo mode lets you run the app without connection to the hearing instruments, for demonstration purposes or to learn how to navigate the app. Demo mode simulates the app features as if you were connected to a hearing instrument. You can choose **Demo mode** in the entry flow or enable/disable Demo mode under **More** in the app.

Q. How do I remove the app?

A: Remove the app in the same way as you uninstall all other apps. Put your finger on the ReSound Smart 3D app icon on the home screen and hold it there until the icon starts 'shaking' and a black "x"appears. Tap the **x** to delete the app. Confirm the deletion.

Q. Why doesn't the app refresh?

A: Sometimes the app might not refresh the screen right away. This means that the settings (e.g. bass/mid/treble) might not update immediately. This can be resolved by exiting and reentering the screen.

Q. Why does the streaming from my iPhone, iPad or iPod touch stop when I open the ReSound Smart 3D app?

A: Some apps showing videos are not able to run when you open up other apps on your mobile device. For example, if you are watching a video on the YouTube app and open another app, YouTube may stop playing the video. It is different for audio streaming apps, e.g. music, radio and podcast apps as those apps are designed to run in the background. This means you can open another app and the audio will keep playing in the background. It is not the ReSound Smart 3D app that is preventing the video streaming from running, but the way that these apps were designed to work.

Q. What audio can I stream to my hearing instruments?

A: Nearly every audio source on your Apple device can be streamed directly to your ReSound Preza hearing instruments, without requiring additional accessories or hardware that you have to purchase or wear. For example: music, movies, phone calls, FaceTime calls, directions from a GPS app, sounds from your favorite games.

Q. How do I change the audio source on my Apple device? (i.e. I want to stream audio to my hearing instruments instead of the iPhone speaker)

A: You can change the audio source using the Control Center on the iOS device. For iPhone 8 or older models running iOS 12: swipe up from the bottom of the home screen, then in the Music badge touch the two arced lines in the upper right corner to select the audio source (i.e. Preza hearing instruments). For iPhone X and newer: swipe down from the top of the home screen, then in the Music badge touch the two arced lines in the upper right corner to select the audio source (i.e. Preza hearing instruments).