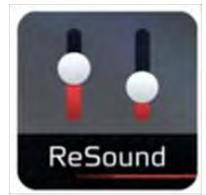


ReSound Smart™ Android app

FREQUENTLY ASKED QUESTIONS



Please also use the Quick guide on www.resound.com/smartapp for more user guidance

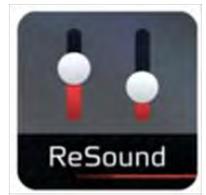
Tip for use of the FAQ: Click the question to go to the answer

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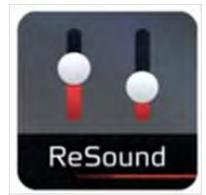
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GET THE APP



How do I get the app?

A: The ReSound Smart™ Android app version 3.0 can be downloaded for free at the Google Play Store. You can enter the Google Play Store by pressing the Google Play Store icon on your Android phone.

In Google Play you can search for “ReSound” and “smart” to find the app.

After finding the app, press the button that says “Install” and then press “Accept” for the app to access certain features on your phone e.g. Bluetooth. The app will install on your phone and when you see the “Open” option press the button to open the app.

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HEARING AID COMPATIBILITY

Which hearing aids is the ReSound Smart app for Android compatible with?

A: ReSound LiNX² (all technology levels / price points: 9/7/5), ReSound LiNX™ 9/7, ReSound LiNX TS™ 9/7, ReSound Enzo™ 9/7, ReSound UP Smart™ 9/7 hearing aids.

All running the latest firmware (either version 4.5.6 or version 5.4.4 or above).

If the hearing aid is not running this latest version, your Hearing Care Professional can upgrade to the latest version.

Remember to use an updated version of the ReSound Smart app for Android (version 3.0 or above). The latest version can be downloaded / updated from the Google Play Store

<https://play.google.com/store/apps/details?id=com.resound.smart&hl=en>

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ANDROID PHONE SUPPORT

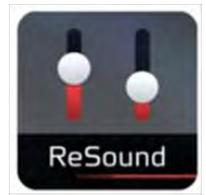
Which Android phones do I need to use the app?

A: ReSound Smart app is available for the following Android phones:

- Samsung Galaxy® S6
- Samsung Galaxy® S6 Edge
- Samsung Galaxy® S5
- Samsung Galaxy® S4
- Samsung Galaxy® Note 4

ReSound Smart™ Android app

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Please make sure your Android mobile device is running the recommended Android OS version - minimum ver. 5.0 Lollipop.

The app is also compatible with sub variations of the main models such as Samsung Galaxy® S5 mini, Samsung Galaxy® S5 Plus, Samsung Galaxy® S6 Plus.

We are continuously expanding our support for popular Android phone models. Please consult the ReSound Smart app webpage for an updated list of compatible phones www.resound.com/smart

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What if I don't have one of the supported Android phones can I then not use the app?

A: Currently the ReSound Smart app for Android is supported by selected flagship Android phones (see above). For all other Android smartphone users we have the ReSound Control app which allows the user to control his hearing aids. ReSound Control app works via Unite Phone Clip+.

We are continuously expanding our support for popular Android phone models. Please consult the ReSound Smart app webpage for an updated list of compatible phones www.resound.com/smart

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Which Android operating system version is required?

A: For the ReSound Smart app for Android we recommend using the Android OS version 5 – Lollipop. For some of the mobile phones the app will work with Android OS 4.4.2-4.4.4 – KitKat as well.

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Why do you only support one Android phone?

A: We want to offer as many users as possible the benefits of interacting with their hearing aids directly from their phone. We were the first to make it possible on the Android platform with the combination of ReSound Smart app for Android and our Smart hearing aids, which represents a major breakthrough. We see this as just the beginning and focused efforts are dedicated to grow the number of compatible Android phones.

Please consult the ReSound Smart app webpage for an updated list of compatible Android phones www.resound.com/smart

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Why do you only support selected Android phones?

A: We want to offer as many users as possible the benefits of interacting with their hearing aids directly from their phone. We were the first to make it possible on the Android platform with the combination of

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the ReSound Smart app and ReSound hearing aids, which represents a major breakthrough. We are dedicated to growing the number of compatible Android phones.

Please consult the ReSound Smart app webpage for an updated list of compatible Android phones www.resound.com/smart



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When do you expect to support more Android phones?

A: We are continuously making more Android phones compatible, so we can to offer the benefits of interacting with their hearing aids directly from their phone to as many users as possible. The compatible Android phones will be added on an ongoing basis.

Please consult the ReSound Smart app webpage for an updated list of compatible Android phones www.resound.com/smart

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Which Android phones will you be targeting to support?

A: We are continuously making more Android phones compatible, so we can to offer the benefits of interacting with their hearing aids directly from their phone to as many users as possible. The Android phones will be added on an ongoing basis and we are targeting the most popular and widely used models.

Please consult the ReSound Smart app webpage for an updated list of compatible Android phones www.resound.com/smart

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Is the app also available for iPhone?

A: The ReSound Smart app is available for iPhone, iPad and iPod Touch. Please see www.resound.com/smartapp for more information.

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GETTING STARTED

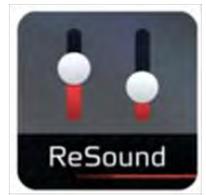
How do I pair my Android phone to my ReSound hearing aids?

A: When you open the app you will be taken through a pairing flow in the app. Just follow the pairing steps and your hearing aids and Android phone will be paired.

In addition, you will find pairing guidance inside the app in the My hearing aid section under Quick start. You can also consult the online Quick guide on how to pair via www.resound.com/smartapp

ReSound Smart™ Android app

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Why does the app take some time to retrieve information during pairing?

A: The app needs to read information from the hearing aids. This is for example information about the programs fitted to the hearing aids. This takes a moment, which is why you will see the progress bar.

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ACCESSORIES

Do I need an accessory to use the app?

A: You only need to pair your hearing aids with the Android app and then you can control your hearing aids directly from the Android app.

If you would like to stream audio from your Android phone to your hearing aids you can use a Unite Phone Clip+

The Unite phone Clip+ can in addition be used for call handling.

For instructions, see the Quick user guide www.resound.com/smartapp

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I have a ReSound Unite Phone Clip+. Will it work with the app?

A: You can use the Smart Android app with the ReSound Unite Phone Clip+.

You can use the Phone Clip+ for audio streaming from the Android phone to the hearing aids. You can do this by pairing the Phone Clip+ with the hearing aid and the Android phone.

The Phone Clip+ will also provide additional call handling.

For instructions, see the Quick user guide www.resound.com/smartapp

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AUDIO STREAMING

Can I stream audio directly from the Android phone?

A: The technology in Android phones do not currently support direct streaming of audio to the hearing aid. Android users are encouraged to utilize the ReSound Unite Phone Clip+ for this enhanced set of streaming capabilities to their ReSound hearing aid.

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For instructions, see the Quick user guide www.resound.com/smartapp

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When do you expect to have direct audio streaming from Android phones?

A: We're constantly exploring opportunities to enhance the connectivity of our hearing aids, including streaming of audio directly from Android phones. Android users are encouraged to utilize the ReSound Unite Phone Clip+ for direct audio streaming to the ReSound hearing aid.

For instructions, see the Quick user guide www.resound.com/smartapp

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Why is it relevant to have a direct connection from the phone to the hearing aid if you cannot stream audio?

A: With ReSound Smart app for Android we offer Android users the ability to control and tailor their hearing experience to match their personal preferences and needs in a way that's both smart, discreet and easy. This has already been greatly appreciated by iOS users and can now be enjoyed by Android users as well.

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VOLUME & MUTE

What am I adjusting when using the Smart app volume slider?

A: When using the app volume slider you are adjusting the hearing aid microphone level. This means you are adjusting the volume level of the surroundings as the hearing aid microphone picks up the surrounding volume.

If you would like to adjust the streamer accessory volume, change to the streamer program e.g. TV streamer and a separate volume bar for adjusting the streamer accessory volume will appear

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

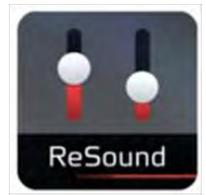
A: Yes, you adjust the hearing aid volume by moving the volume slider up and down. This also goes for the *hearing aid* volume during calls.

If you would like to adjust the volume of the *phone call or the streamed sound*, this can be done using the phone hard keys.

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PROGRAM

Why can't I change programs at all?

A: If you have lost connection to your hearing aids the program buttons will be grayed out and non-selectable. At the same time you will see a white exclamation mark indicating that the hearing aids have lost connection to the mobile phone. When re-establishing the connection you can change program again.

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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 aid. When your Hearing Care Professional connects your hearing aid, he can see the program names you have chosen.

Please note: When your Hearing Care Professional reconnects your hearing aids 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 enter them in the fitting software or edit them again after your visit.

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Why did I lose the program names that I entered?

A: When your Hearing Care Professional reconnects your hearing aids 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 enter them in the fitting software or edit them again after your visit.

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

A: There can be several reasons for some of the program buttons being grayed out.

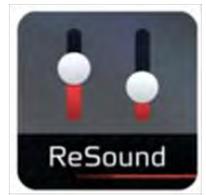
1. If you are streaming sound e.g., music from a streaming device only the streamer program icon will be highlighted and the remaining buttons will be greyed out.
2. If you have two hearing aids in different programs and one of the hearing aids disconnects, then the program of the disconnected hearing aid will look semi grayed out. This is to indicate that the program is disconnected in one hearing aid; however you can still choose the program for the connected hearing aid.

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Why can't I change program during a phone call or while I'm listening to music?

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A: When you stream sound from the Unite Phone Clip+, the hearing aid automatically changes to a device streaming program.

In order to go back to a hearing aid program, please exit the active streaming operation.

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SOUND ENHANCER & TINNITUS MANAGER

Why is the Sounds Enhancer and/or Tinnitus Manager not available in my app?

A: The Sound Enhancer is available for ReSound LiNX²™ 9 only. The Tinnitus manager is available for all price points of the ReSound LiNX² hearing aids.

Availability also depends on the fitted programs and settings of your ReSound LiNX². If available for you, the Sound Enhancer/Tinnitus Manager will show in the More options menu in the top left corner of the Program screen. The Sound Enhancer/Tinnitus Manager might be available only in some of your fitted programs, so please try the More options menu when in each program. If you do not have the Sound Enhancer in your app, and would like to have it, please consult your Hearing Care Professional.

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Why are one or more of the Sound Enhancer features not available or greyed out?

A: Each Sound Enhancer feature is available per program dependent on the settings of the program. For example, in a Restaurant program you will typically have Comfort in Noise and Speech Focus available, but not Comfort in Wind. This is because the wind noise reduction feature of the hearing aids is typically not enabled for a Restaurant program. However, if one of the feature tabs is greyed out for the program you are in, it means that it is available in another program. Try your other programs to see what is available there.

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Why did my Sound Enhancer and / or Tinnitus Manager stop working?

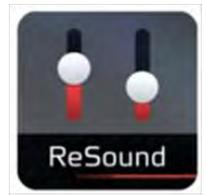
A: If you lose connection to one or both of your hearing aids, it is not possible to adjust the Sound Enhancer or Tinnitus Manager. If you have one hearing aid fitted, this needs to be connected, and if you have two hearing aids fitted, they both need to be connected. Otherwise the adjustments cannot be performed. Make sure you're connected and try again.

Also, if you have two hearing aids fitted, please make sure that they're both in the same program when adjusting the Sound Enhancer.

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FREQUENTLY ASKED QUESTIONS



How do I return to my fitted settings after adjusting the Sound Enhancer and Tinnitus Manager?

A: You can always return to your fitted hearing aid settings. Either tap the Undo button in the top right corner of the Sound Enhancer screen, or reboot your hearing aids (open and close battery doors).

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Can I keep my adjustments of the Sound Enhancer or Tinnitus Manager?

A: Yes. If you have ReSound LiNX² 9 hearing aids, you will keep the adjustments for the particular program until you reboot (turn off and on again) your hearing aids. You can also save your settings as a Favorite and choose to re-apply them at any time you want by choosing that Favorite from the app.

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For which programs can I adjust the Sound Enhancer?

A: If available for your Smart hearing aids, the Sound Enhancer can be adjusted for so-called manual hearing aid programs like Restaurant, Party, Traffic, Outdoor etc. You cannot adjust the Sound Enhancer for streaming programs, like when streaming phone calls or using your ReSound Unite streaming accessories.

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For which programs can I adjust the Tinnitus Manager?

A: If your Hearing Care Professional has enabled the Tinnitus Sound Generator (TSG) in one or more programs in your ReSound LiNX² hearing aids, you can use the Tinnitus Manager in the app. Programs with TSG enabled are marked with a 'vicious cycle' icon on the program selection screen.

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What does the little dot under the slider in the Sound Enhancer features mean?

A: The little dot shows the setting that was fitted for you by your Hearing Care Professional. To return to this default setting, simple slide the slider to that point or tap the Undo button in the top right corner.

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Does the Sound Enhancer and Tinnitus Manager support two different form factors in a fitted pair?

A: Yes. So long as the two devices are fit with exactly the same features and feature values, you can adjust with a pair combining e.g. an LS961 and an LS988.

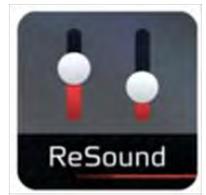
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FAVORITES

Why can't I add a place to a Favorite?

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

1. 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 "Place could not be added". This can be resolved by acquiring a subscription with a data package.
2. If you are using an iPad without a cellular connection, the location based services are not available.
3. If you have not inserted your sim card into the Android phone.
4. If your Android phone is in airplane mode

In all of these cases you will get the following notification: "Place could not be added"

5. On rare occasions the location cannot be immediately established. This will result in the notification: "This place cannot be added to a program".

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Why are all My Places now called Favorites?

A: With the 3.0 version of ReSound Smart we have introduced 'Favorites'. You can still save your preferred settings, now you just do it as a Favorite. If you want to add a location to the Favorite, you can do that, and you can have your hearing aids change automatically when you enter the location, just like before. You can also choose to not add a location and just activate the Favorite whenever you need it.

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Why did I lose some saved favorites at the fitting session?

A: When visiting your Hearing Care Professional for a refitting the hearing aid programs will typically be adjusted or even exchanged for others. These adjustments might cause you to lose Favorites, if your saved settings are no longer applicable to the way your programs are now fitted.

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FINDER

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

A: When using the Finder in Nearby mode you need to move the phone around carefully. Depending on how fast you normally walk you might have to slow down a little when searching for the hearing aids.

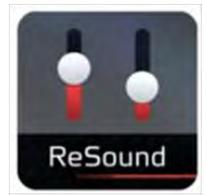
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Does the Finder work if the hearing aids have run out of batteries?

A: Some of it does. The Map mode shows the location of last time the hearing aids were connected to the ReSound Smart app and this position will continue to be shown even if the hearing aids run out of

ReSound Smart™ Android app

FREQUENTLY ASKED QUESTIONS



batteries.

Please note: The Finder does not track the hearing aid location in real time, so the hearing aid might have been moved from the location shown on the map.

On the contrary, the Nearby mode, where you can look for your hearing aids close by, only works if the hearing aids have batteries with strength.

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MY HEARING AID

Why can't I hear anything when I use the Melody guide?

A: If you have two hearing aids the Melody guide playback in only one of the hearing aids. It will typically be the left hearing aid, so make sure you are listening through the correct hearing aid.

Besides, the Melody guide will only play in your hearing aids, not on your Android phone, so you need your hearing aids to be able to use the Melody guide.

Your Hearing Care Professional might also have disabled melodies in your hearing aids altogether. In that case the melody guide will not play any tones.

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BATTERIES

Nothing happens when I press the battery display - why?

A: The battery display shows the current hearing aid battery status. There is no need to tap, press or the like to see the battery status.

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OTHER

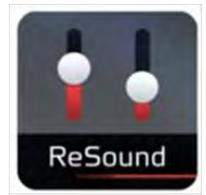
Can I get the app in a language other than English?

A: Yes, besides in English the app is available in French, German, Italian, Dutch, Spanish, Chinese (simplified + traditional), Japanese, Korean, Danish, Norwegian, Swedish, Finnish, Polish, Portuguese, and Romanian.

The app language will follow the language of the mobile phone. If your phone is set to e.g. Spanish the app will automatically be set to Spanish as well.

ReSound Smart™ Android app

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Will the app keep the hearing aid pairing if updating the app?

A: Yes, only if uninstalling the app will you need to re-pair.

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Can the hearing aids be paired to two mobile phones at the same time?

A: The Hearing aids can be paired to more mobile phones at the same time. However only one mobile phone can be active.

If you have paired your hearing aids with one mobile phone and would like to pair with a second mobile phone, you need to either turn on Bluetooth off on the first mobile phone or turn the mobile phone itself off while pairing. That will ease the pairing process of the second mobile phone.

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