

# Tech Tips

ReSound GN

## Important notes about the iOS 13, 13.1 and 13.1.2

The ReSound Smart 3D and Smart app platforms, and all compatible hearing aids, are now verified compatible with iOS 13.1.2. But there are still some iOS and iPhone related defects as well as changes to iOS behavior which may impact our users:

1. iOS 13 was released with several defects, which caused issues for ReSound apps and hearing aids (including connectivity issues):  
*Make sure iOS users are upgraded to iOS 13.1.2 to minimize issues with hearing devices*
2. iOS 13 and later have moved the accessibility menu, where you pair MFi hearing aids:  
*from Settings / General / Accessibility / MFi Hearing Devices  
to Settings / Accessibility / Hearing Devices*  
The pairing flow and MFi settings are the same as on iOS 12, find more info here:  
<https://support.apple.com/HT201466>
3. iOS 13 and later will ask users for permission to find and connect to Bluetooth Devices on first launch of the app after upgrading iOS version. The app can only connect to the hearing instruments if the user selects "OK". If the user selects "Don't Allow", the app will not connect but show a red exclamation mark with the text "Please turn on Bluetooth":



Bluetooth permission on first launch:  
User must select **OK**

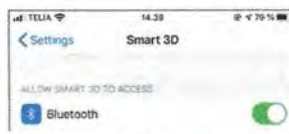


Please turn on Bluetooth

Message in app if 'Don't Allow' is selected

Follow these steps to allow the app to use Bluetooth again:

- a. Go to Settings / [name of the app]
- b. Turn on Bluetooth



Go to Settings / [app name] to allow the app to use Bluetooth again

4. All iPhone system sounds are now streamed to hearing aids. This includes general notification sounds, system sounds and Keyboard Clicks. If Keyboard Clicks are activated on hearing aids prior to ReSound LiNX Quattro, the user will be prevented from naming and saving favorites. To successfully name and save favorites, the user must do one of two things:
  - a. Mute the iPhone while naming and saving the favorite, OR
  - b. Go to Settings / Sounds & Haptics and turn off Keyboard Clicks (recommended)



Turn off keyboard clicks to name and save Favorites in the app

5. iPhone 11 (also running iOS 13.1.2) fails to complete the getting connected flow in the app for ReSound LiNX Quattro (FW version 10043.4300). This is a general problem affecting multiple hearing aid manufacturers and both Apple and ReSound are looking into it. Known workaround:
  - a. Delete the app from the iPhone
  - b. Set Silent mode on (the switch at top left corner)
  - c. Forget the hearing aid from the iPhone
  - d. Airplane mode on
  - e. Airplane mode off
  - f. Repair the hearing aid to the iPhone
  - g. Install ReSound Smart 3D from App Store
  - h. Launch ReSound Smart 3D and complete the connection flow

**Manufacturer according to FDA:**

**GN ReSound North America**  
 8001 E Bloomington Freeway  
 Bloomington, MN 55420  
 USA  
 1-800-248-4327  
 resoundpro.com

**ReSound Government Services**  
 8001 E Bloomington Freeway  
 Bloomington, MN 55420  
 USA  
 1-800-392-9932  
 gs.resound.com

**Manufacturer according to Health Canada:**

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

# Tech tips continued...

## Streaming Sounds and Notifications

All system sounds are now streamed to hearing aids, including notification alerts for text messages, emails, lock sounds, and keyboard clicks.

There are three options to disable streaming of notifications:

1. Mute the iPhone, using the volume controls on the sides of the device
2. Turn off notification sounds for the specific notifications you don't want to hear
3. Set Media Audio Routing to Never Hearing Aids

## Update to Smart app and Smart 3D app


This update is required to ensure compatibility with iOS 13. Please encourage patients to download the latest app to ensure a more seamless experience.

- Uninstall current app by deleting app. Then reinstall app. Use WiFi when installing if possible

## Troubleshooting iOS 13: For almost all issues, this process resolves the problem.

- A. Forget Hearing Devices from Phone
  - a. Turn aids off (or in charger) and leave them off until C below.
- B. Turn on Airplane Mode
  - a. Keep hearing aids turned off.
  - b. wait a minute, then turn off airplane mode.
  - c. Go back to find aids.
  - d. Check to see if it is searching. If it isn't and it still shows aids, forget the devices again.
- C. Re-Pair the Hearing Devices
  - a. Once the phone is searching for the hearing devices, turn the devices back on and pair, **wait 2 minutes in this screen**
- D. On Hearing Devices screen, turn off everything on this screen **except** Control on lock screen
- E. In Audio Routing change Media routing to NEVER or the hearing aids will be streaming all iPhone notifications and the app will be showing iPhone Streaming

## Reactivating Streamed Media when wanted

1. Open Control Center:
  - \* On iPhone X or later or iPad with iOS 12 or later: Swipe down from the upper-right corner of the screen.
  - \* On iPhone 8 or earlier or iOS 11 or earlier: Swipe up from the bottom edge of any screen.
2. Press and hold the audio card in the upper-right corner, then tap Airplay .
3. Tap on Hearing aids, Phone, or Speaker - whichever option the patient desires to hear the audio through.

## **Connectivity issues with Smart or Smart 3D app**

Uninstall and re-install the Smart and Smart 3D app (there are updates for both)

## **Smart App and Smart 3D app not working with iPhone 7+**

This is being worked on with Apple engineers. Until an update is available, if this happens, it does seem that the Native App is working. Patients can use this to adjust programs, volume or activate streaming.

## **Apps are requesting Bluetooth to be turned on but it's already on.**

- iOS 13 is now asking for Bluetooth permission for all sorts of apps. If this is not granted, that app will not function. The Smart app and Smart 3D app do require this.
- Bluetooth can quickly be re-enabled/turned on by going to Settings – scrolling to the bottom of the page – apps will be in alphabetical order - tap on the app in question – turn on Bluetooth for that app.